

*Annex
Decision of the Government
of the Republic of Armenia
N 1958-L of November 9^h 2023*

*“Annex
to Decision of the Government
of the Republic of Armenia
N 1568-L of October 6^h 2022”*

**ACTION PLAN OF OPEN GOVERNMENT PARTNERSHIP INITIATIVE
OF THE REPUBLIC OF ARMENIA FOR 2022-2024**

INTRODUCTION

The Government of the Republic of Armenia joined the [“Open Government Partnership” \(OGP\) initiative in 2011](#) and has implemented [four national action plans](#) to date.

The action plans were aimed at improving the agenda of reforms assumed by the Government, making them more transparent, accountable, participatory and innovative.

[The report of OGP Independent Reporting Mechanism \(IRM\)](#) assessed [the Fourth Action Plan of “OGP-Armenia” for 2018-2020](#) as more reformative. The Fourth Action Plan stood out for its successful implementation of commitments despite the challenges of the pandemic and the war. The Fourth Action Plan was quite ambitious as it included legislative amendments and at least 6 of the 11 commitments were

proposed by civil society organizations (CSOs). A number of processes were introduced, such as the institution of actual beneficiaries and petitions; corruption risks present in the fields of education and healthcare were reduced; the transparency of public funds was improved by defining the tender procedure for state budget grants; the scope of declarations by public officials was clarified and expanded; the uniformity of providing information for websites of communities and the opportunity to provide services were improved; the mechanism for providing feedback on state services was introduced, etc. OGP commitments became targeted and timely, especially during the pandemic and the war. Awareness raising on the implementation and progress of the commitments was conditioned by the issues having arisen due to the pandemic and the war. However, the Government, together with CSO organizations, organized on-line and community meetings observing the pandemic rules.

STEPS UNDERTAKEN BY THE GOVERNMENT OF THE REPUBLIC OF ARMENIA TOWARDS OPEN GOVERNMENT

Since its membership to the Open Government Partnership initiative, Armenia has improved its processes for elaboration and implementation of its Action Plan, those for assuming the commitments, and assuming more targeted and ambitious commitments. The Government of the Republic of Armenia has implemented four national action plans, which have been expressed in the following:

- In 2015, Armenia was granted the title [of OGP Champion of the Asia-Pacific region](#) under the participation tool "[Smart Municipality](#)" at the local level;
- Through the OGP process, Armenia met the Extractive Industries Transparency Initiative ([EITI](#)) requirements and became a member of the initiative;
- The "[E-draft](#)" portal of legal acts was created within the framework of the OGP. This is a tool for direct participation in decision-making process for all citizens, without discrimination on the basis of age, professional or other grounds;
- The [Crowdsourcing](#) tool was applied within the OGP framework. In the global OGP process, this tool became a good example for other participating governments and local authorities. Every citizen can participate and contribute in the development of the OGP actions, in line with the requirements set by the OGP;
- Direct democracy mechanisms at the local level were improved. Broadcasting mechanism of the Council of Elders' sittings with the possibility of feedback and access to community services, etc., were introduced;
- Publication [of reports of officials seconded](#) at the expense of the State Budget;

- An [Interactive Budget](#) in Open Data format was established;
- Armenia became a member of the “[Beneficial Ownership Leadership Group](#)”. An institution of [revealing the Beneficial Owners](#) (BO) was introduced within the framework of the State Registry. Starting from 2023, all the organizations registered in Armenia shall reveal their real beneficiaries. The Government of the Republic of Armenia signed a [Memorandum of co-operation with the "Open Ownership"](#). Armenia was one of the [first countries to apply the BO standards](#) developed by the "Open Ownership";
- Sanjay Pradhan, Chief Executive Officer of the OGP, visited Armenia and had meetings with [the Prime Minister of the Republic of Armenia, the President of the National Assembly, the OGP MSF](#), other high-ranking officials and CSOs representatives. The visit was covered by the [Public Television company; interview with the OGP CEO](#);
- A [system for submitting ePetitions](#) was introduced in Armenia;
- A system of feedback by citizens of state services was introduced: <https://gnahatir.am/am/>;
- Within the framework of the Action Plan of OGP-Armenia 2018-2020, the Government of the Republic of Armenia implemented:
- More than [24 face-to-face and town hall meetings in all the marzes](#) of the Republic of Armenia. The meetings were held with the support of civil society (CS) partners;
- More than 10 thematic public discussions and meetings with CS organizations and media representatives;
- Awareness raising campaigns on the commitments on Public Television company: [1](#), [2](#), [3](#), [4](#), [5](#)
- Thematic [TV programmes](#) jointly with CSO partners: television programme “Open Governance” on the process of [revealing]

Real Beneficiaries with the "Freedom of Information Center" NGO;

- *11 commitments, 6 of which - upon recommendation of civil society;*
- *5 legislative initiatives and amendments*
- High-level participation of the Government of the Republic of Armenia at the [OGP Summit held in Canada](#);
- Co-operation with the "[International Budget Initiative](#)". As a result of the co-operation, the [Open Budget Survey Armenia](#) was developed for the first time;
- [Corruption Perception Index](#) improvement;
- In 2020, [Gyumri and Vanadzor municipalities](#) joined the Local OGP, and [Yerevan](#) and [Armavir](#) municipalities became new members of the OGP in 2022;
- A close co-operation with [the Council of Europe Office](#) was established for implementing the local democracy and open governance principles;
- The Armenia participated in the OGP's, USAID's and partner Summit for Democracy organizations [joint meeting](#) to contribute to better and inclusive implementation of the [commitments of Armenia within Summit for Democracy](#) ;
- Expanding co-operation with international organizations (USAID, UNDP, UN, ADB, GIZ, WB, EU, EC, UK Embassy);
- The official website OGP Armenia was developed: <https://ogp.gov.am/hy/>

- On May 18, 2022, the [“SHE” faces of OGP](#) event was held during the “OpenGovWeek”.

ACTION PLAN DEVELOPMENT PROCESS

Despite the challenges, the scope of co-operation with international partners, both in Armenia and outside Armenia, was expanded. Pursuant to the rules of the OGP, the Government of the Republic of Armenia was supposed to develop the next Action Plan in 2020, however the pandemic, the war and the extraordinary parliamentary elections hindered the process of developing and approving the plan.

The Government launched the development phase of the new program [in November 2021](#).

For development of the Fifth OGP Armenia Action Plan, the Government of the Republic of Armenia set its priority directions which follow the logic of the [Government Programme 2021-2026](#), the political directions set by the OGP (Washington) and the recommendations submitted to Armenia, [the OGP's independent reporting mechanism](#), the proposals and recommendations presented to Armenia by Council of Europe and OECD within the framework of GRECO, and [the CSO partners' proposals made during the OGP-Armenia working group session](#):

1. *Economy*

- *Development of small and medium-sized business*
- *Foreign economic policy and export promotion*
- *Sustainable development and green economy*
- *High technologies — digitization*

2. *Public Services*

- *Education*
- *Healthcare*
- *Labor and social protection*
- *Natural resources management (environmental protection, subsoil and water sector)*
- *Services provided by the State to the public*
- *Effective state property management*

3. *Law and justice*

- *Judicial reforms*
- *Police reforms*
- *Fight against corruption — measures aimed at the prevention of corruption*
- *Public expenditures — public procurement, revision and implementation of participatory mechanisms in the budgeting process*
- *Process/reforms of open contracts*
- *Open data policy*

4. *Institutional development of public administration*

- *Strategic planning and development of policies*

- *Youth*
- *National spatial data infrastructure*
- *Territorial administration and local self-governance; strengthening the democracy, migration*
- *Participation in legislative field*

In parallel to the launch, the Government of the Republic of Armenia, jointly with partner organizations, organized public discussions and meetings aimed at calling for more targeted proposals and ideas.

On December 3rd 2021, with the support of the UNDP office, a [meeting was held with the participation of Civil Society Organizations'](#) representatives having the main goal as generating new ideas for the OGP Armenia 2022-2024 programme, aimed at developing new actions; <https://cutt.ly/8Klff31>.

On 7th and 10th December, the Secretariat of the OGP Armenia, together with the "Armavir Development Center" NGO, carried out an extended regional awareness campaign. The meetings were held in an [on-line format](#): municipality and civil servants from Armavir, Aragatsotn, Ararat, Kotayk, Tavush, Gegharkunik, Syunik, Vayots Dzor marzes, civil society and educational institutions representatives discussed the reforms implemented through the OGP national programmes, and citizens raised issues and areas which need reforms.

During the meeting, the participants were informed about the priorities set by the Government for the OGP process from those in charge for the programme, formed proposals on-line and submitted them to the OGP Secretariat.

During the discussion of the proposal classification process, the CS representatives suggested to the Government to select proposals that are

more in line with the OGP principles and the priorities of the Government, as well as those that contribute to the fulfilment of obligations of the Republic of Armenia in other international processes. As a result, 64 proposals were received some of which complied with the established priorities and the OGP principles, some did not comply or partially complied with the OGP principles, or they had to be combined with other proposals. Among the proposals, the proposals and ideas being in line with the OGP principles and those partially complying with the requirements and needing additional discussion with those in charge for the field and those having submitted the proposals were considered for public discussion.

In March 2022, public discussions were jointly organized with the OGP Secretariat and the CS partners with the participation of representatives of the state administration system, bodies established by law, CS organizations and international organizations:

on March 7, the proposal to introduce a digital system for employment contracts was discussed: <https://cutt.ly/qKlblAf>

on March 9, proposals on procurement, local and state budget processes and non-financial indicators in the education system were discussed: <https://cutt.ly/eKlmpPy>

on March 10, proposals on e-justice, the establishment of an integrity system, gifts received by public officials, and strategic communication were discussed: <https://cutt.ly/2KIYpfg>

on March 14, proposals regarding data policy, national spatial data, open information databases, open contracts for alienation and lease of public property, unified electronic platform for auctions and information provided by the State Registry were discussed: <https://cutt.ly/vKIYQQK>.

Following the discussions, it was decided to implement a unified approach to the proposals on public access to data and databases, and it was accepted that it is appropriate to talk about them after the development of the concept document of the unified data policy in the Republic of Armenia only. The concept will regulate the citizen-state relations, define the data available in the Republic of Armenia, the principles and standards of public access to data and those of state tax, etc..

On May 19, [an OGP-Armenia expanded working session](#) was held, which, in addition to the main members of the working group, was attended by the delegation of the OGP Supporting Centre and partners of international organizations. At the meeting, the OPG-Armenia Secretariat presented the commitments included in the new draft Action Plan and the logic of selection thereof. Commitments that will be conceptual and address gaps and shortcomings in these areas have been included in the Action Plan. Such commitments include the concept of public communication architecture, data policy, and labor law relations, transparency of judicial system and public resource processes, actions for fighting against corruption or those preventing the corruption.

OGP COMMITMENTS

1. INSTITUTIONAL DEVELOPMENT AND PARTICIPATION

Country	Republic of Armenia
Number and Name of the Commitment	1. Formation of legislative framework defining Data policy
Brief Description of the Commitment	<p>In the context of modern technological developments, data and the management of data and information systems are of central importance for the establishment of an efficient society, economy and state. Accordingly, the strategic agendas of digitalization and public administration reforms of the Republic of Armenia consider the formation of institutional structures of data management in the country as an agenda priority, emphasizing first of all the formation of the legislative framework defining the general policy around data.</p> <p>Under the mentioned strategic agendas, the ideology of considering the data as public wealth is laid as the basis of the state policy. The establishment of a complete institutional and legislative system of data management is of the utmost importance not only for the effective delivery of the state system and state services, but also for increasing the productivity and competitiveness of the private sector.</p> <p>The formation of institutional and legislative foundations of data management is an opportunity to create a legal and citizen-centric design and operation of administrative information systems, the introduction of data access structures with the logic of open data policy, the introduction of citizen inquiries and traceability systems about their personal data, the interoperability of administrative information systems, data management standards, the scope of data-related rights and responsibilities, etc.</p> <p>At the moment, the policy and institutional arrangements regarding data and information systems in Armenia are fragmented and partial, they do not fully meet the developments of the time and the needs of the development of digital and virtual economy, public service provision and management systems.</p> <p>Therefore, it is necessary to develop and implement unified and comprehensive legal regulations, which will outline the entire field of data relations and enforcement mechanisms. With the legislative package defining the data policy, it is planned to develop:</p> <ol style="list-style-type: none"> 1. The Law of the Republic of Armenia "On Freedom of Information and Public Information", the purpose of which is to ensure the realization of the right to receive information provided by the Constitution of the Republic of Armenia by providing effective and quality public services to the public and every person, as well as ensuring access to information defined by this law, which will enable to carry out public control over the performance of their duties by state bodies.

	<p>The law will regulate relations related to freedom of information, will define the authority of information managers in the field of information provision, as well as regulate the conditions, procedure and methods of providing public information, receiving information and multiple use of information, the conditions and procedure for classifying, using and accessing restricted information.</p> <p>2. RA Law "On Cyber Security", the main purpose of which is to create a cyber-safe environment in information systems and critical information infrastructures.</p> <p>The law will regulate the relations related to the detection of cyber incidents, their notification, prevention and resolution, monitoring, supervision and the application of measures of responsibility for compliance with the requirements of this law, as well as will define the scope of the subjects who are obliged to ensure the information systems and critical information they use. cyber security of infrastructures, their continuous, uninterrupted and safe use.</p>		
Lead Body	Ministry of High-Tech Industry		
Other Supporting Stakeholders	Government	Civil Society	Other Actors (Parliament, Private Sector, etc)
	Office of Deputy Prime Minister Mher Grigoryan "Armenia Information Systems Agency" Foundation Ministry of Justice Ministry of Foreign Affairs Office of the Security Council National Security Service	"Digital Armenia" NGO Other NGOs and organizations that will join the commitment	Central Bank, the National Assembly, "EKENG" CJSC, Private Sector
Period Covered	2022-2024, June		

Problem Definition

1. What problem does the commitment aim to address?

The development of the legislation defining the data policy is aimed at the regulation of relations around the formation and use of data in Armenia, the formation of institutional frameworks with the adoption of the open data doctrine. RA legislation will form foundations and provide an opportunity to clarify the rights and responsibilities of data market participants, regulatory bodies and other institutional structures with the best available solutions, the legal framework necessary for providing safe and citizen-centric services, increasing the efficiency of the public administration system, promoting the competitiveness and efficiency of the economy, and developing the digital economy and digital society.

2. What are the causes of the problem?

Currently, the principles and approaches of data policy, the system of rights and responsibilities related to data generation, processing, storage, exchange, use and distribution, security issues are regulated in a fragmented manner. Currently, in the context of the increasing volumes of the digital economy, the modernization and digitization processes of public administration and public services, there is an inevitable need for ensuring full regulation. The fragmentation of legal regulations defining the data policy hinders the implementation of the commitments declared by the State, aimed at ensuring the more effective, open, transparent and accountable management system.

Commitment Description

1. What has been done so far to solve the problem?

There is a legislation on personal data protection and freedom of information in place, which, however, does not provide the full and up-to-date legislative framework on the data policy. A working team has been formed within the Information Systems Management Council for the elaboration of legislation aimed at the introduction of data policy.

2. What are the solutions we propose?

With the aim to address the problem, the Ministry of High-Tech Industry, in co-operation with interested institutions, has undertaken the implementation of the measure "Formation of legislation defining the data policy", which is also one of the goals declared by the [2021-2026 RA Government Programme](#) and the strategy of [Public Administration reforms](#).

3. What results do we want to achieve by implementing this commitment?

The elaboration and adoption of data policy legislation will enable to fully regulate the field of relations for the digital economy, digital society and digital state and services, which will, in its turn, improve the quality of data, access and their safe management. The quality of services being provided to the public, the public confidence in state data and information systems, and the usage of digital services will significantly increase. As a final result, it is expected to create complete legal grounds critical for development of citizen-centred and data-based policy, and development of economy and digital society.

Commitment Analysis

Questions	Answer
1. How will the commitment promote transparency?	The legislation defining the data policy will include regulations on the rights and responsibilities of those carrying out actions regarding the data, their receipt, processing, storage, transmission and other actions; the system of rules related to data access and transparency will also be formed based on the doctrine of open data; legal grounds and standards for data catalogues and on ensuring public access to meta data will be provided.
2. How will the commitment help foster accountability?	The standards of data classification, usage, quality assessment, identification, data protection and accurate distribution, risk management principles, responsibility and accountability, and other legal relations will be defined and specified by the legislation of the Republic of Armenia.
3. How will the commitment improve citizen participation in defining, implementing, and monitoring solutions?	The elaboration and actual implementation of data legislation based on the open data policy will also contribute to the development of citizen-state communication and participatory management systems through the implementation of more intelligent and mutually reliable solutions and platforms. At the same time, the data legislation will also provide a sufficient legal infrastructure, which will make it possible to introduce public service quality monitoring, control and management systems, to encourage citizen-centric and citizen-experience-based design and delivery practices of public services.

Commitment Planning

Milestones	Expected Outputs	Expected Completion Date	Stakeholders		
Action 1. Study of international practice with the participation of international experts and interested public sector representatives.	Selection of the best applicable practice for Armenia, revealing legislative gaps based on international benchmarking and identification of necessary regulations.	2nd half of 2022	Lead: Ministry of High-Tech Industry		
			Supporting Stakeholders		
			Government	CSOs	Other
			Office of Deputy Prime Minister Mher Grigoryan "Armenia Information Systems Agency" Foundation	"Digital Armenia" NGO Other NGOs and organizations that will join the commitment	Central Bank "EKENG" CJSC International and local professional companies, private experts

<p>Action 2. Drafting of a legislative package based on international practice and local context.</p>	<p>Formation of a legislative infrastructure.</p>	<p>1st semester of 2023</p>	<p>Lead: Ministry of High-Tech Industry</p>		
			<p>Supporting Stakeholders</p>		
			<p>Government</p>	<p>CSOs</p>	<p>Other</p>
			<p>Office of Deputy Prime Minister Mher Grigoryan Office of the Security Council Ministry of Foreign Affairs Ministry of Justice National Security Service "Armenia Information Systems Agency" Foundation</p>	<p>"Digital Armenia" NGO Other NGOs and organizations that will join the commitment</p>	<p>Central Bank "EKENG" CJSC International and local professional companies, private experts</p>
<p>Action 3. International and local expert discussions on the draft legislative package</p>	<p>Applying as much as possible the available expertise and collecting feedback during the elaboration stage of the initial version of the package.</p>	<p>2nd half of 2023</p>	<p>Lead: Ministry of High-Tech Industry</p>		
			<p>Supporting Stakeholders</p>		
			<p>Government</p>	<p>CSOs</p>	<p>Other</p>
			<p>Office of Deputy Prime Minister Mher Grigoryan Office of the Security Council Ministry of Foreign</p>	<p>"Digital Armenia" NGO Other NGOs and organizations that will join the commitment</p>	<p>Central Bank "EKENG" CJSC International and local professional companies, private experts</p>

			Affairs Ministry of Justice National Security Service "Armenia Information Systems Agency" Foundation		
Action 4. Public discussions on the draft legislative package through recognized official channels and in more interactive and participatory formats	Public awareness raising measures on legislative solutions, formation of perceptions, opinions and public consensus	2nd half of 2023	Lead: Ministry of High-Tech Industry		
			<u>Supporting Stakeholders</u>		
			Government	CSOs	Other
			Office of Deputy Prime Minister Mher Grigoryan Ministry of Justice National Security Service "Armenia Information Systems Agency" Foundation	Other NGOs and organizations	Central Bank "EKENG" CJSC
Action 5. Circulation of the final document between the state administration bodies. Adoption of relevant legal act	The basic concept document will be accompanied by manuals for the application and use of the concept.	1st half of 2024	Lead: Ministry of High-Tech Industry		
			<u>Supporting Stakeholders</u>		
			Government	CSOs	Other
			Office of Deputy Prime Minister Mher Grigoryan National Security Service "Armenia Information Systems Agency"	Other NGOs and organizations	

			Agency" Foundation		
Relation of the Commitment to strategic documents and other international processes	Section "6. Institutional Development" of the 2021-2026 Programme of the Government of the Republic of Armenia	Public Administration Reform Strategy	2021-2025 RA Digitalization Strategy		

Country	Republic of Armenia
Number and Name of the Commitment	2. Formation of the strategic communication architecture of the State
Brief Description of the Commitment	<p>Develop the conceptual foundations of strategic communication and information policy of the State, modernize the functional system of institutional management and introduce innovative models to the policies pursued by the State, communication with the public, public awareness policy, information delivering processes through the planning and implementation of strategic communication.</p> <p>Expected outputs</p> <ul style="list-style-type: none"> ✓ proactive and clearly planned awareness mechanisms regarding state activities and public policies will be approved ✓ formation of procedures/protocols/ for the management of strategic communication and coordination of processes in various emergency situations will be approved, proper state response mechanisms to the spread of manipulative information, misinformation and false information will be approved and introduced, ✓ The functional and institutional system of strategic communication of the RA government will be updated. ✓ Formation of the institutional capacity of participatory management - creation of a supporting unit. Institutional capacity building will examine issues of participation and inclusion, clarify public participation procedures in policy development, if necessary, amend or initiate legal regulations in this direction, develop guidelines and methods (traditional and non-traditional) in this direction, review the effectiveness of digital participation tools, support appropriate in the state body capacity and the range of responsible, will implement and implement innovative mechanisms, etc.
Lead Body	Office of the Prime Minister

Other Co-Implementers	Government Office of Deputy Prime Minister Mher Grigoryan State administration bodies Local Self-Government Bodies	Civil Society Freedom of Information Center "Public Journalism Club" "K.E.T." NGO Other NGOs and organizations	Other Actors National Assembly
Period Covered	December 2022-June 2024		

Problem Definition

1. What problem does the commitment aim to address?

1. There are numerous structural and content-specific problems in the field of information and public communication policy of the State, which leads to an insufficient and improper level of awareness of State policies pursued, emergence of communication gaps and vacuum with different layers of society. Modern opportunities for communication management and information dissemination also pose significant risks in terms of state communication security, particularly when the open virtual domain is full of information noise and almost uncontrollable volume and dynamics of manipulative information.

This problem became particularly apparent during the pandemic (Covid-19) and the war and afterwards. Due to the circumstances arising during crises, the quick response requires an early thought-out and developed communication strategy, and a high level of awareness and preparedness by the population. The untimely and incomplete information gave rise to provocations, increase in misinformation, and decrease in confidence in the State.

As a result of taking into account the above-mentioned:

1. An importance was attached to the effective and inclusive communication which will enable the public and interested parties to understand the situation in crisis situations, respond correctly to manipulative speculations, quickly identify fake information on social networks and recognize the official sources. The mechanisms, responsibilities and framework of accountability of high-ranking officials, state administration and local self-government bodies are not defined in the Republic of Armenia as well.
2. On the other hand, for ensuring the transparency and accessibility of the processes, as well as for increasing confidence in the Government, quick spread of coordinated information to target groups and to wide ranges of the public is important for the State.
3. In this case, it is important to form an institutional public communication mechanism, which implies coordinated public discussions, meetings, quick access to target

groups, development of CSO capacities and ensuring inclusiveness.

These issues and challenges exist both in relations between executive bodies and citizens, and in relations between local self-government bodies and citizens.

2. What are the causes of the problem?

Substantive issues in the field of communication and information management are mainly connected to the lack of unified policies and innovative approaches. Currently, the information policy of the Government and state bodies is not elaborated. Due to the absence of it, the Government does not act unanimously when communicating with the public and the media, the main problems and goals of communication are not specified, which, apparently, should be directly related to the current agenda and priorities of development and reforms.

The processes implemented by the Government and local self-government bodies are not guided by any strategic document or a concept.

Commitment Description

1. What has been done so far to solve the problem?

In the Republic of Armenia, the provision of information about the obligations of the executive body and local self-government bodies is regulated by the Law of the Republic of Armenia "On freedom of information" and the legal regulations of the Decision of the Government of the Republic of Armenia "On establishing the procedure for recording, classification and storage of information by those possessing the information or of information delivered to him or her, as well as for providing information or the copy thereof by the state and local self-governing bodies, state institutions and organizations".

However, these legal regulations do not define and co-ordinate the role of the state or local self-government bodies to ensure proper communication and monitoring.

2. What solution are you proposing?

(1) Formation of a concept of strategic communication based on the analysis and evaluation of the information and communication system.

(2) Elaboration and introduction of an institutional model of the unified information policy of the Government.

3. What results do we want to achieve by implementing this commitment?

Upon carrying out the commitment:

(1) Determination of public strategic communication architecture will be followed by the definition of strategic and conceptual principles of information policy. Definition of communication goals, directions, and powers for the Government and individual bodies will become primary.

(2) The core of the architecture is the identification and formation of a central body ensuring co-ordination between different institutions, as well as the definition of horizontal co-ordination mechanisms between institutions.

(3) The goal of communication policy and institutional architecture should be proactively informing the public and not responding.

- (4) It is necessary to develop unified approaches and guidelines for work and communication with mass media, including those for rules of conduct and protocol.
 - (5) Introduction of an innovative model of public communication in the central government system (defining the venue, methodology and mechanism).
- As a final result, it is expected to introduce a strategic public communication implementation strategy at all levels of the public administration system which will make the connection with the public stronger, feedback mechanisms, effective channels for delivering messages to the public, quick response tools and digital solutions will be established, that will work synchronously and will transform the communication into an automated institutional system.

Commitment Analysis

Questions	Answer
1. How will the commitment promote transparency?	The implementation of the commitment will contribute to the increase of transparency by delivering sufficient and proper, timely information about the State and through the elimination of communication gaps between the public and different layers.
2. How will the commitment help foster accountability?	The communication document will contribute to the increase of the accountability of State authorities, including high-ranking officials, by providing periodic and comprehensive information.
3. How will the commitment improve citizen participation in defining, implementing, and monitoring solutions?	Determination of communication architecture will form a new culture of public communication and awareness. Citizens and different public segments carrying out activities will be informed in a timely and appropriate manner about the information regarding individual policies, reforms, and services envisaged for them. Besides, they will be provided with proper information and training on the rules of conduct in emergency situations. The regulation of the field of public communication will contribute to the formation of a public position based on official information, the development of the capacities of professional organizations and CSOs, the creation of a State-citizen strong connection, as well as it will contribute to the increase of media literacy.

Commitment Planning

Milestones	Expected Outputs	Expected Completion Date	Stakeholders		
Action 1. Studying the international practice	Establish a professional co-operation with international organizations, civil societies and other sector specialists operating in the Republic of Armenia and other countries.	December 2022	Lead: Office of the Prime Minister		
			Supporting Stakeholders		
			Government	CSOs	Other
			Office of Deputy Prime Minister	Freedom of	USAID, EU and other

	Study the best models.		Mher Grigoryan State administration bodies Local Self-Government Bodies	Information Center "Public Journalism Club" NGO "K.E.T." NGO Other NGOs	International professional and donor organizations
Action 2. Formation of the foundations of the strategic communication policy concept	Formation of conceptual foundations of the unified public communication policy based on the analysis and evaluation of the information and communication system	December 2023	Lead: Office of the Prime Minister		
			Supporting Stakeholders		
			Government	CSOs	Other
			Office of Deputy Prime Minister Mher Grigoryan State administration bodies Local Self-Government Bodies	"Freedom of Information Center" "Public Journalism Club" "K.E.T." NGO Other NGOs	USAID, EU and other International professional and donor organizations
Action 3. Development of an institutional model for the unified strategic communication information policy of the Government and that for the implementation thereof	Map and develop the institutional model of the unified information policy of the Government. Establish a unified communication institutional mechanism for public communication through the, application of the methodology, practice and capabilities of the OGP process. Establish the mechanism within the Office of the Prime Minister, which will allow ensuring direct	1 st half of 2023	Lead: Office of the Prime Minister		
			Supporting Stakeholders		
			Government	CSOs	Other
			Office of the Prime Minister Office of Deputy Prime Minister <i>Mher Grigoryan</i> State administration bodies Local Self-Government Bodies	"Freedom of Information Center" "Public Journalism Club" "K.E.T." NGO Other NGOs	International professional and donor organizations

	contacts with the public, discussions, meetings in closed format, alternative communication formats, meetings and access to target groups regarding the documents submitted for public discussion.				
Action 4. Formation of an institutional mechanism for the monitoring and maintenance of participatory management procedures	Form an institutional capacity (unit) promoting participatory governance processes within the framework of the Prime Minister's Office. The unit will regularly study the issues of participation and inclusiveness, clarify the procedures for public participation in the development of policies, develop guidelines and methods in this direction, develop the relevant capacities and the range of responsible persons in the state body.	1 st half of 2024	Lead: Office of the Prime Minister Supporting Stakeholders Government	CSOs	Other
			Office of the Prime Minister Offices of Deputy Prime Ministers State administration bodies Local Self-Government Bodies	"Transparency International" Anti-Corruption Center NGO "Freedom of Information Center" "Public Journalism Club" "K.E.T." NGO Other NGOs	International professional and donor organizations
Relation of the Commitment to strategic documents and other international processes	Public Administration Reform Strategy	2021-2026 Programme of the Government of the Republic of Armenia: "6. Institutional Development"	OECD recommendation: to improve the access to information and public communication in the Republic of Armenia.	Sustainable development goal 16 Peace, justice and strong institutions: Promote building fair, peaceful and inclusive societies.	

Country	Republic of Armenia		
Number and Name of the Commitment	3. Self-Assessment System in the field of freedom of information		
Brief Description of the Commitment	For the purpose of fulfilling legal obligations in the field of freedom of information, as well as for collecting systematic and evidence-based data on their efficiency, forming and publicizing an information database, it is proposed to develop and introduce a unified system for self-assessment and statistics maintenance/publicizing of the field of freedom of information, which will be used by the state authorized body every year for evaluating the process of execution of the right to freedom of information within the state administration system. The results of self-assessment will be combined with the external assessment results, enabling to make the problem mapping more targeted, comprehensive, and the proposed solutions — more effective. This is also a tool for introduction and development of a unified and combined evaluation culture for freedom of information, which will bring field analyses and reforms aimed at the development of the field to a new level.		
Lead	Office of the Prime Minister		
Other Co-Implementers	Government	Civil Society	Other Actors
	Office of Deputy Prime Minister Mher Grigoryan Personal Data Protection Agency of the Ministry of Justice National Security Service	"Freedom of Information Center" NGO Other NGOs and organizations that will join the commitment	State administration bodies
Period Covered	November 2022-June 2024		

Problem Definition
<p>1. What problem does the commitment aim to address?</p> <p>Promote the publicity, accountability and freedom of information (FoI) of the state administration system by introducing a (pilot) public and transparent evaluation system.</p>

<p>2. What are the causes of the problem?</p> <p>Currently, the system, mechanisms and tools for evaluation, statistics maintenance and publicity of the field of FoI is missing. In this context, it is not possible to receive substantiated and reliable data about the general state of application of the law on FoI by state institutions of the Republic of Armenia, and the objectivity and purposefulness of existing data processing process is questioned both by the public and CSOs, as well as by state institutions/experts working with these data. The absence of an evaluation system deprives the expert community and the State of having the overall picture of various components of FoI, such as, for example, information availability/accessibility, coverage of subjects, received requests, rejections and appeals, quantitative and substantive data, etc.</p>
<p>Commitment Description</p>
<p>1. What has been done so far to solve the problem?</p> <p>Currently, unified evaluation systems of FoI are missing. Due to the commitment, all actors in the field of FoI will have evidence-based, complete and accessible information about the exercise of the right to FoI, which is an important prerequisite for public control, as well as for effective decisions and reforms related to the field.</p>
<p>2. What are the solution proposed by us?</p> <p>For the purpose of fulfilling legal obligations in the field of FoI, as well as for collecting systematic and evidence-based information database on their efficiency and publicizing it, it is proposed to develop and introduce a system for self-assessment of the field of FoI, which the state authorized body will be able to use every year for evaluating the process of execution of the right to FoI by the state administration system.</p> <p>Within the framework of elaboration of the evaluation system, not only the international and local standards regulating the process will be taken into account, but also the observations of the main actors of the field — those in charge for the FoI of the state administration system bodies, public servants coordinating the secretariat, representatives of the organization managing the electronic document circulation, as well as specialized civil society institutions.</p>
<p>3. What results do we want to achieve by implementing this commitment?</p> <p>The system will also include a unified format for maintaining and publicizing statistics, which will enable to apply, at least in an identical and comparable manner, the norms established by the law with regard to statistics. At the same time, this is an excellent way to form a unified practice of developing and publicizing statistics, ensuring their combination and effective use by all actors in the field.</p> <p>Within the framework of the commitment it is envisaged to:</p> <ul style="list-style-type: none"> ● develop self-assessment standards for the field of FoI; ● develop unified mechanisms for maintaining statistics and accountability on FoI by state bodies; ● introduce a unified evaluation system and provide the conditions necessary for its application.
<p>Commitment Analysis</p>

Questions		Answer			
1. How will the commitment promote transparency?		FoI self-assessment standards will enable the state institutions (if desired, not only state institutions) to reveal the FoI proactive and reactive problems and develop specific targeted solutions. This process will directly and indirectly improve the access to information and data.			
2. How will the commitment help foster accountability?		FoI self-assessment standards, contributing to proactive transparency, also promote the accountability of state agencies. Within the framework of development of self-assessment standards, such components are taken into account that their application would also reveal the problems of the monitoring and evaluation systems for further development and implementation of solutions aimed at them.			
3. How will the commitment improve citizen participation in defining, implementing, and monitoring solutions?		The publication of self-assessment results can be an excellent opportunity for CSOs and citizens in terms of verification of these results, as well as submitting their own observations and opinions. In the long term, this also provides a platform for systemic dialogue in the field; the State raises the problems detected thereby, CSOs compare them with the results of external evaluation, and in this case, both the mapped problems and the solutions proposed for them will become more targeted and realistic, which will make the State-CSO co-operation more effective.			
Commitment Planning					
(This is an initial planning process largely looking at milestones and expected outputs, as well as key stakeholders involved.)					
Milestones	Expected Outputs	Expected Completion Date	Stakeholders		
Action 1. Elaborate the FoI concept of self-assessment and the system of indicators	Introduction of modern mechanisms for monitoring the state of FoI in line with international best practice	November 2022	Lead: Office of the Prime Minister		
			Supporting Stakeholders		
			Government	CSOs	Other
			Office of Deputy Prime Minister Mher Grigoryan Ministry of Justice	"Freedom of Information Center" NGO Other NGOs and organizations that will join the commitment	State administration bodies
Action 2.	Setting unified methodological bases	December 2023	Lead: Office of the Prime Minister		

Develop a methodology for assessment of indicators within the framework of FoI self-assessment	for ensuring the monitoring of the state of FoI, clarification of information sources and ways of obtaining indicators, determination of those in charge.		Supporting Stakeholders <table border="1"> <thead> <tr> <th>Government</th> <th>CSOs</th> <th>Other</th> </tr> </thead> <tbody> <tr> <td>Office of Deputy Prime Minister M. Grigoryan Ministry of Justice</td> <td>"Freedom of Information Center" NGO Other NGOs and organizations that will join the commitment</td> <td>State administration bodies</td> </tr> </tbody> </table>	Government	CSOs	Other	Office of Deputy Prime Minister M. Grigoryan Ministry of Justice	"Freedom of Information Center" NGO Other NGOs and organizations that will join the commitment	State administration bodies
Government	CSOs	Other							
Office of Deputy Prime Minister M. Grigoryan Ministry of Justice	"Freedom of Information Center" NGO Other NGOs and organizations that will join the commitment	State administration bodies							
Action 3. Ensure pilot introduction of self-assessment system of freedom of information in selected bodies	Improvement of the system based on the test results of monitoring the state of freedom of information and ensuring universal implementation. The pilot self-assessment system will be implemented in the Prime Minister's Office, the Ministry of Economy and the Ministry of Labor and Social Affairs.	June 2024	Lead: Office of the Prime Minister Supporting Stakeholders <table border="1"> <thead> <tr> <th>Government</th> <th>CSOs</th> <th>Other</th> </tr> </thead> <tbody> <tr> <td>Office of Deputy Prime Minister Mher Grigoryan Ministry of Justice</td> <td>"Freedom of Information Center" NGO Other NGOs and organizations</td> <td>State administration bodies</td> </tr> </tbody> </table>	Government	CSOs	Other	Office of Deputy Prime Minister Mher Grigoryan Ministry of Justice	"Freedom of Information Center" NGO Other NGOs and organizations	State administration bodies
Government	CSOs	Other							
Office of Deputy Prime Minister Mher Grigoryan Ministry of Justice	"Freedom of Information Center" NGO Other NGOs and organizations	State administration bodies							
Relation of the Commitment to strategic documents and other international processes	Public Administration Reform Strategy	Sustainable development goal 16: Peace, justice and strong institutions : Promote building fair, peaceful and inclusive societies.	OECD recommendation: to improve access to information and public communication in the Republic of Armenia.						

Country	Republic of Armenia
Number and Name of the Commitment	4. Revision and introduction of participatory mechanisms in the budgeting process
Brief Description of the	Ensuring participatory processes carried out by state bodies, automating, simplifying and unifying the budget formation processes for the

Commitment	public as much as possible, contributing to the increase of CSO participation in the budget process. The platform planned by the commission will include provision of additional simplified information on budget requests, proper feedback from government agencies on submitted proposals, and will also provide opportunities for capacity building of CSOs and other stakeholders.		
Lead Body	Ministry of Finance		
Other Co-Implementers	Government	Civil Society	Other Actors (Parliament, Private Sector etc.)
	Office of Deputy Prime Minister Mher Grigoryan State administration bodies of the Republic of Armenia	Non-governmental organizations	" International budget initiative " organization, German International Cooperation Agency (GIZ), Private sector, other organizations
Period Covered	March 2023-June 2024		

Problem Definition

1. What problem does the commitment aim to address?

Revision and introduction of participatory mechanisms of budget formation, implementation and monitoring in the budgeting process.

Increase of participatory capacities and skills within the state administration bodies, local administration bodies and within the circles of civil society partners.

Promotion of transparency, accountability and integrity in budgeting processes.

2. What are the causes of the problem?

Point 24 of the Schedule approved by Decision of the Prime Minister of the Republic of Armenia N 35-A of 18 January 2021 prescribes that within the framework of MTEF drafting activities, public authorities and territorial administration bodies of the Republic of Armenia (applicant bodies) should conduct discussions — in the areas under their jurisdiction — with interested civil society organizations on budget requests and present the results of the discussions (including the summary on accepting or rejecting submitted remarks and recommendations) to the Ministry of Finance.

In accordance with the requirements of point 24, 8 of the 46 applicant bodies submitted the above-mentioned information to the Ministry of Finance, and only 2 of which conducted the above-mentioned discussions.

Recently, the "[International Budget Initiative](#)" drew up [the first report on budgetary processes in Armenia](#), where the low public participation index emphasized once

again the need to improve the participation process.

Commitment Description

1. What has been done so far to solve the problem?

In order to avoid such problems within the framework of the budgeting process of 2023 and to demonstrate the necessary consistency, there was a need to be guided by the methodological instructions for ensuring public participation in the process of developing budget programmes of state bodies within the framework of development of State Medium-Term Expenditure Plan of the Republic of Armenia for 2023-2025 developed by the Ministry of Finance and draft State Budgets of the Republic of Armenia for 2023, as well as to submit — to the Ministry of Finance of the Republic of Armenia within the specified period — complete information on public participation in the programmes, recommendations and their progress.

2. What is the solution proposed by us?

Ensure the accessibility and availability of budgetary and other information for the public by creating necessary conditions for equal participation by all beneficiaries in the participatory processes and for consistent dissemination of these processes among wide circles of the public and the establishment of participatory culture.

Should support and serve the implementation of the following functions related to participatory processes:

- provision of public awareness/notifications regarding participatory processes;
- publication/publicizing of information on the State budget and budget programmes, including on Simplified (and/or Interactive) Budget, Citizen's Budget, Budget Requests, Reports on the Implementation of the Budget, other reports (Audit Opinions, Monitoring Reports, Budget Programme Evaluations), Research and Analysis, Accepted Proposals (status), etc., presentation of public remarks and proposals;
- conducting public discussions, including in an on-line format (discussions can be organized on different topics. It should be an open platform for constructive dialogue and for presenting users' remarks, proposals and opinions on the topic. There are no restrictions in terms of consideration, posting and using of information. Only users registered on the platform can make remarks and proposals and vote in the discussions).
- respond (feedback) by state bodies regarding the proposals, remarks and discussions;
- furnishing information on the process of accepted proposals;
- evaluation of participatory processes.

3. What results do we want to achieve by implementing this commitment?

Public discussions will contribute to the participation of beneficiaries (NGOs, private sector, other organizations) in the processes of elaboration and implementation of budget programmes, the improvement of awareness of budget programmes and the provision of feedback.	
Commitment Analysis	
Questions	Answer
1. How will the commitment promote transparency?	Ensure the accessibility and availability of budgetary and other information for the public, creating necessary conditions for equal participation by all beneficiaries in the participatory processes and for consistent dissemination of these processes among wide circles of the public and the establishment of participatory culture.
2. How will the commitment help foster accountability?	Should support and serve through public awareness raising measures/notifications regarding participatory processes, publication/publicizing of information on the State budget and budget programmes, presentation of public remarks and proposals, conducting public discussions, presentation of state bodies respond (feedback) regarding the presented proposals, remarks and discussions, provision of information on the process of accepted proposals.
3. How will the commitment improve citizen participation in defining, implementing, and monitoring solutions?	Through presentation of public remarks and proposals, conducting public discussions, presentation of state bodies respond (feedback) regarding the presented proposals, remarks and discussions, and provision of information on the process of accepted proposals.

Commitment Planning					
Milestones	Expected Outputs	Expected Completion Date	Stakeholders		
Action 1. Identification of a digital platform for ensuring the participatory budgeting process.	Setting the platform structure and design, ensuring public awareness raising measures/notifications regarding participatory processes,	March 2023	Lead: Ministry of Finance		
			Supporting Stakeholders		
			Government	CSOs	Other
			State administration bodies of the Republic of Armenia	"Transparency International Anti-	" International budget initiative " organization German International Cooperation Agency

	publication/publicizing of information on the State budget for 2024 and budget programmes.		Local self-government bodies	Corruption Center" NGO Other NGOs and organizations	(GIZ) Private sector, other organizations
Action 2. Establishment and finalization of the public discussions component	Establishment of the public awareness tool and the component of public discussions with CSOs on budget requests, development and finalization of the platform for participatory processes	June 2024	Lead:		
			Supporting Stakeholders		
			Government	CSOs	Other
			State administration bodies of the Republic of Armenia Local self-government bodies	"Transparency International Anti-Corruption Center" NGO Other NGOs and organizations	" International budget initiative " organization German International Cooperation Agency (GIZ) Private sector, other organizations
Relation of the Commitment strategic documents and other international processes	Public Administration Reform Strategy	2021-2026 Programme of the Government of the Republic of Armenia: "6. Institutional Development"	Public Finance Management System Reform Strategy for 2019-2023 (Target 21).	OECD recommendation: to improve the access to information and public communication in the Republic of Armenia	Sustainable development goal 10: Reduced inequality Reduce inequality within and among countries Sustainable development goal 16: Peace, justice and strong institutions: Promote building fair, peaceful and inclusive societies.

Country	Republic of Armenia
Number and Name of the	5. Introduction of "Participatory budgeting" at local level

Commitment	
Brief Description of the Commitment	<p>Ensuring the participation of residents in the governance of the community is one of the necessary prerequisites for effective local self-government. Residents of the communities are the direct beneficiaries of the public decisions adopted at the local level, thus the task of local self-government bodies has to be being as close as possible to the residents of the given community, providing opportunities for the residents of the community to participate in local self-governance and involving them in the process of decision-making by local self-government bodies.</p> <p>Fulfilment of the mentioned obligation implies the creation of operational opportunities of "Participatory budgeting" envisaged on community websites for the residents, for the purpose of promoting the citizen participation in the community budgeting process.</p> <p>Participatory budgeting has a clear goal of developing social justice and democracy, which is achieved by encouraging active participation by citizens.</p> <p>Currently, residents have an opportunity to get familiarised with draft community budgets, performance and reports on the official electronic websites of municipalities, participate on-line in public hearings, submit proposals and opinions on the draft budget, as well as follow the implementation and management of the budget on-line. Through the mentioned commitment, it is planned to develop and expand the participatory opportunities of community websites, provide citizens with the appropriate toolkit to present ideas to be financed by the community budget, participate in their selection, and monitor their implementation.</p> <p>Through the mentioned tool, the residents of the community will be able to:</p> <ul style="list-style-type: none"> - submit ideas/projects to be financed and implemented by the community budget; - vote for a proposed idea/programme; - follow-up the implementation of selected programmes. <p>For implementation of the ideas, it is envisaged to propose to local self-government bodies to earmark a budget for financing and implementing the programmes proposed by the citizens having received the maximum number of votes. The exact size of the budget will be determined by the decision of the Council of Elders. In parallel with the introduction of the relevant toolkit on the websites of municipalities, it is planned to develop a guide for the implementation of participatory budgeting.</p> <p>It is envisaged to include both citizens (including various groups) and civil society representatives in the process of development of the toolkit for the purpose of developing a citizen-centred, accessible and convenient tool.</p> <p>In addition, it is envisaged to carry out public awareness activities to increase citizens' awareness of the possibilities of participatory budgeting.</p> <p>The residents of communities will have an opportunity to improve their community together with the municipality; besides, this</p>

	platform of proposals will provide an opportunity for municipalities to collect the problems posing a concern for the residents and find solutions.		
Lead Body	Ministry of Territorial Administration and Infrastructure		
Other Co-Implementers	Government	Civil Society	Other Actors
	Ministry of Finance Marzpetarans of the Republic of Armenia	"Information system development and training center " Non-Governmental Organization	Local self-government bodies (upon consent)
Period Covered	December 2022-June 2024		

Problem definition

1. What problem does the commitment aim to address?

The confidence of citizens in the representatives they have elected in that the latter will address their concerns aimed at the improvement of community life underlies the democratic development. This is especially important at the community administration level where the effectiveness and quality of provision of services are felt directly, and rendering of transparent and accountable decisions enhances the probability of social and economic development. The analysis of the current situation shows that a low level of citizen participation exists in Armenia at the local level despite the fact that the pre-conditions necessary for participation are ensured from the legal perspective.

As community budget relates to any resident of the community, decisions regarding the budget provide a great opportunity to engage residents in participatory democracy. Citizen participation in the process of local budgeting will help community authorities to be more informed and render more effective decisions, as well as will allow residents to see and understand that importance is attached to their voice and viewpoints, ideas and programs proposed by them are discussed, viewed and receive an opportunity to be implemented by the local self-government.

2. What are the causes of the problem?

The Law of the Republic of Armenia "On local self-governance" prescribes guarantees and forms of community participation of citizens, and enshrines provisions relating to the discussion of the concerns the citizens have in the process of budgeting. The Law also prescribes liabilities on publicity and accountability of the budget. At the same time, many municipalities do not have relevant capacities, approaches and experience in engaging their citizens in the complex process of budgeting. Moreover, the practical experience in developing and enforcing participatory processes is also missing at all. That is why the commitment aims at providing local self-government bodies with a tool kit for introduction of an active and citizen-oriented participatory budgeting parallel to the full enforcement of the current legal framework, as well

as public awareness-raising on the participatory opportunities and advantages.

Commitment Description

1. What has been done so far to solve the problem?

The Government of the Republic of Armenia has prescribed guarantees and forms of community participation of citizens, and enshrined provisions relating to the discussion of the concerns the citizens have in the process of budgeting in the Law of the Republic of Armenia "On local self-governance". A number of e-participation tools have been introduced in the official community electronic websites, such as online discussion of draft budgets, online broadcast of sessions of the council of elders, holding public hearing, etc. The mentioned commitment will allow providing municipalities with an additional tool kit to improve the current processes and contribute to the full enforcement of the legal framework, by concurrently raising the citizen awareness.

2. What solution are you proposing?

In order to promote citizen participation in decision-making at the local level, it is proposed to:

- introduce a "participatory budgeting" electronic subsystem in the community management information system;
- develop a guide on participatory budgeting introduction and provide it to municipalities;
- introduce and apply the "participatory budgeting" subsystem in three communities of the Republic of Armenia;
- conduct public awareness on participatory budgeting.

The implementation of the mentioned measures will allow introducing and testing the "participatory budgeting" tool kit in the Republic of Armenia for the purpose of further dissemination and application in the remaining communities.

3. What results do we want to achieve by implementing this commitment?

The introduction of participatory budgeting will allow promoting the direct participation of residents in community decision-making, community budget planning and management, increasing confidence in local self-government bodies and civil responsibility of residents. At the same time, communities will be ensured provided with relevant tool kit and knowledge to promote citizen participation.

Commitment Analysis

Questions	Answer
1. How will the commitment promote	The introduction of participatory budgeting will allow shifting from "isolated" forms of local self-governance to more open, transparent and participatory approaches, and making the process of community budget formation more

transparency?	transparent.			
2. How will the commitment help foster accountability?	<p>Participatory budgeting will create an opportunity for local self-government bodies (LSGBs) to be more accountable as it will lead to a more transparent administrative work style. LSGBs will become more responsive to people's needs and expectations.</p> <p>The society, by participating in the budget process, will be more informed about drawing up the budget, the components thereof, and various stages of the process. Besides, upon being informed, citizens may carry out contextual discussions with stakeholders.</p>			
3. How will the commitment improve citizen participation in defining, implementing, and monitoring solutions?	<p>The introduction of participatory budgeting will allow increasing citizen participation in decision-making at the local level; will create favorable conditions for residents to participate in community budget development and further implementation thus promoting the formation of participatory local self-governance and democracy. Citizens will have the opportunity to propose programs to local self-government bodies, participate in voting and selection of programs on community websites, as well as follow up and monitor the further implementation of the programs.</p>			
Commitment Planning				
Milestones	Expected outputs	Expected Completion Date	Stakeholders	
Action 1. Development of a guide on participatory budgeting introduction	Development of a guide on participatory budgeting introduction and public awareness	December 2022	Lead: Ministry of Territorial Administration and Infrastructure	
			Supporting Stakeholders	
			Government CSOs	Other (Parliament, Private Sector etc.)
			Local self-government bodies	"Information System Development and Training Center" Non-Governmental Organization
Action 2. Development of a participatory budgeting	Development of "participatory budgeting electronic subsystem in the	December 2022	Lead	
			Supporting Stakeholders	
			Government	CSOs

electronic subsystem	community management information system		Local self-government bodies	"Information System Development and Training Center" Non-Governmental Organization	German International Cooperation Agency (GIZ)
Action 3. Implementation of participatory budgeting in three communities	Presentation of the developed electronic component to stakeholder communities; pilot testing of the component in three communities — Abovyan community of Kotayk Marz, Ashtarak community of Aragatsotn Marz and Armavir community of Armavir Marz of the Republic of Armenia	October 2023	Lead		
			<u>Supporting Stakeholders</u>		
			Government	CSOs	Others (Parliament, Private Sector etc.)
			Local self-government bodies	"Information System Development and Training Center" Non-Governmental Organization	German International Cooperation Agency (GIZ)
Action 4. Public awareness on participatory budgeting	Citizen awareness-raising and improvement of skills on participatory budgeting	June 2024	Lead		
			<u>Supporting Stakeholders</u>		
			Government	CSOs	Others (Parliament, Private Sector etc.)
			Local self-government bodies	"Information System Development and Training Center" Non-Governmental Organization	German International Cooperation Agency (GIZ)
Relation of the Commitment to	Public Administration Reform Strategy : public	2021-2026 Program of the Government of the	Public Finance Management	OECD's suggestion: to improve access to	Sustainable Development Goal 11

strategic documents and other international processes	communication and formation of the institutional system of participation.	<u>Republic of Armenia:</u> to 6. Institutional Development — Section "6.8 Fiscal Policy", in which importance is particularly attached to increasing public resources management and targeting.	System Reform Strategy for 2019-2023 (Target 21).	information and public communication in the Republic of Armenia.	Sustainable cities and communities Make cities inclusive, safe, resilient and sustainable Sustainable Development Goal 16 Peace, justice and strong institutions: Promote building fair, peaceful and inclusive societies. Sustainable Development Goal 17 Partnerships for goals Revitalize the global partnership for sustainable development.
Country	Republic of Armenia				
Number and name of the commitment	6. Access to cartographic spatial data and metadata				
Brief Description of the Commitment	To ensure the access of basic cartographic spatial data, metadata to the public through the national geoportal, with the possibility of search, ensuring the personal data protection regime. The creation of the National Spatial Data Infrastructure (NSDI) will provide users with a continuously and online updated geoportal (district, plot, building, land fund, property type cadastral layers are updated automatically). The Geoportal will provide an opportunity to view, search, analyze and process spatial data from different sources on one platform (in accordance with Article 3, Clause 13 of the RA Law "On Spatial Data", base spatial data is universally available, non-confidential (except for national (data collected for security and defense), digital data of spatial objects intended for open publication, separated by a stable spatial position in time and serving as a basis for orientation for other spatial objects, are the most used. Spatial data exchange will be ensured on the basis of the principle of interoperability between different state bodies.				
Responsible body	Cadastre Committee				
Other Supporting Stakeholders	Government	Civil Society	Other Actors		
	Office of Deputy Prime Minister Mher Grigoryan Ministry of Environment Ministry of Economy Ministry of Territorial	Other NGOs and organizations	Police Yerevan Municipality "EKENG" CJSC "Hayantar" SNCO Infrastructure management organizations "Pan-Armenian Union of Geodesists and Land Managers" NGO		

	Administration and Infrastructure Ministry of Education, Science, Culture and Sport Ministry of High-Tech Industry Ministry of Emergency Situations Ministry of Defense National Security Service Urban Development Committee		
Time period	December 2022-December 2024		
Problem definition			
<p>1. What problem does the commitment aim to address?</p> <p>The functions of maintaining cadastres (registers) of facilities, property and resources under the management of a number of RA economy management bodies are mostly not implemented or incompletely implemented, they operate independently of each other, the data are repeated, sometimes they are contradictory, which significantly makes it difficult for the management bodies to provide the necessary information. to ensure the process, and sometimes it makes it impossible to use the information or information systems available in various information databases for the efficiency of management, the development of effective programs or the effective implementation of programs of state importance.</p> <p>The solutions to the above-mentioned problems apply both to the state administration system and bodies created by law, and to individuals. The comprehensive geoportal will also provide an opportunity to analyze processes of public importance, such as declarations of officials, measures aimed at preventing corruption, etc.</p>			
<p>2. What are the causes of the problem?</p> <p>The reason is that the information is not unique, because those structures that are primarily spatial data collectors and/or creators, as well as users of spatial data, use vector, raster (e.g. RTM, aerial imagery), paper maps (e.g. topographic maps, atlases), internet maps (openstreetmap, yandex map, google maps, google earth).</p>			

Commitment Description

1. What has been done so far to solve the problem?

According to the order of the head of the Cadastre Committee (N 149-L of June 18, 2021), the consultative body (working group) of the integrated cadastre National Spatial Data Infrastructure (SDA) attached to the head of the Cadastre Committee was established. The consultative body has already organized working sessions and started cooperation with the "LX Korea" company that arrived in Armenia in order to support the creation of the national infrastructure of the standardized spatial data of the Committee, implemented with the support of the Asian Development Bank. ATTE-spatial data group includes the following cartographic layers:

1. Cadastral spatial data includes: administrative boundaries (region, community, settlement, administrative district), real estate (building, plot, cadastral district), assessment (zoning of spatial assessment, assessment district, assessment group), right (property right subject, easement, lease (sublease), purpose and operational significance of land (land) and address cartographic layer groups.

2. Topographic spatial data includes: relief (horizons, digital model of relief, mountain peaks), surface water (river network, lakes, reservoirs), transport network (motorways, railways), plan elevation base (pickets, plan base, elevation base) and geographic name groups of cartographic layers.

3. Spatial data of aerial photography includes: overlay of orthophoto floor (orthophotos), mosaic element cartographic layers.

4. Thematic spatial data group consists of: specially protected areas of nature, natural disasters, agriculture, climate, infrastructure, environmental pollution and monitoring, forests, geology, production, distribution of animal and plant species, historical and cultural monuments, hydrography, transport network, land geography from spatial data.

More than 600 spatial data metadata have been developed and imported into the National Spatial Data Infrastructure Geoportal.

The Law HO-431-N "On Amendments and Additions to the Law on Geodesy and Cartography" was developed and adopted on December 10, 2021. With the mentioned change, relations related to spatial data, including spatial data infrastructure, were regulated at the level of the law. This legislative amendment envisages a number of legal regulations (laws: "On Geodetic and Cartographic Activities", "On Spatial Data", "On Amendments to the Code of Administrative Offenses of the Republic of Armenia"). For this purpose, the involvement of the government, the National Assembly and other professional structures is important.

2. What solution are you proposing?

With this commitment, it is proposed to ensure the access of basic cartographic spatial data, metadata to the public through the creation of a national geoportal. ATTE will provide users with a continuously and online updated geoportal (district, plot, building, land fund, property type cadastral layers are updated automatically). Geoportal will provide an opportunity to view, analyze and process spatial data from different sources on one platform.

The draft law "On Spatial Data" will define approaches to updating spatial data: data up-to-dateness and objectivity. Government agencies that collect, create and manage spatial data and provide spatial data sets and services shall create, provide and distribute relevant metadata, as well as maintain and update them in accordance with the spatial data sets and services. The rules for creating, maintaining and updating metadata of spatial data and services will be defined by the authorized body coordinating the fields.

In accordance with the requirements of Article 75 of the Law "On State Registration of Rights to Property", Natural persons requesting their property or property rights, 11.1-12 and 15 (up to 10 pages of copied documents) of Part 1 of Article 73 of the Law) are exempted from the information provision fee for the information specified in clauses.

The information about the data of the unified state cadastre of real estate, except for unified information, to the RA President's Office, the RA Prime Minister's Office, the RA National Assembly's staff and deputies, RA state administration system bodies, RA regional governorates, courts, the RA Prosecutor's Office and other criminal prosecution bodies, the RA Central Bank , the RA Chamber of Accounts, autonomous bodies and independent state bodies, the RA human rights defender, the head of the public defender's office are provided free of charge for the exercise of their powers under RA law.

The information provided to the bodies of the state administration system in the prescribed manner, as well as the cadastral, topographic or land construction maps can be transferred by the latter to other persons only on the basis of the decision of the Government, in return for which the state registry of real estate is allocated an appropriate compensation.

3. What results do we want to achieve by implementing this commitment?

The implementation of ATTE will provide an opportunity to coordinate the existing geospatial data in the territory of RA and to create a single autonomous information resource based on regularly and online updated interconnected data. As a result, we will have: quick and efficient management of territories, economy, natural resources, environmental, urban development and other processes, saving financial resources and labor resources, increasing the level of public awareness, the service of obtaining comprehensive information will be improved, as well as the possibility of conducting public monitoring and other analytical works.

Commitment analysis

Questions		Answer			
1. How will the commitment promote transparency?		<p>The works performed by state bodies will be available to citizens through spatial data.</p> <p>Individuals or local self-government bodies of the RA requesting information about their property will be exempted from the fee for providing the information, except for the fees set for access to the national geoportal.</p> <p>Access to the national geoportal with the ability to search and view will be provided free of charge. Searching for metadata through the Geoportal will be free, and viewing and searching for some spatial data will be partially free.</p>			
2. How will the commitment help foster accountability?		<p>The works performed by the state bodies will be reflected in the national geoportal, which will enable public control, and as a result, the accountability of the state administration system bodies and local governments will be improved.</p>			
3. How will the commitment improve citizen participation in defining, implementing, and monitoring solutions?		<p>Citizens will be given the opportunity to receive free information on spatial and metadata (except for some settings), as well as to respond to the information on the National Geoportal in the form of messages.</p>			
Commitment Planning					
<i>(This is an initial planning process largely looking at milestones and expected outputs, as well as key stakeholders involved.)</i>					
Milestones	Expected Outputs	Expected Completion Date	Stakeholders		
Action 1. Training of specialists of Spatial Data Management (GIS)	Engagement of qualified specialists in the spatial data management for carrying out the maintenance of basic and sectoral components of the Integrated Cadastre	1st ten-day period of December 2022 (ongoing)	Lead: Cadastre Committee		
			Supporting Stakeholders		
			Government	CSOs	Other
			Urban Development Committee	"Pan-Armenian Union of Geodesists and Land Managers" NGO Other NGOs and organizations	National Security Service Yerevan Municipality Infrastructure management organizations
Action 2. Ensuring legal regulations	With this action, it is planned to develop and submit to the approval of the National Assembly	December 2023	Lead: Cadastre Committee		
			Supporting Stakeholders		
			Government	CSOs	Other

	amendments and additions to a number of laws ("Law of the Republic of Armenia on Geodetic and Cartographic Activities").		Office of Deputy Prime Minister Mher Grigoryan Ministry of Environment Ministry of Economy Ministry of Territorial Administration and Infrastructure Ministry of Education, Science, Culture and Sport Ministry of High-Tech Industry Urban Development Committee	"Pan-Armenian Union of Geodesists and Land Managers" NGO Other NGOs and organizations	National Assembly National Security Service Yerevan Municipality Infrastructure management organizations
Action 3. Adjustment, modernization, optimization and standardization of the basic spatial database, modernization and update of the information system of real estate of the Republic of Armenia	Creating a modern unified geospatial database and bringing it in line with international standards	2024 (non-full)	Lead: Cadastre Committee		
			Supporting Stakeholders		
			Government	CSOs	Other
			Office of Deputy Prime Minister Mher Grigoryan Ministry of Environment Ministry of Economy Ministry of Territorial Administration and Infrastructure Ministry of Education, Science, Culture and Sport	"Pan-Armenian Union of Geodesists and Land Managers" NGO Other NGOs and organizations	National Security Service Yerevan Municipality Infrastructure management organizations

			Ministry of High-Tech Industry		
Action 4. Ensuring access to the basic components of the Integrated Cadastre in real time mode.	Ensuring access to spatial data available in real time mode to state bodies having powers vested by law	December 2023	Lead: <i>Cadastre Committee</i>		
			Supporting Stakeholders		
			Government	CSOs	Other
			Office of Deputy Prime Minister Mher Grigoryan Ministry of Environment Ministry of Economy Ministry of Territorial Administration and Infrastructure Ministry of Education, Science, Culture and Sport Ministry of High-Tech Industry Urban Development Committee "EKENG" CJSC	"Pan-Armenian Union of Geodesists and Land Managers" NGO Other NGOs and organizations	National Security Service Yerevan Municipality Infrastructure management organizations
Action 5. Introduction of a security system in accordance with the international ISO standards in the Integrated Cadastre, integration with	Introduction of a security system in accordance with international standards	3 rd ten-day period of December 2023	Lead: Cadastre Committee		
			Supporting Stakeholders		
			Government	CSOs	Other
			Office of Deputy Prime	"Pan-Armenian Union of Geodesists and Land	National Security Service

<p>the "EKENG" CJSC's Interoperability Management Platform, where necessary.</p>			<p>Minister Mher Grigoryan Ministry of Environment Ministry of Economy Ministry of Territorial Administration and Infrastructure Ministry of Education, Science, Culture and Sport Ministry of High-Tech Industry Urban Development Committee "EKENG" CJSC</p>	<p>Managers" NGO Other NGOs and organizations</p>	<p>Yerevan Municipality Infrastructure management organizations</p>
<p>Action 6. Establishment and introduction of a pilot sectoral cadastre</p>	<p>Establishment and implementation of a single-sector cadastre which will enable identifying practical problems of integration and, where necessary, editing legal acts elaborated by the previous steps and other operational documents.</p>	<p>3rd ten-day period of December 2023</p>	<p>Lead: Cadastre Committee</p>		
			<p>Supporting Stakeholders</p>		
			<p>Government</p>	<p>CSOs</p>	<p>Other</p>
			<p>Office of Deputy Prime Minister Mher Grigoryan Ministry of Environment Ministry of Economy Ministry of Territorial Administration and Infrastructure Ministry of Education, Science, Culture and</p>	<p>"Pan-Armenian Union of Geodesists and Land Managers" NGO Other NGOs and organizations</p>	<p>National Security Service Yerevan Municipality Infrastructure management organizations</p>

			Sport Ministry of High-Tech Industry Urban Development Committee "EKENG" CJSC		
Action 7. Introduction and full re-launch of the Geoportal and metadata database	Introduction of accessible NSDI Geoportal and online metadata database	3rd ten-day period of March 2023	Lead: Cadastre Committee		
			<u>Supporting Stakeholders</u>		
			Government	CSOs	Other
			Office of Deputy Prime Minister Mher Grigoryan Ministry of Environment Ministry of Economy Ministry of Territorial Administration and Infrastructure Ministry of Education, Science, Culture and Sport Ministry of High-Tech Industry Urban Development Committee "EKENG" CJSC	"Pan-Armenian Union of Geodesists and Land Managers" NGO Other NGOs and organizations	National Security Service Yerevan Municipality Infrastructure management organizations
Action 8.	Reflection of any change	2 nd ten-day period of	Lead: Cadastre Committee		

Unified address register database	in name, numbering of the real estate address made in the address register on online and cadastral maps	December 2024	<table border="1"> <thead> <tr> <th colspan="3">Supporting Stakeholders</th> </tr> <tr> <th>Government</th> <th>CSOs</th> <th>Other</th> </tr> </thead> <tbody> <tr> <td>Office of Deputy Prime Minister Mher Grigoryan Ministry of Environment Ministry of Economy Ministry of Territorial Administration and Infrastructure Ministry of Education, Science, Culture and Sport Ministry of High-Tech Industry Urban Development Committee "EKENG" CJSC</td> <td>"Pan-Armenian Union of Geodesists and Land Managers" NGO Other NGOs and organizations</td> <td>National Security Service Yerevan Municipality Infrastructure management organizations</td> </tr> </tbody> </table>	Supporting Stakeholders			Government	CSOs	Other	Office of Deputy Prime Minister Mher Grigoryan Ministry of Environment Ministry of Economy Ministry of Territorial Administration and Infrastructure Ministry of Education, Science, Culture and Sport Ministry of High-Tech Industry Urban Development Committee "EKENG" CJSC	"Pan-Armenian Union of Geodesists and Land Managers" NGO Other NGOs and organizations	National Security Service Yerevan Municipality Infrastructure management organizations
Supporting Stakeholders												
Government	CSOs	Other										
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Action 9. Creation of sectoral components of the Integrated Cadastre, introduction of relevant hardware and software and full launch of the system according to the readiness of the sectors	1. Creation of a single unified automated information resource with spatial data reference, based on interconnected information documents, b combining branch cadastres and registers having geographical dimensions. 2. Fast and effective management of territories,	December 2024	<table border="1"> <thead> <tr> <th colspan="3">Supporting Stakeholders</th> </tr> <tr> <th>Government</th> <th>CSOs</th> <th>Other</th> </tr> </thead> <tbody> <tr> <td>Office of Deputy Prime Minister Mher Grigoryan Ministry of Environment Ministry of Economy Ministry of Territorial Administration and</td> <td>"Pan-Armenian Union of Geodesists and Land Managers" NGO Other NGOs and organizations</td> <td>National Security Service Yerevan Municipality "Hayantar" SNCO Infrastructure management organizations</td> </tr> </tbody> </table>	Supporting Stakeholders			Government	CSOs	Other	Office of Deputy Prime Minister Mher Grigoryan Ministry of Environment Ministry of Economy Ministry of Territorial Administration and	"Pan-Armenian Union of Geodesists and Land Managers" NGO Other NGOs and organizations	National Security Service Yerevan Municipality "Hayantar" SNCO Infrastructure management organizations
Supporting Stakeholders												
Government	CSOs	Other										
Office of Deputy Prime Minister Mher Grigoryan Ministry of Environment Ministry of Economy Ministry of Territorial Administration and	"Pan-Armenian Union of Geodesists and Land Managers" NGO Other NGOs and organizations	National Security Service Yerevan Municipality "Hayantar" SNCO Infrastructure management organizations										

	<p>economy, natural resources, environmental, urban development and other processes.</p> <p>3. Saving financial means and labor resources.</p> <p>4. Public awareness raising.</p> <p>5. Ensuring the speed and efficiency of introduction of information technologies and technical means.</p>		<p>Infrastructure</p> <p>Ministry of Education, Science, Culture and Sport</p> <p>Ministry of High-Tech Industry</p> <p>Urban Development Committee</p> <p>"EKENG" CJSC</p>		
<p>Relation of the Commitment to strategic documents and other international processes</p>	<p>"6. Institutional Development" of the 2021-2026 Program of the Government of the Republic of Armenia:</p>	<p>Armenia Digitalization Strategy for 2021-2025</p>	<p>Public Administration Reform Strategy</p>	<p>Strategic Program for Establishing an Integrated Cadastre</p>	

2. FIGHT AGAINST CORRUPTION

Country	Republic of Armenia		
Number and name of the Commitment	7. Register of gifts related to the exercise of official duties of persons holding public positions and of public servants		
Brief Description of the Commitment	In order to regulate the institution of gifts, which is a component of the welfare system, the definition of the body responsible for maintaining the ban on accepting gifts by public servants, as well as the provision of the necessary regulations regarding the order of accounting and delivery of gifts, in particular, the creation of a digital register of gift declaration, which will ensure the declaration of gifts, their evaluation, as well as automated information publishing solutions.		
Lead body	Commission for the Prevention of Corruption; Ministry of Justice		
Other Supporting Stakeholders	Government	Civil Society	Other Actors
	Office of Deputy Prime Minister Mher Grigoryan Office of the Prime Minister of the Republic of Armenia Bureau of Civil Service Bodies of the state administration system	"Armenian Lawyers' Association" NGO "Transparency International Anti-Corruption Center" NGO "Union of Informed Citizens" NGO "Freedom of Information Center" NGO Other NGOs and organizations that will join the Commitment	National Assembly
Time period	September 2022-September 2024		
Problem definition			

<p>1. What problem does the commitment aim to address?</p> <p>Article 29 of the RA Law "On Public Service" defines the prohibition of accepting gifts by public servants, Article 30 of the same law defines that accounting and delivery of gifts are carried out in accordance with the procedure established by the Government, which does not work, as a result of which the public service sector almost no accounting and handing over of gifts received by public servants during the performance of their official powers is carried out, in other words, no control function is performed in relation to this institution. Taking into account the reforms carried out in the public service sector, it is necessary to improve the institution of the prohibition of accepting gifts, establish a body that maintains the prohibition of accepting gifts, as well as establish the necessary regulations regarding the order of accounting and delivery of gifts, which will make the sector more controllable and transparent.</p>
<p>2. What are the causes of the problem?</p> <p>The processes of receiving and handing over gifts received by public servants during the performance of their official powers were generally not properly implemented due to legislative gaps, the lack of implementation of a unified policy in the field of public service and the supervisory body. The terms "Gift", "Hospitality", "Permissible gift" were not properly formulated, the procedure established by the Government, which is the basis for accounting and handing over gifts, established by Article 30 of the RA Law "On Public Service", did not work. At the same time, the control regulations regarding the fulfillment of the request for the prohibition of accepting gifts, the acceptance of permissible gifts and the fulfillment of their accounting requirements and the authorized body performing this function are not defined. Under such conditions, a differentiated approach was implemented for different types of public service, as a result of which the implementation of the unified policy was disrupted. In addition, there is no gift registry.</p>
<p>Commitment Description</p>
<p>1. What has been done so far to solve the problem?</p> <p>In 2018, the Law of the Republic of Armenia "On public service" was adopted, Chapter 7 of which is fully devoted to the integrity system. The prohibition on acceptance of gifts by public servants was included in the integrity system and, as a component of the integrity system, was one of the tools for ensuring the transparency and managing corruption risks in public service. Nevertheless, the existing legislative gaps did not provide the opportunity to prescribe procedures for registration and transfer of gifts that are applicable in practice and effective. That is why in 2021 the Ministry of Justice of the Republic of Armenia and the Commission for the Prevention of Corruption conducted a comprehensive study and analysis of legislation with the support of the Council of Europe Office in Yerevan, identifying all the gaps existing in the regulations. Within the scope of the mentioned, the draft laws on making amendments and supplements to the Law "On public service" and related laws (hereinafter referred to as "drafts") were elaborated by the Commission for the Prevention of Corruption. The drafts were put to public discussion in May 2022 (as it was in OGP new draft) and submitted to interested bodies for opinion. The Government gave approval to the drafts on August 18, 2022, and they were submitted to the National Assembly.</p>
<p>2. What solution are you proposing?</p> <p>The Corruption Prevention Commission has developed a concept and action plan for the improvement of the framework for the prohibition of accepting gifts by</p>

persons holding public positions and public servants, which is reflected in the action plan of the RA government. Within the framework of the mentioned, as already mentioned, a package of relevant projects was developed, with which it is proposed to implement the following main changes:

1) consolidate the regulations providing for restrictions on receiving gifts by persons holding public office and public servants into one legal act, the Law "On Public Service", implementing relevant amendments to "On Public Service", "On Corruption Prevention Commission", "On Civil Service", " On Prosecution" and a number of other related laws. In this way, uniformity of regulations on restrictions on accepting gifts by persons holding public office and public servants will be ensured and the presence of different regulations in different laws will be excluded. At the same time, it is proposed to establish administrative responsibility for persons holding public positions and public servants instead of disciplinary responsibility in case of violation of limits on accepting gifts.

2) establish the obligation to record gifts in the gift register for public office holders and public servants. It has been established that the procedure for accounting, delivery and evaluation of gifts, maintaining the Registry, the list of data to be filled in and published in the Registry, the procedures for making changes in the submitted data, providing an advisory opinion, and providing information on cases of violation of gift acceptance restrictions shall be established by the Corruption Prevention Commission. It is planned that the register of gifts will be managed by the Corruption Prevention Commission.

3) drafts propose to clarify the range of permissible gifts, to set a minimum monetary threshold for the accounting of gifts (that is, AMD 20 thousand), to revise the concept of gifts based on the conclusions and recommendations issued within the framework of international obligations;

4) the drafts also propose to establish clear regulations regarding restrictions on accepting gifts by family members and related persons of public office holders and public servants;

5) drafts propose to establish clear structures regarding the activities carried out by persons holding public positions and public servants and authorized state bodies within the framework of the received gift, etc.

3. What results do we want to achieve by implementing this commitment?

With the adoption by the National Assembly of the draft law "On Amendments and Additions to the RA Law "On Public Service" and Related Laws", it will be possible to control the gifts received by public servants and persons holding public office during the performance of their official powers, as well as the definition of a central body that will implement proper and unified policy in the field of application of the legal norms of the prohibition of accepting gifts, to ensure the unity of legal regulations providing for restrictions on the prohibition of accepting gifts by persons holding public positions and public servants, including them only in the Law of the Republic of Armenia "On Public Service" and extending them to all areas and types of public service, establish more clear and targeted legal regulations that will allow for proper containment of corruption risks, the creation of a digital register of gifts, which will provide automated solutions for declaring gifts, evaluating them, publishing information, as well as ensuring the interoperability of the system with the digital system of declarations.

A person holding a public office and a public servant will be required to record the permissible gifts received by them in the gift accounting register. According to the Project, the procedures for accounting, delivery and evaluation of gifts, maintaining the Registry, the list of data to be filled and published in the Registry, the procedures for making changes to the submitted data, providing an advisory opinion, and providing information on cases of violations of gift acceptance restrictions are defined by the Corruption Prevention Commission.

In accordance with the procedure established by the draft law, the Commission will maintain the registers of accounting of gifts of persons holding public office and

<p>public servants, in addition, it will examine and resolve cases regarding violations related to restrictions on accepting gifts.</p> <p>According to the draft, the procedures for making changes in data, providing an advisory opinion, and providing information on cases of violation of gift acceptance restrictions are defined by the Corruption Prevention Commission. At the same time, in case of non-compliance with the requirements of the legislative acts related to gifts, the Corruption Prevention Commission will apply measures of responsibility.</p>					
Commitment Analysis					
Questions		Answer			
1. How will the commitment promote transparency?		Upon the implementation of the obligation, it is expected to define more comprehensively the prohibition on acceptance of gifts, by precluding possible misconceptions and opportunities to bypass them, ensure the publicity of declared gifts, introduce a system for publication of reports, as well as create an opportunity for downloading open data.			
2. How will the commitment help foster accountability?		<p>An important condition is the creation of a digital register of gifts, which will provide automated solutions for mandatory declaration of gifts, their evaluation, and information publication. The gift registry will be publicly accessible, both for use and for information retrieval, such as the property, income declaration system.</p> <p>The introduction of a control mechanism by the public is key: any person will have the opportunity to submit a report to the Corruption Prevention Commission on apparent violations of gift declaration and accounting.</p>			
3. How will the commitment improve citizen participation in defining, implementing, and monitoring solutions?		Inclusiveness is one of the most important components of the commitment. Increasing the possessiveness of the public over the processes being implemented. Proper public supervision and exigence over persons responsible for the implementation of the action and the resources allocated.			
Commitment Planning					
Milestones	Expected results	Expected Completion Date	Stakeholders		
Action 1. Drafting of legislative regulations. To establish regulations regarding the management of gifts that become the property of the	1. Development of a draft concept of the prohibition of accepting gifts by public servants, based on international best practices.	September 2022-April 2024	Lead: Commission for the Prevention of Corruption		
			Supporting Stakeholders		
			Government	CSOs	Other
			Office of Deputy Prime Minister	"Armenian Lawyers' Association" NGO	National Assembly

<p>state in the cases specified by law, providing the methods of management of gifts, regulations on presenting a conclusion on the method of management.</p>	<p>2. Drafting of legislative amendments. As a result of the legislative changes, the scope of gifts subject to accounting will be specified, the functions of the Commission as a responsible body, and clear and predictable regulations for the management of gifts that become the property of the state will be defined.</p>		<p>Office of the Prime Minister of the Republic of Armenia Bureau of Civil Service Ministry of Justice National Security Service</p>	<p>"Transparency International Anti-Corruption Center" NGO "Union of Informed Citizens" NGO "Freedom of Information Center" NGO Other NGOs and organizations that will join the Commitment</p>	
<p>Action 2. Creation of an electronic registry. Ensuring interoperability, and implementation.</p>	<p>1. Development of technical specifications of the electronic registry of gifts and holding of a tender for the electronic platform. Drafting of the register based on the Commission's electronic system. Ensuring interoperability not only with all platforms of the electronic system of the Commission, but also with the electronic information sources of relevant state administration bodies in order to obtain the</p>	<p>September 2024</p>	<p>Lead: Commission for the Prevention of Corruption</p>		
<p>Supporting Stakeholders</p>					
<p>Government</p>		<p>CSOs</p>		<p>Other</p>	
<p>Office of the Deputy Prime Minister Mher Grigoryan Office of the Prime Minister of the Republic of Armenia Bureau of Civil Service Ministry of Justice National Security Service</p>		<p>"Armenian Lawyers' Association" NGO "Transparency International Anti-Corruption Center" NGO "Union of Informed Citizens" NGO "Freedom of Information Center" NGO Other NGOs and organizations that will join the Commitment</p>		<p>National Assembly</p>	

required information.

2. Implementation and operation of the electronic registry (information for the state administration system). Conducting preliminary awareness by the commission for the organizers of state administration and local self-governing bodies' benevolence issues, including the elements of benevolence, including restrictions on accepting gifts, legislative changes, existing regulations, powers of the Commission in relation to maintaining the ban on accepting gifts, general information on the introduction of the registry of gifts presentation:

The Commission will carry out large-scale trainings on accounting, delivery and evaluation of gifts, procedures for maintaining the Register, other by-laws defined by

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	the Law, as well as after the Register is launched, in order to raise awareness about the mentioned processes.					
Relation of the Commitment to strategic documents and other international processes	Decision of the Government No 1902-L of 18 November, 2021 "On approving the 2021-2026 Action Plan of the Government of the Republic of Armenia"	Anti-Corruption Strategy of the Republic of Armenia and the 2019-2022 Action Plan for implementation thereof	Fourth Evaluation Round Second Interim Compliance Report adopted by the Group of States Against Corruption (GRECO)	Pilot 5th round of monitoring of the Istanbul Anti-Corruption Action Plan of the Anti-Corruption Network for Eastern Europe and Central Asia of the Organization for Economic Co-operation and Development	Commitments undertaken by the Republic of Armenia within the scope of the Summit for Democracy	Sustainable Development Goal 16: Peace, justice and strong institutions: Promote building fair, peaceful and inclusive societies.

Country	Republic of Armenia
Commitment number and name	8. Comprehensive system of electronic procurement: Improving the institute of real beneficiaries
Brief Description of the Commitment	<p>Develop and implement a new e-procurement system that must:</p> <ol style="list-style-type: none"> 1. It will ensure automatic compliance of the requirements defined by the Law of the Republic of Armenia "On Procurement" and sub-legislative legal acts in procurement processes (Automatic compliance enforcement). 2. Automate the functions of customers and participants as much as possible (Automation of all key business processes). 3. Ensure data processing in machine readability as much as possible. 4. Ensure effective access to data and information for the public and policy-making bodies. 5. Increase the effectiveness of the customer-participant interaction through the implementation of the digital environment within the framework of the platform logic, minimizing the role of "familiarity" with the procedures as a competitive advantage. In particular:

	<ul style="list-style-type: none"> ○ Digital "store" ○ Soft iterative standards ○ Other platform solutions <p>6. Ensure interoperability with existing treasury systems, reducing operational risks.</p> <p>7. Increase the efficiency of the work of the relevant bodies through the automated system of risk identification.</p> <p>8. Secure procurement contract management digital environment.</p> <p>9. Interoperability of the guarantor with both state (for example, other modules of the "Government Finance Management Information System", State Register of the Ministry of Internal Affairs of the Republic of Armenia (Register of Declaration of Beneficial Beneficiaries), declaration system of the Corruption Prevention Commission, etc.) and private (for example, banking) systems.</p> <p>10. Ensure the necessary traceability of all decisions made in the procurement process.</p> <p>11. Allow for integration of private modules.</p> <p>12. Through the notification platform, it will provide an opportunity for interested parties to record problems (for example, texts, pictures and videos) according to the contract and the persons who signed it (client, contractor) with the possibility of location. An opportunity to form public accountability regarding the recording of contract problems.</p>		
Responsible body	Ministry of Finance		
Other Co-Actors	<p>Government</p> <p>Office of Deputy Prime Minister Mher Grigoryan</p> <p>Ministry of High-Tech Industry</p> <p>Ministry of Justice</p> <p>Commission for the Prevention of Corruption</p> <p>"EKENG" CJSC (upon consent)</p> <p>Commission for the Protection of Competition (upon consent)</p>	<p>CSOs Other Actors</p> <p>"Freedom of Information Center" NGO</p> <p>"Transparency International Anti-Corruption Center" NGO</p> <p>"NGO Center" NGO</p> <p>Other NGOs and organizations</p>	

Time period	March 2023-June 2024
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Problem definition	
1. What problem does the commitment aim to address?	<p>Increasing the level of transparency and effectiveness of the procurement system, use of the system by all clients, existence of a new modern, full national system of electronic procurement integrated with other systems relating to the procurements system and including all business processes.</p> <p>The Republic of Armenia has undertaken the commitment to carry out the introduction of the institute of Beneficial Ownership Declarations; hence, in order to ensure comprehensiveness, it is necessary to ensure the interoperability for identifying data.</p>
2. What are the causes of the problem?	<p>The current system does not ensure the opportunity to include all clients, it is impossible to fully ensure receipt of information based on both all business processes and open data.</p> <p>Despite this fact, the process of revealing real beneficiaries has been introduced in the Republic of Armenia, but the steps made are not sufficient for fully achieving reduction of corruption processes. A need arises to ensure interoperability with other systems and registers operating in the Republic of Armenia.</p>

Commitment Description

<p>1. What has been done so far to solve the problem?</p> <p>The work on the development of the technical task of the new electronic procurement system has been initiated.</p>
<p>2. What solution are you proposing?</p> <p>Develop a new e-procurement system that meets current requirements based on the principles outlined in the commitment statement.</p>
<p>3. What results do we want to achieve by implementing this commitment?</p> <p>Have an e-procurement system based on the principles outlined in the commitment statement.</p>

Commitment Analysis

Questions	Answer
1. How will the commitment promote transparency?	The electronic procurement system based on open data will provide the opportunity to make complete information on the organization of procurement procedures and management of contracts available on the Internet free-of-charge and automatically.
2. How will the commitment help foster accountability?	Public availability of information on organizations participating in procurement, submission of declaration on Beneficial Ownership Declaration and provision of information on the winning organization will improve accountability and transparency of decision-making.
3. How will the commitment improve citizen participation in defining, implementing, and monitoring solutions?	Representatives of CSOs, the media and other organizations have the opportunity to regularly study and analyze the procurement process and implementation of obligations by the winning organizations as a result thereof. As a result, it will be possible to exercise public supervision over all bidders and decision-makers related to procurement.

Commitment Planning

Milestones	Expected Outputs	Expected Completion Date	Stakeholders
Action 1.	Drawing up terms of	March of 2024	Lead: Ministry of Finance

Announcement of tender for selection of contractor for the new procurement system.	reference by the selected advisor and announcing a tender for selection of contractor for the purpose of developing a software based thereon		Supporting Stakeholders Government Office of Deputy Prime Minister Mher Grigoryan Ministry of High-Tech Industry Ministry of Justice Commission for the Prevention of Corruption "EKENG" CJSC (upon consent)	CSOs "Freedom of Information Center" NGO "Transparency International Anti-Corruption Center" NGO "NGO Center" NGO Other NGOs and organizations	Other
Action 2. Launch of testing activities	Development of software by the selected contractor and launch of testing activities	June 2024	Lead: Ministry of Finance Supporting Stakeholders Government Office of Deputy Prime Minister Mher Grigoryan Ministry of High-Tech Industry Ministry of Justice Commission for the Prevention of Corruption "EKENG" CJSC	CSOs "Freedom of Information Center" NGO "Transparency International Anti-Corruption Center" NGO "NGO Center" NGO Other NGOs and organizations	Other
Action 3. Integration of the register of real beneficiaries	Integration of the new system of electronic procurement with the software of the Register	June 2024	Lead: Ministry of Justice Supporting Stakeholders Government	CSOs	Other

	<p>of Beneficial Ownership Declaration of the State Register of Legal Entities of the Ministry of Justice — automatic receipt of information on real beneficiaries of resident bidders of the Republic of Armenia having submitted bids for participation in the procurement procedures prescribed by the legislation of the Republic of Armenia, publications thereof on the Internet, and data exchange via the interoperability platform of the Government, where necessary.</p>		<p>Ministry of Finance Ministry of Justice Commission for the Prevention of Corruption "EKENG" CJSC</p>	<p>"Freedom of Information Center" NGO "Transparency International Anti-Corruption Center" NGO "NGO Center" NGO Other NGOs and organizations</p>	<p>"VX Soft" LLC</p>
<p>Action 5. Transfer of data (including the Beneficial Ownership Declarations) of organizations having participated in the procurement process.</p>	<p>Integration of complete information (including the Beneficial Ownership Declarations) of organizations that are bidders of the procurement process. With the new system of declarations developed by the Commission for</p>	<p>June 2024</p>	<p>Lead: Commission for the Prevention of Corruption</p>		
			<p><u>Supporting Stakeholders</u></p>		
			<p>Government</p>	<p>CSOs</p>	<p>Other</p>
			<p>Ministry of Finance Ministry of Justice Commission for the Prevention of Corruption "EKENG" CJSC</p>	<p>"Freedom of Information Center" NGO "Transparency International Anti-Corruption Center" NGO "NGO Center" NGO</p>	

	the Prevention of Corruption for the purpose of prevention of conflict of interests, relation, and corruption risks.			Other NGOs and organizations	
Relation of the Commitment to strategic documents and other international processes	Section "Public expenditures" of the 2021-2026 Program of the Government of the Republic of Armenia	<u>Of the Public Finance Management System Reform Strategy for 2019-2023</u> (Target 14).	Reports of the Organization for Economic Co-operation and Development, <u>Anti-Corruption Report 2022</u> : https://cutt.ly/HKmhP Rs	U.S. <u>2021 Investment Climate Statements</u> : https://cutt.ly/rKmcY3C	<u>Anti-Corruption Strategy of the Republic of Armenia</u> and the <u>2019-2022 Action Plan for implementation thereof</u>
Public Administration Reform Strategy : completion of the horizontal and vertical scope of public service, ensuring the unity of services	Commitments undertaken by the Republic of Armenia within the scope of the Summit for Democracy	Sustainable Development Goal 10 Reduced inequality Reduce inequality within and among countries Sustainable Development Goal 16 Peace, justice and strong institutions Promote building fair, peaceful and inclusive societies. Sustainable Development Goal 17 Partnerships for the goals Revitalize the global partnership for sustainable development.			

3. OPEN AND TRANSPARENT JUSTICE

Country	Republic of Armenia		
Number and Name of the Commitment	9. "eCourt-statistics" statistical analytical tool		
Brief Description of the Commitment	<p>Introduce a statistical analytical tool of the Electronic Justice System "e-Court-statistics", which will be aimed at increasing the accountability and transparency of the judicial system, the analysis of the processes related to the pre-trial proceedings in criminal cases, as well as all court cases, including judicial guarantee proceedings, "open data" to ensure that the format is used.</p> <p>The goals of the implementation of the "e-Court-statistics" unified system are:</p> <ul style="list-style-type: none"> a) to create a clear current picture of the existing court cases, with the possibility of searching for cases according to various criteria (types of cases, functions of judges and prosecutors, terms, including the entire duration of the examination of cases, etc.), b) to ensure the possibility of evaluating the effectiveness of the courts' activity, transparency and accountability to the public, separating accordingly the data that are necessary for the internal use of the courts, for the evaluation of the work, and the data that are available to third parties, c) ensure the collection of statistical data through the system throughout the proceedings, d) combine all databases operating in justice bodies related to a specific court case. 		
Lead Body	Ministry of Justice		
Other Co-Implementers	Government/ Other State Bodies	Civil Society	Other Actors (Parliament, Private Sector, etc.)
	Office of Deputy Prime Minister Mher Grigoryan (Information Systems Management Board) Bodies of the law enforcement system: Ministry of Internal Affairs,	"Armenian Lawyers' Association" NGO "Digital Armenia" NGO	Council of Europe Office in Yerevan, "Macy's Information Systems" INC UNDP USAID

	National Security Service, SJC, Prosecutor General's Office, Investigative Committee Commission for the Prevention of Corruption Anti-Corruption Committee "EKENG" CJSC Ministry of High-Tech Industry		
<i>Period Covered</i>	November 2022-October 2024		

Problem Definition

1. What problem does the commitment aim to address?

Reforms in the justice and judicial sphere in Armenia are among the priority directions of the RA government. Nevertheless, for years, the reforms have not achieved the goals and targets set before them, in some cases not having the appropriate effective mechanisms and tools for implementation.

in 2022 In July, the RA Government approved the Judicial and Legal Reforms 2022-2026: strategy and resulting action plans. The action program is intended to digitize the existing proceedings into a unified system of various electronic platforms. As a result, since all court cases will gradually begin to be examined through the electronic system, it is necessary to simultaneously ensure the possibility of collecting and extracting relevant statistical data. This problem is also addressed by the mentioned strategy, which also envisages the introduction of a structure for the publication of reports and statistics summarizing the activities of the courts in the online mode, available to the public.

The implementation of the unified statistical tool "e-Court-statistics" will provide an opportunity to ensure the existence of a unified statistical base based on the data available both in court proceedings and in pre-trial proceedings, as well as the automatic generation of data. The development of such a platform is of great importance from the point of view of a simpler and more transparent organization of law enforcement processes, at the same time it will allow to avoid unnecessary prolongation of processes and provide an opportunity to conduct appropriate statistics for the purpose of highlighting risks and correct policy development.

According to the national action plan of the Ministry of Justice-Armenia, the RA government undertakes the implementation of the statistical tool "e-Court-statistics", considered a component of the Electronic Justice System, which will allow analyzing the processes related to the examination of pre-trial and judicial cases (substantive and formal) according to pre-determined statistical indicators (statistical data) and using the "open data" format. Analysis of the processes related to

examining court cases will provide an opportunity for members of civil society to exercise public control over the administration of justice. The generated statistics will be freely available to interested parties (legal community, citizens, researchers, international structures and sectoral government bodies).

In the context of the mentioned statistical indicators, the number of court cases with specific trials, the total number of court acts, the percentage of certain types of cases, etc. will be available. At the same time, it is necessary to implement the statistical tool in two directions: within the framework of control over the activity of the courts for society and from the point of view of the effectiveness of solving cases.

2. What are the causes of the problem?

Currently, the judicial system of RA does not have a unified electronic system within which all court proceedings will be carried out and comprehensive and complete statistical data will be collected.

There are several separate electronic tools that cannot provide full digitization of the proceedings, under which conditions the statistical tool cannot be effectively implemented and operated.

It should also be noted that it is planned to modernize the system of electronic signature and distribution of court cases as well, which can be taken into account in the context of the development of this tool. As for the website <http://www.datalex.am/>, it does not contain complete pre-trial and judicial statistical information, it is not user-friendly and does not enable a separate or systematic search for the beneficiary of the judicial process (State bodies and judicial system, RA citizen, journalist, researcher, etc.) regarding the interesting indicator (statistical data, indicator).

At the same time, the Department of Justice collects and maintains judicial statistics, which, however, provide statistical information by article and by judge, including a limited amount of information. Moreover, detailed information is available only for the courts of the first instance.

In addition, there are no separate statistics on corruption crimes and civil cases of a corrupt nature, which does not allow to get a complete picture of the entire chain of investigation of corruption cases, and the lack of relevant statistics was considered problematic by the Organization for Economic Cooperation and Development (hereinafter referred to as OECD) Eastern Within the framework of the fifth pilot phase of the assessment of the Istanbul anti-corruption action plan of the Anti-corruption Network of European and Central Asian countries in 2021, leading to the non-fulfillment of obligations in a number of performance fields. The absence of the above-mentioned statistical data does not provide an opportunity to make appropriate legislative changes as a result of the analysis and to wage an effective fight against corruption crimes.

From this point of view, the implementation of a unified statistical electronic tool will address and solve the mentioned problems.

Commitment Description

1. What has been done so far to solve the problem?

The DataLex portal has an infographic section that provides the beneficiaries with information with limited indicators in a non-user friendly format.

At the same time, for the purpose of ensuring the effectiveness, transparency of activities of courts and the accountability thereof before the public, the Judicial

Department collects and maintains judicial statistics under the procedure established by the Government. Relations pertaining to the maintenance of judicial statistics have been prescribed by Article 19 of the Constitutional Law "Judicial Code". According to the types of cases, the following data on each court of first instance and judge are published in judicial statistics:

- (1) number of judges;
- (2) total number of cases transferred from the previous reporting period at the beginning of the reporting period;
- (3) total number of cases received during the reporting period;
- (4) total number of cases completed during the reporting period;
- (5) total number of cases with proceedings suspended as of the last day of the reporting period;
- (6) average duration of examination of cases completed during the reporting period, according to the number of sessions;
- (7) average duration of examination of cases completed during the reporting period, according to time (an hour being the unit of calculation) (including according to the average duration of the stages of preparation of the trial, conduct of the trial and rendering of a judicial act);
- (8) cases of pre-trial criminal proceedings completed during the reporting period, according to the types;
- (9) total number of incomplete cases as of the last day of the reporting period;
- (10) number of judicial acts appealed during the reporting period, according to the types;
- (11) number of judicial acts quashed during the reporting period, according to the types.

For the purpose of solving the raised problems, a trilateral contract has been signed between the Supreme Judicial Council, the Ministry of Justice and the organization servicing the DataLex portal.

2. What solution are you proposing?

It is proposed to develop and introduce a tool of the judicial system within the framework of Electronic Justice, which will enable statistical and analytical work on judicial processes, starting from the pre-trial stage.

This can be achieved by combining existing electronic systems and introducing unified electronic communication between the bodies of the justice sector. In addition, the electronic preliminary investigation software must be equipped with a toolkit to provide the necessary data in a formatted way, and in the absence of such an opportunity, the electronic preliminary investigation coordinating body adapts the system to the requirements of the "e-Court-statistics" statistical tool to obtain uniform statistical data.

At the same time, it is necessary to improve the existing stat lines and stat cards.

In addition, in accordance with international obligations, it is necessary to provide separate statistics for corruption cases, including statistical information by positions, the distinction between public and private sectors, information on confiscated property, and corruption crimes by legal entities.

3. What results do we want to achieve by implementing this commitment?

As a result of the implementation of the above processes, the electronic unified statistical tool will ensure the possibility of evaluating the effectiveness of the courts, transparency and accountability to the public.

Continuous reforms of the judicial system, among others, should aim to:

- to guarantee the improvement of the efficiency of justice and the uniformity of judicial practice, as well as to set a higher bar of legal certainty in the field of justice, to ensure the most complete observance of reasonable terms for the examination of court cases and the realization of the goal of effective implementation of the principle of saving judicial terms;
- continue the implementation of the goal of increasing public perception of the role of the judiciary and confidence in it.

The implementation of this tool will provide clear information on the progress of court cases, increase transparency and public control over court cases and processes, and allow periodic analysis using pre-defined statistical indicators.

The tool will make the processes simpler and transparent and at the same time will allow to avoid unnecessary prolongation of the processes.

The improvement of statistics will also make it possible to obtain comprehensive information on the entire chain of investigation of corruption cases, which will help in the evaluation of the effectiveness of the fight against corruption.

In addition to the above, the implementation of the judicial digital statistics tool and the improvement of judicial statistics will help to highlight the problems and legislative gaps in the legal practice, the causes of crime, and the main types, to carry out long-term monitoring of the practice, which will make it possible to evaluate the effectiveness of the measures used and, as a result, to establish evidence and target sector policies cultivate.

Commitment Analysis					
Questions	Answer				
1. How will the commitment promote transparency?	<p>Through the introduction of statistical indicators defined on the basis of international practice and consultation, the processes (simplification of the paperwork process, technical notifications), logic and final outputs of the judicial system will be available; in addition, citizens will have the opportunity to follow the progress of the case on-line.</p> <p>This will increase the transparency of and public supervision over the law enforcement system.</p>				
2. How will the commitment help foster accountability?	<p>Within the framework of the system, tools and mechanisms will be introduced that will make available all processes related to the examination of judicial cases, including time limits. All the electronic systems and databases operating within the bodies of justice and state bodies will be unified.</p> <p>The tool will greatly improve the accountability of the judicial system and create wide opportunities for carrying out public supervision.</p>				
3. How will the commitment improve citizen participation in defining, implementing, and monitoring solutions?	<p>With the introduction of a statistical digital tool, open public access to the activities of the judicial system will be provided, an opportunity will be created to extract statistical data based on various criteria. As a result, it will be possible to exercise public control over court cases and processes and to perform periodic analyses using predefined statistical indicators.</p>				
Commitment Planning					
Milestones	Expected Outputs	Expected Completion Date	Stakeholders		
Action 1. Study of International Practice	The international practice has been studied.	November 2022-December 2023	Lead: Ministry of Justice		
			Supporting Stakeholders		
			Government	CSOs	Other
			Office of Deputy Prime Minister Mher Grigoryan (Information Systems Management Board) Bodies of the law-	"Armenian Lawyers' Association" NGO "Digital Armenia" NGO NGOs and organizations of	Council of Europe Office in Yerevan "Macy's Information Systems" INC

			<p>enforcement system: Ministry of Internal Affairs, National Security Service, SJC, Prosecutor General's Office, Investigative Committee Commission for the Prevention of Corruption Anti-Corruption Committee "EKENG" CJSC Ministry of High-Tech Industry</p>	the judicial and legal sector	UNDP USAID
Action 2. 1. Evaluating and combining the capabilities of existing and implemented electronic business case inventory, statistics and reports. 2. Expert works	1. Inventory-taking and separation of business processes have been conducted. 2. Relevant expert works have been conducted.	May 2024	Lead: Ministry of Justice		
			<u>Supporting Stakeholders</u>		
			Government	CSOs	Other
			Office of Deputy Prime Minister Mher Grigoryan (Information Systems Management Board) Bodies of the law-enforcement system: Ministry of Internal Affairs, National Security Service, SJC, Prosecutor General's Office,	"Armenian Lawyers' Association" NGO "Digital Armenia" NGO NGOs and organizations of the judicial and legal sector	Council of Europe Office in Yerevan "Macy's Information Systems" INC UNDP USAID

			Investigative Committee Commission for the Prevention of Corruption Anti-Corruption Committee "EKENG" CJSC Ministry of High-Tech Industry		
Action 3. Study of the legislative field in terms of development and unification of various systems for the purpose of collecting statistics and, if necessary, development of drafts of relevant legal acts.	Preparation of legislation for the introduction of a unified statistical analysis electronic tool.	August 2024	Lead: Ministry of Justice		
			<u>Supporting Stakeholders</u>		
			Government Office of Deputy Prime Minister Mher Grigoryan (Information Systems Management Board) Bodies of the law-enforcement system: Ministry of Internal Affairs, National Security Service, SJC, Prosecutor General's Office, Investigative Committee Commission for the Prevention of Corruption Anti-Corruption Committee "EKENG" CJSC	CSOs "Armenian Lawyers' Association" NGO "Digital Armenia" NGO NGOs and organizations of the judicial and legal sector	Other Council of Europe Office in Yerevan "Macy's Information Systems" INC UNDP USAID

			Ministry of High-Tech Industry Statistical Committee		
Action 4. Development of software solution.	Development of a software solution based on the analysis conducted Ensuring cross-reading of software solutions with various systems	August 2024	Lead: Ministry of Justice		
			<u>Supporting Stakeholders</u>		
			Government	CSOs	Other
			Office of Deputy Prime Minister Mher Grigoryan (Information Systems Management Board) Bodies of the law-enforcement system: Ministry of Internal Affairs, National Security Service, SJC, Prosecutor General's Office, Investigative Committee Commission for the Prevention of Corruption Anti-Corruption Committee "EKENG" CJSC Ministry of High-Tech Industry Statistical Committee	"Armenian Lawyers' Association" NGO "Digital Armenia" NGO NGOs of judicial and sectoral NGOs involved in the reform processes implemented by the Ministry	Council of Europe Office in Yerevan "Macy's Information Systems" INC UNDP USAID
Action 5.		October 2024	Lead: Ministry of Justice		

Pilot Operation	Put the tool into pilot operation and reveal the problems for the purpose of conducting revision	<u>Supporting Stakeholders</u>		
		Government	CSOs	Other
		Office of Deputy Prime Minister Mher Grigoryan (Information Systems Management Board) Bodies of the law-enforcement system: Ministry of Internal Affairs, National Security Service, SJC, Prosecutor General's Office, Investigative Committee Commission for the Prevention of Corruption Anti-Corruption Committee "EKENG" CJSC Ministry of High-Tech Industry Statistical Committee	"Armenian Lawyers' Association" NGO "Digital Armenia" NGO NGOs and organizations of the judicial and legal sector	Council of Europe Office in Yerevan "Macy's Information Systems" INC UNDP USAID
Relation of the Commitment to strategic documents and other international processes	Section "Judicial and Legal Reforms" of the 2021-2026 Program of the Government of the Republic of Armenia	The Strategy for Judicial and Legal Reforms of the Republic of Armenia and the Action Plan deriving therefrom for 2022-2026	Armenia Digitalization Strategy for 2021-2025	International obligations: 1. Recommendations given by GRECO in 2021
Sustainable Development	Public Administration Reform			

<p>Goal 16 Peace, justice and strong institutions:</p> <p>Promote building fair, peaceful and inclusive societies.</p>	<p>Strategy</p>
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1. SOCIAL RIGHTS AND PROTECTION

Country	Republic of Armenia		
Number and Name of the Commitment	10. Implementation of a digital system for accounting and concluding employment (labor) contracts for the public and private sectors		
Brief Description of the Commitment	<p>Through the introduction of a digital system for recording and concluding labor contracts in RA, to digitize labor contracts (individual legal acts on employment) signed in both the public and private sectors of RA, in order to improve the system of free choice of work and protection of labor rights.</p> <p>The electronic management system will enable employees to have employment contracts that meet the requirements set by RA legislation, and the Health and Labor Inspection Authority (hereinafter, the inspection authority) will have a more transparent, accountable, controllable and legal protection toolkit.</p> <p>In particular, as a result of the implementation of the system, employees will have the opportunity to familiarize themselves with the content of their employment contract, and in case of violation of the terms of the employment contract, refer to the specific point of the contract and submit a complaint to both the employer and the inspection body. On the other hand, the inspection body will have the opportunity to carry out effective control based on both monitoring and submitted complaints, identifying violations of labor legislation, including labor contract conditions, and improving workers' rights and protection. At the same time, based on the results of the analysis of the above problems, the inspection body will have the opportunity to more effectively evaluate and determine the employers with a high-risk level in order to include them in the annual inspection program. In addition, the presence of the platform will exclude the established practice in the private sector of concluding back-number contracts, not registering the actual work performed in the tax authority (illegal work), or specifying in the contract an amount less than the actual salary.</p>		
Lead Body	Ministry of Labour and Social Affairs		
Other Co-Implementers	Government	Civil Society	Other Actors (Parliament, Private Sector, etc.)
	Bureau for Co-ordination of Activities of Inspection Bodies of the Office of the Prime Minister Office of Deputy Prime	"Armavir Development Center" NGO Other supporting organizations — NGOs, private sector, other organizations	Standing Committee on Labor and Social Affairs of the National Assembly Social partners of the Government of the Republic of Armenia (Confederation of Trade Unions of Armenia, Republican Union of Employers of Armenia), NGOs, private sector

	Minister Mher Grigoryan Health and Labor Inspection Body (hereinafter also referred to as "HLIB") Ministry of High-Tech Industry National Security Service "EKENG" CJSC		
Period Covered	December 2022- December 2024		

Problem Definition

1. What problem does the commitment aim to address?

The commitment is aimed at increasing the level of free choice of work and protection of labor rights of RA employees, as well as risk management in the field of labor law. Employers, especially in the private sector, very often do not sign employment contracts (or do not adopt individual legal acts on employment) or individual legal acts on employment, job description/job passport (not applicable to the civil service system), or employment contracts with new employees. are not provided to employees, which subsequently makes it difficult, and sometimes even impossible, to protect the labor rights of employees and control over labor legislation. And already during the inspection, the labor contract is drawn up on paper, signed by the employee and presented as a previously signed document. It is also a related problem when the employee is accepted for such a job, in which case the initial and therefore the periodic medical examination is mandatory. Moreover, there are often cases when private sector employers specify the amount of salary in employment contracts at the minimum monthly salary provided by law, in order to avoid tax and other state payments stipulated by legislation, about which the employee often does not have any information due to not having the opportunity to familiarize himself with the contract. Another problem is when a person is hired to perform work required by the employer, corresponding to his profession, but due to not sign an employment contract or due to the fact that the contract was signed for another position (real estate unit) instead of the work actually performed, duties different from the work actually performed are stipulated in the contract. able to justify that he performed professional work, he does not receive both the supplements and other social guarantees provided for by the law. For example, a person actually carrying out professional work, which at the same time is provided by the legislation of the Republic of Armenia as particularly difficult, particularly harmful works, professions and positions in the list, is registered by the employer for another position (substance) in the relevant company, without paying the supplements provided for by law, for the specified works for not providing other guarantees, and later, the person who performed the mentioned work is deprived of the opportunity to calculate the professional work performed by him in the professional internship, as well as the allowances available to him and other social guarantees provided by the state. In the public sector, there are often cases when the employee is provided with the individual legal act on hiring, but the job description (passport of the position) is not provided with the order, as a result of which the civil servant carries out the instructions given by his direct supervisor, without having a clear idea of his main job duties. about The above-mentioned problems are especially common in marzes and small communities, but in the city of Yerevan, similar problems are regularly raised during inspections. Among the mainly affected groups, we can single out people who are socially insecure, who have a low level of legal awareness, who do not have the opportunity to be employed in other ways than the proposed conditions, and who occupy low positions (property units) in the public sector. The absence of a digital system for recording and signing employment contracts enables employers to show an unscrupulous approach to employees by not providing and distorting the terms of the employment contract, depriving employees of effective means of protecting their rights, and the inspection body of effective control tools. Effective inspection control in the field of labor law, of which the digital system of registering and concluding labor contracts will become an integral part and control tool, will create an opportunity to minimize similar cases mentioned above.

2. What are the causes of the problem?

Employers sometimes consider the compulsory existence of an employment contract (individual legal act on employment) or its provision to employees as unimportant. In addition, even if an employment contract is signed (an individual legal act on hiring is adopted), the next issue is its content or the reflection of the minimum conditions defined by the RA labor legislation (for example, the year, month, date of starting work, the validity period of the employment contract, type

of annual leave (minimum, additional, extended) and duration, pay, etc.). According to the current legislation, the employment contract (individual legal act on hiring) clearly stipulates the name of the position and (or) work functions or a reference to the document defining the functions arising from the position, the amount of the basic salary (including taxes paid from the salary, social or other mandatory payments defined by law) and the way of determining it (hourly, daily, wage rate or monthly rate), supplements, bonuses, additional payments given to employees in the prescribed manner, working time regime (normal duration of working time or part-time working time or reduced duration of working time or total calculation of working time) and weekly duration (except for the sum calculation of working hours), etc., but in practice, employees are actually required to perform functions not provided for by the employment contract (individual legal act on employment) in an amount different from the amount of salary specified in the employment contract (individual legal act on employment), supplements, bonuses are not provided , allowances, durations of working time and rest time are not observed, etc. At the same time, the employment contract (individual legal act on employment) is sometimes not provided to employees for not registering their work activities with the tax authority (illegal work) or for registering less than the amount of wages actually provided, as well as for violating the terms of the contracts (individual legal act on employment). in order to refrain from complaints addressed by the employee to the employer or the inspection body.

Moreover, employers often sign service contracts with employees instead of employment contracts in order to circumvent the basic principles and guarantees of labor legislation.

These issues became more apparent during the pandemic (Covid-19) and war. One of the reasons for the mentioned problems is the lack of sufficient tools for the inspection body to carry out control with modern regulations.

Commitment Description

1. What has been done so far to solve the problem?

As a result of the changes made within the framework of the inspection reforms, starting from September 2013, the authorized body exercising state control over labor legislation, according to the regulations in force until July 2020, was entrusted only with the control of relations related to the maintenance of health and safety of employees and persons under 18 years of age, as well as pregnant or control powers over the provision of labor law guarantees for breastfeeding women and child care workers.

From July 1, 2021, the Health and Labor Inspection Authority has been given the authority to exercise full control over labor legislation.

At the same time, until July 1, 2021 (before the entry into force of the above-mentioned legislative amendments), when a state of emergency was declared in the Republic of Armenia due to the coronavirus pandemic from March 2020, and then quarantine, amendments were made to the RA Labor Code and the Administrative in the RA Code on Offenses.

Legal practice shows that very often the procedure for concluding labor contracts is violated by employers due to a lack of knowledge of labor legislation. The Health and Labor Inspection Authority continuously implements labor rights awareness activities, which, however, do not yield satisfactory results.

2. What solution are you proposing?

In order to improve and increase the effectiveness of the tools of state control over labour legislation, it is proposed to introduce a digital system for recording and concluding labour contracts, which will help employers conclude labour contracts in accordance with the procedure established by legislation (adopting individual

legal acts on hiring in accordance with the procedure prescribed by legislation), activities involving labour relations artificially not to be transferred to the civil law field, to register the work activity in the tax field in accordance with the legislation, in a simultaneous mode, the signed labour contracts (accepted individual legal acts on hiring) will be available at any time. The procedure for concluding employment contracts (adoption of individual legal acts on employment) by employers is often violated due to a lack of knowledge of labour legislation, and to solve the problem, it is planned to conclude employment contracts in the digital system (adoption of individual legal acts on employment) to implement individual employment agreements in labour contracts by filling in the relevant fields reflected in the system regarding the conditions to be included in the legal act defined by RA legislation.

The introduction of a digital system for recording and concluding employment contracts itself implies the establishment of appropriate legal regulations by law. In particular, the law (Labour Code of the Republic of Armenia) will define the duty of employers to sign employment contracts or accept individual legal acts on employment through the system. For violating the mentioned duty, the law (the RA Code on Administrative Offenses) will provide for the application of an administrative penalty, as well as the authority to issue instructions (mandates) to the business entity (the RA Law "On the Organization and Conduct of Inspections in the Republic of Armenia"). Moreover, in case of non-fulfilment of the mentioned duty, the inspection body will be authorized to initiate administrative proceedings based on the complaints submitted by the employees, as well as on the cases revealed by it during the control or on the basis of the information received during the work activity, applying appropriate intervention measures against economic entities. The digital system (platform) for recording and concluding employment contracts will be implemented in the electronic management system of the RA State Revenue Committee <https://file-online.taxservice.am>, and for individuals/physical persons, the contract will be visible in the income declaration system, and the system can be integrated as <https://file-online.taxservice.am>, <https://e-citizen.am/> platform, as well as be accessible to the electronic systems of other state bodies, in accordance with the competences and technical maturity of each.

With this action, citizens can find their employment contract along with their passport, registration, driver's license, movable property, family status, civil registry, notary, educational and other data, as well as find out which bodies have made these inquiries about the data.

3. What results do we want to achieve by implementing this commitment?

As a result of the implementation of the digital system for accounting and concluding labor contracts, the inspection body will have the opportunity to provide proper control with more optimal resources, the transparency of the labor market will be improved, the role of the human factor and the risk of corruption in the labor rights control process will be reduced, it will be possible to carry out state control without visiting economic entities, to highlight violations of labor rights. cases through monitoring (for example, if a person is employed in a profession (miner, construction worker, food industry worker, etc.) for which it is mandatory for the employer to provide preliminary and periodic medical examination, the system informs the inspection body about this, in respect of which control is established (availability of necessary documents, deadlines, etc.), to carry out effective state control on the basis of received applications/complaints regarding labor law violations.

The system will contribute to the accountability of employer-employee relations and the improvement and modernization of the system of protection of workers' rights, through the system, the employee will receive his copy of the labor contract digitally, and the employer will not be able to change it or refuse to perform it during state control.

Within the framework of the implementation of the digital system of concluding labor contracts and accounting, it is necessary to provide solutions for those cases when labor relations arise with an individual legal act on employment.

Commitment Analysis

Questions	Answer
1. How will the commitment promote transparency?	On the one hand, as a result of providing access to the data related to each employee to the digital system of recording and concluding labor contracts, the opportunity and right to monitor their work activities and manage the necessary information will be ensured for employees, as well as the possibility of its realization, in particular, to submit an application-complaint to the employer or an inspection body. on the other hand, the transparency of the state control over the fulfillment of the requirements of the labor legislation will be ensured, in the way of reducing the human factor and corruption risks.
2. How will the commitment help foster accountability?	As a result of the implementation of the digital system for accounting and concluding labor contracts, the relevant inspection body exercising control and other public agencies with access to the system will have clear data on the content of labor contracts (individual legal acts on hiring) signed in the labor market, the new toolkit in the field of control over the fulfillment of labor law requirements will contribute to accountability, including the provision of more detailed annual or quarterly reports by the authorized inspection body of the sector on detected violations and sanctions, while expanding the scope of information on labor rights, their possible violations, compensation opportunities and the application of sanctions, both substantive and result data growth, which it will be possible to make it a subject of public control at any time, which in turn will give an opportunity to evaluate the activities of the RA government in this field. At the same time, the possibility of providing access to the data related to the system for each employee will contribute to increasing the level of accountability of employee-employer relations.
3. How will the commitment improve citizen participation in defining, implementing, and monitoring solutions?	Citizens will have the opportunity to report violations of labor rights and other issues by alerting the inspection body. Control by citizens will contribute to the regulation of labor relations (in particular, alerting about material violations, about the employer's failure to properly fulfill obligations) and increase the protection of social guarantees.

Commitment Planning

Milestones	Expected outputs	Expected Completion Date	Stakeholders		
Action 1. Implementation of legislative initiative	Elaboration of the draft Law of the Republic of Armenia "On making supplements to the Labor Code of the Republic of Armenia", circulation and submission thereof to the Government for approval as prescribed	4 th quarter of 2023	Lead: Ministry of Labour and Social Affairs		
			Supporting Stakeholders		
			Government	CSOs	Other
			Bureau for Co-ordination of Activities of Inspection Bodies of the Office of the Prime Minister Office of Deputy Prime Minister Mher Grigoryan HLIB Ministry of High-Tech Industry National Security Service State Revenue Committee "EKENG" CJSC	"Armavir Development Center" NGO Union of Employers of ICT Other NGOs and organizations	Standing Committee on Labor and Social Affairs of the National Assembly Social partners of the Government of the Republic of Armenia NGOs, private sector
Action 2. Establishment of a working group for the introduction of an electronic system (platform) for record-registration of employment contracts	Coordination of activities of introducing the electronic system (platform) for record-registration of employment contracts by the working group	3 rd quarter of 2024	Lead: Ministry of Labour and Social Affairs		
			Supporting Stakeholders		
			Government	CSOs	Other
			Bureau for Co-ordination of Activities of Inspection Bodies of the Office of the Prime Minister Office of Deputy Prime Minister	"Armavir Development Center" NGO Union of Employers of	Standing Committee on Labor and Social Affairs of the National Assembly Social partners of the Government of the Republic of

			Mher Grigoryan HLIB Ministry of High-Tech Industry National Security Service State Revenue Committee "EKENG" CJSC	ICT Other NGOs and organizations	Armenia NGOs, private sector
Action 3. Creation and technical description of the digital system for recording and concluding labor contracts, organization of the purchase process and implementation of program works.	Development of a digital system based on the system of the State Revenue Committee, with proper provision of cyber risk measures, combining https://e-citizen.am/ and www.taxservice.am platforms	3rd quarter of 2024	Lead: State Revenue Committee, Ministry of Labour and Social Affairs, HLIB		
			Supporting Stakeholders		
			Government	CSOs	Other
			Office of Deputy Prime Minister Mher Grigoryan Ministry of High-Tech Industry National Security Service "EKENG" CJSC "Armenia Information Systems Agency" Foundation	"Armavir Development Center" NGO Union of Employers of ICT Other NGOs and organizations	
Action 4. Implementation of a digital system for recording and concluding labor contracts in the State system	Digitization of existing and newly signed employment contracts and individual legal acts on current and newly hired employment in the state system.	4 th quarter of 2024	Lead: State Revenue Committee, Ministry of Labour and Social Affairs		
			Supporting Stakeholders		
			Government	CSOs	Other
			Bureau for Co-ordination of Activities of Inspection Bodies of the Office of the Prime Minister Bureau of the Civil Servants	"Armavir Development Center" NGO Union of Employers of ICT Other NGOs and organizations	

			Office of Deputy Prime Minister Mher Grigoryan Ministry of High-Tech Industry National Security Service "EKENG" CJSC		
Action 5. Introduction of a digital system for recording and concluding labor contracts in the non-state system	Digitization of current and newly signed employment contracts and individual legal acts on current and newly hired employment in the non-state system.	4 th quarter of 2024	Lead: State Revenue Committee, Ministry of Labour and Social Affairs		
			Supporting Stakeholders		
			Government	CSOs	Other
			Bureau for Co-ordination of Activities of Inspection Bodies of the Office of the Prime Minister Ministry of High-Tech Industry National Security Service	"Armavir Development Center" NGO Union of Employers of ICT Other NGOs and organizations	
Relation of the Commitment to strategic documents and other international processes	Public Administration Reform Strategy	The 2021-2026 Program of the Government of the Republic of Armenia: Subsection 4.6 "Labor and social protection" of the Section "Development of human capital"	Armenia Digitalization Strategy for 2021-2025	OECD recommendation to improve access to information and public communication in the Republic of Armenia	Sustainable Development Goal 1 No poverty: End poverty in all its forms and manifestations everywhere: targets 1.3 and 1.4 Sustainable Development Goal 8 Decent work and economic growth: Promote inclusive and sustainable economic growth, employment and decent work for all

					Sustainable Development Goal 16 <u>Peace, justice and strong institutions:</u> Promote building fair, peaceful and inclusive societies.
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CHIEF OF STAFF
TO THE PRIME MINISTER
OF THE REPUBLIC OF ARMENIA

A. HARUTYUNYAN

9 November, 2023 CERTIFIED BY

ELECTRONIC SIGNATURE