

Open
Government
Partnership



OPEN GOVERNMENT PARTNERSHIP ACTION PLAN GEORGIA

2014-2015





USAID
FROM THE AMERICAN PEOPLE
Good Governance in Georgia (G3) Program



Ministry of
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Georgia

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I. INTRODUCTION

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

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

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

On its path to full-fledged democracy, Georgia has a number of challenges yet to overcome. The transparency and accountability agenda of the Government reflected in the Open Government Georgia's Action Plan 2014-2015 (Action Plan) and its ambitious commitments are aimed at achieving further democratic development of the country.

II. 2014-2015 ACTION PLAN ELABORATION PROCESS

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

Civil Society Organizations represented in Forum rendered full support to the commitments included in the first draft of the AP. Moreover, most of their additional recommendations presented after submission of the first draft of the AP to the OGP support unit were taken into consideration and reflected as new commitments in the Open Government Georgia's Action Plan 2014-2015.³

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

The first Action Plan of Georgia was elaborated and approved by the Inter-Agency Coordination Council for Fight against Corruption in Georgia (Anti-Corruption Council - ACC). However, the Action Plan was not corroborated by any normative act at the national level. Neither was there a national coordination mechanism existing at that time. The only informal NGO Forum was comprised of several NGOs⁴ that held meetings with representatives of the Ministry of Justice of Georgia in the Ministry of Justice. Meetings were not regular and the mandate and functions of it were not defined.

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

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

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

3. Civil Society Forward, available at: www.justice.gov.ge.

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

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

The Forum is led by co-chairs elected by the Forum – a representative of the Government and the representative of civil society. NGOs - members of the Forum jointly nominate candidacy for election by the Forum. The functions of the Forum include supporting development of Action Plan as well as planning and implementing related public consultations; supporting and monitoring of implementation of Action Plan, raising public awareness on OGP related issues. The new model of the Forum is fully in line with recommendations of ORM to Georgia in this regard.

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

In total, four regular and two *ad hoc* sessions of the Forum, two roundtable discussions along with several bilateral meetings and intense consultations between the Secretariat, responsible agencies and civil society, were dedicated to the elaboration of the Action Plan. The first draft of the Action Plan later sent to the Support Unit, was presented to the Anti-Corruption Council session. Discussion of the final version of the Action Plan was held at the 6th session of the Forum.

2.2. Public Consultations

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

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

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

Based on the minutes of public consultations provided by the participants of the consultations, the Secretariat of Open Government Georgia elaborated on the **Report on Public Consultations of 2014**⁶ and presented it to the Anti-Corruption Council of Georgia session on April 14.

Several commitments of the AP have their origin of public consultations. Among them, is ensuring

5. Available at: www.justice.gov.ge.

6. Available at: www.justice.gov.ge.

transparent recruitment procedure in civil service, adding new services to the Public Service Hall, developing Community Centers, creating public officials' declarations monitoring system and portal for e-petitions etc.

2.3. Civil Society Recommendations

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

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

2.4. Overview of the Action Plan

Georgia's Action Plan of 2014-2015 comprises **27 commitments** to be implemented by **16 responsible agencies**. Commitments fully reflect OGP values and principles as articulated in OGP: transparency, accountability, citizen participation, technology and innovation.

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

The Grand Challenge of **Improving Public Services** comprises 9 commitments, aimed at simplified and consumer-oriented public service delivery, through direct communication with customers and feedback received from citizens, and development of e-governance system at the local level ensuring accessibility of open data.

The next 9 commitments addressing the Grand Challenge of **Increasing Public Integrity** focus on Freedom of Information reform, creation of the portal for electronic petitions, ensuring transparency of the public sector through publicizing financial reports of political parties in open formats, improving recruitment regulations in the civil service and setting up public officials' assets declaration monitoring system. Commitments related to increasing public awareness about electoral process and ensuring active involvement of civil society in the Open Government Georgia's processes through supporting the national coordination mechanism is also included. Additionally, in response to the recommendations of civil society, the Supreme Court of Georgia took the commitment to collect and proactively disclose surveillance data.

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

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



CHALLENGE I: IMPROVING PUBLIC SERVICES

COMMITMENT 1: PRIVATE SECTOR SERVICES IN PUBLIC SERVICE HALLS

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

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

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

A. Travel insurance - by visiting PSH citizens will be able to apply for passport and get insurance at the same time. This carries special importance for the people living in the regions, as in many instances

citizens have to go to another city to get the insurance policy.

B. Services of National Agency for State Property Management in PSH - the PSH, in cooperation with the National Agency for State Property Management, have committed to implementing a project allowing citizens to obtain services for privatizing or leasing national property in PSH’s service delivery areas. This initiative will make it possible for consumers to lease or purchase and register property in “One Space”. Initially, additional services will be introduced in particular strategic regions where there is an absence of above described services (including the places where National Agency for State Property Management has no service centers) and for this reason, citizens have to visit another town. These regions are: Ozurgeti, Gurjaani, Batumi and Marneuli.

Responsible Agency: LEPL - Public Service Hall, Ministry of Justice of Georgia

Timeline: 2014

Commitment 1 (A): Insurance Service at PSH			
Lead Agency	Public Service Hall (LEPL), Ministry of Justice of Georgia		
Other Involved Actors	Government		
	Civil Society, Private Sector	Insurance Companies	
Issues to be Addressed	Passport and insurance policy services are not delivered in one space		
Main Objective	Increase the level of consumer satisfaction Introduce additional services in one space		
OGP Challenge	Improving Public Services		
OGP Principles	Transparency	Accountability	Public Participation
		✓	
Milestones to Fulfill the Commitment	New or ongoing commitment	Start Date:	End Date:
	Development of the business process of issuing insurance card in PSH	Ongoing	December 2013
Selection of the companies and negotiation with them	New	June 2014	August 2014
Implementation of the project in each PSH branch	New	September 2014	December 2014
Indicator	Service of insurance companies is implemented in PSH by the end of 2014		
Risks and Assumptions	Difficulties in selecting insurance companies and negotiating with them		

CHALLENGE I: IMPROVING PUBLIC SERVICES

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

COMMITMENT 2: VOICE OF THE CONSUMER

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

In the framework of this commitment, the PSH will launch a feedback system – “Voice of the Consumer”, which will allow citizens to directly participate in improving PSH service quality. The project aims at estab-

lishing direct communication with the citizens and engaging them in the development of the PSH. The PSH aims to communicate to the citizens about existing products and to provide information regarding ongoing processes.

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

Responsible Agency: LEPL - Public Service Hall, Ministry of Justice of Georgia

Timeline: 2014

Commitment 2: Voice of the Consumer			
Lead Agency		Public Service Hall (LEPL), Ministry of Justice of Georgia	
Other Actors	Government		
	Civil Society, Private Sector	Consumer of PSH	
Issues to be Addressed		At present, there is no mechanism for citizens to submit their feedback about the services and products delivered by PSH. The project “Voice of the Consumer” will guarantee direct participation of public in the processes in PSH	
Main Objective		Increase the level of accountability of PSH Consumers’ involvement in the service development process	
OGP Challenge		Improving Public Services Increasing Public Integrity	

OGP Principles	Transparency	Accountability	Public Participation
	✓	✓	✓
Milestones to Fulfill the Commitment	New or ongoing commitment	Start Date:	End Date:
Maintain software and technical means	New	May 2014	August 2014
Implement new products in all PSH branches	New	April 2014	August 2014
Indicator	In 2014 the project "Voice of the Consumer" is operational		
Risks and Assumptions	It may be necessary to increase human resources depending on the feedback volume		

COMMITMENT 3: IMPLEMENT NEW CUSTOMER-ORIENTED SERVICE – JUSTDRIVE

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

Responsible Agency: LEPL - Public Service Hall, Ministry of Justice of Georgia

Timeline: 2014

Commitment 3: JUSTdrive			
Lead Agency	Public Service Hall (LEPL), Ministry of Justice of Georgia		
Other Involved Actors	Government	Public Service Development Agency; National Agency of Public Registry; The National Archives of Georgia; Data Exchange Agency; Smart Logic	
	Civil Society, Private Sector		
Issues to be Addressed	Currently services are delivered in PSHs and in JUST-café. To increase the level of satisfaction of consumers and to save their time, the PSH will offer them easier way of getting services – the JUSTdrive		
Main Objective	Create alternatives for acquiring services Increase the level of consumer satisfaction		
OGP Challenge	Improving Public Services		
OGP Principles	Transparency	Accountability	Public Participation
		✓	
Milestones to Fulfill the Commitment	New or ongoing commitment	Start Date:	End Date:
JUSTdrive - technical setup	Ongoing	May 2012	July 2012
Selection and training of human resources	New	May 2014	June 2014
Project implementation	New	July 2014	September 2014
Indicator	By the end of 2014 JUSTdrive is put into operation		
Risks and Assumptions	Technical problems related to pneumatic email (Paspomaat - Automated Document Management System); Problems related to the operation of JUSTdrive software		

CHALLENGE I: IMPROVING PUBLIC SERVICES

COMMITMENT 4: ACCESSIBILITY OF MINISTRY OF EDUCATION SERVICES IN PUBLIC SERVICE HALLS

Currently, documents issued by the Ministry of Education and Science of Georgia (MoES) and its bodies, as well as documents issued by educational institutions within their competencies (such as school certificate, diploma of the higher education institution, transcripts, school or higher education institution reports; any official document issued by the MoES and its institutions) are subject to legalization and apostillisation by the National Center for Educational Quality Enhancement (Center). In addition, school certificates are issued by the LEPL Public Service Development Agency and endorsed with the apostille by the Center.

Apostille certifies the validity of signature, seal, or stamp, on an educational document issued in Georgia, whereas legalization of educational documents certify the validity of signatures on the document itself, the legalization stamp, or the authority of a person who signed the document. In case when the document is sealed or stamped, the legalization serves to prove the authenticity of a seal/stamp.

Legalization is performed in two stages: the Center certifies validity of the signature on the document, the authorization of a person who signed the document, and authenticity of a seal or stamp. Afterwards, the Ministry of Foreign Affairs of Georgia (MFA) certifies validity of signature, the authorization of a person who signed the document, and authenticity of a seal on the legalization stamp approved at the first stage.

The only difference between these two procedures is that apostillisation does not require verification of authenticity for a competent officer's signature and a seal of the Center by MFA.

In addition to verifying the authenticity of a signature and a seal during the apostillisation and legalization, the competent persons of the Center confirm whether the format of the document is in line with the requirement prescribed under Georgian legislation and (if possible) whether the document is issued on the name of a person indicated in the document.

To simplify the above-mentioned services of the MoES and to deliver the services in one space of the PSHs in the framework of this commitment, the competence of the MoES to verify documents will be transferred to the Public Service Development Agency. Verified/certified documents will be issued within the premises of PSHs.

This change will significantly increase accessibility of the MoES public services. Services will become available for citizens in all the main regional centers through the PSHs (currently, verification of educational documents is only possible in Tbilisi, at the Center). Citizens will benefit from service delivery in one space instead of visiting several institutions (e.g. visiting the Public Service Development Agency to validate the birth certificate, visiting the Center for diploma) as the service will become available in one space – in the Public Service Development Agency.

Responsible Agency: LEPL - Public Service Development Agency, Ministry of Justice of Georgia

Timeline: 2014

Commitment 4: Accessibility of Ministry of Education Services in Public Service Halls

Lead Agency		Public Service Development Agency (LEPL), Ministry of Justice of Georgia		
Other Involved Actors	Government	National Center for Educational Quality Enhancement (LEPL) Public Service Hall (LEPL)		
	Civil Society, Private Sector			
Issues to be Addressed		This service is not available in the regional centers; the Center does not provide translation service; citizens need to communicate with multiple agencies to receive a single service		
Main Objective		Increase the level of service accessibility and simplify procedures Increase the level of service delivery		
OGP Challenge		Improving Public Services		
OGP Principles	Transparency	Accountability	Public Participation	
	✓	✓		
Milestones to Fulfill the Commitment		New or ongoing commitment	Start Date:	End Date:
Transferring the MoES competence of verifying documents to the Public Service Development Agency		Ongoing	September 2014	October 2014
Indicator		The number of service users across the country		
Risks and Assumptions		Lack of competence of the Public Service Development Agency to verify documents issued by educational institutions		

COMMITMENT 5: DEVELOP CITIZEN'S PORTAL - WWW.MY.GOV.GE

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

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

In the framework of this commitment, the Data Ex-

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

Responsible Agency: LEPL - Data Exchange Agency, Ministry of Justice of Georgia

Timeline: 2014

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Commitment 5: Develop Citizen's Portal – www.my.gov.ge			
Lead Agency		Data Exchange Agency (LEPL), Ministry of Justice of Georgia	
Other Involved Actors	Government	Ministries and other governmental agencies E-service provider private entities	
	Civil Society, Private Sector	The Open Government Georgia's Forum member NGOs	
Issues to be Addressed		<p>Currently citizens and legal persons can search and use information about E-services on the Citizen's Portal - my.gov.ge, and communicate with public agencies electronically. It is also possible to receive services from abroad. Citizens can communicate with 52 public agencies (408 including their regional and sub-agencies) through electronic applications. The new highly demanded electronic services will be added to the portal.</p> <p>At present there is a gap between availability and demand use of the services caused by a low level of knowledge about the portal. That is why awareness campaigns are to be planned and implemented in order to increase number of registered users of the portal and to boost application of its services</p>	
Main Objective		<p>Increase operation of the portal by adding demanded services to it and through the awareness campaign</p> <p>Increase the level of accountability and efficiency of government.</p>	
OGP Challenge		Improving Public Services	
OGP Principles		Transparency	Accountability
			✓
Milestones to Fulfill the Commitment		New or ongoing commitment	Start Date: End Date:
Integration of services of the Ministry of Justice on the Portal		New	2014 2015
Integration of e-services of Ministry of Education, Ministry of Health and several services of Ministry of Internal Affairs		New	2014 2015
Integration of municipal e-services		New	September 2014 2015
Improve e-service delivery by creation of service catalogue		New	2014 December 2014
Awareness-raising Campaign		Ongoing	December 2015
Indicator		<p>Number of users increased by 15% by end of 2015 compared to 2014</p> <p>Number of e-services increased by 10% compared to 2014</p>	
Risks and Assumptions		Difficulties related to usage of modern e-mechanisms	

COMMITMENT 6: STRENGTHEN LOCAL GOVERNMENT CAPACITY BY INTRODUCING E-GOVERNANCE SYSTEM

A. Development of Community Centers in Georgia

Regional development, like access to various services for citizens in regions and civic engagement, are challenges the Georgian government has responded to by starting to develop community centers (CCs) in Georgia.

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

A CC has modern, multi-functional infrastructure

equipped with the latest technology. Carefully selected and trained local staff ensures provision of the central government's, municipal and private sector services through e-Governance. The CCs host the Trustee's office (municipality representative on village level). Furthermore, there is a special space for meetings and conference rooms for promoting civic engagement activities. Local population has an opportunity to access free internet, computers, and video conference equipment,

together with ATM and Pay Boxes.

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

travel outside the village.

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

Responsible Agency: LEPL - Public Service Development Agency, Ministry of Justice of Georgia

Timeline: 2014-2015

Commitment 6 (A): Development of Community Centers in Georgia			
Lead Agency		Public Service Development Agency (LEPL) Ministry of Justice of Georgia	
Other Involved Actors	Government	Local Government Units, National Agency of Public Registry, Social Service Agency, Ministry of Regional Development and Infrastructure, Meqanizatori LLC, Training Centre of the Ministry of Justice, National Archive of Georgia	
	Civil Society, Private Sector	European Union, NGO "Multinational Georgia for the Strengthening of Democratic Values", Liberty Bank, MagtiCom	
Issues to be Addressed		Underdeveloped local infrastructure, absence of means for effective public service delivery at the local level, and accordingly, low level of civic engagement	
Main Objective		Providing local population with high quality central and municipal government services, as well as the most demanded services of private sector; Increasing citizen engagement at the local level	
OGP Challenge		Improving Public Services Increasing Public Integrity More effectively Managing Public Resources	
OGP Principles		Transparency	Accountability
		✓	✓
Milestones to Fulfill the Commitment		New or ongoing commitment	Start Date: End Date:
Construct, equip and furnish 6 new Community Centers		Ongoing	January 2014 December 2014
Recruit and train staff for the Community Centers; offer internship opportunities in relevant agencies		Ongoing	December 2013 November 2014
Launch 6 newly constructed Community Centers		Ongoing	October 2014 December 2014
Transfer the Community Centers to the Local Government Units		Ongoing	February 2015 February 2015
In cooperation with civil society organizing civic engagement activities in new and existing Community Centers in order to increase the level of local citizens' engagement		Ongoing	September 2014 December 2015
Indicator		The number of local citizens using the services of Community Centers; Satisfaction of local citizens with received services (based on the qualitative research); the number of activities organized in community centers	
Risks and Assumptions		Reform of local self-government; new recruitment processes after the local elections; lack of municipality support in the implementation of the project; prolonged construction and thus, changes in predetermined timeline	

CHALLENGE I: IMPROVING PUBLIC SERVICES

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

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

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

As a result of engaging the local government into the unified e-Governance system their processes and practices will become more transparent, efficient and effective. The municipalities will have an access to the existing electronic databases (Public Service Development Agency, National Agency of Public Registry, So-

cial Service Agency and other Central Government or Private Company databases), resulting in reduced time and human resources and decreasing costs related to data collection, processing and verification within self-government offices.

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

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

Responsible Agency: LEPL - Public Service Development Agency, Ministry of Justice of Georgia

Timeline: 2014-2015

Commitment 6 (B): Introduce e-Governance in Local Self-Governments			
Lead Agency	Public Service Development Agency (LEPL) Ministry of Justice of Georgia		
Other Involved Actors	Government	Local Government Units, National Agency of Public Registry, Social Service Agency, Data Exchange Agency	
	Civil Society, Private Sector	European Union, UGT	
Issues to be Addressed	Underdeveloped local infrastructure; absence of means for effective public service delivery at the local level; lack of information; poor management procedures and low quality of services		
Main Objective	Improvement of management in local self-governments and provision of quality services to the local population through introduction of e-Governance in local government		
OGP Challenge	Improving Public Services Increasing Public Integrity More effectively Managing Public Resources		
OGP Principles	Transparency	Accountability	Public Participation
	✓	✓	✓
Milestones to Fulfill the Commitment	New or ongoing commitment	Start Date:	End Date:
Develop training program on a new Electronic Management system and train trainers	Ongoing	July 2014	December 2014
Conduct trainings in e-Governance for the selected municipality staff	New	July 2014	September 2015
Support the municipality in the process of testing and configuring e-Governance system	New	July 2014	December 2015
Ensure access to the services falling under the e-Governance system through my.gov.ge web-portal	New	December 2014	February 2015
Conduct a study on interests of the local population and design the Citizen Portal in line with the findings	Ongoing	March-July 2014	September-December 2014

Develop and launch the Citizen Portal, which will be in line with the needs of local citizens	New	December 2014	December 2015
Increase server capacity of PSDA to support the introduction of e-Governance	New	December 2014	July 2015
Select 4 additional municipalities for further introduction of e-Governance	New	February 2014	September 2015
Train the staff of the 4 selected municipalities and support them through the e-Governance introduction process	Ongoing	September 2015	December 2015
Select and study additional services falling under the Local Government competencies for their further inclusion into the Municipal Management System	Ongoing	September 2015	December 2015
Indicator	E-governance is implemented in 10 municipalities; Decrease of time for service delivery; Increased number of local citizens engaged in decision-making process on the local level		
Risks and Assumptions	Reform of local self-government, recruitment after the elections of self-government bodies; municipality's lack of preparedness to implement e-governance system		

COMMITMENT 7: TRANSFORMATION OF PUBLIC LIBRARIES FOR REGIONAL DEVELOPMENT

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

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

new books) will produce high quality service delivery for local population.

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

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

Responsible Agency: LEPL - Public Service Development Agency, Ministry of Justice of Georgia

Timeline: 2014

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Commitment 7: Transformation of Public Libraries for Regional Development				
Lead Agency		Public Service Development Agency (LEPL) Ministry of Justice of Georgia		
Other Involved Actors	Government	The National Parliamentary Library of Georgia		
	Civil Society, Private Sector	International Research and Exchanges Board (IREX), Institute for Development of Freedom of Information (IDFI), Georgian Library Association		
Issues to be Addressed		Limited capacity of the Public Libraries at the local level to attract visitors and contribute to the local development, bad infrastructure, outdated literature, absence of ICT skills and equipment at the local level		
Main Objective		Elaborating a new concept of public libraries ensuring access to ICTs by locals that will contribute to the development of their relevant skills; contributing to the community initiatives and local development		
OGP Challenge		Improving Public Services Increasing Public Integrity More effectively Managing Public Resources		
OGP Principles		Transparency	Accountability	Public Participation
		✓	✓	
Milestones to Fulfill the Commitment		New or ongoing commitment	Start Date:	End Date:
Selection of pilot libraries		Ongoing	December 2013	February 2014
Announce tenders for library renovation works; renovation works		Ongoing	May 2014	September 2014
Procure necessary equipment and furniture for the libraries		Ongoing	July 2014	September 2014
Train the librarians in public service delivery		Ongoing	June 2014	September 2014
Opening of the libraries and transferring into the ownership to the local government		Ongoing	October 2014	September 2014
Monitoring service delivery process in libraries		Ongoing	October 2014	December 2014
Concluding presentation of the project		Ongoing	December 2014	December 2014
Indicator		The number of local citizens using services of the new libraries; the results of researches, which will be conducted to measure consumer satisfaction by the up-to-date literature, infrastructure and delivered services; the number of conducted trainings for the libraries		
Risks and Assumptions		Lack of support from local government in the implementation of the project; prolonged period of construction and reconstruction procedures and deviation of the determined term		

COMMITMENT 8: DIGITAL SIGNATURE AND ONLINE AUTHENTICATION

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

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

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

Digital stamp will support organizations to easily perform signatures of relevant documents (e.g. pre-agreed contracts) and, on the other hand, will create additional incentives for the development of personal digital signatures, as nowadays the majority of contracts requiring personal signature indicate organization as a second party to the contract (employment contracts, bank service contracts, etc.). It is noteworthy that demand for these types of digital services comes from its potential users (banks, Notary Chamber and etc.). Hence, the main objective of the initiative is to contribute to the development of e-services to gradually replace paper documents with electronic ones in formal relations, and thus, increase the effectiveness and transparency of official processes.

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

Responsible Agency: LEPL - Public Service Development Agency, Ministry of Justice of Georgia

Timeline: 2014-2015

Commitment 8: Digital Signature and Online Authentication			
Lead Agency		Public Service Development Agency (LEPL) Ministry of Justice of Georgia	
Other Involved Actors	Government	State Insurance Supervision Service of Georgia	
	Civil Society, Private Sector		
Issues to be Addressed		Absence of trustworthy identification and signature mechanisms for remote clients (companies, citizens); Prevalence of paper-based processes and insecure electronic services (by means of authentication and signing)	
Main Objective		Development of strong, reliable and universal e-authentication system for online services; Development of e-Signature and e-Seal solutions compatible with European standards and practices	
OGP Challenge		Improving Public Services	
OGP Principles		Transparency	Accountability
		✓	✓
Milestones to Fulfill the Commitment		New or ongoing commitment	Public Participation
		Start Date:	End Date:
Deployment of digital signature and authentication certificate renewal systems for ID cards		New	July 2014
Support introduction of authentication through ID cards within the PSDA infrastructure		New	July 2014
Creation of archive systems for digitally signed documentation		New	December 2014
Development of structures responsible for the provision of trusted services within the PSDA		New	July 2014
Further improvement of digital signature functionalities		New	Continuing Activity

CHALLENGE I: IMPROVING PUBLIC SERVICES

Introduce amendments to the law on digital signature and electronic documents in order to develop digital stamp	New	Spring 2014	December 2014
Identification of opportunities for the introduction of digital stamp into the agency's internal document-flow	New	June 2014	February 2015
Creation of mechanisms for the verification of documents with digital stamp	New	August 2014	February 2015
Introduce the digital stamp	New	February 2015	July 2015
Indicator	Number of organizations having introduced digital stamp/seal; number of digitally signed/sealed document types within the PSDA		
Risks and Assumptions	Low level of citizens awareness; Reluctance of organizations to introduce and apply digital stamp/seal		

COMMITMENT 9: CREATE OPEN DATA PORTAL (DATA.GOV.GE)

Open Data plays a key role in open government processes and contemporary models of e-government. The Open Data Portal is the resource for publication of open data (data which can be freely accessed, used and reused) owned by government institutions, enabling business, nongovernmental and governmental organizations to use the data freely, in order to create applications and e-services based on the data, for economic benefits.

So far, public information and open data in Georgia has only had the objective of ensuring transparency and accountability. Along with this important objective, open data has acquired a second important function to serve as source of innovation, business development

and economic growth of the country. Therefore, it is important that current portal which is mainly navigation web-page for various links to the government pages to be transformed into a real open data portal where open data is available, similarly to the open data web-pages of the United Kingdom of Great Britain and Northern Ireland (data.gov.uk) and the United States of America (data.gov).

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

Responsible Agency: LEPL - Data Exchange Agency, Ministry of Justice of Georgia

Timeline: 2014-2015

Commitment 9: Create Open Data Portal (data.gov.ge)	
Lead Agency	Data Exchange Agency (LEPL), Ministry of Justice of Georgia
Other Involved Actors	Government
	Civil Society, Private Sector
Issues to be Addressed	Nowadays state institutions of Georgia own large amount of data however open data in state institutions is not identified and made available. The open data portal with its real meaning does not exist. Current portal is only a navigation web-page to different links of state institutions web-pages
Main Objective	Increasing the accessibility of open data; Supporting the development of e-services and e-applications; Stimulating business activities; Increasing public sector transparency and its accountability
OGP Challenge	Improving Public Services Increasing Public Integrity

OGP Principles	Transparency	Accountability	Public Participation
	✓	✓	✓
Milestones to Fulfill the Commitment	New or ongoing commitment	Start Date:	End Date:
Development of administrative mechanisms and relevant procedures; establishing a working group	New	August 2014	October 2014
Defining the data formats and developing the software	New	September 2014	December 2014
Collecting data from public institutions	New	June 2014	December 2015
Testing and launching updated portal - Data.gov.ge	New	September 2014	October 2015
Preparing and conducting the first “hackathon” on the basis of open data	New	November 2014	December 2014
Indicator	Open data portal – data.gov.ge is created and operational		
Risks and Assumptions	Difficulties in identifying and collecting open data by the public agencies; Difficulties in establishing optimal coordination mechanism which may affect defined timelines		

CHALLENGE II: INCREASING PUBLIC INTEGRITY

COMMITMENT 10: ELABORATE FREEDOM OF INFORMATION ACT

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

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

Currently, the norms regulating access to public information are scattered in several laws, as well as containing significant difficulties in practical implementation of legislation. Taking into consideration practical challenges, the elaboration of a special law aims to eradicate legislative gaps and consolidate existing legal

provisions in a separate act, which in turn, will improve the practice of access to information and support the government, as well as civil society and the wider community to establish open, accountable, rational, and optimized civil service. The special act will emphasize openness policy of the government and will ease the work of the professionals involved in the area.

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

Responsible Agency: Ministry of Justice of Georgia

Timeline: Spring, 2015

CHALLENGE II: INCREASING PUBLIC INTEGRITY

Commitment 10: Elaborate Freedom of Information Act			
Lead Agency	Ministry of Justice of Georgia; Anti-Corruption Council of Georgia		
Other Involved Actors	Government	Parliament of Georgia	
	Civil Society, Private Sector	Open Society Foundation – Georgia, Institute for Development of Freedom of Information (IDFI)	
Issues to be Addressed	Currently, regulatory framework on access to information is not consolidated in a single legislative act. It is recommended to elaborate a special law on freedom of information aimed at elimination of practical problems and legislative gaps, as well as consolidation of existing legal norms in a single legal act		
Main Objective	Refine regulatory framework on freedom of information Eliminate differences between legislation and practice Elaborate clear and concrete regulations		
OGP Challenge	Increasing Public Integrity Improving Public Services		
OGP Principles	Transparency	Accountability	Public Participation
	✓	✓	✓
Milestones to Fulfill the Commitment	New or ongoing commitment	Start Date:	End Date:
Plan working process, establishing a working group, agreement on a process			February 2014
Thematic working group meetings			March 2014
Presenting the first draft to the working group		June 2014	June 2014
Meetings with focus groups (judges, journalists, FOI officers)		July 2014	July 2014
Submitting the draft law for international expertise		August 2014	September 2014
Working on the text, consultations, reaching agreement upon the final version of the draft		September 2014	2014
Submitting the final version of the draft law to the thematic groups established in the framework of the Anti-Corruption Council			2014
Submitting the draft law to the Government of Georgia and to the Parliament of Georgia			Spring 2015
Indicator	Draft law is presented to the Parliament of Georgia		
Risks and Assumptions	Risks related to political consensus to adopt legislation. Possibility of slight changes in agreed timeline		

COMMITMENT 11: OPEN GOVERNMENT GEORGIA'S FORUM – COORDINATING MECHANISM ON THE NATIONAL LEVEL

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

will continue to assist the Action Plan implementation, monitor its progress, raise awareness on Open Government Georgia's process, and coordinate OGP processes at the national level.

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

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

Responsible Agency: Ministry of Justice of Georgia

Timeline: January, 2014 - throughout Action Plan implementation period.

Commitment 11: Coordinate and Support Open Government Georgia's Forum			
Lead Agency	The Secretariat of Anti-Corruption Council of Georgia Ministry of Justice of Georgia		
Other Involved Actors	Government	Responsible agencies under the Action Plan, non-governmental and international organizations	
	Civil Society, Private Sector	Civil society organizations represented in the Forum, co-chair of the Forum from civil society	
Issues to be Addressed	Before 2014, the NGO Forum lacked representation; its mandate was not clearly defined; the meetings were not held on a regular basis		
Main Objective	Effective coordinating mechanism on the national level which is in line with the OGP guiding principles		
OGP Challenge	Increasing public integrity		
OGP Principles	Transparency	Accountability	Public Participation
	✓	✓	✓
Milestones to Fulfill the Commitment	New or ongoing commitment	Start Date:	End Date:
	Organizing Forum meetings on the first Wednesday of every month	Ongoing	15.01.2014
Managing documents regarding the working process of the Forum	Ongoing	15.01.2014	During the Action Plan implementation period
Submitting the Forum activity report to the Anti-Corruption Council of Georgia			Biannually
Indicator	Forum sessions are held on regular basis, minutes are published on the web-page		
Risks and Assumptions	Lack of active involvement of Forum members. After elaboration of the Action Plan frequency of sessions might be decreased to twice a month		

CHALLENGE II: INCREASING PUBLIC INTEGRITY

COMMITMENT 12: E-PETITIONS PORTAL – I-CHANGE.GE

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

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

The administration of the Government of Georgia

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

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

Responsible Agency: Administration of the Government of Georgia

Timeline: 2014-2015

Commitment 12: E-petitions Portal – I-change.ge			
Lead Agency	Administration of the Government of Georgia		
Other Involved Actors	Government	The Parliament of Georgia; The Ministry of Justice of Georgia; LEPL Data Exchange Agency; The CSB	
	Civil Society, Private Sector	Institute for Development of Freedom of Information (IDFI) USAID Good Governance in Georgia (G3) Program	
Issues to be Addressed	Currently there is no direct e-communication tool between the public and the government. E-Petitions will allow citizens to reach their voice to their government easily		
Main Objective	Increasing citizen engagement in public policy development process. Increasing transparency of activities and decision-making of the government; improving cooperation between the government and society		
OGP Challenge	Increasing Public Integrity		
OGP Principles	Transparency	Accountability	Public Participation
	✓	✓	✓
Milestones to Fulfill the Commitment	New or ongoing commitment	Start Date:	End Date:
	Elaborate final concept of I-Change Portal	New	June 2014
Elaborate the system technical requirements of the I-Change Portal	New	Fall 2014	Winter 2015
Elaborate relevant legislative amendments for I-Change Portal	New	June 2014	Winter 2015
Create back-office for the I-Change Portal	New	Winter 2014	Spring 2015
Increase awareness of society	New	Spring 2015	Summer 2015
Launch the I-Change Portal	New	Spring 2015	
Indicator	E-petitions on the I-Change Portal are launched and properly functioning		
Risks and Assumptions	Due to the working group members’ overloaded schedule, defined timelines for the commitment milestones might be modified		

COMMITMENT 13: TRANSPARENCY AND IMPARTIALITY OF CIVIL SERVICE RECRUITMENT PROCESS

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

This is the issue that has been raised during most of the meetings throughout the public consultations. Par-

ticipants emphasized the importance of having transparent, accessible, and trusted model of civil service recruitment.

The CSB will coordinate the process of overhauling the civil service recruitment process. A special working group will be created in order to ensure inclusiveness in the process.

Responsible Agency: LELP - The Civil Service Bureau

Timeline: 2014

Commitment 13: Transparency and Impartiality of Civil Service Recruitment Process			
Lead Agency	The CSB (LEPL)		
Other Involved Actors	Government	Special working group: Ministry of Justice of Georgia, NGOs, local and international experts	
	Civil Society, Private Sector	Working group member NGOs	
Issues to be Addressed	Currently, the issues related to the recruitment process are regulated by the Civil Service law. In addition, rules of competition are determined by the Governmental Decree N412 (June 18, 2014) "Approval of the Rules for Holding Competition foreseen by the law on Public Service". Despite the fact that the rules of recruitment in civil service have been reviewed several times and amendments were made to the legislation, shortcomings still remain and number of issues is to be solved		
Main Objective	Elaboration of unified recruitment rules for civil service; Enhancing procedural transparency; Rules for the recruitment of civil servants guarantee recruitment of qualified personnel and protection of civil servants rights		
OGP Challenge	Increasing Public Integrity		
OGP Principles	Transparency	Accountability	Public Participation
	✓	✓	
Milestones to Fulfill the Commitment	New or ongoing commitment	Start Date:	End Date:
Recommendations for the refinement of civil service recruitment system by an international expert are prepared based on these recommendations CSB elaborates draft rules	New		July 2014
Approve rules of recruitment in civil service in accordance with the draft elaborated by CSB	New		Fall 2014
Further develop electronic recruitment portal - www.hr.gov.ge; upgrade the portal with new functions	New		Fall 2014
Indicator	The rules for the recruitment of civil servants is adopted by the government		
Risks and Assumptions	Modification of timeline for implementation new regulations		

CHALLENGE II: INCREASING PUBLIC INTEGRITY

COMMITMENT 14: SET UP PUBLIC OFFICIALS' ASSET DECLARATION MONITORING SYSTEM

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

anticorruption mechanisms.

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

Responsible Agency: LEPL - The Civil Service Bureau

Timeline: 2014-2015

Commitment 14: Set up Public Officials' Asset Declaration Monitoring System			
Lead Agency	The CSB (LEPL)		
Other Involved Actors	Government	Anti-Corruption Council of Georgia; the Government of Georgia; the Parliament of Georgia	
	Civil Society, Private Sector	German Society for International Cooperation - GIZ	
Issues to be Addressed	At present, the Online Asset Declaration System for public officials is fully operational in Georgia. However, to further improve the system functionally, it is important to establish a monitoring mechanism. This will increase financial accountability of public officials and accurate information will be delivered to society		
Main Objective	Increasing financial accountability and transparency of public officials		
OGP Challenge	Increasing Public Integrity		
OGP Principles	Transparency	Accountability	Public Participation
	✓	✓	
Milestones to Fulfill the Commitment	New or ongoing commitment	Start Date:	End Date:
Recommendations on monitoring system are prepared by an international expert		March 12-14 2014	March 31 2014
Concrete proposals are developed by CSB based on the expert recommendations and consultations are held		March 2014	May 2014
Submit the draft proposals to the Anti-Corruption Council of Georgia and the Government of Georgia			Summer 2014
Establish relevant monitoring system and prepare the basis to start implementation			2015
Indicator	Proposal on monitoring system is submitted to the Government of Georgia; Agreement on the monitoring system model is reached; The system is operational		
Risks and Assumptions	Due to an active role of the CSB in the process of ongoing civil service reform, there is a possibility of modifications in the timeline. Difficulties in reaching political agreement on the specific model		

COMMITMENT 15: PUBLISH FINANCIAL DECLARATIONS ON POLITICAL PARTIES IN MACHINE READABLE FORMAT

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

the above-mentioned information in machine-readable format.

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

Responsible Agency: State Audit Office

Timeline: 2014

Commitment 15: Publish Financial Declarations on Political Parties in Machine Readable Format			
Lead Agency	State Audit Office		
Other Involved Actors	Government		
	Civil Society, Private Sector		
Issues to be Addressed	Currently, financial declarations of political parties are published only in scanned format		
Main Objective	Transparency of finances of political parties		
OGP Challenge	Increasing Public Integrity		
OGP Principles	Transparency	Accountability	Public Participation
	✓	✓	
Milestones to Fulfill the Commitment	New or ongoing commitment	Start Date:	End Date:
	Prepare financial monitoring section for the State Audit Office web-page	New	March 2014
Publish financial reports in processable format	New		August 2014
Disclose statistics related to income and expenditure of political parties	New		September 2014
Indicator	Financial declarations of political parties submitted to the State Audit Office are published in machine-readable format on the official webpage of SAO		
Risks and Assumptions	Political parties are obliged to submit financial information to the SAO in excel format via official letter and e-mail as well for the purposes of uploading on the web-page		

CHALLENGE II: INCREASING PUBLIC INTEGRITY

COMMITMENT 16: DEVELOP ONLINE CONSULTATIONS TOOL AND ENSURE ACCESSIBILITY OF MINISTRY OF INTERNAL AFFAIRS WEB-PAGE FOR PEOPLE WITH DISABILITIES

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

Presently, the official web-site of the Ministry - www.police.ge - is not accessible for persons with disabilities, particularly for blind people.

The MIA communicates with citizens through e-mail and Facebook account. However, the MIA aims to further

develop public relations and add a live-chat application to the MIA web-page.

In the framework of the commitment, the web-page of MIA will be accessible for persons with disabilities.

In addition, an online consultation mechanism will be implemented. Through the live-chat application, citizens will be able to communicate with the representatives of the Ministry on issues related to the competences of the MIA.

Responsible Agency: Ministry of Internal Affairs of Georgia

Timeline: 2014

Commitment 16: Develop Online Consultation Service and Ensure Accessibility of Ministry of Internal Affairs Web-page for People with Disabilities			
Lead Agency		Ministry of Internal Affairs of Georgia	
Other Involved Actors	Government		
	Civil Society, Private Sector		
Issues to be Addressed		At present, Information provided on the web-site of the Ministry of Internal Affairs of Georgia www.police.ge is not fully accessible for the persons with disabilities. Although the Ministry is actively cooperating with society, the web-page does not include online consultation module	
Main Objective		Increase accessibility of public data which fall within the competence of the Ministry and improve civic engagement	
OGP Challenge		Improving Public Services; Ensure accessibility of data	
OGP Principles		Transparency	Accountability
		✓	✓
Milestones to Fulfill the Commitment		New or ongoing commitment	End Date:
		Start Date:	End Date:
Provide software and technical support to ensure accessibility of the MIA web-page for people with disabilities		May 2014	December 2014
Develop online consultation and questionnaires system with the involvement of the MIA web-page administrators and IT specialists		April 2014	September 2014
Prepare technical and informational basis to implement online consultations and questionnaires module		April 2014	September 2014
Meet and consult with focus groups to implement online consultation module		April 2014	April 2014
Launch the projects in question			December 2014
Indicator		Official web-page of the Ministry of Internal Affairs is accessible for people with disabilities; Online consultation and interviewing tool is launched on the web-site	
Risks and Assumptions		During the working process technical and software issues might arise, resulting in a slight change of commitment implementation timeline; slight changes in timeline might also be caused of a busy schedule of participants involved in the process	

COMMITMENT 17: PROACTIVE PUBLICATION OF SURVEILLANCE STATISTICS

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

The Georgian Government shares the opinion of civil society on the importance of proactive publication of surveillance statistics. Accordingly, the Supreme Court of Georgia started maintaining statistics on hear-

ing motions related to operative investigative activities since 2014, in order to ensure transparency and accountability of law enforcement agencies. However, those statistics is not available for public.

Due to the fact that a phone tapping is only possible under the permission of the court order, the courts have the possibility to maintain and publish statistics of surveillance proactively.

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

Responsible Agency: *The Supreme Court of Georgia*

Timeline: 2014-2015

Commitment 17: Proactive Publication of Surveillance Statistics			
Lead Agency	The Supreme Court of Georgia		
Other Involved Actors	Government		
	Civil Society, Private Sector		
Issues to be Addressed	Nowadays, statistics on surveillance is not published on the Supreme Court web-page (www.supremecourt.ge)		
Main Objective	Disclosure of surveillance statistics to serve transparency; publishing of statistics on surveillance petitions in courts		
OGP Challenge	Increasing Public Integrity		
OGP Principles	Transparency	Accountability	Public Participation
	✓	✓	
Milestones to Fulfill the Commitment	New or ongoing commitment	Start Date:	End Date:
	Disclosure of quarterly statistics	01.09.2014	20.09.2014
Disclosure of annual statistic	01.01.2015	20.01.2015	
Indicator	Surveillance statistics are published on the web-page of the Supreme Court of Georgia		
Risks and Assumptions			

CHALLENGE II: INCREASING PUBLIC INTEGRITY

COMMITMENT 18: RAISE PUBLIC AWARENESS OF THE ELECTORAL PROCESS

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

materials/textbooks.

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

Responsible Agency: LEPL - Training Center, CEC

Timeline : 2014

Commitment 18: Raise Public Awareness of the Electoral Process			
Lead Agency	CEC, Training Center (LEPL)		
Other Involved Actors	Government	Interested public agencies	
	Civil Society, Private Sector	Local and International NGOs	
Issues to be Addressed	Low level of public awareness on the importance of public participation in the electoral process results in the low voter turnout and indifferent attitude of the electorate towards voting, which undermines success of elections. In order to raise public awareness the CEC and the Training Center will develop and implement necessary training programs and various types of informative events		
Main Objective	Raising public awareness about the elections		
OGP Challenge	Increasing public integrity		
OGP Principles	Transparency	Accountability	Public Participation
	✓		✓
Milestones to Fulfill the Commitment	New or ongoing commitment	Start Date:	End Date:
Educational programs in electoral law in Georgian universities		September 2014	December 2015
Informative/Educational projects for different groups of voters		October 2014	May 2015
Informative/Educational projects for parties involved in elections		April 2015	October 2015
Plan projects to support implementation of gender equality and elections		May 2015	November 2015
Plan grant competitions to increase the level of voting culture in society and to support improvement of voting process		September 2014	October 2015
Indicator	High level of public awareness; Active public participation in the elections		
Risks and Assumptions	The timeline for compliance of milestones might be slightly modified after adopting the 2015 Action Plan of the CEC		

CHALLENGE III: MORE EFFECTIVELY MANAGING PUBLIC RESOURCES

COMMITMENT 19: ESTABLISH AN EFFECTIVE MECHANISM TO INFORM THE PUBLIC ON BUDGETARY PROCESSES

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

According to the Budgetary Code of Georgia, transparency is one of the principles stated in the Budgetary System of the country. Currently, the Parliament, the Government and the Ministry of Finance of Georgia ensure pub-

lication of and access to the draft of the law of the annual state budget, approved state budget, and its execution reports. The public is informed about the budget process through various presentations, as well as publication of the relevant documents online. However, there is no formal mechanism for managing these processes.

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

Responsible Agency: The Government of Georgia, the Ministry of Finance of Georgia

Timeline: 2014-2015

COMMITMENT 19: Establish an Effective Mechanism to Inform the Public on Budgetary Processes			
Lead Agency	The Ministry of Finance of Georgia; the Government of Georgia		
Other Involved Actors	Government	The Parliament of Georgia	
	Civil Society, Private Sector	International Organizations, The Forum member CSOs	
Issues to be Addressed	Currently, the Parliament of Georgia, the Government of Georgia and the Ministry of Finance of Georgia ensure publication of draft law on annual state budget, approved state budget and its execution reports. Additionally, public is informed about budgetary process through various presentations and online publication of relevant documents. However, there is no formal mechanism for managing transparency of budgetary process		
Main Objective	Establish effective mechanism for informing public on the budgetary process		
OGP Challenge	More Effectively Managing Public Resources		
OGP Principles	Transparency	Accountability	Public Participation
	✓	✓	✓
Milestones to Fulfill the Commitment	New or ongoing commitment	Start Date:	End Date:
Ensure publicity of budget related documents	Ongoing	Permanent process	Permanent process
Provide public with interactive questionnaires at different stages of budgetary process through web-sites of the Ministry of Finance and spending agencies	New	July 2014	December 2015
Prepare and publish informative presentations on the draft law on state budget, law on state budget and budget executions	New	September 2014	December 2015
Indicator	Institutionalized mechanism for informing public on budgetary processes is created		
Risks and Assumptions	Difficulties related to the elaboration of simple mechanism for informing public on the issues of complex budgetary process		

CHALLENGE III: MORE EFFECTIVELY MANAGING PUBLIC RESOURCES

COMMITMENT 20: PUBLIC E-PROCUREMENT SYSTEM EXTENDED – “EVERYONE SEES EVERYTHING”

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

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

Current methods do not provide the necessary level of transparency and publicity as it is for the case of ten-

ders. The procuring entity has wide discretion and autonomy for the decisions of the committee, and making a decision on contests are not appealable to the Dispute Resolution Board (DRB).

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

Responsible Agency: LEPL - State Procurement Agency

Timeline: 2014-2015

COMMITMENT 20: Public E-Procurement System Extended - “Everyone Sees Everything”			
Lead Agency	State Procurement Agency		
Other Involved Actors	Government		
	Civil Society, Private Sector		
Issues to be Addressed	Currently contest procedure is not fully electronic. Procuring entity is entitled to wide discretion and autonomy and contest committee decision cannot be appealed to the Dispute Resolution Board (DRB)		
Main Objective	Implementation of electronic module of contest		
OGP Challenge	Improving Public Services		
OGP Principles	Transparency	Accountability	Public Participation
	✓	✓	
Milestones to Fulfill the Commitment	New or ongoing commitment	Start Date:	End Date:
	Software Development	Ongoing	June 2014
Development of regulatory framework – elaboration and adoption of amendments of related domestic law	New		February 2015
Increasing awareness about the e-Contest system	New	March 2015	May 2015
Indicator	E-Contest module is operating through Ge-GP		
Risks and Assumptions	Users have difficulties to adapt to the new electronic module		

COMMITMENT 21: DEVELOP ELECTRONIC HUMAN RESOURCES MANAGEMENT SYSTEM FOR CIVIL SERVICE

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

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

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

Responsible Agency: LEPL - The Civil Service Bureau

Timeline: 2014-2015

COMMITMENT 21: Develop Electronic Human Resources Management System for Civil Service			
Lead Agency		The CSB (LEPL)	
Other Involved Actors	Government	Financial-Analytical Service of the Ministry of Finance of Georgia (LEPL)	
	Civil Society, Private Sector	In cooperation with CSOs	
Issues to be Addressed		HR management is unequally developed across the agencies in the civil service of Georgia. The CSB and other authorized agencies do not have the opportunity to swiftly obtain accurate information about civil servants. Respectively, it is essential to develop the policy and practice of human resources management by the establishing electronic HR management system	
Main Objective		Overhauling human resources management policy and practice	
OGP Challenge		More Effectively Managing Public Resources	
OGP Principles		Transparency	Accountability
		✓	✓
Milestones to Fulfill the Commitment		New or ongoing commitment	End Date:
			Start Date:
Adoption of Government decree on the system design and implementation matters (or revision existing one)		January 2014	Spring 2014
Launch electronic human resources management system in central agencies		March 2014	Spring 2015
Launch electronic human resources management system in local self-government entities			December 2015
Indicator		Electronic system for the management of human resources is launched in public agencies	
Risks and Assumptions		Due to a large number of involved stakeholders, the timeline for compliance might be modified	

CHALLENGE III: MORE EFFECTIVELY MANAGING PUBLIC RESOURCES

COMMITMENT 22: DIGITAL PRESERVATION SYSTEM: E-ARCHIVE

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

maintenance and usability.

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

Responsible Agency: LEPL - National Archives Agency, LEPL - Data Exchange Agency, Ministry of Justice of Georgia

Timeline 2014-2015

COMMITMENT 22: Digital Preservation System: E-Archive			
Lead Agency	National Archives Agency (LEPL) Data Exchange Agency (LEPL), Ministry of Justice of Georgia		
Other Involved Actors	Government		
	Civil Society, Private Sector	Electronic service provider private companies	
Issues to be Addressed	Development of e-governance system has challenged Georgia in many ways. Every day state institutions process more electronic information and place large amount of public information on their respective web-sites. As a result, the concept of electronically born documents emerged; the state institutions are actively using the document management systems where all official documents are in electronic format, including electronically and digitally signed documents. This very practice brings the necessity of storing electronic documents and digital data for longer period of time		
Main Objective	The aim of long-term digital preservation is the maintenance of long-term authentic e-accessibility and usage of digital objects		
OGP Challenge	More Effectively Managing Public Resources		
OGP Principles	Transparency	Accountability	Public Participation
	✓	✓	✓
Milestones to Fulfill the Commitment	New or ongoing commitment	Start Date:	End Date:
Develop functionality requirements for the System	New	May 2014	December 2014
Develop technical requirements for the System	New	September 2014	2014
Elaborate relevant regulations	New	December 2014	December 2015
Indicator	Technical requirement and functionality of the System is elaborated, as well as necessary legislative framework is in place		
Risks and Assumptions	Due to the necessary interagency coordination, defined timeline for the commitment might be modified		

COMMITMENT 23: INCREASING OPENNESS AND ACCESSIBILITY OF NATIONAL ARCHIVES

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

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

The Ministry of Justice of Georgia, under the lead-

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

Responsible Agency: LEPL - The National Archives of Georgia, Ministry of Justice of Georgia

Timeline: 2014-2015

COMMITMENT 23: Increased Openness Accessibility of National Archives				
Lead Agency		The National Archives of Georgia (LEPL), Ministry of Justice of Georgia		
Other Involved Actors	Government	Academy of the Ministry of Internal Affairs of Georgia Office of the Personal Data Protection Inspector		
	Civil Society, Private Sector	CSOs involved in the Open Government Georgia's Forum		
Issues to be Addressed		Currently, access to the archive documents is not free of charge and only the original documents can be accessed, resulting in their damage		
Main Objective		Providing researchers with access to documentations; Protecting original documents; Increasing citizen engagement		
OGP Challenge		Increasing Public Integrity		
OGP Principles		Transparency	Accountability	Public Participation
		✓	✓	✓
Milestones to Fulfill the Commitment		New or ongoing commitment	Start Date:	End Date:
Conduct consultations and elaborate proposals to prepare relevant legislative amendments		New	July 2014	2014
Elaborate legislative amendments		New	January 2014	2015
Provide the National Archives with relevant equipment to issue documents electronically		New		2015
Indicator		Relevant legislative framework in place; Archive documents are available in electronic format		
Risks and Assumptions		Lack of coordination between the public agencies, resulting in modification of defined timeline for the commitment		

CHALLENGE III: MORE EFFECTIVELY MANAGING PUBLIC RESOURCES

COMMITMENT 24: CREATE AND PUBLISH ELECTRONIC CATALOGUES OF THE DOCUMENTS PRESERVED IN THE MINISTRY OF INTERNAL AFFAIRS ARCHIVE

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

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

Although the digitalization of documents and formation of preserved databases is carried out by the

Ministry of Internal Affairs on a permanent basis, documents currently preserved in the MIA archive are not yet fully sorted in accordance with the modern system of catalogue. The descriptions of several archival funds and registry are very general and therefore, not user-friendly.

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

Responsible Agency: LEPL - Academy of the Ministry of Internal Affairs of Georgia

Timeline: 2014-2015

COMMITMENT 24: Create and Publish Electronic Catalogues of the Documents Preserved in the Ministry of Internal Affairs Archive			
Lead Agency		Academy of the Ministry of Internal Affairs of Georgia (LEPL)	
Other Involved Actors	Government	Ministry of Internal Affairs of Georgia	
	Civil Society, Private Sector	Institute for Development of Freedom of Information (IDFI)	
Issues to be Addressed		Documents preserved in the MIA archive are not fully sorted according to the modern system of cataloging and the descriptions of several funds and registers are very general and therefore, not user-friendly	
Main Objective		Gradually improving accessibility of documents preserved in the archive of former National Security Committee	
OGP Challenge		Increasing Public Integrity Improving Public Services	
OGP Principles		Transparency	Accountability
		✓	✓
Milestones to Fulfill the Commitment		New or ongoing commitment	Start Date: End Date:
Create catalogue for documents preserved in the archive of former National Security Committee		New	2014 2015
Publish catalogue on the MIA's web-page		New	2014 2015
Indicator		Electronic catalogue for documents preserved in the archive of former National Security Committee is created and gradually published	
Risks and Assumptions		Due to scale of work to be carried out, timelines for publishing detailed electronic catalogue might be modified	

COMMITMENT 25: INCREASE EFFICIENCY AND TRANSPARENCY OF PUBLIC FINANCE MANAGEMENT SYSTEM (PFMS)

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

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

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

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

Timeline: 2014-2015

CHALLENGE III: MORE EFFECTIVELY MANAGING PUBLIC RESOURCES

Commitment 25: Increasing Efficiency and Transparency of Public Finance Management System			
Lead Agency		Financial-Analytical Service of the Ministry of Finance of Georgia (LEPL)	
Other Involved Actors	Government	State Treasury of MoF; Budget Department of MoF; Service Agency of MoF; Self-governing units of Georgia; Ministry of Regional Development and Infrastructure; Administration of the State Representative-Governors	
	Civil Society, Private Sector	National Association of Local Authorities of Georgia; Association of Finance officers of Georgian local self-governing units	
Issues to be Addressed		In the light of rapid development of ICTs and e-services, permanent development of the integrated information system for public finance management system is important which in turn ensures transparency and further strengthening of e-government	
Main Objective		Effective distribution of state resources and mobilizing incomes to ensure financial stability; Development of the integrated informational public finance management system	
OGP Challenge		More Effectively Managing Public Resources Improving Public Services	
OGP Principles	Transparency	Accountability	Public Participation
	✓	✓	
Milestones to Fulfill the Commitment		New or ongoing commitment	Start Date: End Date:
Modernization of State Treasury Electronic Service System		Ongoing	2014 2016
Modernization of State Budget Planning and Management System		Ongoing	2014 2016
Implementation of state debts and investment projects management system in the Ministry of Finance of Georgia		Ongoing	2014 2015
Ensuring wide-scale usage of online auction system		Ongoing	2014 2015
Indicator		Number of users of eTreasury; Number of users of eBudget; Number of users of eDMS; Number of users of eAuction; Dynamics of complaints received on the hotline number; Number of trainings delivered while implementing the systems	
Risks and Assumptions		Due to the multiplicity of involved parties the timeline for milestones might be modified; Potential difficulties related to countrywide trainings; Potential difficulties of creating and testing new software products; Potential difficulties of related to interagency cooperation; Possible logistical difficulties	



CHALLENGE IV: CREATING SAFER COMMUNITIES

COMMITMENT 26: DEVELOP ALTERNATIVE CHANNELS TO CONNECT TO '112'

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

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

Responsible Agency: LEPL - '112', Ministry of Internal Affairs of Georgia

Timeline: 2014

Commitment 26: Develop Alternative Channels to Connect to '112'			
Lead Agency		'112' (LEPL), Ministry of Internal Affairs of Georgia	
Other Involved Actors	Government	Georgian National Tourism Administration (to assist with GPS trackers); UNDP (to assist in SMS and video calls services)	
	Civil Society, Private Sector		
Issues to be Addressed		Currently, there are no alternative channels available to connect to call center '112' except for phone connection	
Main Objective		Ensure full accessibility of the emergency management center through alternative means of connection for everyone on the whole territory of Georgia	
OGP Challenge		Creating Safer Communities (ensure flexibility and efficiency of emergency aid)	
OGP Principles		Transparency	Accountability
		✓	✓
Milestones to Fulfill the Commitment		New or ongoing commitment	End Date:
GPS trackers – the work on pilot is in progress (Mestia-Kazbegi), will be fully launched after the pilot		Ongoing	End of 2014
SMS and video call service to connect to '112' for the persons with disabilities is elaborated		Ongoing	Fall 2015
Indicator		Alternative channels to connect to '112' developed	
Risks and Assumptions		Due to the technical deficiencies in the process of implementation the timeline for compliance of milestones might be slightly modified	

CHALLENGE IV: CREATING SAFER COMMUNITIES

COMMITMENT 27: INTERACTIVE STATISTICS AND CRIME MAPPING

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

1. Interactive statistics will be provided based on data of the Integrated Criminal Case Management Sys-

tem of Georgia (which made criminal case management paper-free and fully electronic in law enforcement and prosecution service);

2. Detailed Crime Mapping will be created; an interactive instrument, which allows seeing the statistics in various formats with combination of different variables, including specified time period, crime type, regions etc.

Responsible Agency: Ministry of the Internal Affairs of Georgia

Timeline: 2014-2015

Commitment 27: Interactive Statistics and Crime Mapping			
Lead Agency	Ministry of Internal Affairs of Georgia		
Other Involved Actors	Government	Chief Prosecutor's Office of Georgia	
	Civil Society, Private Sector		
Issues to be Addressed	At present, there are no alternative ways of getting public information on crime statistics except for the official communications/correspondence		
Main Objective	Ensure accessibility of statistics in innovative formats online; improving accessibility of statistics processed by the Ministry of Internal Affairs of Georgia		
OGP Challenge	Ensure accessibility of data		
OGP Principles	Transparency	Accountability	Public Participation
	✓	✓	
Milestones to Fulfill the Commitment	New or ongoing commitment	Start Date:	End Date:
Task description for software elaborated, evaluation and planning	Ongoing, 60-65% of the task is achieved	2014	2014
Acquisition of the GPS devices of relevant technical parameters	New	2014	2014
Develop the web-portal design	New	Permanent process during the Action Plan implementation period	
Implementation of the task		2015	2015
Launch an interactive crime map - test version	New	2015	2015
Indicator	The interactive statistics and crime mapping system is launched and operational in a test version		
Risks and Assumptions	Possible difficulties with software acquisition Necessity to test the system during a year		

IV. RESPONSIBLE AGENCIES

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

OPEN GOVERNMENT PARTNERSHIP ACTION PLAN OF GEORGIA 2014-2015 Summary Table

National Action Plan of Georgia, 2014-2015						
N	Commitment	Responsible Agency	Other involved Actors	Timeline	OGP Challenge*	
CHALLENGE I: IMPROVING PUBLIC SERVICES						
1.	Private sector services in Public Service Halls	Public Service Hall (LEPL), Ministry of Justice of Georgia	Insurance Companies; National Agency for State Property Management	2014	✓	I
2.	Voice of the Consumer	Public Service Hall (LEPL), Ministry of Justice of Georgia	Customer of Public Service Hall	2014	✓	II
3.	Implement new consumer comfort-oriented service – JUSTdrive	Public Service Hall (LEPL), Ministry of Justice of Georgia	Public Service Development Agency; National Agency of Public Registry; The National Archieves of Georgia; Data Exchange Agency; Smart Logic	2014	✓	III
4.	Accessibility of Ministry of Education services in Public Service Halls	Public Service Development Agency (LEPL), Ministry of Justice of Georgia	National Center for Educational Quality Enhancement; Public Service Hall	2014	✓	IV
5.	Develop citizen's portal www.my.gov.ge	Data Exchange Agency (LEPL), Ministry of Justice of Georgia	Ministries and other governmental agencies; E-service provider private entities; The Open Government Georgia's Forum (Forum) member CSOs	2014-2015	✓	V
6.	Strengthen local government capacity by introducing e-Governance system: <ul style="list-style-type: none"> - Development of community centers in Georgia - Introduction of e-Governance in local self-governments 	Public Service Development Agency (LEPL), Ministry of Justice of Georgia	Local Government Units; National Agency of Public Registry; Social Service Agency; Data Exchange Agency; European Union; UGT; Local Government Units; Meqanizatori LLC; Training Centre of the Ministry of Justice; National Archive of Georgia; NGO "Multinational Georgia for the Strengthening of Democratic Values"; Liberty Bank; MagtiCom	2014-2015	✓	





7.	Transformation of public libraries for regional development	Public Service Development Agency (LEPL), Ministry of Justice of Georgia	The National Parliamentary Library of Georgia; Institute for Development of Freedom of Information (IDFI); International Research and Exchanges Board (IREX); Georgian Liberty Association	2014	✓	✓	✓	✓	
8.	Digital signature and online authentication	Public Service Development Agency (LEPL), Ministry of Justice of Georgia	State Insurance Supervision Service of Georgia	2014-2015	✓				
9.	Create open data portal (data.gov.ge)	Public Service Development Agency (LEPL), Ministry of Justice of Georgia	Ministries and other governmental organizations; E-service provider private entities	2014-2015		✓			
CHALLENGE II: INCREASING PUBLIC INTEGRITY									
10.	Elaborate Freedom of Information Act	Ministry of Justice of Georgia	Open Society Foundation – Georgia; IDFI	Spring, 2015		✓			
11.	Open Government Georgia's Forum – coordinating mechanism on the national Level	Analytical Department, Ministry of Justice of Georgia	Responsible agencies under the Action Plan; Non-governmental and international organizations	January, 2014 – the end of Action Plan implementation period		✓			
12.	E-petitions portal I-Change.ge	Administration of the Government of Georgia	The Parliament of Georgia; The Ministry of Justice of Georgia; Data Exchange Agency; The Civil Service Bureau; IDFI; USAID; USAID G3	2014-2015		✓			
13.	Transparency and impartiality of civil service recruitment process	The Civil Service Bureau (LEPL)	Special working group; Ministry of Justice of Georgia, NGOs, local and international experts	2014		✓			
14.	Set up public officials' asset declaration monitoring system	The Civil Service Bureau (LEPL)	Anti-Corruption Council of Georgia; the Government of Georgia; the Parliament of Georgia; German Society for International Cooperation - GIZ	2014-2015		✓			
15.	Publish financial declarations on political parties in machine readable format	State Audit Office		2014		✓			
16.	Develop online consultations tool and ensure accessibility of web-page of Ministry of Internal Affairs for people with disabilities	Ministry of Internal Affairs of Georgia		2014		✓			✓
17.	Proactive publication of surveillance statistics	The Supreme Court of Georgia		2014-2015		✓			
18.	Raise public awareness of the electoral process	Center of Electoral Systems Development, Reforms and Trainings (LEPL), Election Administration of Georgia	Interested public agencies; Local and international NGOs	2014		✓			

CHALLENGE III: MORE EFFECTIVELY MANAGING PUBLIC RESOURCES						
19.	Establish an effective mechanism to inform the public on budgetary processes	The Government of Georgia, the Ministry of Finance of Georgia (MoF)	The Parliament of Georgia; International Organizations; The Forum member CSOs	2014-2015	✓	✓
20.	Public e-procurement system extended - "Everyone Sees Everything"	State Procurement Agency		2014-2015	✓	✓
21.	Develop electronic human resources management system for civil service	The Civil Service Bureau (LEPL)	Financial-Analytical Service of the MoF	2014-2015		✓
22.	Digital preservation system: e-archive	National Archives Agency (LEPL), Ministry of Justice of Georgia; Data Exchange Agency (LEPL), Ministry of Justice of Georgia	Electronic service provider private companies	2014-2015	✓	✓
23.	Increase openness and accessibility of National Archives	Ministry of Justice of Georgia	Academy of the Ministry of Internal Affairs of Georgia; Office of the Personal Data Protection Inspector; The Forum member CSOs	2014-2015	✓	✓
24.	Create and publish electronic catalogues of the documents preserved in the Ministry of Internal Affairs Archive	Academy of the Ministry of Internal Affairs of Georgia (LEPL)	IDFI	2014-2015	✓	✓
25.	Increase efficiency and transparency of public finance management system	Financial analytical Service (LEPL), MoF	State Treasury of MoF; Budget Department of MoF; Service Agency of MoF; Self-governing units of Georgia; Ministry of Regional Development and Infrastructure; Administration of the State Representative-Governors; National Association of Local Authorities of Georgia; Association of Finance officers of Georgian local self-governing units	2014-2015		✓
CHALLENGE IV: CREATING SAFER COMMUNITIES						
26.	Develop alternative channels to connect to '112'	'112' (LEPL), Ministry of Internal Affairs of Georgia	Georgian National Tourism Administration (to assist with GPS trackers); UNDP (to assist in SMS and video calls services)	2014		✓
27.	Interactive Statistics and Crime mapping	Ministry of Internal Affairs of Georgia	Chief Prosecutor's Office of Georgia	2014-2015	✓	✓

* The Action Plan responds to the 4 Grand Challenges of OGP:

- I. Improving Public Services
- II. Increasing Public Integrity
- III. More Effectively Managing Public Resources
- IV. Creating Safer Communities

