

Open
Government
Partnership



OPEN GOVERNMENT GEORGIA ACTION PLAN

2014-2015

INTRODUCTION

The Open Government Partnership (OGP) aims at enhancing transparency, accountability and efficiency of Governments across the globe. It was founded in 2011 upon the initiative of the Presidents of the USA and Brazil. Currently, it comprises 65 member states. Georgia joined OGP on 20 September 2011.

OGP is governed by the Steering Committee consisting of an equal number of Government and non-governmental organization representatives. In 2014 partner Governments elected Georgia as a member of the Steering Committee (SC). The Minister of Justice represents the Government of Georgia in the SC.

The member states of the initiative elaborate National Action Plans and prepare self-assessment reports on the implementation of Action Plans in close cooperation with the civil society.

Present document summarizes the **Second National Open Government Action Plan of Georgia 2014-2015** (Action Plan). Transparency and accountability agenda of the Government is reflected in the Action Plan with ambitious commitments aimed at achieving further democratic development of the country.

The Action Plan is a joint product of an intense cooperation of the Government of Georgia and civil society. Georgian citizens participated in the process of elaborating the Action Plan through Public Consultations conducted across the country in spring 2014. The Action Plan was elaborated within the national coordination mechanism of the Open Government Partnership - **Open Government Georgia's Forum** (Forum) composed of public institutions, non-governmental and international organizations.

Civil society organizations represented in the Forum expressed full support to the commitments included in the first draft of the Action Plan. Moreover, their additional recommendations presented after elaboration of the first draft were taken into consideration and reflected as new commitments in the Action Plan.

The Action Plan comprises 27 commitments to be implemented by 16 responsible agencies. These commitments fully reflect OGP values and principles and respond to the 4 Grand Challenges of OGP: Improving Public Services, Increasing Public Integrity, More Effectively Managing Public Resources and Creating Safer Communities.

CHALLENGE I: IMPROVING PUBLIC SERVICES

1

PRIVATE SECTOR SERVICES IN PUBLIC SERVICE HALLS



In the framework of this commitment the Public Service Halls (PSH) will offer to its consumers new services; including those of the private sector. By visiting PSH citizens will be able to apply for a passport and get insurance at the same time, in one place. Furthermore, the PSH takes commitment to implement a project which will allow citizens to lease or purchase and register property in one place.

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

Timeline: 2014

2

VOICE OF THE CONSUMER

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



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

Timeline: 2014

3

IMPLEMENT NEW CONSUMER COMFORT-ORIENTED SERVICE - JUSTDRIVE



JUSTdrive – a new project of the PSH is another comfortable and innovative way to get desired services. JUSTdrive at the Tbilisi PSH will allow citizens to save time and get services without leaving their cars at the drive-through service window. Consumers will only be required to present an ID card to obtain desired service.

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

Timeline: 2014

4

ACCESSIBILITY OF MINISTRY OF EDUCATION AND SCIENCE OF GEORGIA SERVICES IN PUBLIC SERVICE HALLS

To simplify services of the Ministry of Education and Science of Georgia (MoES) and deliver them in one space of the PSH, 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 PSH.

This change will significantly increase accessibility of the MoES services. The services will become available for citizens in all main regional centers through the PSH (currently, verification of educational documents is only possible in Tbilisi, at the National Center for Educational Quality Enhancement).

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

Timeline: 2014

5

DEVELOP CITIZEN'S PORTAL - WWW.MY.GOV.GE

Currently, up to 60 public services and 80 public utility bills are integrated into citizen's portal along with online business registration tool. The portal allows citizens to interact with the Government by submitting a letter to public organizations, tracking the request - sending and receiving

replies electronically. In the framework of this commitment, Data Exchange Agency (DEA) commits itself to improve the Portal by adding new services and improving existing ones. Moreover, municipal e-services will be incorporated in the Portal.



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

Timeline: 2014

STRENGTHEN LOCAL GOVERNMENT CAPACITY BY INTRODUCING E-GOVERNANCE SYSTEM



Commitment implies further development of the Community Centers (CC), equipped with modern, multi-functional infrastructure and the latest technology. Currently, carefully selected and trained local staff of CCs ensures provision of the central Government, municipal and private sector services through e-Governance. CCs offer free access to the internet, computers, and video conference equipment, together with ATM and Pay Boxes to the local population.

Currently, 12 Community Centers are fully operational in Georgia. Construction of 6 additional CCs is planned throughout 2014. CCs will provide local population with opportunity to receive up to 200 public services without the need to travel outside the village. Furthermore, the local self-governments will be involved in Electronic Municipal Service Management System. The municipalities will have access to the existing electronic databases, resulting in reduced time and human resources and decreasing related costs.

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

Timeline: 2014-2015

TRANSFORMATION OF PUBLIC LIBRARIES FOR REGIONAL DEVELOPMENT

This commitment implies the use of public libraries for a new purpose: along with the traditional functions, libraries will acquire the new functions of CCs. Trained librarians using modern technologies will ensure high quality service delivery for local population.

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

Timeline: 2014





Development of identification services in Georgia comprises two major components of work: introduction of **Online Authentication System** by means of electronic ID card with relevant integrated authentication mechanisms contained in it, and introduction of **Digital Signature and Stamp (e-Seal)**, aimed at the development of electronic document-flow systems.

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. 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 paper and printing cost savings and expedited services for citizen.

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

Timeline: 2014-2015

This commitment implies creation of the open data portal for publication of open data owned by Government institutions in the open formats enabling business, non-governmental and governmental organizations to use those data freely, create applications and e-services based on the data and get economic benefits.

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

Timeline: 2014-2015



CHALLENGE II: INCREASING PUBLIC INTEGRITY

ELABORATE FREEDOM OF INFORMATION ACT

10



Currently, regulations on access to public information are scattered in several laws and significant difficulties arise in their practical implementation. Taking into consideration these challenges in practice, elaboration of standalone law on freedom of information

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, to establish open, accountable, and rational civil service.

Responsible Agency: Ministry of Justice of Georgia

Timeline: 2015

11

OPEN GOVERNMENT GEORGIA'S FORUM

The Open Government Georgia's Forum is a coordination-consultative mechanism of the OGP at the national level established under the Anti-Corruption Council of Georgia. Objectives of the Forum are as follows: elaboration of proposals and recommendations on the issues related to Open Government Partnership, supporting the process of elaboration of National Action Plan for Open Government, planning and

conducting the public consultations; supporting and monitoring the National Action Plan implementation; coordinating other OGP-related issues. The Forum comprises responsible agencies, NGOs and international organizations. It holds sessions regularly. The Forum activities are coordinated and administered by the Ministry of Justice of Georgia.



Responsible Agency: Ministry of Justice of Georgia

Timeline: Throughout Action Plan implementation period.



In the framework of this commitment electronic platform I-change.ge (www.ichange.ge) will be launched. The portal will enable citizens to initiate e-petitions on the issues within the competencies of the Government. Petitions with required number of signatures will be discussed by the Government. Under the leadership of the Administration of the Government of Georgia, a special working group will be created and meet regularly to plan and review the progress achieved in the implementation of the commitment.

Responsible Agency: Administration of the Government of Georgia

Timeline: 2014-2015

TRANSPARENCY AND IMPARTIALITY OF CIVIL SERVICE RECRUITMENT PROCESS

In the framework of this commitment, a new system of objective and transparent civil service recruitment process will be introduced. The system shall ensure protection of the rights of the candidates, and at the same time, provide flexible and efficient requirement procedures for public agencies.

Responsible Agency: LEPL - The Civil Service Bureau

Timeline: 2014



GEORGIA IN OPEN GOVERNMENT PARTNERSHIP

2011



GEORGIA
JOINED OGP IN 2011

Open Government Partnership was Founded in 2011 upon the Initiative of 8 Countries

2012



NATIONAL ACTION PLAN
OF GEORGIA 2012-2013





First National Action Plan
Contains 12 Commitments
of 10 State Agencies

OGP
UNITES
65 STATES

2013



INITIATIVES IMPLEMENTED
WITHIN THE FRAMEWORK OF THE
NATIONAL ACTION PLAN 2012-2013:

-  Government agencies publish public information proactively;
-  E-request of public information is operational;
-  Citizen's portal WWW.MY.GOV.GE was created;
-  Open Government Georgia's Forum was established.



2014

Up to 700 People Participated in Meetings Conducted in 15 Cities across the Country for Creating National Action Plan 2014-2015

✓ ELABORATION OF THE NATIONAL ACTION PLAN 2014-2015 HAS STARTED

✓ 64 PARTNER GOVERNMENTS ELECTED GEORGIA AS A MEMBER OF THE OGP STEERING COMMITTEE

✓ THE GOVERNMENT OF GEORGIA APPROVED THE ACTION PLAN 2014-2015

27 Commitments to be Fulfilled by 16 State Agencies

- ELABORATING THE FREEDOM OF INFORMATION ACT;
- CREATING THE ELECTRONIC PETITIONS SYSTEM;
- LAUNCHING THE OPEN DATA PORTAL - DATA.GOV.GE;
- ELABORATING OBJECTIVE RULES FOR CIVIL SERVICE RECRUITMENT;
- CREATING THE SYSTEM FOR MONITORING OF ASSET DECLARATIONS OF PUBLIC OFFICIALS;
- DISCLOSING THE COURT STATISTICS ON SECRET SURVEILLANCE;
- DEVELOPING COMMUNITY CENTERS;
- MODERNIZING PUBLIC LIBRARIES.

14 SET UP PUBLIC OFFICIALS' ASSET DECLARATION MONITORING SYSTEM

Monitoring System for the Online Asset Declaration of public officials - recognized as one of the important anticorruption tools that will be implemented in Georgia. Monitoring of asset declarations will contribute to increasing accountability of public officials and reduce the risks of corruption.

Responsible Agency: LEPL - The Civil Service Bureau

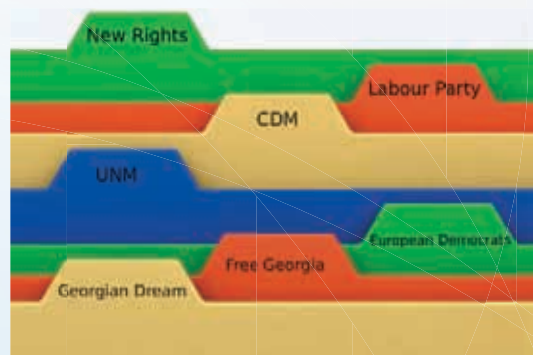
Timeline: 2014-2015

15 PUBLISH FINANCIAL DECLARATIONS ON POLITICAL PARTIES IN MACHINE-READABLE FORMAT

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

Responsible Agency: The State Audit Office

Timeline: 2014

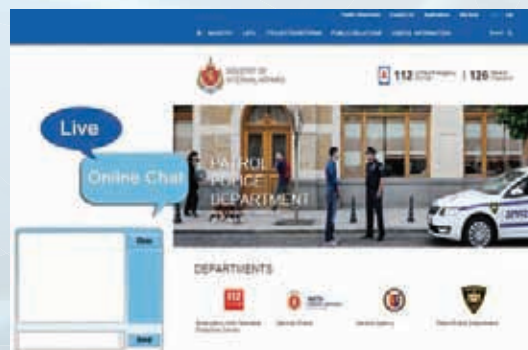


16 DEVELOP ONLINE CONSULTATIONS TOOL AND ENSURE ACCESSIBILITY OF WEBPAGE OF THE MINISTRY OF INTERNAL AFFAIRS FOR PEOPLE WITH DISABILITIES

In the framework of the commitment, the webpage of the Ministry of Internal Affairs 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 representatives of the Ministry of Internal Affairs on issues related to its competences.

Responsible Agency: Ministry of Internal Affairs of Georgia

Timeline: 2014





The Georgian Government is in agreement with the recommendation of the civil society regarding the importance of proactive publication of surveillance statistics. According to the current legislation, phone tapping is only possible under the Court order. From September 2014, the Supreme Court of Georgia will publish statistics on surveillance quarterly followed by the annual publication from 2015.

Responsible Agency: The Supreme Court of Georgia

Timeline: 2014-2015

In order to increase public participation in the electoral process and enhance capacities of participants of electoral processes, awareness activities for the electorate and involved parties will be held by the Center of Electoral Systems Development, Reforms and Trainings.

Responsible Agency: LEPL - Center of Electoral Systems Development, Reforms and Trainings, Election Administration of Georgia

Timeline : 2014



CHALLENGE III: MORE EFFECTIVELY MANAGING PUBLIC RESOURCES

This commitment implies creation of a mechanism to ensure transparency of the budget development process and citizen engagement. The Ministry of Finance of Georgia will provide citizens with interactive questionnaires at different stages of budgetary process through web-sites of the Ministry of Finance and spending agencies.

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

Timeline: 2014-2015

PUBLIC E-PROCUREMENT SYSTEM EXTENDED – 'EVERYONE SEES EVERYTHING'



In order to ensure greater transparency of state procurement, the State Procurement Agency will expand the Unified Electronic System of State Procurement (Ge-GP) and integrate an electronic module of contest into the system. E-Contest system will enable suppliers to participate in the contest through Ge-GP in a same way as in case of tenders. Implementation of e-Contest system will remove geographical obstacles and simplify procedure for participation in the contest.

Responsible Agency: LEPL - The State Procurement Agency

Timeline: 2014-2015

DEVELOP ELECTRONIC HUMAN RESOURCES MANAGEMENT SYSTEM FOR CIVIL SERVICE

This commitment implies creation of Electronic Human Resources Management System (e-HMRS) - a unified database for civil servants countrywide aimed at ensuring electronic human resources management. E-HRMS will allow the public agencies to easily and

quickly obtain the information existing in the database and use for development of the HR management policies and practices.

Responsible Agency: LEPL - The Civil Service Bureau

Timeline: 2014-2015





E-archive – electronic solution for preservation of 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 enables retention of electronic documents for a long period of time in a technology-neutral way, to ensure easy access to archived data through the internet for everyone interested.

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

Timeline: 2014-2015

Currently, fees are attached to services of National Archives of Georgia. In the framework of this commitment, the relevant legislative framework will be analysed and amendments will be elaborated as needed to ensure greater openness of archives and increased citizen engagement. Electronic documents preserved in the system of National Archives will be available for free and researchers will be allowed to work on the preserved material without limitations.

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

Timeline: 2014-2015



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



Due to the high public and scientific interest in the documents preserved in the archives of former National Security Committee, the Archive of the Ministry of Internal Affairs of Georgia will create and publish 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

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

Commitment implies improvement of the PFMS integrated information system through advancement of current systems (state treasury electronic service system - eTreasury, electronic system for State budget

planning - eBudget, state debt management and investment projects - eDMS, and online auction of State-owned property - eAuction).

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

Timeline: 2014-2015



CHALLENGE IV: CREATING SAFER COMMUNITIES

26

DEVELOP ALTERNATIVE CHANNELS TO CONNECT TO '112'

By the end of 2014, '112' will develop alternative and innovative means to connect with the center to swiftly provide citizens of Georgia as well as anyone in the territory of Georgia, with needed assistance in emergency situations. '112' will be accessible through multiple channels, including:



- Fire and gas detectors, attached to various places in case of threat will automatically send alarm signal to '112';
- Text message or a video call – the latter will be especially helpful for people with disabilities who have problems with speech and hearing;
- GPS tracker – satellite device which sends the alarm signal even if the mobile device is out of the coverage area.

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

Timeline: 2014

Within the framework of the commitment, interactive statistics will be provided based on the data of the Integrated Criminal Case Management System of Georgia. Detailed Crime Mapping will be created: an interactive instrument, which allows seeing the statistics in various formats in combination with different variables, including specified time period, crime type, regions etc.



Responsible Agency: Ministry of the Internal Affairs of Georgia

Timeline: 2014-2015



USAID
FROM THE AMERICAN PEOPLE

Good Governance in Georgia (G3) Program



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