



# **Self-Assessment Report**

## **On the Implementation of Open Government Georgia Action Plan 2018-2019**

**Administration of the Government of Georgia**  
**Policy Planning and Coordination Department**  
**Public Administration Division**

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## Introduction

The Government of Georgia considers openness, transparency, accountability, and citizens' engagement in the decision-making process as core values for a democratic society, and continues introducing Open Government Partnership (OGP) principles into the public administration.

Georgia was one of the first countries to join OGP in 2011 and has already implemented several significant reforms in the framework of four action plans.

In 2014 Georgia became a member of the OGP Steering Committee, later in 2016 Georgia became a Co-Chair country of the Partnership for the term of 2017-2018. As a Chair country Georgia hosted the 5<sup>th</sup> Global Summit of OGP on 17-19 July, 2018. Representatives from over 70 countries, hundreds of CSOs, international organizations, academia, and mass media took part in the event. In April, 2019 Georgia took part in OGP Steering Committee elections, was elected together with Germany and Indonesia, and stayed as a member of the Steering Committee for a three-year term.

The following document is the **final Self-Assessment Report of the Open Government Georgia Action Plan 2018-2019**. It aims to demonstrate the progress achieved in implementing the commitments defined by the Action Plan. Apart from this, it is aimed at identifying the gaps and challenges, and providing this information to the stakeholders.

The Self-Assessment Report was developed by the OGP Georgia Secretariat (Public Administration Division of the Policy Planning and Coordination Department at the Administration of the Government of Georgia) in cooperation with the responsible agencies and local and international organizations involved in the process.

## Action Plan Elaboration Process

In 2018 the OGP Georgia Secretariat<sup>1</sup> started developing Action Plan for 2018-2019 (hereinafter – Action Plan) in close cooperation with the members of the OGP Georgia Forum<sup>2</sup> - public agencies, local and international organizations. Members of the Forum submitted their proposals and ideas on the future commitments to the Secretariat, in order to reflect them in the new Action Plan. Additionally, the Secretariat held individual meetings with the public agencies not previously engaged in the activities of the Open Government Georgia.

The local and international organizations also submitted their recommendations to the Secretariat. Some of those ideas were reflected in the Action Plan as commitments.

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<sup>1</sup> Prior to April 2019, OGP Georgia process was coordinated by the Ministry of Justice of Georgia, while Analytical Department of the Ministry of Justice performed the function of the Secretariat.

<sup>2</sup> The Forum is a permanent working group established in 2014 for the provision of a continuous dialogue between the Government and civil society on the Open Government issue.

USAID project Good Governance Initiative (GGI) took an active part and supported the Secretariat to conduct public consultations across the country. The public consultations were held in 10 towns where up to 500 stakeholders participated. Representatives of local municipalities, media and NGOs, students, professors, teachers, and other interested citizens took part in the public consultations. As a result of large-scale public consultations, the number of municipalities involved in the Open Government process has increased up to 11.

OGP Georgia Action Plan for 2018-2019 was approved on November 12, 2018 by the [Decree N537 of the Government of Georgia](#).

The Action Plan comprises of **33 commitments** in line with the OGP principles, undertaken by **23 agencies** (10 central government and 13 municipal government bodies). The commitments envisioned by the Plan address all 5 grand challenges of OGP: improving public services, increasing public integrity, more effectively managing public resources, creating safe communities, and increasing corporate accountability.

## Open Government Georgia Coordination

In 2012-2019, the OGP Georgia process was lead and coordinated by the Ministry of Justice. Some tangible results were achieved during this period, including the fact that Georgia became OGP Chair country and hosted the 5<sup>th</sup> Global Summit of OGP in Tbilisi, Georgia.

OGP Georgia Forum was established in 2014 as a permanent coordination mechanism uniting state agencies (agencies responsible for Action Plan implementation), local non-governmental and donor organizations. The development and monitoring of the OGP Georgia Action Plan were identified as the key goals of the Forum.

According to Decree N197 of the Government of Georgia dated by 22 April, 2019, coordination of Georgia's membership in OGP at the national and international level, as well as the development of OGP Georgia Action Plan, monitoring and support of implementation of the commitments envisaged in the Action Plan were defined as the functions of the Administration of the Government of Georgia. Consequently, **a new structural unit – Public Administration Division** was established under the Policy Planning and Coordination Department of the Administration of the Government of Georgia, with the function of analytical and organizational support of Open Government reform. The Head of the Administration of the Government of Georgia was appointed as a high-ranking representative of Georgia in the OGP Steering Committee.

As a result of the analysis of Georgia's achievements and current challenges in the sphere of open governance, enhancement of cooperation with the civil society and implementation of more ambitious OGP reforms were set as the priorities of 2019.

Taking into account the recommendations of NGOs and international organizations involved in the OGP Georgia process and in close cooperation with them, the first high-level advisory body working on Open Government issues - **Open Government Inter-Agency Coordination Council of Georgia** was

established under the [Decree N110 of the Government of Georgia](#). The Forum sustained the format of the working group.

According to the Statute of the newly established Council:

- ⇒ The authority of the leadership of the Council is divided between the two co-chairs, one of them being the representative of the state agencies and the other – of the Council member non-governmental sector;
- ⇒ The heads of NGOs join the Council with a full membership;
- ⇒ The method of decision-making on Open Government issues is clearly defined, which provides equal rights to actors of state agencies and NGOs;
- ⇒ Agencies have an obligation to address the recommendations of the civil society in the process of laying out the agenda of Open Government with reasoned arguments;
- ⇒ The Council is accountable to the Government of Georgia.

In addition to the above changes, taking into account the NGOs' recommendations the rule of incorporating new NGOs to the Forum/Council also changed. According to the changes, the decision of incorporating new NGOs into the Forum is made by the Forum member NGOs independently. With that, taking into account the recommendation of the OGP International Secretariat, to ensure the transparency of the processes related to the incorporation of new members into the Forum/Council and avoid ambiguity, criteria of Forum membership were developed to select a new member by the NGOs.

## Evaluation Methodology

After the approval of the 2<sup>nd</sup> Action Plan of OGP Georgia, the Secretariat developed Action Plan Monitoring and Evaluation Methodology taking into consideration OGP regulations and guiding principles. The methodology aims to assess both the implementation of the commitments envisaged by the Action Plan and the outcomes achieved through implementing the commitments.

In the present report, OGP Georgia Secretariat evaluated implementation of the commitments and their milestones **as of 31 December, 2019 according to the following criteria:**

Evaluation Criteria		
<b>Rating</b>	<b>Fully implemented</b>	All milestones of the commitment were fully implemented.
	<b>Mostly implemented</b>	More than half of the milestones of the commitment was fully implemented and only a small part remains unfulfilled.
	<b>Partially implemented</b>	Less than half of the milestones of the commitment was implemented and most of it remains unfulfilled.
	<b>Not implemented</b>	None of the milestones of the commitment was implemented.
Evaluation Criteria		
<b>Status</b>	The implementation process has not started	
	The implementation process is in progress	

The implementation process is suspended

The implementation process is completed

## Civil Society Engagement

Civil society has been actively engaged both at the OGP Georgia Action Plan for 2018-2019 development stage and elaboration process of monitoring and evaluation reports.

On 27 December 2019, OGP Georgia Secretariat with the support of the USAID/GGI, organized a [Forum meeting](#). Forum member local and international organizations attended the event.

OGP Georgia Secretariat presented the [interim monitoring results](#) of the Action Plan for 2018-2019 to the Forum. Responsible agencies also made a briefing on the progress of implemented activities, informed the Forum about the ongoing challenges, and answered the questions of representatives of international and local organizations.

At the stages of both interim monitoring and self-assessment report preparation, much attention was given to the participation of Forum member civil society organizations in the process. Information presented by the responsible agencies within the scope of preparation of both reports was submitted to Forum member local and international organizations for their remarks and comments, and the final versions of the documents were developed considering their opinions.

## Communication

In order to provide consistent and comprehensive information on the reforms implemented under the OGP umbrella in the country and to raise public awareness on Open Government issues, OGP Georgia Secretariat started the development of the OGP Georgia Communication Strategy in 2019, which was completed only in 2020 because of the delays caused by the COVID-19 pandemic.

The goal of the Communication Strategy and its Action Plan is to increase:

- ⇒ The awareness of civil servants, NGO sector, and the citizens on Open Government;
- ⇒ The interest and involvement of target groups in the Open Government process;
- ⇒ The involvement of more civil servants in the development of new Action Plans;
- ⇒ The involvement of NGO sector and citizens in development and implementation of relevant policy documents.

OGP Georgia Secretariat created the first website of OGP Georgia - [www.ogp.gov.ge](http://www.ogp.gov.ge) with the support of USAID/GGI. Information on OGP and the participation of Georgia in OGP and its Steering Committee, together with OGP-related policy documents was uploaded and became available on the website. Besides, information on the involvement of the Parliament of Georgia, municipal bodies and Tbilisi City Hall in the Open Government processes and their cooperation with NGOs, and public consultations were published on an online platform. The website also offers its users a simple mechanism of [suggesting an idea](#) to the OGP Secretariat regarding the improvement of Open Government. The

Secretariat also started to extend the newly-created website, which will enable the stakeholders to keep track of the status of implementation of the commitments.

The development of a single approach of public communication will enable the enhancement of the Open Government process in the country and promotion of successful ongoing and future activities within the OGP; Besides, it aims to increase engagement of stakeholders in the development of the new - 5<sup>th</sup> Action Plan of OGP Georgia and establish high standard of public communication.



## General Overview

### Key achievements

#### Increase of accountability and transparency

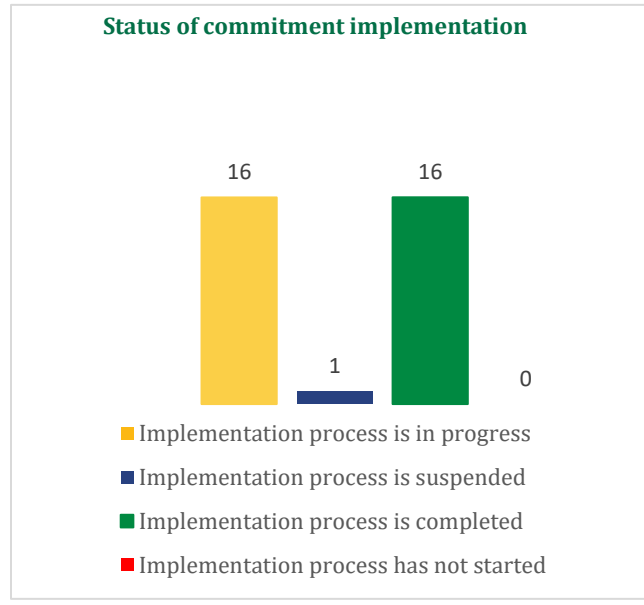
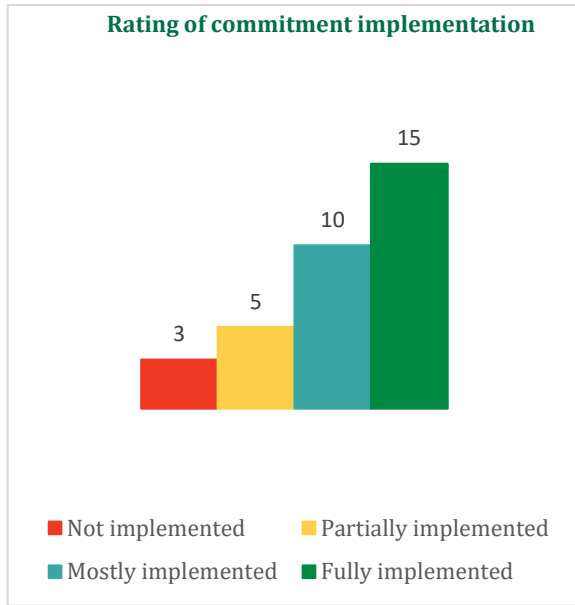
- ↗ A draft law on Regulatory Impact Assessment (RIA) of legislative acts and the Methodological Manual were adopted (p. 37)
- ↗ The Sustainable Development Goals (SDGs) Monitoring and Assessment System - [www.sdg.gov.ge](http://www.sdg.gov.ge) was developed and introduced (p. 34)
- ↗ A new platform for publishing Court Decisions - [www.ecd.court.ge](http://www.ecd.court.ge) was developed (p. 40)
- ↗ A manual “Serving People with Disabilities in the Public Service Hall” and a relevant training module were developed, based on which up to 750 employees of the Public Service Hall were re-trained (p. 14)
- ↗ Application of program interface (API) for ensuring easy access to the open database in the state procurement process and a website for a new visualization [www.vod.spa.ge](http://www.vod.spa.ge) were created (p. 54)

#### Introduction of Open Government principles in municipalities

- ↗ Transparency and Integrity Building Strategies along with relevant Action Plans were developed and introduced in Akhaltsikhe, Bolnisi, Dedoplistskaro, Ozurgeti and Khoni municipalities (p. 65)
- ↗ Open Data Action Plan and Monitoring Framework were developed and introduced in Akhaltsikhe and Kutaisi municipalities (pp. 73-75)
- ↗ 5 new electronic services were introduced in the city of Batumi (p. 85)

#### Improvement of civic engagement mechanisms

- ↗ An internal system of an Environmental Electronic Portal was developed and set up (p. 27).
- ↗ An innovative platform of economic governance of the Ministry of Economy and Sustainable Development was launched in a pilot mode - [www.you.gov.ge](http://www.you.gov.ge) (p. 23 )
- ↗ Institutional mechanisms of participatory budgeting were introduced in Batumi; An electronic platform - [www.idea.batumi.ge](http://www.idea.batumi.ge) was developed (p. 80)
- ↗ Application of innovative methods for effective governance and civic engagement was launched in Ozurgeti (p. 91)
- ↗ A multifunctional mobile application - I.Gov.Zugdidi was launched in Zugdidi (p. 89)
- ↗ A feedback mechanism for citizen on budget monitor ([www.budgetmonitor.ge](http://www.budgetmonitor.ge)) was developed (p. 48)



The OGP Georgia Action Plan for 2018-2019 unites 24 commitments, out of which 4 (N1, N2, N3, and N6) are the same commitments undertaken by several municipalities. For the purposes of monitoring and assessment, the above parts are discussed separately as independent commitments. Hence, the total number of commitments accounts for **33**.

## International Surveys and Indices

To become a member of the OGP, a candidate country's governance system must be based on budget transparency, access to information, and civic engagement. Besides, there should be a mechanism of public officials' asset declarations in place. Based on the above-mentioned eligibility criteria, Georgia scores 15 out of the maximum 16 points.<sup>3</sup>

OGP eligibility criteria		Georgia's rating	Georgia's score (OGP)
Budget transparency <sup>4</sup>		√	4
Access to information <sup>5</sup>		√	4
Asset declarations <sup>6</sup>	Legal regulation for publicity of asset declarations	√	4
	Access to asset declarations	√	
Civil liberties <sup>7</sup>		5.59	3
<b>Total score of Georgia/maximum score</b>		<b>15 / 16</b>	

As a result of the steps taken to ensure open governance in 2018-2019, Georgia achieved significant success, proven by numerous international surveys. It is noteworthy that Georgia stands out among the European countries with one of the lowest corruption rate, and is among the world's top five countries in terms of budget transparency.

Indices	Source	Rating
<b>Open Budget Index, 2019</b>	International Budget Partnership	Georgia has retained <b>5<sup>th</sup> place</b> among <b>117 countries</b> , scoring 81. In terms of <b>Civic Engagement</b> , the country improved its score from 22 (2017) to <b>28</b> . <sup>8</sup>
<b>Worldwide Governance Indicators, 2019</b>	World Bank	Georgia has the percentile rank of 74.4% in <b>Control of Corruption</b> and holds the 55 <sup>th</sup> position worldwide. Georgia is ahead of countries such as Poland, Spain, the Czech Republic, Slovakia, Latvia, Italy and Croatia.
		Georgia's percentile rank in the component of the <b>Rule of Law</b> is 62.02%. As a result, the country holds 80 <sup>th</sup> position. In this respect, Georgia is ahead of countries such as Italy, Greece, Bulgaria, Montenegro, and Serbia.
		Georgia's percentile rank in the component of <b>Voice and Accountability</b> is 53.2%, and it holds 96 <sup>th</sup> position. Georgia is ahead of the countries such as Albania, Serbia, North Macedonia, Ukraine, Moldova, Armenia, and Montenegro.

<sup>3</sup> OGP eligibility criteria, evaluation, Open Government Partnership, available [here](#).

<sup>4</sup> Open Budget Index, International Budget Partnership, available [here](#).

<sup>5</sup> Global rating of the legislation of freedom of information, available [here](#). Right2Info, Open Society Georgia Foundation Justice Initiative, available [here](#).

<sup>6</sup> Financial Disclosure Law Library, World Bank, available [here](#).

<sup>7</sup> Democracy Index, 2019, Economist (The Economist Intelligence Unit), available [here](#).

<sup>8</sup> Open Budget Index, 2019, International Budget Partnership, available [here](#).

		Georgia's percentile rank in terms of Government Effectiveness has reached its historical maximum - 76.92%; the country holds 49 <sup>th</sup> position in the rating. Georgia's score is higher than that of Slovakia, Poland, Croatia, Italy, Greece, Bulgaria, Serbia, and Ukraine. <sup>9</sup>
<b>Rule of Law Index, 2020</b>	World Justice Project	Georgia is in the <b>42<sup>nd</sup> place among 128 countries</b> . Georgia occupies the 1 <sup>st</sup> place in the <b>Eastern Europe and Central Asia region</b> (14 countries) in the component of absence of corruption and the extent of open government; the country holds <b>27<sup>th</sup> place among 128 countries</b> in terms of absence of corruption and <b>41<sup>st</sup> place</b> in terms of <b>open government</b> . <sup>10</sup>
<b>Democracy Index, 2019</b>	The Economist	Georgia ranks <b>89<sup>th</sup> among the 167 countries</b> . It is rated by 5.59 points out of 10 in the component of <b>civil liberties</b> and is close to the world's average rate (5.74). <sup>11</sup>
<b>Corruption Perceptions Index, 2019</b>	Transparency International	Georgia holds <b>44<sup>th</sup> place out of 180 countries</b> with 56 points and ranks as <b>1<sup>st</sup></b> among 19 countries of East Europe and Central Asia (EECA) Region. <sup>12</sup>

<sup>9</sup> Worldwide Governance Indicators, 2019, World Bank, available [here](#).

<sup>10</sup> Rule of Law Index, 2020, World Justice Project, available [here](#).

<sup>11</sup> Democracy Index, 2019, The Economist (The Economist Intelligence Unit), available [here](#).

<sup>12</sup> Corruption Perceptions Index, 2019, Transparency International, available [here](#).

## Implementation of Action Plan Commitments

### Commitment 1: Improved public services for all

Lead agency: LEPL Public Service Hall (PSH)

Indicators	<ul style="list-style-type: none"><li>- Three focus groups with participation of PWDS to study needs have been held;</li><li>- Engagement of PWDS in the process of the standard of serving and gesture language tutorial development, for which 4 meetings with PWDS in the round table format were arranged, has been ensured;</li><li>- The PWDS Serving Standard has been developed and is accessible;</li><li>- The Gesture Language Tutorial has been published and distributed through the organizations working on the rights of PWDS;</li><li>- The Training Module has been developed and approved;</li><li>- 50 PSH employees have been trained by means of Training Trainers, 750 – by means of other training courses, and 2- by means of the gesture language mastering course;</li><li>- 80% of trainees have upgraded their skills being evidenced by the pre and post tests;</li><li>- At least 80% of trainees positively assess the training;</li><li>- Materials for raising awareness have been developed and distributed</li></ul>
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This commitment of OGP Georgia Action Plan for 2018-2019 continues the aims of the first commitment of OGP Georgia Action Plan for 2016-2017<sup>13</sup>, requiring introducing a special navigation system in Tbilisi Public Service Hall and equipment of its infrastructure with tactile paths and Braille maps. The current commitment implies developing the standard of service delivery for persons with disabilities and the gesture language tutorial, and improving the quality of public service delivery through capacity-building of PSH employees.

### Progress

In the reporting period, the PSH has conducted a study of needs assessment, which revealed the challenges experienced by both people with disabilities when using the services of PSH and the employees when providing services to them. Within the needs assessment study, focus groups were held in Tbilisi, Kutaisi and Batumi for local people with disabilities and PSH employees. Also, interviews and round-table discussions were held among the experts and the PSH's management.

The external experts developed the **manual of serving the PWDS**<sup>14</sup> based on the outputs and the best practices of needs assessment. The document determines the standards for PSH employees on how to offer services to PWDS. The manual is also abundant in practical exercises and information found out as outcomes of the study. It is noteworthy that both the manual and its **audio version**<sup>15</sup> are publicly available.

The rules of behavior and communication given in the manual have already been integrated into the **Service Quality Standard**<sup>16</sup> of the PSH, which is the key regulatory document of the service delivery process and is mandatory for all employees. It aims to define all the general rules of behavior and

<sup>13</sup> [Action Plan](#) of OGP Georgia for 2016-2017

<sup>14</sup> Manual of serving the PWDS in the Public Service Hall - available [here](#).

<sup>15</sup> Audio version of the manual of serving the PWDS in the Public Service Hall is available [here](#).

<sup>16</sup> The Service Delivery Standard for Public Service Hall branches and call-center is available [here](#).

communication adhering to which will contribute to a quality of delivery of public and private services to the PSH clients, pursuing the rights of PWDS and their engagement in public life.



**A training module** on serving the PWDS in the PSH **was developed** based on the manual. In the reporting period **750 employees of the PSH were re-trained** within the training cycle. Based on the analysis of training feedback, 94% of the employees increased their awareness on serving the PWDS.

In the reporting period **gesture signs corresponding to 400 new terms** were explicitly developed for the PSH. The new characters are available in the Gesture Language Glossary<sup>17</sup> containing graphical images. Also, video materials demonstrating corresponding gesture signs were developed.

Up to 20 employees of Tbilisi PSH learned the gesture language and now they can provide services to PWDS without interpreters. Thus, the quality of public services tailored to the needs of PWDS has been significantly improved.

Handouts and visual content: leaflets, brochures and posters on PSH services tailored to the needs of PWDS were developed to raise awareness of the society, especially PWDS and their family members. The above materials were delivered to various organizations for further dissemination. Additionally, all the necessary materials were published on the PSH website and social networks.

According to the Secretariat's assessment, the commitment is fully implemented within the planned timeframe, since all the milestones of the commitment are successfully implemented.

## Challenges

No challenges have been identified in the process of implementation of the commitment.

*According to the OGP Georgia Secretariat's assessment, at the end of the action plan, the state of implementation of the commitment and subsequent milestones is as follows:*

<sup>17</sup> The Gesture Language Glossary is available [here](#).

Commitment / Milestones		Rating	Status
1	Improved public services for all	Fully implemented	Implementation process is completed
1.1	Study of needs (with direct participation of PWDS in the focus group and round table format)	Fully implemented	Implementation process is completed
1.2	Developing a standard of serving tutorial for PWDS	Fully implemented	Implementation process is completed
1.3	(1) Developing in the course of serving PWDS a training module suited to their needs; (2) Conduct of training trainers and other training courses for the PSH personnel	Fully implemented	Implementation process is completed
1.4	Development of necessary terminology in the language of gestures for communicating with public institutions and a relevant tutorial for PWDS and the PSH personnel.	Fully implemented	Implementation process is completed
1.5	Personnel retraining for mastering the language of gestures	Fully implemented	Implementation process is completed
1.6	Raising awareness of public, particularly of PWDS and their family members about the services adapted to PWDS available in the PSH.	Fully implemented	Implementation process is completed

## Commitment 2: Innovative platform for citizen engagement

Lead agency: LEPL Public Service Hall (PSH)

Indicators	<ul style="list-style-type: none"> <li>- 100% of applications have been responded not later than in 24 hours;</li> <li>- The applicant may access the consideration results using online resources;</li> <li>- The level of awareness about the platform among the PSH clients is not less than 60%;</li> <li>- The number of feedbacks received in 6 months from the start of the project makes 500 on average;</li> <li>- Not less than 3 surveys/voting and 3 focus groups have been arranged, wherein the total number of participants makes 5,000 on average;</li> <li>- The results received by using the platform, as well as the reports on the implemented projects have been proactively published.</li> </ul>
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In order to ensure public engagement in the introduction of new services, improvement of the existing ones, creation of new channels of service delivery and improvement of quality of services, the Action Plan envisions the Public Service Hall's commitment to **create an innovative platform for citizen engagement**. The above commitment continues the second [commitment](#) of the OGP

Georgia Action Plan for 2014-2015 within which the mechanism of receiving feedback from consumers on the existing services, the so-called “Voice of Consumers” was introduced in the PSH.

The concept of the platform is based on the principles of accountability, openness and transparency. It provides citizen engagement in the decision-making process by introducing the following modules: **electronic public opinion survey, electronic voting, electronic feedback, and electronic accounting system.**

The commitment also aims to develop and introduce various electronic platforms (web-page application, mobile application and sensor monitors), which will contribute to the further improvement of the current feedback mechanisms of the PSH and reduce the response time for feedback.

## Progress

In the reporting period for development of software for the web-page app. and mobile app., the lead agency held consultations with the blind people, people with reduced mobility, and the Association of the Deaf representatives to make the program adapted to the needs of PWDS to the best possible extent. Additionally, a significant part of the reporting period was dedicated to consultations with technical groups (software developers, technicians) to develop program description that would spare human resources to the maximum while being user-friendly.

By the end of the Action Plan term, the content and the visual side of the software has been developed. Also, a **contract has been signed** and **the procurement process is in progress**. In 2020, it is planned to integrate the software into the PSH web-page, which is compatible with any mobile device. Thus, the users will be able to provide feedback through the web-page.

Within the Action Plan term, the lead agency has not procured any sensor monitors and necessary equipment, since without the software, the users would be unable to provide feedback. Therefore, according to the agency, sensor monitors' procurement would be useless at this point of implementation. For the same reason, the lead agency **has not informed the general public about the platform** and **has not conducted** relevant focus groups in the reporting period.

According to the Secretariat's assessment, the commitment is not implemented within the Action Plan's timeline, since most of the milestones of the commitment are not implemented.

## Challenges

The implementation process was hindered because the lead agency has not procured the software in the reporting period. Accordingly, the implementation timelines **have significantly changed** too. According to the lead agency, because of the spread of COVID 19, a number of events were postponed, which could put off full implementation of the commitment until 2021.

## Next steps

After the lead agency has procured the software and launched it in test mode and then in real-time, it will become possible to inform citizens about the platform using different sources. In addition,



given that Tbilisi branch of the PSH hosts 8,000 consumers on a daily basis on average, acquisition of sensor monitors for Tbilisi branch is scheduled for 2021.

*According to the OGP Georgia Secretariat's assessment, at the end of the action plan, the state of implementation of the commitment and subsequent milestones is as follows:*

Commitment / Milestones		Rating	Status
2	Innovative platform for citizen engagement	Not implemented	Implementation process is in progress
2.1	Development of software for the web-page and mobile application	Partially implemented <sup>18</sup>	Implementation process is in progress
2.2	Purchase of sensor monitors and necessary equipment; initiation of the project.	Not implemented <sup>19</sup>	Implementation process is in progress
2.3	Public informing about the platform	Not implemented <sup>20</sup>	Implementation process has not started
2.4	Survey/voting process administration, organizing focus groups, accountability	Not implemented <sup>21</sup>	Implementation process has not started

### **Commitment 3: Increasing access to public services through introduction of a Unified Authentication System (UAS)**

**Lead agency:** LEPL Public Service Development Agency

Indicators	<p><b>The Unified Authentication System (UAS) has been integrated into:</b></p> <ul style="list-style-type: none"> <li>- The system of at least 1 organization (other than the agency itself) (until the end of the first quarter of 2019);</li> <li>- The system of at least 10 organizations (until the end of 2019).</li> </ul>
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To increase the availability of public services, openness of information, and simplification of access to it, OGP Georgia Action Plan for 2018-2019 envisions LEPL - Public Service Development Agency's commitment to introduce a Unified Authentication System (UAS) in the country.

Implementation of the above implies the existence of a reliable and protected system of online authentication which will enable any public (and in a long-term perspective to a private) agency with a wide choice of online personal identification tools. In addition, service-providing organizations will

<sup>18</sup> Several consultations were held in the software development process in the reporting period.

<sup>19</sup> Sensor monitors and all necessary equipment have not been procured in the reporting period.

<sup>20</sup> No activities aimed at informing of general public about the platform were conducted in the reporting period.

<sup>21</sup> No focus groups or surveys/voting have taken place in the reporting period.

be able to direct their resources towards the development of services and spare the resources required for individual development and management of the identification systems.

The introduction of a UAS will significantly simplify **citizens' access to online services**. They will be able to use **the same information** (username and password) during the authentication to receive services **on all official web-pages** of public service-providing agencies. Thus, the citizens will receive the services remotely, in an online mode, which had only been possible through identification by a video call. As a result, the users will no longer have to register on several websites to receive the service, as the information required for their identification in all switched systems (be it public or private organization) will be automatically reflected.

## Progress

In the reporting period, **in order to provide legal compliance of the Unified Authentication mechanism**, Public Service Development Agency studied the European countries' practice, which included the translation of Regulation 910/2014/EC (eIDAS Regulation). The above implies harmonizing the legislation related to electronic identification and reliable services required for electronic transactions with the European Union standards.<sup>22</sup>

In the reporting period, to make it simple for the interested agencies to integrate a UAS into their business processes, consultations were held with service providing agencies. As a result, the UAS was based on two internationally spread authentication standards – SAML and OATH, making it possible **to conduct authentication through both username/password and ID card**.

In the reporting period, Public Service Development Agency **activated a UAS in a production mode**. To test the system, it was integrated with the portal [my.gov.ge](http://my.gov.ge) and a test Sharepoint (internal user portal and knowledge base system) system of the Agency. The Agency also integrated the UAS into remote services of the Agency, specifically, into the software of the electronic signature portal, which is launched in a **pilot mode** on the Agency web-page. The above system enables citizens to upload their electronic documents that need to be signed on the web-portal and to share them with others to sign or to view, to extend the term of short-term signatures up to “archive” formats and to check the authenticity of the signatures on the document.

According to the Action Plan, one of the most important milestone of the commitment is the **preparation and initiation** of legislative changes to provide the UAS to other agencies. Several factors caused the need to prepare the above legislative changes:

- ⇒ Validation of authentication;
- ⇒ Drawing a line between the qualified electronic signature and the authentication;
- ⇒ Enabling compliance with eIDAS regulation.

In the reporting period **no legislative changes have been prepared and initiated**.

According to the Secretariat's assessment, the commitment is **partially implemented** within the planned timeframe. A UAS was launched in the production mode and integrated with the Public

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<sup>22</sup> eIDAS regulation is available [here](#)

Service Development Agency's Sharepoint system. However, **no legislative changes have been prepared** to provide the UAS to the other agencies. The system **has not been integrated into the systems of other organizations**.

## Challenges

Based on the complexity of the issue, **in the process of development of legislative changes**, the Agency set as a goal to study national regulations of the EU countries and to develop universal regulations to minimize the barriers to the maximum possible extent. Accordingly, **the process of preparation of legislative changes was delayed**. Besides, the lack of readiness of organizations became evident in the process which could also significantly hinder introduction of the authentication process throughout the country in the future. It should be noted that the above challenges were identified as a **potential risk on the Action Plan development stage as well**. Additionally, several technical issues showed themselves in the process of setting up the authentication system, such as communication on technical issues with the vendor of one of the components of the UAS - WSO2 software device.

## Next steps

The Agency continues active cooperation with stakeholders (both public and private sector) on the issues related to integrating a UAS and the need for it and its use. Besides, the Agency works on developing legislative changes required for smooth implementation of relevant UAS countrywide, which will further provide the simplicity of access to public services and openness of information.

*According to the OGP Georgia Secretariat's assessment, at the end of the action plan, the state of implementation of the commitment and subsequent milestones is as follows:*

Commitment / Milestones		Rating	Status
3	<b>Unified Authentication System</b>	Partially implemented	Implementation process is in progress
3.1	Launching the UAS in the operating mode and integration with the PSDA share-point or other system of nonpublic use.	Fully implemented	Implementation process is completed
3.2	The UAS integration into distant services of the PSDA.	Partially implemented <sup>23</sup>	Implementation process is in progress
3.3	Preparation and initiation of legislative amendments for delivery of the UAS to other agencies.	Not implemented <sup>24</sup>	Implementation process is in progress
3.4	The UAS integration into systems of other organizations.	Not implemented <sup>25</sup>	Implementation process is in progress

<sup>23</sup> The system is integrated only in the signature portal software of the Agency in the reporting period.

<sup>24</sup> No legislative changes have been prepared in the reporting period.

<sup>25</sup> As of 31 December, 2019, the UAS is only integrated in the Public Service Development Agency system.

## Commitment 4: Innovative platform of economic governance

**Lead agency:** Ministry of Economy and Sustainable Development of Georgia

Indicators	<p><b>Innovative platform of economic governance:</b></p> <ul style="list-style-type: none"> <li>- Is launched with all functions;</li> <li>- Web-portal has at least 500 visitors monthly.</li> </ul>
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To increase public engagement in the initiation, processing and implementation of economic reforms, the OGP Georgia Action Plan for 2018-2019 envisions the commitment of the Ministry of Economy and Sustainable Development of Georgia to create an **innovative platform of economic governance**.

Under the Ministry's initiative in 2018, an interactive portal - [YOU.GOV.GE](http://YOU.GOV.GE) was created aimed at keeping various target groups updated and involved in the process of economic policy development and enabling efficient decision-making, transparency of processes, increasing the predictability of the business environment, and creation of an efficient communication channel. An interactive portal will also allow the citizens and the private sector to provide feedback on the reforms.

### Progress

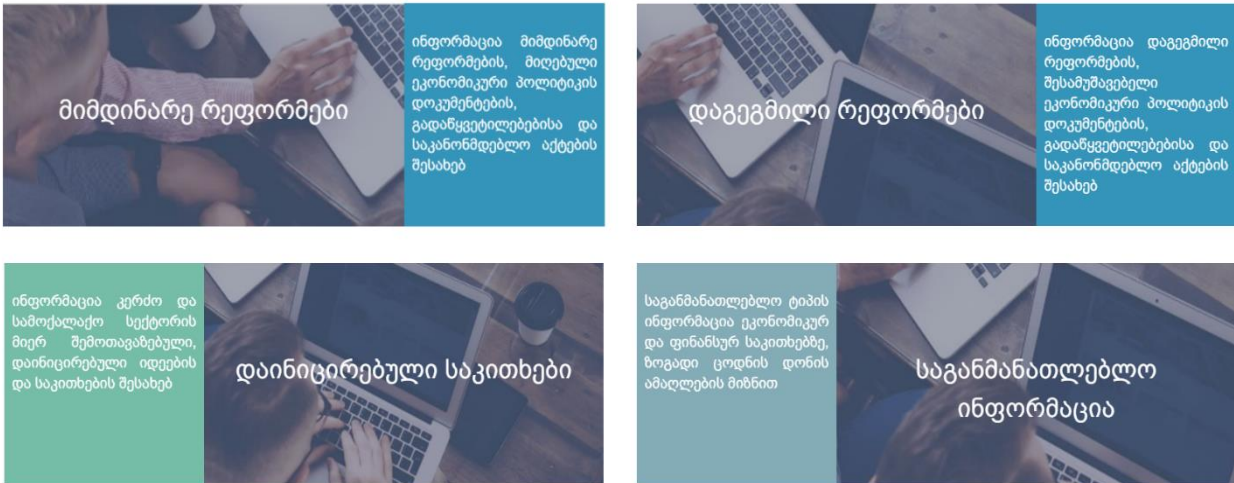
The abovementioned commitment was modified after activation of the portal in a test mode. Due to increased interest of various target groups, including economic researchers and academic circles, it was decided to reorganize the portal and put a bigger emphasis on scholars' and experts' participation in the process.

The Ministry looked into the possibilities that would make the portal more interactive and user-friendly. Eventually, the Ministry of Economy and Sustainable Development reviewed **the opportunity to form a workgroup of field experts and the mechanisms of their co-participation in the economic policy development**. The above will contribute to the receipt of quality feedback related to the current and planned economic reforms.

The following information is published on the portal:

<b>Current reforms:</b> Information on the current reforms, adopted political documents, resolutions, and legal acts	<b>Planned reforms:</b> information on the planned reforms, political documents, resolutions, and legal acts to be developed
<b>Initiated issues:</b> Information on the ideas and issues proposed and initiated by private and public sectors	<b>Educational information:</b> Information of educational type on the economic and financial issues for the increase of general knowledge level

პორტალზე ქვეყნდება შემდეგი სახის ინფორმაცია:



In the reporting period, **the improvement of the portal's content was finalized** and the following information on the implemented, ongoing, and planned reforms within the competence of the Ministry of Economy and Sustainable Development (including various sectoral reforms in the fields of energy, minerals, communications, etc.) was uploaded:

- ⇒ Brief descriptions of the reforms, justification for the reform, international experiences, economic effects of the reforms, and answers to FAQ related to their progress;
- ⇒ Draft laws and/or explanatory notes related to the reforms;
- ⇒ The progress on the reform implementation process and the description of the work done;
- ⇒ **Questionnaires for the public to express their opinions** on the reforms active in the period of an open session<sup>26</sup>.

The portal enables the user to:

- ⇒ Express his/her opinion **regarding the priority of the planned reforms;**
- ⇒ **Bring up an initiative**, which the general public will be able to support by voting after being admitted at the web-page. In case of gaining the sufficient number of supporters (at least 3,000 likes), the initiated issue will be reviewed by the Economic Analysis and Reforms Department of the Ministry of Economy and Sustainable Development of Georgia.

Although both Functional Requirements are technically active, no initiatives for review have been brought to the portal in the reporting period. The likely reason for this could be the postponing of the planned activities for promotion of the portal.

It is noteworthy that presently there are no mechanisms at the portal that could enable users to see the results of his/her co-participation in the formation of the economic policy or to understand the eligibility criteria used for evaluation of the proposed initiative.

<sup>26</sup> The open session is a pre-determined period of time during which a questionnaire regarding the reform or its specific phase is uploaded on the portal. The questionnaire can be filled in by any user.

According to the Secretariat’s assessment, the commitment is **partially implemented** within the Action Plan’s timeline. The portal’s content improvement has been finalized, although **no public awareness-raising campaign of the portal has been implemented**.

## Challenges

As a result of diligent work implemented in the reporting period, the Agency has eliminated such technical challenges identified after the portal's launch as, for instance, the gaps related to user registration. It should be emphasized that the Secretariat also spotted the above gap during the interim monitoring and issued a relevant recommendation, which the Agency took into consideration and fully overcome the challenge.

Besides, **lack of human resources** turned out to be one of the agency's key challenges in the implementation process. The challenge mentioned above interfered with the process of collecting and processing information uploaded on the portal. As a result, a decision was made in the portal re-adjustment process to assign **additional human resources** providing the functioning of the portal and coordinating an effective interaction between the Ministry and the target groups.

## Next steps

At this stage, the Agency continues its active efforts on updating the design of the portal. After completing the work, important communication activities will be planned to increase public awareness of the portal and contribute to its popularization.

*According to the OGP Georgia Secretariat's assessment, at the end of the action plan, the state of implementation of the commitment and subsequent milestones is as follows:*

Commitment / Milestones		Rating	Status
4	Innovative platform for economic governance – to ensure civic engagement in the process of implementation of economic reforms	Partially implemented	Implementation process is in progress
4.1	Interactive web-portal YOU.GOV. Conceptual perfection of platform.	Fully implemented	Implementation process is completed
4.2	Interactive web-portal YOU.GOV. Promotion of platform	Not implemented <sup>27</sup>	Implementation process has not started

<sup>27</sup> It is planned to revise and implement the planned communication activities after the work of updating the portal design has been completed.

## Commitment 5: Activation of an electronic portal for meeting the Environmental Assessment Code requirements

Lead agency: LEPL Environmental Information and Education Center (EIEC)

Indicators	<b>Electronic portal created on the environmental issues</b> <ul style="list-style-type: none"><li>- Has been activated and contains relevant information;</li><li>- Information is timely updated.</li></ul>
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Timely access to environmental information and effective public participation at every stage of the decision-making process is a significant challenge for the country.

The present commitment continues the Commitment N16 of the OGP Georgia Action Plan for 2016-2017 (Adoption of the Environmental Assessment Code), within the scope of which the Ministry of Environmental Protection and Agriculture of Georgia developed the Environmental Assessment Code and fully implemented the [commitment](#).

The Parliament of Georgia adopted the [Code](#) on 1 June 2017, which is in full compliance with both the EU guidelines on environmental impact assessment and strategic environmental assessment and the Convention (Aarhus Convention) **on access to environmental information, public participation in environmental decision-making, and access to Justice**.

**To ensure public participation in the decision-making process**, the Ministry enables publishing all documents provided by the legislation on the Ministry's official web-page. However, this information is not published systematically and easily accessible.

It is the above problem that the commitment of LEPL Environmental Information and Education Center is designed to solve within the scope of the OGP Georgia Action Plan for 2018-2019 through **activation of an electronic portal for meeting the requirements of the Environmental Assessment Code**.

Within the commitment, efforts are made to develop an electronic system that effectively provides **timely and easy access to information and public engagement at every stage of the decision-making process**. An electronic system will enable the stakeholders to get perfectly familiar in a systematized manner and through a simple interface with the Environmental Assessment Code's procedures. In addition, the platform will enable public availability of information on infrastructure projects and their environmental assessment. It will encourage citizens' and other stakeholders' engagement in the decision-making process required to implement similar projects.

### Progress

Work on the development of an electronic environmental assessment system started at the end of 2018. At an initial stage, the analysis of business processes was conducted in cooperation with the financial analytical service of the Ministry of Finance, which **set as a priority not only the creation of a public portal but also the development of an internal system**. The analysis demonstrated

that this would enable public to have access to environmental information and ensure their participation in the decision-making processes, and also an effective and stable work of the public portal to the maximum extent possible. The internal system is the central core of the public portal forming a single platform where different agencies are able to work in a single system. This also contributes to structuring and synchronizing of different pieces of information and saving time and human resources, making the process more effective. Another important thing is that it will be possible to automatically upload the documents from the internal system to the public portal.



In the reporting period a plan was prepared, and **an internal system** was developed. Besides, training on system usage was conducted for its potential users – the employees responsible for managing and administering the Ministry of Environmental Protection and Agriculture portal.

At the end of 2019, after setting up the internal system was finalized, work continued on the public part of the portal. At the next stage, with active involvement and participation of public sector representatives, information uploaded on the portal was identified, the structural part of the portal was developed, and the functional requirements, particularly menu items, grids, forms and corresponding text values were defined in details.

According to the Secretariat's assessment, the commitment is **mostly implemented** within the Action Plan's timeline. The analysis of business processes was conducted, though, **only the portal structure's main part** was developed according to the identified needs. Also, **the decisions made prior to portal activation were not fully uploaded.**

## Challenges

Due to the specificity and complexity of the issue, the internal system development **took more time than planned**. Consequently, implementation of the commitment was delayed and the deadlines changed. It should be emphasized that, considering the technical and programme issues, **the change of the commitment deadlines** was identified at the Action Plan development stage as one of the hindering factors (risks).

## Next steps

Presently, the decisions made before activation of the portal are gradually uploaded into the internal system. Due to high number of materials, the Agency considers it reasonable to assign additional human resources to finalize this process. Also, active work on the publicly available part of the portal is in progress. On completion of the work, the portal will be available to any user.



According to the OGP Georgia Secretariat's assessment, at the end of the action plan, the state of implementation of the commitment and subsequent milestones is as follows:

Commitment / Milestones		Rating	Status
5	<b>Activation of an electronic portal for meeting the Environmental Assessment Code requirements</b>	Mostly Implemented	Implementation process is in progress
5.1	Identification the possibilities of creating a new portal or of using the existing portals.	Fully implemented	Implementation process is completed
5.2	Correct identification of the information to be placed and functions; the portal structure development.	Mostly implemented <sup>28</sup>	Implementation process is in progress
5.3	Activation of the portal; functional loading.	Mostly implemented <sup>29</sup>	Implementation process is in progress
5.4	State-by-stage placement of taken decision before activation of the portal	Mostly implemented <sup>30</sup>	Implementation process is in progress

### **Commitment 6: Strengthening of the existing major Anti-Corruption institutions**

**Lead agency:** Ministry of Justice of Georgia, Prosecutor's Office of Georgia, State Security Service of Georgia

Indicators	<ul style="list-style-type: none"> <li>- Corruption Risk Assessment Methodology is developed;</li> <li>- Corruption risk assessment is conducted in cooperation with independent experts and in accordance with Georgian legislation;</li> <li>- The specialization of respective practitioners is improved.</li> </ul>
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Continuous improvement of existing anti-corruption measures remains an overarching priority of the Georgian Government. The Government aims to further develop the anti-corruption bodies and promote their effectiveness, to minimize all types of corruption, including complex forms of corruption.

Following the recommendations from a Forum member CSOs, the Government of Georgia committed itself to strengthen the existing anti-corruption institutions under the OGP Georgia Action Plan 2018-2019.

<sup>28</sup> Information uploaded on the portal was identified and only the main part of the portal structure was developed in the reporting period.

<sup>29</sup> Only the internal system was activated and the portal features were defined in details in the reporting period.

<sup>30</sup> The decisions made prior to portal activation are intensively uploaded into the internal system prior to portal activation.

The commitment envisages development of the corruption risk assessment methodology, by which the corruption risks should be evaluated in the anti-corruption units. Moreover, following commitment aims at improving and expanding the Anti-corruption Council's reporting performance, as well as strengthening the Anti-corruption Agency under the State Security Service of Georgia (SSSG) and the Division of the Criminal Prosecution of Corruption Crimes under the Prosecutor's Office of Georgia (POG).

## Progress

During the reporting period, the Secretariat of the Anticorruption Interagency Coordination Council in cooperation with the Anti-corruption Council and the OGP Georgia's Forum member CSOs has developed **Corruption Risk Assessment Methodology**. Afterwards, the draft methodology was presented to the Working Group under the Anti-corruption Council and OGP Georgia's Forum members for feedback and recommendations, reflected in the final draft of the methodology. The Corruption Risk Assessment Methodology was approved by the Council through the Council's written procedure on 30 December 2019.

Commencement of the corruption risk assessment in the anti-corruption units was depended on the elaboration of the assessment methodology. The Latter was approved later than anticipated by the action plan. As a result, an assessment of corruption risks in the Anti-corruption Agency under the SSSG and the Division of the Criminal Prosecution of Corruption Crimes at POG during the reporting period were not carried out. Besides, needs were not identified in order to further strengthen the Anti-corruption Agency and the relevant division at the POG.

As for the activities for enhancing the accountability of the Anti-corruption Council, the Secretariat of the latter has prepared the draft amendment to the Decree of the Government of Georgia #309 on approval of composition and the statute of the Interagency Coordination Council, according to which, the Anti-corruption Council **shall report on its activities to both the Government and the Parliament**. By the end of the reporting period, the draft amendment to the Decree #309 was submitted to the Government for approval and additional consultations were underway.

The following commitment envisaged routine training of the personnel involved in the investigation and prosecution of the corruption-related crimes, including crimes committed by legal persons, as well as investigation and prosecution of international corruption offences.

During the reporting period, 54 staff members of the State Security Service were involved in the educational activities on the investigation and prosecution of corruption-related crimes; corruption prevention; identification, management, assessment, and elimination of corruption risks.

As for the training of the POG personnel, 6 educational activities were conducted in 2019 (including 3 study visits), where 36 staff members completed different study courses on combating corruption-related crimes. Furthermore, 2 study activities were conducted and 25 staff members were trained on corruption offenses committed by legal persons and investigation and prosecution of international corruption offenses. Thirty-eight interns also underwent study courses on the same topics. Moreover, under the EU project on "Support to the Public Administration Reform in Georgia,"

a training "Integrity in Public Service" was organized. The participants got acquainted with the best international practices of risk assessment.

Along with the representatives of the General Prosecutor's Office of Georgia, members of the judiciary, Anti-corruption Agency under the State Security Service, Investigation Service of the Ministry of Finance, and the Civil Service Bureau were involved in the above-mentioned educational activities. Joint training plays a significant role in defining common approaches to shared challenges.

According to the Secretariat's assessment, the commitment is **partially implemented** within the planned timeframe. Delayed approval of the Corruption Risk Assessment Methodology on 30 December 2019, by the ACC, hampered the fulfillment of the milestones defined by the commitment and were reliant on the approval.

## Challenges

During the implementation of the commitment, one of the main challenges was elaborating the risk assessment methodology within the established timeframe. The process was extended in time, as consultations with the public agencies and other stakeholders took longer than anticipated.

The delayed approval of the methodology hindered the implementation of two independent activities connected to the latter. Namely, corruption risks were not assessed during the reporting period; as a result, needs were not identified in order to further strengthen relevant structural units.

## Next steps

The relevant structural units will practice the Corruption Risk Assessment methodology adopted by the Anti-Corruption Council in order to identify needs, and subsequently, further strengthen their performance.

*According to the OGP Georgia Secretariat's assessment, at the end of the action plan, the state of implementation of the commitment and subsequent milestones is as follows:*

Commitment / Milestones	Rating	Status
<b>6. Strengthening the existing major anti-corruption institutions</b>	<b>Partially implemented</b>	<b>Implementation process is in Progress</b>
6.1. Elaboration of Corruption Risk Assessment Methodology by the ACC Secretariat in cooperation with the Anti-corruption Council and OGP Georgia Forum member CSOs	Fully implemented	Implementation process is completed
6.2. According to the Corruption Risk Assessment Methodology, assessment of corruption risks in anticorruption divisions (informing the Forum on the progress of corruption risk assessment and discussing it at the Forum).	Not implemented <sup>31</sup>	Implementation process has not started

<sup>31</sup> The corruption risk assessment methodology was approved by the anti-corruption council on 30 December 2019; therefore, risk assessment could not be conducted in anti-corruption units within the reporting period.

6.3. Enhancing accountability of the ACC Council (ACC shall submit an annual report to Parliament of Georgia)	Partially implemented <sup>32</sup>	Implementation process is In Progress
6.4. Strengthening of the Anti-corruption Agency under the State Security Service and the Division of the Criminal Prosecution of Corruption Crimes under the Prosecutor's Office according to the results and identified needs in the corruption risk assessment.	Not implemented <sup>33</sup>	Implementation process has not started
6.5. Regular training of the personnel involved in the investigation and prosecution of the corruption-related crimes, including offenses committed by legal persons, and investigation and prosecution of international corruption offenses.	Fully implemented	Implementation process is completed

### Commitment 7: Public monitoring of the Sustainable Development Goals (SDGs)

Lead agency: Administration of the Government of Georgia

Indicators	<ul style="list-style-type: none"> <li>- The Monitoring and Evaluation System for SDGs is elaborated and implemented;</li> <li>- The System website is operational (SDGs Tracker)</li> </ul>
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The Government of Georgia has started the **nationalization and introduction of the United Nations Sustainable Development Goals (SDGs) in 2015**, and the implementation phase began in 2018. After extensive consultations, taking into account the challenges and the national context, **all 17 Goals and 93 Objectives were identified as the National Priority**. In the National Document on Sustainable Development Goals, each sectoral objective's implementation was envisaged, and **baseline and target values for 200 indicators were defined**.

Taking into account the complexity of the National Document, to simplify the monitoring and evaluation process and improve the interagency coordination **development of an online platform became necessary**. The system will ensure increased transparency of the process of advancement towards the goals and achievement of the outcomes. Moreover, it will link the goals and objectives to the internal policy documents and publicly disclose information on existing state financial resources.

<sup>32</sup> During the reporting period draft amendment of the Decree of the Government of Georgia #309 on approval of composition and the statute of the Interagency Coordination Council was prepared.

<sup>33</sup> The corruption risk assessment methodology was approved by the Anti-Corruption Council on 30 December 2019; therefore, risk assessment and needs identification necessary for strengthening relevant units/divisions could not be conducted within the reporting period.

## Progress

In the framework of the 4<sup>th</sup> OGP Georgia Action Plan 2018-2019, the Administration of the Government of Georgia (AoG) and the LEPL Data Exchange Agency (DEA) created the website for Sustainable Development Goals - [www.sdg.gov.ge](http://www.sdg.gov.ge), integrating the SDG tracker.

The system provides information about goals, objectives (both Georgian and Global), baseline and target indicators, responsible agencies, implemented activities, and more importantly - tracks progress online, which was not possible before the launch of the website. The SDGs Tracker is an online tool for monitoring the implementation of more than 200 SDG indicators.

The platform significantly improves the publicity of the information on activities implemented in order to



achieve the SDGs. It also gathers information from different state agencies on the implementation of different activities throughout the country in one platform. Besides, the website comprises of sections designated for news, calendar, reports, and projects, where information on completed,

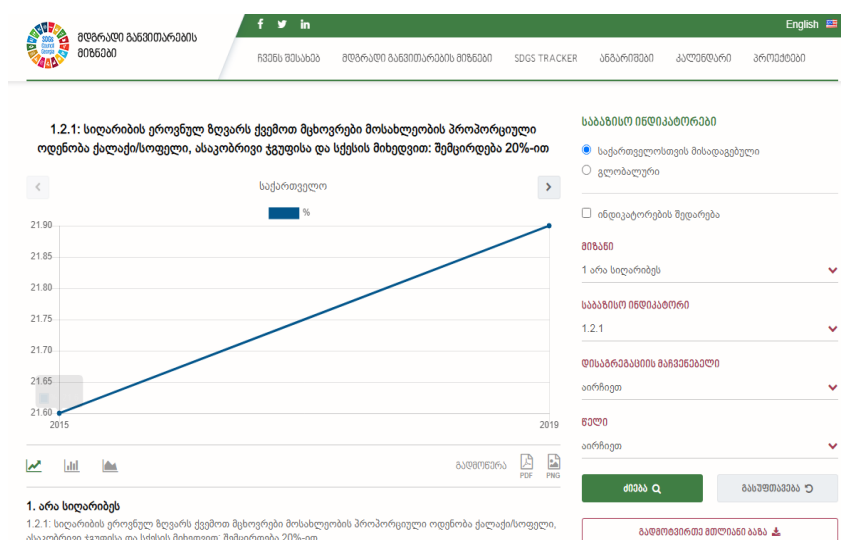
ongoing, and future activities will be uploaded.

Presentation of the online system was held on January 22, 2019, at the SDGs National Council meeting, attended by the members of the Parliament, representatives of the CSOs, and international organizations, business and academia, along with state agencies.

To promote the SDGs Tracker, on 7-8 May 2019, during the UN MAPS Mission Workshop, the website was presented to over 100 participants, including representatives of CSOs and IGOs.

By the end of the reporting period, the electronic system of Sustainable Development Goals is fully functioning. In the first quarter of 2020 reporting on the status of SDGs as of 2019 will start and thus, stakeholders will have the opportunity to look for information on implemented activities and achieved progress.

With the support of the United Nations Development Program (UNDP), in 2019 (18-19 March) the



AoG and DEA conducted training to 82 civil servants from 14 different agencies<sup>34</sup> on administration and usage of the online monitoring system.

According to the Secretariat's assessment, the commitment is **fully implemented**, as all milestones defined by the action plan were fulfilled.

## Challenges

No challenges were identified during the implementation process.

## Next steps

To support the development of a well-informed and actively engaged society, further promotion of the platform, as well as stakeholder awareness-raising, will be carried out.

*According to the OGP Georgia Secretariat's assessment, at the end of the action plan, the state of implementation of the commitment and subsequent milestones is as follows:*

Commitment / Milestones	Rating	Status
<b>7. Public monitoring of the Sustainable Development Goals</b>	<b>Fully implemented</b>	<b>Implementation process is completed</b>
7.1 Launching of the internal electronic system (the internal operating system is available only for state agencies)	Fully implemented	Implementation process is completed
7.2. Launching functional requirement of SDGs Web-site, including SDGs Tracker and other components, where all internal system data are generated	Fully implemented	Implementation process is completed
7.3. Promoting SDGs Tracker as an opportunity for monitoring and evaluating the governmental policy	Fully implemented	Implementation process is completed
7.4. Launching of the information section of the SDG Tracker Web-site – uploading information/calendar on all SDG related projects, ongoing or planned activities throughout the country	Fully implemented	Implementation process is completed

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<sup>34</sup> Ministry of Internally Displaced Persons from the Occupied Territories, Labour, Health and Social Affairs of Georgia; Ministry of Environment Protection and Agriculture of Georgia; Ministry of Foreign Affairs of Georgia; Ministry of Education, Sciences, Culture and Sport of Georgia; Ministry of Justice of Georgia; Public Service Development Agency; Ministry of Finance of Georgia; Ministry of Economy and Sustainable Development of Georgia; Ministry of Regional Development and Infrastructure of Georgia; Ministry of Internal Affairs of Georgia; Prosecutor's Office of Georgia; Public Defender's Office of Georgia; Civil Service Bureau of Georgia; National Statistics Office of Georgia.

## Commitment 8: Development of legislative acts based on citizen participation and data analysis

**Lead agency:** Administration of the Government of Georgia, Ministry of Justice of Georgia

Indicators

- Draft Law on Regulatory assessment and Monitoring of Legislative Acts is submitted to the Government of Georgia for approval;
- The unified RIA framework and methodology is developed.

Within the framework of OGP Georgia Action Plan 2018-2019, the Administration of Government of Georgia, in cooperation with the Ministry of Justice of Georgia, started developing the unified system for the **Regulatory Impact Assessment (RIA)**. The aim of the legislative amendments envisaged by the commitment is to contemplate, evaluate and effectively manage the legislative initiatives based on the situational analysis, which entails implementing the evidence-based policy. With RIA, the initiatives can be assessed according to their costs, benefits, and risks, that greatly impact societies economically, environmentally, and socially. RIA aims at identifying whether regulation is necessary and, if so, what is the best solution to address the problem.

### Progress

In order to fulfil the commitment, **amendments were introduced** to the Organic Law of Georgia on Normative Acts.<sup>35</sup> As a result:

- ⇒ Relevant legislative initiatives will be evaluated according to costs, benefits, and risks;
- ⇒ A better understanding of the regulatory outcomes will be ensured (who will benefit, who will incur the costs), as well as direct and indirect impacts will be identified;
- ⇒ Through the regular consultations with the stakeholders, the transparency of the legislative processes will be increased.

Along with the legislative amendments, **elaboration of the Methodological Manual** for the Regulatory Impact Assessment of legislative acts was completed during the reporting period and submitted to the Government for approval at the end of 2019. It was approved through the Governmental Decree N35 of 17 January 2020.<sup>36</sup> The Decree defines the terms and conditions for implementing RIA. It also defines the list of legislative acts, for **which upon introducing the amendments, conducting the RIA will be obligatory**.

**The technical Manual for Regulatory Impact Assessment** submitted to the Government along with the decree, will assist the representatives of the central and local administrations, who develop legislative initiatives, in the process of conducting RIA and developing relevant reports.

<sup>35</sup> Legislative Herald of Georgia, [Organic Law of Georgia on Normative Acts](#), Article 17<sup>1</sup>.

<sup>36</sup> Legislative Herald of Georgia, [On Approval of Regulatory Impact Assessment Methodology](#), Decree of the Government of Georgia N 35, 17 January 2020.

To introduce RIA into practice, up to 60 civil servants responsible for lawmaking will undergo training from Spring 2020, at LEPL Training Centre of Justice of Georgia. Capacity building of civil servants will be conducted regularly, and relevant training will be held in several stages. Also, to harmonize the Legislative and Executive Governments' approaches on RIA Standards, working meetings are planned with the members and staff of the Parliament.

According to the Secretariat's assessment, the commitment was **fully implemented**, as all milestones defined by the action plan were fulfilled.

### Challenges

No challenges were identified during the implementation process.

### Next steps

To introduce RIA into practice, the civil servants' training and capacity building will continue.

Also, the sub-contractor company of the USAID/GGI, the International School of Economics at Tbilisi State University (ISET) will prepare a manual, which will assist civil servants with practical examples of conducting Regulatory Impact Assessment of the draft laws in specific fields.

*According to the OGP Georgia Secretariat's assessment, at the end of the action plan, the state of implementation of the commitment and subsequent milestones is as follows:*

Commitment / Milestones	Rating	Status
<b>8. Development of legislative acts based on citizen participation and data analysis</b>	<b>Fully implemented</b>	<b>Implementation process is completed</b>
8.1 Elaboration of the draft law for legislative regulation of the monitoring and regulatory impact assessment of the legal acts	Fully implemented	Implementation process is completed
8.2. Elaboration of the unified framework and methodology for monitoring and evaluation of the legislative acts	Fully implemented	Implementation process is completed <sup>37</sup>

<sup>37</sup> The implementation process ended in January 2020.



## Commitment 9: Publication of court decisions on a unified database and creating of the retrieval system

Lead agency: High Council of Justice of Georgia

Indicators	<ul style="list-style-type: none"><li>- The module for searching cross-hatched/shaded court decisions and final documents has been activated;</li><li>- The module for publishing and searching of public announcements has been activated;</li><li>- The web-space of court applicant/litigant is accessible;</li><li>- The module for scheduled sessions is functioning</li></ul>
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The court decisions' proactive availability is a significant component of and precondition for a transparent judicial system. Georgia is among those exceptions where the judicial branch of government is involved in implementing the Open Governance Action Plan. Under the 2016-2017 Action Plan of the Open Government Georgia, **the Supreme Court of Georgia** has developed accessibility rules for the common courts' decisions, common standards for the elaboration of main directions and principles. After the approval of the rules, the introduction of the general rules for publishing decisions of the common courts has started, together with the necessary activities for improving special website - unified registry of court decisions – [www.info.court.ge](http://www.info.court.ge)

Upon recommendations from the civil society and the initiative of the Open Society Georgia Foundation (OSGF), the 2018-2019 Action Plan of Open Government Georgia entails the publication of the court decisions on the unified database and ensuring their availability, which will support the transparency, accountability, and effectiveness of the judicial system. During the Action Plan implementation, the commitment was taken over from the Supreme Court of Georgia to the **High Council of Justice of Georgia**.

### Progress

During the reporting period, starting from early 2019, in order to improve the transparency of judicial system and availability of all types of court decisions on a unified platform, development of a new website has started.

In Spring of 2019, **the Supreme Court of Justice, the Department of Common Courts, and the Ministry of Finance of Georgia** signed a memorandum of understanding, which envisaged developing a common database and search system for the court decisions.

As the original website for publishing court decisions ([info.court.ge](http://info.court.ge)) was malfunctioning, it was decided to create **a new platform** – [www.ecd.court.ge](http://www.ecd.court.ge), currently operating in a test mode.

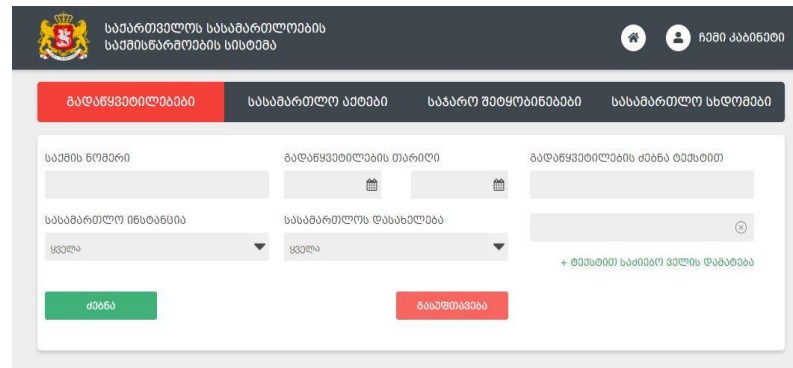
According to the Action Plan, during the reporting period the decisions of the current year, of the years 2019 and 2018 by the courts of all three instances are published on the website and a retrieval system for a unified database is activated. The uploading of the archives to the website will start after the approval of the relevant legal act for redaction procedures. The website's full activation depends on different outside factors and is planned for the end of this year (*see Challenges*).

The website consists of the following modules:

- ⇒ Decisions
- ⇒ Judicial Acts
- ⇒ Public Announcements
- ⇒ Court Hearings
- ⇒ My Cabinet
- ⇒ **Decisions (All three instances)**

Through the retrieval system of a unified database, it is possible to search for the encrypted decisions of all three courts for the current year, as well as 2019 and 2018, according to the following parameters:

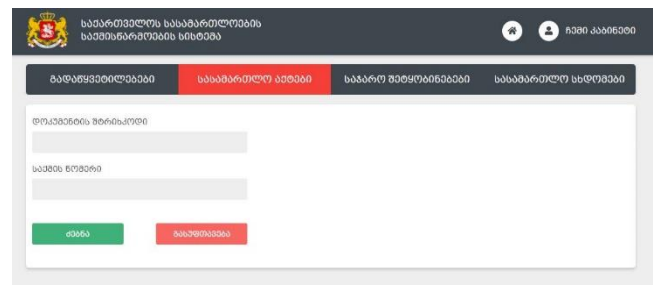
- ✓ Case Number
- ✓ Count Instance
- ✓ Case Category
- ✓ Decision Type
- ✓ Decision Date/Period
- ✓ Name of the Specific Court
- ✓ Lawsuit Category
- ✓ Text



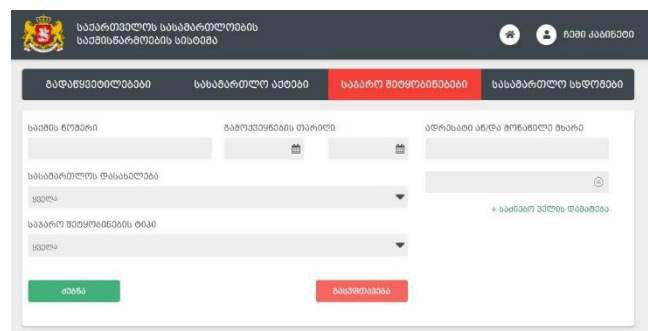
According to Georgian legislation, the documents published on the website are anonymized to protect personal information. The user can download the court decision in both print and text formats.

⇒ **Judicial Acts (All three instances)**

Judicial acts of all three instances can be found by their case numbers and the document's barcode.



⇒ **Public Announcements (All three instances)**



The Public Announcements module enables searching for all public announcements made public to the parties by the court. The public notices can be searched according to the following parameters:

- ✓ Case Number
- ✓ Notice Publication Date/Period

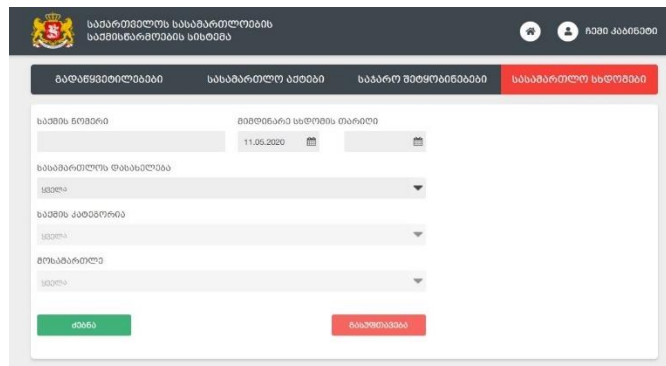
- ✓ Name of the Specific Court
- ✓ Type of the Public Announcement
- ✓ Name of the party to/recipient of the Public Announcement

Apart from the parameters listed above, the system includes the notice period. Therefore, this module is fully functioning.

⇒ **Court Hearings (All three instances)**

The website includes information on the scheduled hearings of the Supreme, Appellate, and District Courts. The court hearings can be searched according to the following parameters:

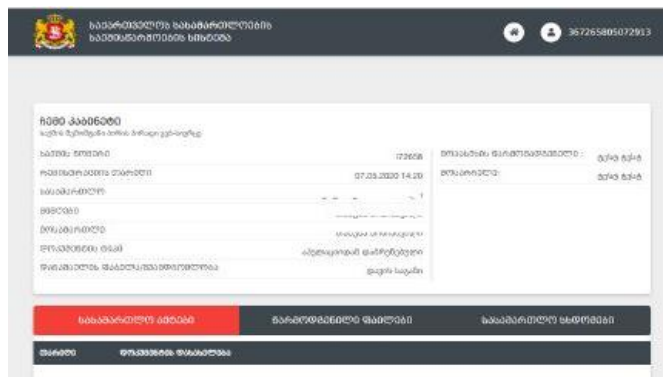
- ✓ Case Number
- ✓ Case Date/Period
- ✓ Name of the Court
- ✓ Case Category
- ✓ Judge Name/Last Name



Apart from the parameters listed above, search results include additional information on the hearing room number and the parties to the case. Therefore, the court hearing module is fully functional.

⇒ **My Cabinet (First instance)**

One of the website's modules is the workspace for the litigant, called "My Cabinet", which enables the user to see the full information on his/her case in one space. The relevant court issues the username and password for authorization of the module in advance. Currently, the workspace for the litigant is operational for the court of first instance only. The High Council of Justice of Georgia plans to develop "My Cabinet" for the second and third court instances as well.



According to the Secretariat's assessment, the commitment is **mostly implemented** within the planned timeframe, as two milestones of the commitment are not fully implemented: the search module for the redacted court decisions and final documents is created, **however, only for the current year, as well as for 2019 and 2018**; workspace for litigant is operational, **however only for the first instance court cases**.

**Challenges**

Based on the information received from the agency, there were technical difficulties during the development of the claimant's workspace for the second and third court instances. Also, due to

dependency on the specific legislative procedures, such as approving the relevant procedure for redacting the court decision documents, there were cases of failure to meet the deadline.

## Next steps

The hosting of redacted court decisions on the platform is planned, including the documents before 2018. Furthermore, the claimant webspace will be activated for the second and third instances as well.

*According to the OGP Georgia Secretariat's assessment, at the end of the action plan, the state of implementation of the commitment and subsequent milestones is as follows:*

Commitment / Milestones	Rating	Status
<b>9. Publishing court decisions in a unified database and creation of a retrieval system</b>	Mostly implemented	Implementation process is in progress
9.1. Development of a performance specification of a retrieval system for the unified database of court decisions.	Fully implemented	Implementation process is completed
9.2. Development and introduction of a retrieval system for a unified database	Fully implemented	Implementation process is completed
9.3. Publication of the court decisions in a unified database	Mostly implemented <sup>38</sup>	Implementation process is in progress
9.4. Activation of the search modules for (1) Public Announcements (2) court litigant's web-space and (3) scheduled sessions	Mostly implemented <sup>39</sup>	Implementation process is in progress

## Commitment 10: Increasing transparency of the Ministry of Internal Affairs

**Lead agency:** Ministry of Internal Affairs of Georgia

Indicators	<ul style="list-style-type: none"> <li>- The manual on statistical data production is developed;</li> <li>- Complaints/statements, as well as the results of inspection, are proactively published;</li> <li>- Manual on the disciplinary proceedings is developed;</li> <li>- Promotion, incentivization and dismissal procedures is analyzed.</li> </ul>
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<sup>38</sup> The search module for the redacted court decisions and final documents is created, however it includes only the current year, the years 2019 and 2018;

<sup>39</sup> The modules of Public Notifications, Scheduled Court Hearings and Litigant's web-space are functioning, however the latter is operational only for the first court instance.

Protection of public safety and order is the key function of the Ministry of Internal Affairs (MIA) of Georgia. To further increase public trust in the law-enforcement authorities, according to the recommendation of the Forum member CSOs, within the scope of the OGP Georgia Action Plan 2018-2019, MIA undertook the commitment to improve the quality of accountability and transparency of the institution.

The commitment is aimed at improving access to public information, namely, the development of a manual on statistical data production (establishing a set of unified procedures – clear prescription of procedures, due dates and responsible bodies), proactive publishing of complaints/statements and the results of the inspection and development of manual on the disciplinary proceedings. In addition, to conduct a transparent HR policy, the commitment envisages the study of promotion, incentivization and dismissal procedures, and implementation of relevant legislation changes if necessary, resulting in the improved HR policy.

## Progress

Order N 1/39 of the Minister of Internal Affairs On Approval of the Procedure of Statistical Data Production of 5 February 2019 prescribing statistical data production procedures, due dates and responsible bodies was issued in the reporting period. Along with that, the responsible agency prepared a draft amendment/revision to the Order N 1/39, which will be approved and published after having passed the legal expertise.

According to Order N 1/39, the number of disciplinary sanctions imposed on the employees of the Ministry by the General Inspection of the Ministry of Internal Affairs of Georgia is available at [www.info.police.ge](http://www.info.police.ge). It should be noted that the aforementioned statistical information is annually published by the Ministry and is available for all interested parties. By the end of the reporting period, the statistics of 2013-2019 is published on the website.<sup>40</sup>

As for the statistical information on administrative complaints submitted concerning the decision on refusal to issue public information, it is disclosed in the annual reports provided by Article 49 of the General Administrative Code of Georgia.<sup>41</sup> The website also contains the statistics of requests for public information and release thereof.

The information available in the annual reports:

- ⇒ Number of FOI requests and release statistics from structural sub-units and local agencies;
- ⇒ Grounds for denials to release the information;
- ⇒ Number of personal data processing (collection) and transfer to third parties following a request;
- ⇒ Number of requests and refusals to rectify personal data in the relevant electronic databases of the Ministry;
- ⇒ General topics of the requests, number of the requests and complaints submitted on refusal to issue public information;
- ⇒ Information about FOI officers.

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<sup>40</sup> The statistics of disciplinary sanctions imposed on the employees by the General Inspection of the Ministry of Internal Affairs of Georgia is available [here](#).

<sup>41</sup> Annual reports provided by Article 49 of the General Administrative Code of Georgia are available [here](#).

With respect to the development of the instruction on disciplinary proceedings, the Ministry looked into the practices and the regulatory framework of the agencies overseeing the police in the European countries and prepared the draft instructions for disciplinary proceedings thereunder.

After the State Inspector's Service becomes operational, several changes are to be introduced into the daily activities of the General Inspection of the Ministry. Particularly, as a result of the changes, in case of identification of elements of the crime by a police inspector, the General Inspection of the Ministry of Internal Affairs will immediately transfer the case to the General Prosecutor's Office and the State Inspector's Service.

As for the promotion, incentivization and dismissal procedures, it should be noted that as a result of amendments entered into the Order N 995 of the Minister of Internal Affairs on Approval of the Rule of Service at the Ministry of Internal Affairs dated by 31 December 2013, recruitment of a police officer has been taking place on a competitive basis since 1 September 2018. Successful candidates are given a trial period. After the appointment for a trial period, the candidate takes an oath of a police officer and is granted a private rank. Besides, from the moment of recruitment, the person is enrolled in a special professional training program. The trial period, which also includes the professional training period, does not exceed one year. During this period, a person receives only half of the salary (financial remuneration) prescribed to the corresponding position and full salary (financial remuneration) when performing official duties.

During the promotion, including that to the managerial position and even to the Head of Department's position, passing a special training program and a course became mandatory for all employees.

Experts invited from the US studied and assessed the Ministry's current incentivization practices. As a result, no need for making changes to the incentivization and dismissal procedures was identified.

According to the Secretariat's assessment, the commitment is **mostly implemented** by the end of the reporting period, as the Order of the Minister of Internal Affairs of Georgia N 1/39 On Approval of the Procedure of the Statistical Data Production dated by 5 February 2019 was issued in the reporting period and, also, a draft amendment was prepared for its further improvement. Besides, the number of disciplinary sanctions imposed on the employees by the General Inspection of the MIA Georgia is published on [www.info.police.ge](http://www.info.police.ge). [The Ministry also looked into the practices and](#) regulatory framework of the agencies overseeing the police in the European countries and prepared the draft instructions for disciplinary proceedings thereunder. International experts studied and assessed the existing incentivization practices of the Ministry.

## Challenges

The adoption of draft amendment/revision to the Decree N 1/39 of the Minister of Internal Affairs On Approval of the Procedure of Management of Statistical Data within the intended timeframe.

## Next steps

To ensure increased transparency of MIA, the Ministry will continue to work on the partially fulfilled milestones of the Action Plan.

According to the OGP Georgia Secretariat's assessment, at the end of the action plan, the state of implementation of the commitment and subsequent milestones is as follows:

Commitment / Milestones	Rating	Status
<b>10. Increasing transparency of the Ministry of Internal Affairs</b>	<b>Mostly implemented</b>	<b>Implementation process is in progress</b>
10.1 Clear prescription of the procedures, due dates and bodies responsible for statistical information management by creating a single consolidated document.	Mostly implemented <sup>42</sup>	Implementation process is in progress
10.2. The data of complaints/statements as well as the results of inspections are proactively published	Partially implemented <sup>43</sup>	Implementation process is in progress
10.3 Development of the guidelines on disciplinary proceedings within the framework of reforming the General Inspection of MIA	Partially implemented <sup>44</sup>	Implementation process is in progress
10.4 Study of promotion, incentivization, and dismissal procedures and making amendments to a relevant law if necessary	Fully implemented	Implementation process is completed

### **Commitment 11: Increasing citizen participation in oversight of public finances: implementation of effective tools for citizens feedback**

**Lead agency: State Audit Office**

Indicator	<ul style="list-style-type: none"> <li>- The feedback mechanism for citizen appeals and notifications has been introduced, through which constant track of the status of responding to the addresses and notifications (including anonymous) is possible.</li> </ul>
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State Audit Office (SAO) created an innovative analytical platform – Budget Monitor<sup>45</sup> within the scope of the OGP Georgia Action Plan 2016-2017, which offers an opportunity to the general public to get comprehensive information on the state budget, issues related to the public resources management, audit findings, issued recommendations and the status of their implementation. The platform also provides each citizen with the opportunity to address SAO concerning the gaps in public finance management and participate in drafting the audit plan for the next year.

<sup>42</sup> Draft amendment to the Order N 1/39 of the Minister of Internal Affairs of Georgia On Approval of the Procedure of Statistical Data Production, dated by 5 February 2019 was prepared in the reporting period.

<sup>43</sup> At the end of the reporting period, the number of disciplinary sanctions imposed on the employees of the Ministry of Internal Affairs by the General Inspection of the Ministry is published on [www.info.police.ge](http://www.info.police.ge).

<sup>44</sup> Draft instructions on disciplinary proceedings were prepared in the reporting period.

<sup>45</sup> [Electronic platform](#) of Budget Monitor.



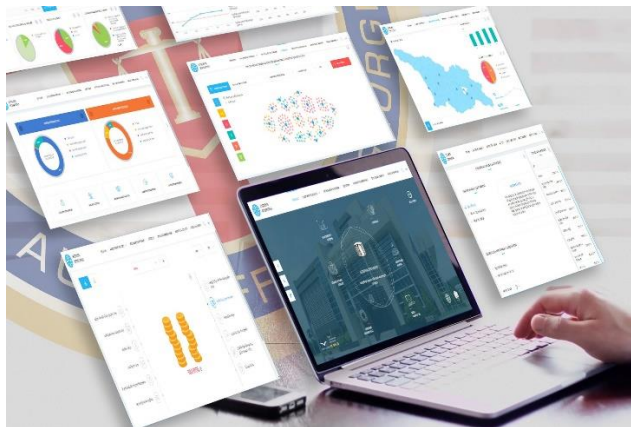


integrate the feedback mechanism in the portal. Upon the activation of the updated version of the platform, the feedback module on the messages will also become available to the general public. At the moment, Budget Monitor features are being updated, and based on the progress achieved so far the work will be completed by the end of 2020.

Moreover, eight working meetings were conducted regarding the Budget Monitor with the Parliament (members of the Finance and Budget Committee), media, public sector, and academia representatives. The fundamental goal of the meetings was to introduce the products and results of the State Audit Office, including findings and recommendations within the conducted audit; systematic gaps in the public finance management process and the ways of their eradication; Budget Monitor features, information published on it, practical usage, etc.



The meetings resulted in the increased knowledge of the SAO activities and its primary activities. The participants also gained hands-on experience in using Budget Monitor in their activities.



State Audit Office actively promoted Budget Monitor in social networks throughout 2019. The information published on Budget Monitor was presented to the general society in a visually interesting and perceivable way. Eventually, media interest, engagement and use of the information published on the platform increased significantly.

According to the Secretariat's assessment, the commitment is mostly implemented within the timelines set by the action plan, as the

mechanism of feedback on citizens' appeals and messages **had been developed and is functioning in a test mode**, although it is **not yet publicly available**. As far as the agency is concerned, the feedback mechanism will be available immediately upon completing the updated version of Budget Monitor portal by the end of 2020.

## Challenges

According to the Secretariat, underestimating the workload and therefore, failure to keep the Action Plan deadlines was a challenge in implementing the efficient citizen feedback mechanism. Namely, it took more than planned to update the platform within which the mechanism is supposed to be implemented.

## Next steps

The update of Budget Monitor platform is planned, which includes full activation of the effective citizen feedback mechanism.

*According to the OGP Georgia Secretariat's assessment, at the end of the action plan, the state of implementation of the commitment and subsequent milestones is as follows:*

Commitment / Milestones	Rating	Status
<b>11. Increasing citizen participation in oversight of public finances: implementation of effective tools for citizens feedback</b>	Mostly implemented	Implementation process is in progress
11.1. Creation and introduction by the Budget Monitor of a feedback mechanism for citizen notifications	Mostly implemented <sup>50</sup>	Implementation process is in progress
11.2. Organization by the SAO of 5 working meetings at least with different focus groups for raising awareness.	Fully implemented	Implementation process is completed

## Commitment 12: Increasing transparency of the public grant funding system

**Lead agency:** The Administration of the Government of Georgia

Indicator	- The draft amendment to the law is submitted to the Parliament of Georgia
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Following the OGP Georgia Forum member CSOs' recommendation, the Administration of the Government of Georgia, with its partner agencies, in 2018 started to reform the current system of grant funding by government/public institutions.

According to the existing practices, Georgia's legislation does not imply common principles and procedures of grant issuance by the Ministries and Legal Entities of Public Laws (LEPLs). Moreover, there is no single legislative standard of grant issuance by public institutions. Besides, several public institutions, including local self-government bodies, are not involved in the government grant system at all.

## Progress

The Administration of the Government of Georgia, together with the Forum member non-entrepreneurial (non-commercial) legal entity Civil Society Institute (CSI), in 2018 commenced work

<sup>50</sup> The feedback mechanism for citizen notifications is functioning in a test mode and is not yet publicly available.

to reform the existing system of grant issuance funded by a government/public institutions. A working group was created representing the members of the Administration of the Government of Georgia, Civil Society Institute, Ministry of Finance, Ministry of Regional Development and Infrastructure, and State Procurement Agency. Numerous meetings were conducted, and **several draft amendments to the Law of Georgia on Grants** were prepared.

The draft version of the amendments determines the overall standards of grant funding by a public institution, specifically – the principles of grant funding by a public institution (free competition, impartiality, efficiency, publicity, accountability, independence and coordination), stages of grant issuance, issues related to development and publishing of a grant program, and grant distribution. The key standards and principles will be clear enough to make grand funding a fair and transparent process. Besides, individual governmental agencies will have the opportunity to regulate the process in detail in accordance with the above-mentioned standards and principles. After active discussions and consideration, the working group agreed on common principles of grant issuance. However, the discussions on several procedural issues and on giving permission to other subjects to issue a grant is still ongoing, and the best practices needs to be studied. The work will continue in order to finalize the draft law and present it to the stakeholders. Following the latter, it will be submitted to the Government, and then to the Parliament.

According to the Secretariat’s assessment, the commitment is **partially implemented** by the end of the reporting period, as several draft amendments to the Law of Georgia on Grants have been prepared. The final draft needs to be agreed upon, presented to the stakeholders and then to the Parliament of Georgia.

### Challenges

To complete the process of consultations with the stakeholders within the timelines set forth by the plan was a key challenge in the process of the implementation. Due to the importance and complexity of the issue, the need for several rounds of full-fledged consultations was emerged. Reconciliation of the positions of public institutions and civil society organization took longer than anticipated.

### Next steps

Future plans related to the process are the followings: finalization of the consultations on the amendments to the Law of Georgia on Grants, preparation of the final version, and its submission to the Parliament.

*According to the OGP Georgia Secretariat's assessment, at the end of the action plan, the state of implementation of the commitment and subsequent milestones is as follows:*

Commitment / Milestones	Rating	Status
12. Increasing transparency of the public grant funding system	Partially implemented	Implementation process is in progress

12.1. Holding consultations with various public institutions, CSOs and experts to prepare legislative amendments	Fully implemented	Implementation process is completed
12.2. Preparation of the draft amendment to the Law of Georgia on Grants	Mostly implemented <sup>51</sup>	Implementation process is in progress
12.3. Presenting the draft amendment to the law to the stakeholders	Not implemented <sup>52</sup>	Implementation process is not started
12.4. Initiation of the draft amendment to the Law in the Parliament of Georgia	Not implemented <sup>53</sup>	Implementation process is not started

### Commitment 13: Electronic innovations for more transparency and efficiency of public procurement

Lead agency: LEPL – Public Procurement Agency (PPA)

Indicators	<ul style="list-style-type: none"> <li>- A new website for electronic tender data visualization and the application of program interface (API) have been developed</li> <li>- The data are published/disclosed in accordance with OCDS - the Public Procurement Agency completely meets Level 3 of the OCDS.</li> </ul>
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The Public Procurement Agency (PPA), with the support of the World Bank (WB) and the Department of International Development (DFID), and in cooperation with the Open Contracting Partnership (OCP) actively works on the introduction of the Open Contracting Data Standard (OCDS). It should be noted that the OCDS implies the introduction of an open data standard for the publication of structured information on all stages of a contracting process: from planning to implementation.

The works of the Stage 1 have been completed to ensure the OCDS introduction by the time the OGP Georgia Action Plan 2018-2019 was drafted, which implies regular disclosure of the available information about both the aggregate and individual purchases in the special machine-readable format (JSON) on a new dedicated webpage.

OCDS sets out 4 levels for disclosure (3 main and 1 additional: 1) basic; 2) intermediate; 3) advanced; and 4) additional. The PPA intends to meet the standards of the 3rd level in accordance with the OCDS. Moreover, the PPA undertook the responsibility to extend the OCDS even more, which implied the disclosure of the procurement organizations' annual procurement plans in a special readable

<sup>51</sup> Several draft amendments to the Law of Georgia On Grants were prepared in the reporting period. The working group agreed upon the common principles of grant issuance. However, consultations are continuing on a number of procedural issues.

<sup>52</sup> After the final version of the draft law is developed by the working group, it will be presented to the stakeholders.

<sup>53</sup> After the consultations with stakeholders are finalized, the draft law will be presented to the Parliament.

format and creation of application of program interface (API) and a new visualization website for direct access to the open database.

## Progress

By the end of the Action Plan, Public Procurement Agency achieved considerable progress, though the complete implementation of some of the activities is still pending.



In 2018, PPA, with support of the WB and DFID project for the improvement of public procurement efficiency and transparency, introduced Open Contracting Data Standard in the sphere of public procurement. Due to this fact, public procurement information became available for the stakeholders in a special, machine-readable format (JSON) on a new dedicated website: [opendata.spa.ge](http://opendata.spa.ge) in an aggregated form.



The PPA also **created a program interface (API) and a new visualization website [vod.spa.ge](http://vod.spa.ge)** with the support of the World Bank in 2019. This was done to deepen the Open Contracting Data Standard even more, thus enabling the private sector and civil society to engage in the public procurement process more actively and ensuring easy access to the open database. Both tools enable the accessibility and availability of any information concerning electronic tenders.

Besides, as a result of technical activities conducted by the PPA in 2018-2019, within the timelines established by the Action Plan, it became possible to indicate rather detailed (minimum of the second level) instructions of the CPV codes in electronic tenders of the annual electronic plans (ePlan) of the PPA. Challenges in implementing this activity are, for the most part, related to technical integration into the e-Government system.

The website based on the OCDS [opendata.spa.ge](http://opendata.spa.ge) has complete data disclosed on electronic tenders conducted in Georgia in 2011-2019 and the current procurement plans. At the stage of preparation of this report, the data for 2019 are public available only as of the first quarter.

According to the Secretariat's assessment, the commitment is mostly implemented within the timeline as defined by the Plan. A new website for electronic tender data visualization and the application of program interface (API) has been created, though the database developed in accordance with the OCDS has not been fully updated.

### Challenge

Challenges caused by the scarcity of human and financial resources have been identified in the working process. These are the particular reasons that make it impossible to disclose data in a live/continuous mode.

### Next steps

In order to contribute to the implementation of the milestones that were not completely fulfilled in the reporting period, ensuring rather detailed (minimum of the second level) instructions of the CPV codes in electronic tenders of the E-Procurement system and updating the databases developed in accordance with the OCDS is planned. The data of 2019 will be fully covered, and new, current data will be systematically updated.

*According to the OGP Georgia Secretariat's assessment, at the end of the action plan, the state of implementation of the commitment and subsequent milestones is as follows:*

Commitment / Milestones	Rating	Status
<b>13. Electronic innovations for more transparency and efficiency of public procurement</b>	<b>Mostly implemented</b>	<b>Implementation process is completed</b>
13.1. Transfer of the current year information available in the module of public procurement electronic annual plans built in the e-procurement system and disclosure on the web-page - <a href="http://opendata.spa.ge">opendata.spa.ge</a>	Fully implemented	Implementation process is completed
13.2. Creation of a web-page of new visualization on the database generated by OCDS (the new web-page will assist users in retrieving desired information in any correlation)	Fully implemented	Implementation process is completed

13.3. Creation of an API for accessing OCDS-based database	Fully implemented	Implementation process is completed
13.4. Ensuring rather detailed (minimum of the second level) instructions of the CPV codes in electronic tenders of the E-Procurement system	Partially implemented <sup>54</sup>	Implementation process is completed
13.5. OCDS-based database update; complete coverage of historical data created since 2011 and systemic update of current data	Mostly implemented <sup>55</sup>	Implementation process is completed

## Commitment 14: Developing housing strategy document for the realization of a right to housing

**Lead agency:** Ministry of Internally Displaced from the Occupied Territories, Labor, Health and Social Affairs of Georgia

Indicator	- The country has a Housing Policy document and Action Plan
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Within the fourth challenge of OGP, the Action Plan envisioned developing the first-ever National Strategy document for the realization of a right to proper housing. The need analysis revealed that the existing legislative regulations, including the exact methodology for determining the status of homelessness and the separation of powers and functions of state and local self-government bodies are vague. Therefore, it is necessary to develop a unified vision and strategy for tackling the problem of homelessness, which will help to solve the problem step by step.

### Progress

Addressing the problem of homelessness, given its complexity, requires the State to identify both short-term and long-term priorities. In the reporting period significant steps were made towards the procedural improvement of housing policy development and preparation of the basis for policy development.

According to the Decree N190 of the Government of Georgia dated by 12 April 2019, “On Establishment of a Governmental Commission supporting the development of the Housing Policy document and action plan,” Governmental Commission supporting the development of the Housing

<sup>54</sup> Technical activities were conducted, leading to the opportunity to indicate rather detailed (minimum of the second level) instructions of the CPV codes in electronic tenders of the annual electronic plans (ePlan). However, technical integration into the e-Government system remains a challenge.

<sup>55</sup> The data of 2019 are publicly available only as of Quarter I. Current data need to be updated.

Policy document and action plan – Advisory body of the Government of Georgia was set up.<sup>56</sup> The Commission, within its competence, ensures the following:

- ⇒ Development of a unified vision addressing the challenge of the homelessness considering the best practices and socio-economic capacities of the country;
- ⇒ Development and implementation of the housing policy document and its action plan;
- ⇒ Planning interagency coordination and the activities to be implemented.

The Commission incorporates the following governmental agencies:

- ⇒ Ministry of Internally Displaced from the Occupied Territories, Labor, Health and Social Affairs of Georgia
- ⇒ Ministry of Regional Development and Infrastructure of Georgia
- ⇒ Ministry of Economy and Sustainable Development of Georgia
- ⇒ Ministry of Finance of Georgia
- ⇒ Administration of the Government of Georgia
- ⇒ Other state agencies

The policy document is developed with the engagement of various stakeholders. According to the Decree, an Interagency Working Group is established as well. Due to the complexity of the issue, the focus of the working group was on ensuring maximum involvement of different stakeholders. As a result, the Working Group now incorporates members of relevant Ministries, other state agencies, international organizations and local NGOs, and independent experts. The group is responsible for preparing summaries/ proposals/ recommendations/ draft legal acts.

The first meeting of the Commission supporting the development of the Housing Policy document and action plan and the Working Group was held on May 28<sup>th</sup>, 2019. At the session attendees discussed further steps and the work format of the Commission and the Working Group. Moreover, the emphasis was made on the examination of the current housing situation in Georgia.

Another meeting of the Commission and the Working Group was held on June 16<sup>th</sup>, 2019, where the parties assessed the current situation: housing policy, the issue of “homelessness” as the critical issue of the housing policy, and the typology of homeless. Also, ISET Research Institute made a presentation on problem identification by ETHOS classification. The meeting participants defined the structure and content of the Housing Policy document and specified the terminology. Due to the complexity of the issue, it was determined to include short-term, mid-term, and long-term goals in the Strategy, while the first action plan would only focus on short-term goals. The parties discussed the draft action plan at the meeting and defined the next steps.

At the end of the reporting period, a draft version of the problem tree and logical framework is developed, which is a fundamental part of the Strategy. Consultations on these documents with international and local NGOs continue.

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<sup>56</sup> Legislative Herald of Georgia 2019, Decree N190 of the Government of Georgia on the Creation of a Governmental Commission Supporting the Development of the Housing Policy Document and its Action Plan and the Approval of the Statute. Available [here](#).



According to the Secretariat's assessment, the commitment is **not implemented** within the deadlines set by the Action Plan. None of the parts of the Strategy are developed in a final format. The draft version of the problem tree and the logical framework has been formulated, which calls for additional consultations. An interagency commission was set up, which due to its technical nature, does not have an impact on the achievement of the goals set forth by the commitment.

It should be noted that, according to the action plan, the development/approval of the Housing Policy document is scheduled at the end of 2020 and 2021.

## Challenges

The challenge in the process of developing the Housing Policy Document and the Action Plan was the heavy workload and, consequently, meeting the deadlines set out in the Action Plan. Since it is the first time Housing Policy is being developed in the country, the priority was given to smooth implementation of the planning stage and ensuring the involvement of the all interested stakeholders. This, in turn, prolonged the process. Besides, laying out the policy directions took more time than had been planned since ensuring all stakeholders' involvement was set as a priority. It should be noted that additional time is needed to reconcile the established policy vision to the new national regulation on Policy Development, Monitoring, and Evaluation that came into force from 2020.<sup>57</sup>

## Next steps

Consultations with the local NGOs and international organizations are planned in order to develop the final version of the problem tree and logical framework of the Housing Policy document. Eventually, the Housing Strategy and its action plan will be developed with active involvement of various stakeholders and submitted to the government for approval.

*According to the OGP Georgia Secretariat's assessment, at the end of the action plan, the state of implementation of the commitment and subsequent milestones is as follows:*

Commitment / Milestones	Rating	Status
<b>14. Developing housing strategy document for the realization of a right to housing</b>	<b>Not implemented</b>	<b>Implementation process is in progress</b>
14.1. Establishment of an interagency commission/council	Fully implemented	Implementation process is completed
14.2. Development of the Housing Policy document and action plan by engagement of different groups <sup>58</sup>	Not implemented <sup>59</sup>	Implementation process is in progress

<sup>57</sup> Decree N629 of the Government of Georgia on Approval of the Order of Policy Development, Monitoring and Evaluation, 20 December 2019, Legislative Herald of Georgia, available [here](#).

<sup>58</sup> According to the action plan, the completion of the milestone is scheduled for December 2020.

<sup>59</sup> A draft version of the problem tree and logical framework is developed. According to the agency, the document requires additional consultations. Therefore, the implementation process of the milestone is not finished.

14.3. Submission of the Housing Policy document and action plan for approval<sup>60</sup>

Not implemented

Implementation process has not started

### **Commitment 15: Openness and accountability of state-owned enterprises**

**Lead agency:** LEPL – National Agency of State Property (NASP)

Indicators

- Information about the state-owned enterprises under the unified template has been published on the Agency’s web-page; The corporate management guide for state-owned enterprises has been drafted.

Openness and accountability of state-owned enterprises (SOEs) are among the key issues of Open Government Partnership in terms of increasing corporate responsibility. To address the issue, the National Agency of State Property (NASP) undertook the responsibility to ensure the availability of information on 100% SOEs under the management of the NASP. Additionally, the enterprises will be committed to proactively publish reports, including both the financial and conceptual parts. To increase the accountability and corporate responsibility of enterprises, it is important that the NASP planned to develop a corporate management guide, defining the general enterprise management principles and directions.

#### **Progress**

To improve the accountability of SOEs, the NASP developed a unified template (a form containing information about the enterprises) available on the Agency’s website([www.nasp.gov.ge](http://www.nasp.gov.ge)).<sup>61</sup> The template was created to ensure openness and transparency of SOEs in compliance with International Financial Reporting Standards (IFRS) and includes the following information:

- ⇒ Name of enterprise
- ⇒ Identification code
- ⇒ State share
- ⇒ Field of activity
- ⇒ Legal address
- ⇒ Actual address
- ⇒ Supervisory board
- ⇒ Contact information (person in charge/ representative, first name, last name).

Information gathered with help of this form will support NASP to present to the overall picture of the state-owned enterprises in a unified manner to the society for future use. The introduction of the sound reporting and monitoring system will ensure effective management of state enterprises.

<sup>60</sup> According to the action plan, the completion of the milestone is scheduled for December 2020.

<sup>61</sup> The list of enterprises under the management of LEPL National Agency of State Property (NASP) is available [here](#).

A draft Guide on the management of enterprises established with more than 50% state sharing was developed in the reporting period. It defines the general principles and foundations of SOEs' management. The approval of the Corporate Management Guide depends on the adoption of the new Law of Georgia On Entrepreneurs. After adopting the Law, certain principles of the legal act will be reflected in the Guide on Management of Enterprises.

According to the Secretariat's assessment, the commitment is **fully implemented within** the Action Plan timeline, as both milestones envisioned by the plan were fully achieved.

### Challenges

The key challenge in developing a unified template of SOEs was to standardize the performance of enterprises with specific profile and share information so that no commercial secrets of the companies would be disclosed.

It should be noted that the approval of the Corporate Management Guide depends on the adoption of the new Law of Georgia On Entrepreneurs. Accordingly, the delay in adopting the law will hinder the approval and implementation of the Guide.

### Next steps

This commitment has been fully implemented. The next step for the agency is to approve the draft Corporate Management Guide.

*According to the OGP Georgia Secretariat's assessment, at the end of the action plan, the state of implementation of the commitment and subsequent milestones is as follows:*

Commitment / Milestones	Rating	Status
<b>15. Openness and accountability of state-owned enterprises</b>	<b>Fully Implemented</b>	<b>Implementation process is completed</b>
15.1. Development by the Agency for state-owned enterprises of a unified template containing the name of enterprise, contact data, information about its establishment, management, capital, activity, state share in its capital; at that, the template shall also indicate the financial standing and outcomes of the enterprise. Information shall be published on the Agency's web-page <a href="http://nasp.gov.ge">nasp.gov.ge</a>	Fully Implemented	Implementation process is completed
15.2. Drafting a state-owned enterprises corporate management guide	Fully Implemented	Implementation process is completed

## Local self-government

### Commitment 1: Strengthening transparency and good governance in municipalities

**Lead agencies:** Akhaltsikhe Municipality City Hall; Dedoplistskaro Municipality City Hall; Khoni Municipality City Hall; Ozurgeti Municipality City Hall; Ozurgeti Municipality Assembly; Rustavi Municipality City Hall; Tskaltubo Municipality City Hall; Dusheti Municipality City Hall; Bolnisi Municipality City Hall.

Indicator

- The Transparency and Building Integrity Strategy (2019-2022), the respective Action Plan (2019-2020) and the monitoring framework have been developed and approved by the Municipality Assembly.

Georgia is distinguished by the involvement of all three branches of government in the open government process, as well as the active participation of local self-governments. 9 out of 13 municipal bodies involved in the implementation of the OGP Georgia Action Plan (2018-2019) are committed to elaborate the **transparency and integrity strategies** which will facilitate establishing the guiding standards of integrity and transparency.

The transparent use of budget funds is the top priority for municipalities. In this regard, one of the significant challenges faced by some municipalities is lack of strategic documents designed for analyzing the challenges/threats occurring in the process of transparency and good governance, identifying ways of addressing them, and defining the actions to be carried out for strengthening the existing standards of transparent and good governance. Therefore, the introduction of transparency and integrity standards will significantly improve the quality of democratic governance in these municipalities.

### Progress

The transparency and Integrity Building Strategy and Action Plan documents for **Bolnisi, Dusheti, Rustavi, Tskaltubo, and Khoni Municipalities** have been developed in close cooperation with the UNDP project Fostering Decentralization and Good Governance at the Local Level. The process of developing the Strategy and Action Plan included the following stages:

- ⇒ Evaluation of municipal services and elaboration of situational analysis document
- ⇒ Approval and validation of identified strategic priorities
- ⇒ Elaboration of drafts documents of Strategy and Action Plan as well as monitoring and evaluation of framework document
- ⇒ Public hearings and approval of strategic documents.

The transparency and Integrity Building Strategies of each municipality consist of four components:

1. Goals, objectives, principles, and elaboration process of strategic documents
2. Strategy priorities

3. Monitoring mechanism
4. Action Plan for implementing the Strategy .

The Transparency and Integrity Building Strategies are primarily designed to create a unified policy of transparency and integrity, enhance public confidence through increasing the transparency and accountability of municipal governments, ensure strengthening and involvement of civil society and establish transparent and accountable governance.

The objectives of the Transparency and Integrity Building Strategy are as follows:

- ⇒ Strengthen the principles of integrity, openness, accountability, and transparency of municipal services
- ⇒ Ensure participation of the civil sector in the process of enhancing transparency and integrity
- ⇒ Increase public awareness on the transparency and integrity enhancement.

To elaborate an effective evidence-based policy on transparency and integrity, the following priority areas were identified based on the Municipal Services Evaluation Survey conducted in the municipalities:

<b>Bolnisi Municipality</b>	<ol style="list-style-type: none"> <li>1. Human resource management and development</li> <li>2. Health care and social protection</li> <li>3. Permits, supervision and property management</li> </ol>
<b>Dusheti Municipality</b>	<ol style="list-style-type: none"> <li>1. Human resource management and development</li> <li>2. Developing work quality of Mayor's representatives in administrative entities</li> <li>3. Infrastructure and permits</li> <li>4. Health care and social protection</li> </ol>
<b>Rustavi Municipality</b>	<ol style="list-style-type: none"> <li>1. Improving work quality of Mayor's representatives in administrative entities</li> <li>2. Health and social protection</li> <li>3. Infrastructure and supervision</li> </ol>
<b>Tskaltubo Municipality</b>	<ol style="list-style-type: none"> <li>1. Ensuring access to information, transparency and accountability</li> <li>2. Development of social policy and programs</li> </ol>
<b>Khoni Municipality</b>	<ol style="list-style-type: none"> <li>1. Ensuring transparency of municipal services and access to public information</li> <li>2. Human resource management and development</li> <li>3. Elaboration and development of social policy</li> </ol>

During the reporting period, the policy documents were approved by Bolnisi (Bolnisi Municipality Mayor Order N 4302 of 23 December 2019) and Khoni (Khoni Municipality Council Decree N 4074 of 25 December 2019) Municipalities.

**Akhaltzikhe Municipality City Hall** Transparency and Integrity Building Strategy and Action Plan were elaborated with the support from the USAID/GGI program and in close cooperation with the Institute for Development of Freedom of Information (IDFI).<sup>62</sup>

<sup>62</sup> Information on the project 'development of Transparency, and Integrity Building Strategy for Akhaltzikhe Municipality' is available [here](#).

On 27 June, 2019, Akhaltsikhe City Hall and IDFI organized the public discussion on the initial drafts of the Transparency and Integrity Building Strategy and Action Plan. The meeting was held in a discussion format and it was aimed at gathering feedback and further on the document from different stakeholders, including representatives of civil and media sectors and academia.

During the development of the final versions of Strategy and Action plan, the Monitoring and Evaluation Framework was also elaborated. On 7 July 2019, the Akhaltsikhe Municipality City Hall Transparency and Integrity Building Strategy, Action Plan, and accompanying Monitoring and Evaluation Framework were approved by the Order N 1470 07 of Akhaltsikhe Municipality Mayor. On 12 July 2019, IDFI conducted training on anti-corruption issues for Akhaltsikhe Municipality staff (31 participants).

The Transparency and Integrity Building Action Plan of Akhaltsikhe Municipality City Hall includes the following objectives:

- ⇒ Improve existing mechanisms of ethics and integrity
- ⇒ Improve the human resource management system
- ⇒ Refine the transparency standards of Akhaltsikhe City Hall
- ⇒ Strengthen public engagement and oversight mechanisms
- ⇒ Improve the standards of transparency and integrity for legal entities established by Akhaltsikhe City Hall
- ⇒ Increase competition in the public procurement area.

With the support of the Local Self-government Program of German Society for International Cooperation (GIZ), **Dedoplistskaro Municipality City Hall** developed the Transparency and Integrity Building Strategy (2019-2022), Action Plan (2019-2020), and Monitoring Framework, which were approved by the Order N24 of Dedoplistskaro Municipality Council on 15 August 2019.

During the process, the situation analysis on transparency and good governance and initial drafts of the Strategy and Action Plan was elaborated. On 28 March and 13 June 2019, discussions on the Strategy and Action Plan were held with the local media representatives, Local Action Group (LAG), other NGOs, and municipality staff. In addition, the Action Plan was submitted to the local NGOs for making comments and feedback within two weeks. The temporary working group was set up at Dedoplistskaro Municipality to cooperate with the partner organization to fulfill commitments set out in the Transparency and Integrity Building Action Plan and introduce new innovative mechanisms.

Based on decree N30 of Municipality Council of 13 April 2018, public information will be published according to the categories in different formats on the official website of the City Hall ([www.Dedoplistskaro.gov.ge](http://www.Dedoplistskaro.gov.ge)) to ensure openness and a high degree of accountability in Dedoplistskaro City Hall.

**Ozurgeti Municipality City Hall and Municipality Council (Assembly)** Transparency and Integrity Building Strategy and Action Plan were elaborated in close cooperation with the local NGOs and other partners (Georgian Democratic Development Union, Innovation and Civic Development Center,

Progress House, National Parliamentary Library of Georgia). The process of developing the Strategy and Action Plan documents included the following stages:

- ⇒ Performing the situational and SWOT analyses
- ⇒ Approving strategic priorities
- ⇒ Elaborating draft Strategy and Action Plan
- ⇒ Holding public discussion on the draft documents with different stakeholders.

For the four-year period (2019-2022), Ozurgeti Municipality has set three strategic goals, which in turn include nine strategic objectives:

**1**

### **Improving transparency degree of Ozurgeti municipality bodies (Assembly/City Hall)**

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- Ensuring timely publication and access to public information
- Establishing and developing E-governance
- Ensuring transparency of budget planning process of structures and budget organizations within the municipality bodies

**2**

### **Increasing accountability level of Ozurgeti municipality bodies (Assembly/City Hall) and officials**

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- Improving and enhancing the degree of access to public information
- Public hearings of reports on performed activities by each member of Ozurgeti Municipality City Hall and Municipality Assembly
- Improving the reporting of Legal Entity under Private Law (LEPLs) established by Ozurgeti Municipality

**3**

### **Providing guarantees to ensure citizen participation (Involvement) in the activities of Ozurgeti Municipality Bodies (Assembly/City Hall)**

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- Introduction and implementation of relevant program(s) of citizen participation in Ozurgeti Municipality budget
- Supporting the functioning of citizen involvement mechanisms within Ozurgeti Municipality, including institutions
- Improving the infrastructure of Ozurgeti Municipality Assembly for the purposes of ensuring the citizen participation

After extensive discussions, the Transparent and Integrity Building Strategy and Action Plan were finally approved by Decree N 90 of Ozurgeti Municipality Assembly on 30 December 2019.<sup>63</sup>

In cooperation with USAID/GGI, Ozurgeti Municipality Assembly and City Hall continued to develop a Monitoring Framework and self-assessment methodology, which was approved by Assembly with a Decree N 18 on 31 March 2020, after the expiration of the deadline set by the Action Plan.

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<sup>63</sup> Order N90 of December 30, 2019 of Ozurgeti Municipality Assembly is available [here](#).

According to the Secretariat's assessment, **in four cases the commitment is fully implemented and in case of 4 municipalities (5 municipal bodies), the commitment is mostly implemented** within the planned timeline, which was caused by the delay in approving the elaborated policy documents.

## Challenges

During the implementation of this commitment, meeting the timelines set out in the Action Plan was a challenge. In some cases, this fact was caused by unforeseen circumstances (donor support for the implementation started later than was initially envisaged). In some cases, inadequate assessment of workload and a lack of human resources was the case. In some municipalities a lack of citizen interest and involvement in public consultations on policy documents was also observed.

## Next steps

The Transparency and Integrity Building Strategies for 2019-2022 and the relevant Action Plans for 2019-2020 were developed by all municipalities which undertook the implementation of this commitment. The Action Plans are being implemented in the municipalities that have already approved these documents and the accompanying Monitoring Framework. In the future, several municipalities plan to approve the Strategies, Action Plans, and Monitoring Frameworks.

*According to the OGP Georgia Secretariat's assessment, at the end of the action plan, the state of implementation of the commitment and subsequent milestones is as follows:*

Municipality	Akhaltsikhe Municipality City Hall		Bolnisi Municipality City Hall		Dedoplistskaro Municipality City Hall		Dusheti Municipality City Hall	
	Rating	Status	Rating	Status	Rating	Status	Rating	Status
<b>1.1. Strengthening transparency and good governance in municipalities</b>	Fully implemented	Implementation process is completed	Fully implemented	Implementation process is completed	Fully implemented	Implementation process is completed	Mostly implemented	Implementation process is in progress
1.1.1. Preparation of a situational analysis of transparent and good governance	Fully implemented	Implementation process is completed	Fully implemented	Implementation process is completed	Fully implemented	Implementation process is completed	Fully implemented	Implementation process is completed
1.1.2. Preparation of an initial release version of the transparency and building integrity strategy and action plan	Fully implemented	Implementation process is completed	Fully implemented	Implementation process is completed	Fully implemented	Implementation process is completed	Fully implemented	Implementation process is completed



1.1.3. Public consideration of the initial release versions of the transparency and building integrity strategy and action plan.	Fully implemented	Implementation process is completed	Fully implemented	Implementation process is completed	Fully implemented	Implementation process is completed	Fully implemented	Implementation process is completed
1.1.4. Approval of the Transparency and Building Integrity Strategy (2019-2022), Action Plan (2019-2020) and monitoring framework	Fully implemented	The implementation process is completed	Fully implemented	The implementation process is completed	Fully implemented	The implementation process is completed	Not implemented <sup>64</sup>	Implementation process is in progress

Municipality	Ozurgeti Municipality City Hall and Municipal Council		Rustavi Municipality City Hall		Tskaltubo Municipality City Hall		Khoni Municipality City Hall	
	Rating	Status	Rating	Status	Rating	Status	Rating	Status
<b>1.1. Strengthening transparency and good governance in municipalities</b>	Mostly implemented	Implementation process is in progress	Mostly delivered	Implementation process is ongoing	Mostly delivered	Implementation process is in progress	Fully implemented	Implementation process is completed
1.1.1. Perform a situational analysis of transparent and good governance	Fully implemented	Implementation process is completed	Fully implemented	Implementation process is completed	Fully implemented	Implementation process is completed	Fully implemented	Implementation process is completed
1.1.2. Elaborate the initial drafts of Transparency and Integrity Strategy and Action Plan	Fully implemented	Implementation process is completed	Fully implemented	Implementation process is completed	Fully implemented	Implementation process is completed	Fully implemented	Implementation process is completed
1.1.3. Public discussions of initial drafts of Transparency and Integrity Strategy and Action Plan	Fully implemented	Implementation process is completed	Fully implemented	Implementation process is completed	Fully implemented	Implementation process is completed	Fully implemented	Implementation process is completed

<sup>64</sup> No policy documents were approved during the reporting period.

1.1.4. Approve the Transparency and Integrity Strategy (2019-2022), Action Plan (2019-2020) and Monitoring Framework	Mostly implemented <sup>65</sup>	Implementation process is in progress	Not implemented <sup>66</sup>	Implementation process is in progress	Not implemented <sup>67</sup>	Implementation process is in progress	Fully implemented	Implementation process is completed
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## Commitment 2.1: Improving the open data collection and publishing process in Akhaltsikhe Municipality

Lead agency: Akhaltsikhe Municipality City Hall

Indicator	Open Data Action Plan (2019-2020) and Monitoring Framework have been developed and approved by the Municipality Assembly
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The open data concept holds a special place in the process of open governance. The Government of Georgia produces open data on a daily basis at both central and local levels. Regular and proper publication of open data enables the citizens, business sector, and any stakeholders to access the public data and use it to elaborate innovative applications, business projects, and E-services.

For regular and effective publishing of open data, the Open Data Portal [www.data.gov.ge](http://www.data.gov.ge) was created by the LEPL Data Exchange Agency of the Ministry of Justice within the OGP Georgia Action Plan 2014-2015. Since the creation of the portal the data on it has been published with low frequency and intensity, especially by the local authorities.

Lack of capacity for open data collection and processing in relevant formats (XML, CSV) is one of the significant challenges faced by the Akhaltsikhe Municipality. Based on this, Akhaltsikhe Municipality has committed to developing an Open Data Action Plan 2019-2020, the effective implementation of which will significantly improve the capabilities for collecting, processing, and publishing open data.

### Progress

Akhaltsikhe Municipality implemented the Action Plan activities with the support from the USAID/GGI and in close cooperation with the Institute for Development of Freedom of Information (IDFI).<sup>68</sup> Situational analysis related to open data collection, processing, and publication was conducted during the reporting period. An analytical document was elaborated accordingly. At the same time, the recommendations were

<sup>65</sup> The Transparency and Integrity Building Strategy and Action Plan were approved during the reporting period, however, the Monitoring Framework was not approved.

<sup>66</sup> No policy documents were approved during the reporting period.

<sup>67</sup> No policy documents were approved during the reporting period.

<sup>68</sup> Information on the project 'Development of Open Data Strategies and Action Plans for Kutaisi and Akhaltsikhe City Halls (2019-2020)' is available [here](#).

developed to improve the current situation. The initial drafts of Open Data Strategy and Action Plan (2019-2020) were developed based on this information.

On 4 September 2019, Akhaltsikhe Municipality and IDFI held the public hearing regarding the Open Data Strategy and Action Plan. The meeting was attended by representatives of local civil society organizations, media, academia, businesses, and Akhaltsikhe City Hall.

Akhalsikhe Municipality City Hall approved the Action Plan for improving open data collection and publication by its Order N2049 7 dated 24 September 2019. Based on the Action Plan, IDFI representatives conducted training for Akhaltsikhe Municipality City Hall staff.

According to the Secretariat's assessment, the commitment is **fully implemented** within the Action Plan's timeline because all the milestones envisaged by the Action Plan have been achieved.

## Challenges

No challenges were identified during the implementation of the commitment.

## Next steps

The fulfillment of this commitment has been completed, and implementation of the Open Data Action Plan is planned for the future.

*According to the OGP Georgia Secretariat's assessment, at the end of the action plan, the state of implementation of the commitment and subsequent milestones is as follows:*

Commitment / Milestones	Rating	Status
<b>2.1. Improving the open data collection and publishing process in Akhaltsikhe Municipality</b>	<b>Fully implemented</b>	<b>Implementation process is completed</b>
2.1.1. Preparation of a situational analysis in connection with open data collection, processing and publication.	Fully implemented	Implementation process is completed
2.1.2. Preparation of an initial version of the Open Data Action Plan (2019-2020)	Fully implemented	Implementation process is completed
2.1.3. Public considerations of the initial version of the Open Data Action Plan (2019-2020)	Fully implemented	Implementation process is completed
2.1.4. Approval of the Open Data Action Plan (2019-2020) and Monitoring Framework	Fully implemented	Implementation process is completed

## Commitment 2.2: Improving the open data collection and publishing process in Kutaisi Municipality

Lead agency: Kutaisi Municipality City Hall

Indicator

- Open Data Action Plan (2019-2020) and Monitoring Framework have been developed and approved by the Municipality Assembly

Access to information and open data are among the most essential cornerstones of e-democracy, as well as democracy in general. The development of the internet and innovative technologies has played an important role in ensuring the openness of governments and transparency of their activities. Innovative applications and platforms provided citizens with the leverage for participate in decision-making, share the ideas with general public and actively engage in the monitoring of their implementation.

### Progress

With the support of the UNDP, Kutaisi Municipality has elaborated and approved the Anti-corruption Strategy and Action Plan, integrating a proactive disclosure of open data as one of the key components. However, a major challenge faced by the municipality was a shortage of capacity for collecting open data and processing in relevant formats (XML, CSV).

Given this, Kutaisi Municipality set a goal of developing the Open Data Action Plan within the framework of OGP Georgia National Action Plan for 2018-2019.

The process of development of the Open Data Action Plan was supported by the USAID/GGI Program.

At the initial stage, the situational analysis was conducted on open data collection, processing and publication in close collaboration with the Institute for Development of Freedom of Information (IDFI). The elaborated analytical document includes recommendations designed to improve the current situation.

Kutaisi City Hall has elaborated the initial drafts of the Open Data Strategy and Action Plan (2019-2020) in close cooperation with the IDFI, the public discussions thereof were held on 13 September 2019. Representatives of local organizations, media, academia, businesses, and Kutaisi City Hall participated in the discussion. Kutaisi Municipality approved the Strategy and the Action Plan on 3 January 2020.

IDFI conducted trainings on open data issues for relevant employees of the City Hall, including heads of municipal services (10 participants) and employees working on the data (19 participants).

According to the Secretariat's assessment, the commitment is **fully implemented**, despite the delay in deadlines (first quarter of 2020) as milestones envisaged in Action Plan were implemented.

### Challenges

No challenges were identified during the implementation of the commitment.

*According to the OGP Georgia Secretariat's assessment, at the end of the action plan, the state of implementation of the commitment and subsequent milestones is as follows:*

Commitment/Milestones	Rating	Status
<b>2.2. Improving the open data collection and publishing process in in Kutaisi Municipality</b>	<b>Fully implemented<sup>69</sup></b>	<b>Implementation process is completed</b>
2.2.1. Preparation of a situational analysis in connection with open data collection, processing and publication	Fully implemented	Implementation process is completed
2.2.2. Elaborate the initial draft of the Open Data Action Plan (2019-2020)	Fully implemented	Implementation process is completed
2.2.3. Hold Public discussions on the initial draft of the Open Data Action Plan (2019-2020)	Fully implemented	Implementation process is completed
2.2.4. Approve the Open Data Action Plan (2019-2020) and Monitoring Framework	Fully implemented	Implementation process is completed

### **Commitment 3.1.: Improving the full-scale engagement and participation of PWDS in the political and social life of Akhaltsikhe Municipality**

**Lead agency:** Akhaltsikhe Municipality City Hall

Indicator	<ul style="list-style-type: none"> <li>- The municipality administration building has been adapted and PWDS have a possibility of adequate engagement in the political and social life of the municipality.</li> </ul>
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Protection of rights of persons with disabilities (PWDs) is a top priority for the Government of Georgia. Often, the full involvement and participation of PWDs in political and social life is hampered by the lack of adequate infrastructure, which prevents them from attending sessions and meetings held in the administrative buildings. This challenge is especially evident at the local level.

Comprehensive and inclusive involvement of the population in decision-making and service delivery processes is one of Akhaltsikhe Municipality's priorities. Accordingly, under the present Plan, Akhaltsikhe Municipality City Hall has undertaken the commitment to adopt the administrative buildings to meet the requirements of persons with disabilities.

#### **Progress**

Throughout the reporting period, Akhaltsikhe Municipality actively cooperated with USAID/GGI in carrying out the activities envisaged by the Action Plan. As a result, the municipality administrative

<sup>69</sup> The commitment is fully implemented despite the delay in the implementation timeline (I Qtr. 2020).

building's capacity was analyzed in relation to requirements set by the Georgian legislation, the draft technical assignment (tender proposal) was elaborated and subsequently submitted to the City Hall for consideration. Adaptation of the administrative building of the municipality will start upon the approval of tender proposal by the City Hall in accordance with the PWDs requirements.

According to the Secretariat's assessment, the commitment is **partially implemented** within the Action Plan deadlines because the tender proposal for adaptation of the municipality administrative building has not been approved. Therefore, the corresponding building adaptation works have not started yet.

## Challenges

During the implementation of this commitment, meeting the deadline set out in the Action Plan was a challenge, which was caused by the lack of human resources. As a result, the final formulation and approval of the tender proposal and the announcement of the tender were delayed.

## Next steps

It is planned to develop and approve the final draft of the tender proposal for adaptation of the administrative building of the municipality. Subsequently, the building adaptation will begin in accordance with the PWDs requirements.

*According to the OGP Georgia Secretariat's assessment, at the end of the action plan, the state of implementation of the commitment and subsequent milestones is as follows:*

Commitment/Milestones	Rating	Status
<b>3.1. Enhance full participation of persons with disabilities in the political and social life in Akhaltsikhe Municipality</b>	<b>Partially implemented</b>	<b>Implementation process is in progress</b>
3.1.1. Analysis of the municipality administration building facilities regarding the Georgian legislation requirements	Fully implemented	Implementation process is completed
3.1.2. Identification of needs and development of TOR (terms of reference) necessary for adapting the building	Mostly implemented <sup>70</sup>	Implementation process is in progress
3.1.3. Adaptation of the building to PWDS needs	Not implemented <sup>71</sup>	Implementation process has not started

<sup>70</sup> The final version of technical assignment (tender proposal) has not been elaborated yet.

<sup>71</sup> Implementation of this milestone is planned upon the approval of final version of tender proposal.

## Commitment 3.2: Improving the full-scale engagement and participation of PWDS in the political and social life of Kutaisi Municipality

Lead agency: Kutaisi Municipality City Hall

Indicator	<ul style="list-style-type: none"> <li>- The municipality administrative building is adapted, and persons with disabilities have the opportunity to be fully involved in the political and social life of the municipality</li> </ul>
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Within the framework of the OGP Georgia National Action Plan 2018-2019, Kutaisi Municipality aimed to adapt administrative buildings according to the needs of PWDs, in order to ensure their full involvement in the decision-making and service delivery processes.

### Progress

During the reporting period, the expert employed by the USAID/GGI conducted the analysis of administrative building of the municipality in the context of requirements set by Georgian legislation and prepared the relevant report.

Following the decision of Kutaisi City Hall on changing the City Hall building, the remaining two milestones of commitment (needs identification, development of technical assignment for the building modification and adaptation of building in accordance with the requirements of PWDs) are not implemented during the reporting period, as a new building of the City Hall has already been adapted to the needs of persons with disabilities. Therefore, the goal of the commitment has been achieved.

According to the Secretariat's assessment, **the goal envisaged by the commitment has been achieved**, as the new building of Kutaisi City Hall will be adapted to the needs of persons with disabilities. Therefore, the commitment is **fully implemented**.

### Challenges

No challenges were identified during the implementation of the commitment. Suspension of the implementation process was caused by the allocation of a new building for the City Hall, which was already tailored to persons with disabilities.

*According to the OGP Georgia Secretariat's assessment, at the end of the action plan, the state of implementation of the commitment and subsequent milestones is as follows:*

Commitment/Milestones	Rating	Status
3.2. Enhance full-fledged participation of persons with disabilities in political and social life within Kutaisi Municipality	Fully implemented <sup>72</sup>	Implementation process is completed

<sup>72</sup> The new building of the Kutaisi City Hall is adapted to the needs of people with disabilities, therefore, the goal of the Commitment has been achieved.

3.2.1. Conduct capacity analysis of municipal administrative buildings in the context of requirements envisaged by the Georgian legislation	Fully implemented	Implementation process is completed
3.2.2. Identification of needs and development of TOR (terms of reference) necessary for adapting the building	Not implemented <sup>73</sup>	Implementation process is suspended
3.2.3. Adaptation of the building to PWDS needs	Not implemented <sup>74</sup>	Implementation process is suspended

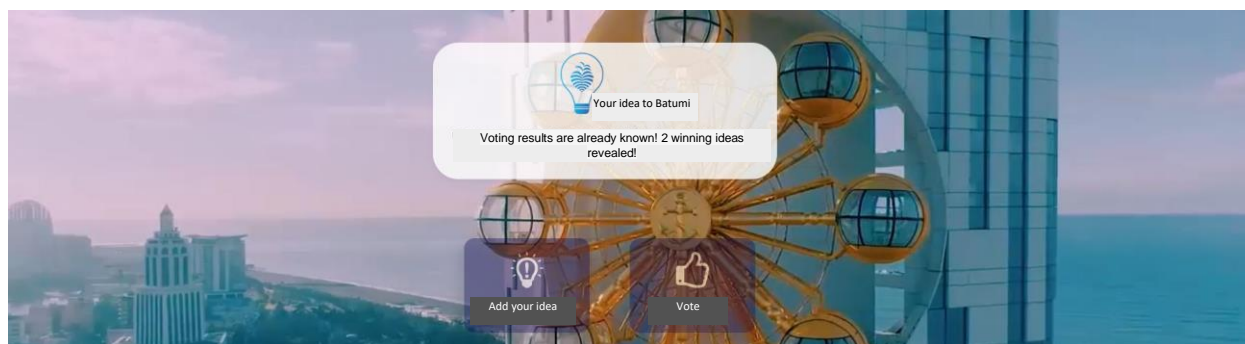
### Commitment 4: Improving citizen engagement in budgetary processes in Batumi City through introduction of an institutional mechanism of participatory budgeting

Lead agency: Batumi Municipality City Hall

Indicators	<ul style="list-style-type: none"> <li>- District unions are established according to administrative entities of the city;</li> <li>- Relevant legislative framework on participatory budgeting is approved;</li> <li>- A participatory budgeting system is introduced;</li> <li>- The 2019 budget provides funds for implementing the project/projects identified during the participatory budgeting process.</li> </ul>
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The introduction of novel mechanisms for citizen involvement in the decision-making process at the local level and offering them effective tools for participation are important components of the new wave of local self-government reform. In this regard, many municipalities face significant challenges such as a lack of an institutional mechanism for participatory budgeting and low motivation of citizens for participation in budgeting processes, that significantly affects the degree of involvement.

Within the framework of OGP Georgia National Action Plan for 2018-2019, Batumi Municipality aimed to improve public participation in budgeting processes by introducing the institutional mechanisms of participatory budgeting. In addition, to ensure citizens' structured involvement, it was planned to establish district unions, and to carry out the public awareness-raising campaign; as well as to approve the relevant legal framework introducing an institutional mechanism of participatory budgeting.



<sup>73</sup> Identification of needs for the old building and elaboration of appropriate technical assignment are no longer a necessity.

<sup>74</sup> The new building handed over to Kutaisi City Hall is adapted to the needs of persons with disabilities.



## Progress

In 2019, with the support of the USAID/GGI, Batumi Municipality created an electronic platform [idea.batumi.ge](http://idea.batumi.ge), which is one of the participatory budgeting mechanisms providing the citizens with the opportunity to submit projects. The draft Order on the Website and Regulations was agreed upon with the Civil Advisory Board. The Mayor issued an order regulating procedures for the implementation of participatory budgeting.

In accordance with the milestones envisaged by the commitment, 14 district unions were formed and put into operation. Their chairpersons and the Steering Committee members were retrained by the NNLE Civil Society Institute (the non-governmental organization that won the tender). The organization held meetings with the stakeholders of the project Your Idea to the Batumi Mayor, including ethnic minorities. Out of 35 projects submitted by citizens, the best ten were selected by the Batumi Advisory Board. Finally, more than 2 thousand citizens of Batumi participated in the voting to select three winners. In the 2019 budget of the municipality, 120 thousand GEL is allocated to implement projects initiated by the participatory budgeting process. By the end of the reporting period, the project implementation activities were underway.

As for the information campaign, a number of activities were planned and implemented, such as the developing information brochures and posters, launching the special pages on social media (Facebook and Instagram), broadcasting in eight TV and two radio programs, the publishing 5 articles as well as making a video about the project implementation stages. Additionally, short text messages were sent to the citizens cell phones.

According to the Secretariat's assessment, the commitment is **fully implemented** within the deadlines and milestones envisaged by the Action Plan are implemented.

## Challenges

No challenges were identified during the implementation of the commitment.

*According to the OGP Georgia Secretariat's assessment, at the end of the action plan, the state of implementation of the commitment and subsequent milestones is as follows:*

Commitment/Milestones	Rating	Status
<b>4. Improving citizen engagement in budgetary processes in Batumi City through introduction of an institutional mechanism of participatory budgeting</b>	<b>Fully Implemented</b>	<b>Implementation process is completed</b>
4.1. Establish the district unions according to the administrative entities of Batumi.	Fully implemented	Implementation process is completed
4.2. Approve the relevant legal framework for the introduction of an institutional mechanism of participatory budgeting	Fully implemented	Implementation process is completed

4.3. Promote the participatory budgeting system; raise public awareness	Fully implemented	Implementation process is completed
4.4. Commence participatory budgeting process	Fully implemented	Implementation process is completed
4.5. Allocate relevant funds in the 2019 budget of Batumi Municipality for implementation of project/projects identified during the participatory budgeting process	Fully implemented	Implementation process is completed
4.6. Promote the outcomes of the participatory budgeting process	Fully implemented	Implementation process is completed

### Commitment 5: Your Idea to the Zugdidi Mayor

**Lead agency:** Zugdidi Municipality City Hall

Indicators	<ul style="list-style-type: none"> <li>- The portal is established;</li> <li>- For the purposes of its introduction, the meetings have been held with citizens;</li> <li>- Ten proposals have been submitted through the portal.</li> </ul>
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The introduction of novel mechanisms for citizen involvement in the decision-making process at the local level and providing new opportunities for advancement of this process are important components of local self-government reform in Georgia.

Within the framework of the OGP Georgia National Action Plan for 2018-2019, Zugdidi Municipality set a goal of launching an electronic platform *Your Idea to the Zugdidi Mayor*.

#### Progress

The primary reason for launching the platform were to simplify communication with the population and create a tool to offer a specific idea/initiative to the city Mayor. Also, concept envisaged enactment of the feedback mechanism (in particular, provide response to all ideas submitted by citizens), in order to facilitate better cooperation between the local self-government and citizens and enhance civic responsibility.

Decision of the Ministry of Regional Development and Infrastructure of Georgia on adding 17 new modules (including *Your idea to the City Mayor*) to the Municipal Management System (mms.gov.ge) played a significant role on the implementation of the commitment.

It should be noted that the introduction of unified E-services in Georgian municipalities began in 2019 at the initiative of the Ministry of Regional Development and Infrastructure of Georgia and with the financial support of the Government of Georgia, the World Bank (WB) and Swiss Agency for

Development and Cooperation (SDC). The project will foster the elaboration of a unified standard for e-government in municipalities.

As a result, types and quality of services available for citizens and stakeholders in the municipalities will be the same as they are in big cities. Through the single window principle, the system will also provide opportunity to receive services of one municipality in another, which significantly increases the availability of services.

The Municipal Services Development Agency (MSDA) of the Tbilisi City Hall assists the municipalities involved in the project, and based on the evaluation 17 modules will be adapted and introduced over 25 months (2019-2021).

Given that, Zugdidi Municipality City Hall decided to suspend the implementation of this commitment in order to prevent both, the development of identical service on different platforms and waste of resources (both financial and human).

According to the Secretariat's assessment, the commitment is not implemented in the framework of this Self-assessment Report. However, the goal will be achieved right after adding the new modules to the Municipal Management System (including the Your Idea to the Mayor Module).

### Challenges

No challenges were identified during the implementation of the commitment. Suspension of the implementation process is caused by the decision of the Ministry of Regional Development and Infrastructure of Georgia on adding new modules to the Municipal Management System (including *Your Idea to the Mayor*).

*According to the OGP Georgia Secretariat's assessment, at the end of the action plan, the state of implementation of the commitment and subsequent milestones is as follows:*

Commitment/Milestones	Rating	Status
<b>5. Your Idea to the Zugdidi Mayor</b>	<b>Not implemented<sup>75</sup></b>	<b>Implementation process is suspended</b>
5.1. Approve the Provision on Launching the Portal	Not implemented	Implementation process is suspended
5.2. Create portal and make it operational	Not implemented	Implementation process is suspended
5.3. Inform citizens about the portal	Not implemented	Implementation process is suspended

<sup>75</sup> The Commitment will be naturally fulfilled by adding the new modules to the municipal management system (including the *Your Idea to the Mayor* module).

## Commitment 6.1: Introduction and development of E-services in Batumi Municipality

Lead agency: Batumi Municipality City Hall

Indicator	- Five E-services are introduced
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In terms of self-government performance, the use of a unified system based on the principles of e-government is one of the important priority directions of open government. Besides, in most cases, offering public services electronically is the fastest, most convenient, and the cheapest way of receive services.

Within the framework of the OGP Georgia National Action Plan for 2018-2019, Batumi Municipality City Hall aimed to improve access to municipal services and introduce and develop five E-services.

### Progress

With the support of the USAID/GGI, Batumi City Hall Services and Service Delivery Strategy was developed, including the functional analysis of Batumi City Hall's municipal services and the catalog of legal acts and services. More than 200 municipal services provided by the City Hall through a structural units and LLCs have been described. The report contains remarks about policy planning and monitoring, as well as on standardization of services and monitoring of compliance with standards. Some recommendations are also issued regarding the resource operation and supervision.

An Electronic Participatory Budgeting Platform - [idea.batumi.ge](http://idea.batumi.ge) has launched, providing the citizens with the opportunity to initiate the projects.

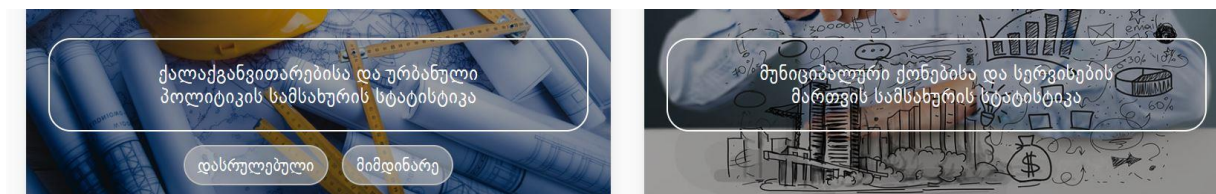
During the reporting period, the Electronic Petition Module [petition.lsg.ge/Batumi](http://petition.lsg.ge/Batumi) integrated with the website of Batumi City Council. The electronic platform contains instructions for filling in, submitting, signing and registering the petitions, and some other guidelines. Information on pending, completed and rejected petitions is also available there.



In addition, it should be noted that the 1% threshold provided by the Self-Government Code (required to consider a petition) was reduced to 0.5%. At the end of the reporting period, five petitions were submitted, one of which was reviewed by the City Council.

Within the framework of the commitment, the Statistical Modules for Urban Development and Urban Policy Service and the Municipal Property and Services Management Service were created - [batumi.ge/statistics](http://batumi.ge/statistics).

Statistical data on the activities planned or completed by the Urban Development and Urban Policy Service, also the Municipal Property and Services Management Service was processed. Full statistics and information on positively or negatively resolved issues are publicly available. The Urban



Development and Urban Policy Service is involved in the Municipal Management System (MMS).

As for the introduction of Health Care and Social Security Services Module, Batumi City Hall's Health Care and Social Protection Service is in the Municipal Management System (MMS) and that simplifies the process of program management and individual record-keeping on submitted applications performed by the above-mentioned Service.

According to the Secretariat's assessment, the commitment is **fully implemented** within the defined timeline, since all milestones envisaged by the Action Plan have been achieved.

### Challenges

No challenges were identified during the implementation of the commitment.

*According to the OGP Georgia Secretariat's assessment, at the end of the action plan, the state of implementation of the commitment and subsequent milestones is as follows:*

Commitment/Milestones	Rating	Status
<b>6.1. Introduction and development of E-services in Batumi Municipality</b>	<b>Fully implemented</b>	<b>Implementation process is completed</b>
6.1. Analyze key business processes related to municipal services provided within Batumi Municipality City Hall system	Fully implemented	Implementation process is completed
6.2. Introduce Participatory Budgeting Module	Fully implemented	Implementation process is completed
6.3. Introduce Electronic Petitions Module	Fully implemented	Implementation process is completed
6.4. Introduce Spatial Development and Architecture Module	Fully implemented	Implementation process is completed
6.5. Introduce Property Management Services Module	Fully implemented	Implementation process is completed
6.6. Introduce Health Care and Social Security Services Module	Fully implemented	Implementation process is completed

## Commitment 6.2: Introduction and development of electronic services in Rustavi Municipality

Lead agency: Rustavi Municipality City Hall

Indicator

- 5 electronic services have been introduced

In exercising self-governance, establishing a unified system based on e-government principles is one of the most important priority directions of open government. In this context, Rustavi Municipality City Hall has committed to introducing five E-services.

### Progress

When reviewing the progress achieved in frames of this commitment during the reporting period, it is essential to mention the decision of the central government on shifting the self-governments to the new electronic system (from MMS to MSDA), which caused a delay in the implementation of a number of activities envisaged by the Action Plan.

At the initiative of the Ministry of Regional Development and Infrastructure (MRDI) and with the support of Tbilisi Municipal Service Development Agency, the processes of carrying out the analysis of key business processes related to Rustavi Municipality City Hall's existing municipal services and modules started on 10 September 2019. The activity was fully implemented during the reporting period. As a result, the Spatial Development and Architectural Module as well as Health Care and Social Security Services Module have been introduced and are properly functioning within the MMS system. Therefore, the three milestones envisaged by the Action Plan were fully achieved.

The three other milestones of the commitment included introduction of 3 following modules which were not implemented:

- ⇒ The municipality failed to provide the information confirming the introduction of the participatory budgeting module or existence of a participatory budgeting mechanism available to the citizens. This information is not posted on the website of the municipality (rustavi.gov.ge) either.
- ⇒ According to the City Hall, the introduction of E-petitions Module is planned along with the update the municipality website, which was not initiated during the reporting period.
- ⇒ Property Management Services Module was not introduced during the reporting period.

According to the Secretariat's assessment, based on the Action Plan monitoring methodology, the commitment is **mostly implemented** within the Action Plan deadlines, as key business processes related to municipal services were analyzed and 2 out of 5 E-services were introduced.

## Challenges

According to the Secretariat's assessment, during the implementation of this commitment, the change in the government's priority was a challenge that ultimately hindered the implementation of several milestones within the timeline set out in the Action Plan.

## Next steps

It is planned to update the municipality website; in this context, the activities will be carried out for the introduction of several modules.

*According to the OGP Georgia Secretariat's assessment, at the end of the action plan, the state of implementation of the commitment and subsequent milestones is as follows:*

Commitment/Milestones	Rating	Status
<b>6.2 Introduction and development of electronic services in Rustavi Municipality</b>	<b>Mostly implemented</b>	<b>Implementation process is in progress</b>
6.2.1. Analysis of key business processes related to municipal services in the system of Batumi Municipality City Hall	Fully implemented	Implementation process is completed
6.2.2. Introduction of a participatory budgeting module	Not implemented <sup>76</sup>	Implementation process has not started
6.2.3. Introduction of e-petitions module	Not implemented <sup>77</sup>	Implementation process has not started
6.2.4. Introduction of a spatial arrangement and architecture module	Fully implemented	Implementation process is completed
6.2.5. Introduction of a property management services module	Not implemented <sup>78</sup>	Implementation process has not started
6.2.6. Introduction of a healthcare and social welfare services module	Fully implemented	Implementation process is completed

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<sup>76</sup> Introduction of Participatory Budgeting module is planned along with updating the municipality website.

<sup>77</sup> The E-petitions Module was not introduced within the reporting period.

<sup>78</sup> The Property Management Services Module was not introduced within the reporting period.

## Commitment 7: I.Gov.Zugdidi

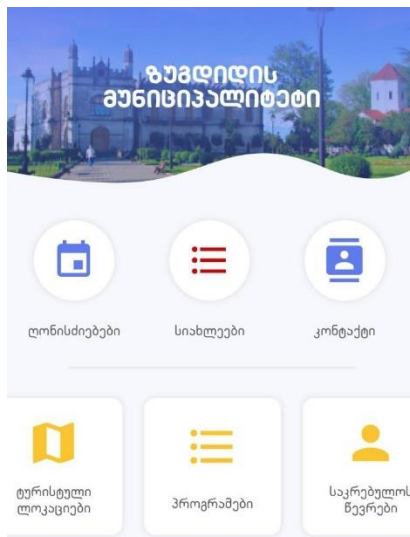
Lead agency: Zugdidi Municipality Assembly

Indicators	<ul style="list-style-type: none"><li>- The application functions properly and is available for citizens;</li><li>- The application offers the feedback mechanism to citizens.</li></ul>
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To improve and promote citizen engagement, in addition to the mechanisms established by the law, within the framework of OGP Georgia National Action Plan for 2018-2019, Zugdidi Municipality Assembly set the goal to strengthen citizen engagement in local self-government activities through encouraging accountability and publicity principles. To this end, **I.Gov.Zugdidi** application development were defined as a commitment.

### Progress

In December 2018, the Municipality Assembly created a multifunctional mobile application - **I.Gov.Zugdidi** to ensure fast and efficient delivery of information to the citizens about the activities of Zugdidi Municipality's self-governing bodies.



The application provides citizens with the opportunity to request public information, receive information about planned events, read news and be informed about municipal programs, and get contact details of the Assembly members.

Through the mobile application, the citizens living within Zugdidi Municipality can receive information about the Assembly's regular sessions and agenda, details of various cultural or sports events planned in the city, as well as initiation and expected completion dates of infrastructure projects.



Citizens also receive information about municipal health and social programs, terms of using the specific programs, and the list of documents to be submitted to the City Hall. Most importantly, the app has a feedback mechanism, giving a tool to citizens to provide insights to the local government on different needs.

As soon as the mobile application was fully launched in January 2019, the vigorous awareness-raising campaign was initiated to inform citizens about the application. The majoritarian deputies of the Municipality Assembly and representatives of City Hall took an active part in the process of awareness-raising of citizens living in urban and rural administrative entities of Zugdidi Municipality. In addition, citizens were informed through the social networks and official websites.



According to the Secretariat's assessment, the commitment is **fully implemented** within the timeline envisaged by the plan, all milestones are implemented.

### Challenges

No challenges were identified during the implementation of the commitment.

*According to the OGP Georgia Secretariat's assessment, at the end of the action plan, the state of implementation of the commitment and subsequent milestones is as follows:*

Commitment/Milestones	Rating	Status
<b>7. I.Gov.Zugdidi</b>	<b>Fully implemented</b>	<b>Implementation process is completed</b>
7.1. Develop an application	Fully implemented	Implementation process is completed
7.2. Awareness raising campaign about the application	Fully implemented	Implementation process is completed
7.3. Launch of the application	Fully implemented	Implementation process is completed

### **Commitment 8: Introduction of a system of assessment of services and citizen satisfaction level measurement in Ozurgeti Municipality**

**Lead agency:** Ozurgeti Municipality Assembly and City Hall

Indicators	<ul style="list-style-type: none"> <li>- The system of assessing the service rendered by self-government to population and measuring the citizen satisfaction level has been introduced;</li> <li>- Assessment of services delivered to population and its outcomes informing to population takes place twice per annum; Information meetings within the framework of the project "Self-government for Education" have been held.</li> </ul>
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Ozurgeti Municipality Assembly and City Hall are actively working on improving public services and introducing a monitoring system for the program budget indicators. This commitment is designed to introduce the **system for evaluating the public services delivered by the local self-government and measuring the degree of public satisfaction**, which will enhance public awareness and involvement in decision-making process.

## Progress

During the reporting period, the working group consisting of civic activists, NGOs, media representatives, experts, and public figures has developed SMART indicators<sup>79</sup> to monitor service delivery in Ozurgeti municipality in order to ensure effective governance and introduce innovative citizen involvement methods.

At the partners' working meeting, it was decided that young people (high school seniors) would be invited as qualified observers. The outreach and information meetings were held within the initiative 'Self-government for Education', and the selected volunteers got actively involved in the process. In August 2019, the group of qualified observers conducted the survey of 300 respondents in the area of Ozurgeti City and village of Natanebi based on predefined criteria.

As a result, the report was prepared to reflect the recommendations regarding the monitoring indicators. The existing indicators were revised according to the information obtained through the population survey and the management of a number of services was adjusted. This referred to 2/3 of the identified problems.

The Self-government for Education project was implemented during the reporting period. Activities designed to promote the significance of self-governance, encourage youth participation in decision-making, and raise awareness were held with the support and involvement of the municipality's partner civil society organizations. Within the framework of the project, a number of outreach events were held in the municipality, and the relevant information was fully provided to the Secretariat.

According to the Secretariat's assessment, the commitment is **fully implemented** within the Action Plan timeline.

## Challenges

No challenges were identified during the implementation of the commitment.

## Next steps

Implementation of this commitment is completed.

*According to the OGP Georgia Secretariat's assessment, at the end of the action plan, the state of implementation of the commitment and subsequent milestones is as follows:*

Commitment/Milestone	Rating	Status
<b>8. Introduction of innovative methods for effective governance and citizen involvement</b>	<b>Fully implemented</b>	<b>Implementation process is completed</b>
8.1. Setting up a planning group for identifying the service delivery assessment indicators.	Fully implemented	Implementation process is completed

<sup>79</sup> Specific, Measurable, Achievable, Relevant, Timely.

8.2. Setting up a working group of skilled observers for measuring the indicators.	Fully implemented	Implementation process is completed
8.3. Collection of service delivery data	Fully implemented	Implementation process is completed
8.4. Comparing the results with the indicators and adjusting the service management	Fully implemented	Implementation process is completed
8.5. Introduction of the project “Self-government for Education” – promotion of the self-government importance and encouragement of the youth engagement in the decision-making process (conduct of awareness raising activities)	Fully implemented	Implementation process is completed

## Annex 1

N	Commitment	Rating	Status
1	Improved public services for all	Fully implemented	Implementation process is completed
2	Innovative platform for citizen engagement	Not implemented	Implementation process is in progress
3	Unified authentication system	Partially implemented	Implementation process is in progress
4	Innovative platform of economic governance – for ensuring the civic involvement in implementation of economic reforms	Partially implemented	Implementation process is in progress
5	Activation of an electronic portal for meeting the Environmental Assessment Code requirements	Mostly implemented	Implementation process is in progress
6	Strengthening the existing major Anti-Corruption Institutions	Partially implemented	Implementation process is in progress
7	Public monitoring of Sustainable Development Goals (SDGs)	Fully implemented	Implementation process is completed
8	Development of legislative acts based on citizen engagement and data analysis	Fully implemented	Implementation process is completed
9	Publishing court decisions in a unified database and creation of a retrieval system	Mostly implemented	Implementation process is in progress
10	Increasing transparency of the Ministry of Internal Affairs	Mostly implemented	Implementation process is in progress
11	Increasing citizen participation in oversight of public finances: implementation of effective tools for citizens feedback	Mostly implemented	Implementation process is in progress
12	Increasing transparency of the public grant funding system	Partially implemented	Implementation process is in progress
13	Electronic innovations for more transparency and efficiency of public procurement	Mostly implemented	Implementation process is completed
14	Developing the strategy document for realization of adequate housing right	Not implemented	Implementation process is in progress
15	Openness and accountability of state-owned enterprises	Fully implemented	Implementation process is completed
<b>Local Self-governments</b>			
1	Strengthening transparency and good governance in municipalities (Akhaltikhe Municipality City Hall)	Fully implemented	Implementation process is completed
2	Strengthening transparency and good governance in municipalities (Bolnisi Municipality City Hall)	Fully implemented	Implementation process is completed
3	Strengthening transparency and good governance in municipalities (Dedoplistskaro Municipality City Hall)	Fully implemented	Implementation process is completed
4	Strengthening transparency and good governance in municipalities (Dusheti Municipality City Hall)	Mostly implemented	Implementation process is in progress
5	Strengthening transparency and good governance in municipalities (Ozurgeti Municipality City Hall and Assembly)	Mostly implemented	Implementation process is in progress
6	Strengthening transparency and good governance in municipalities (Rustavi Municipality City Hall)	Mostly implemented	Implementation process is in progress

7	Strengthening transparency and good governance in municipalities (Tskaltubo Municipality City Hall)	Mostly implemented	Implementation process is in progress
8	Strengthening transparency and good governance in municipalities (Khoni Municipality City Hall)	Fully implemented	Implementation process is completed
9	Improving the open data collection and publishing process in Akhaltsikhe Municipality	Fully implemented	Implementation process is completed
10	Improving the process of collecting and publishing open data in Kutaisi Municipality	Fully implemented	Implementation process is completed
11	Improving the full-scale engagement and participation PWDS in the political and social life of Akhaltsikhe Municipality	Partially implemented	Implementation process is in progress
12	Enhancing full-fledged participation of persons with disabilities in the political and social life in Kutaisi Municipality	Fully implemented	Implementation process is completed
13	Enhancing involvement of citizens in the budget processes in Batumi through introduction of institutional mechanism of participatory budgeting	Fully implemented	Implementation process is completed
14	Your Idea to the Zugdidi Mayor	Not implemented	Implementation process is suspended
15	Introduction and development of E-services in Batumi Municipality	Fully implemented	Implementation process is completed
16	Introduction and development of electronic services in Rustavi Municipality	Mostly implemented	Implementation process is in progress
17	I.Gov.Zugdidi	Fully implemented	Implementation process is completed
18	Introduction of a system of assessment of services and citizen satisfaction level measurement in Ozurgeti Municipality	Fully implemented	Implementation process is completed