

## FACTSHEET OF GEORGIA

- Area: 69,7 km<sup>2</sup>
- Population:3,7 mln
- Life expectancy: 74.4
- Capital: Tbilisi (1,2 mln)
- Currency: Lari (GEL)
- Official Language: Georgian (Abkhazian in Abkhasia)
- GDP per capita: € 5,025 (2016 est)
- Literacy: 100%
- National values: Freedom, Security, Prosperity, Peace, Democracy, Rule of Law



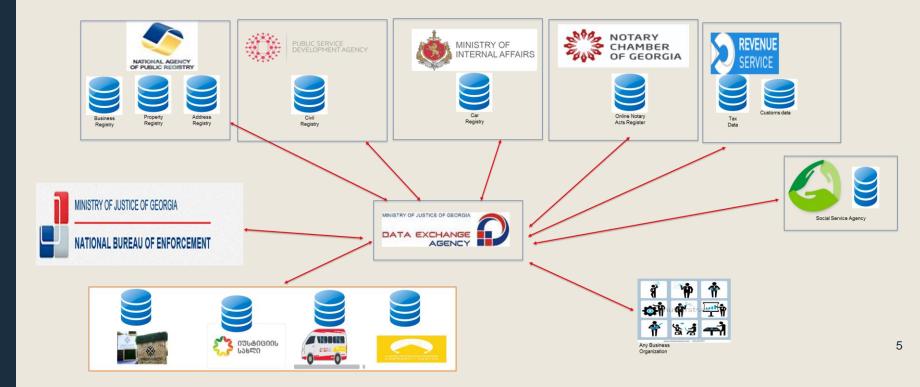
#### CENTRAL GOVERNMENT

#### E-GOVERNANCE SOLUTIONS, TRUST SERVICES, ACTION PLANS

- MAIN REGISTRIES:
- CIVIL REGISTRY, PUBLIC REGISTRY, BUSINESS REGITRY
- OPEN DATA PORTALS DATA.GOV.GE; DATALAB.GE
- REGISTRY OF REGISTRIES
- E-PROCUREMENT PORTAL
- E-TAX; E-CUSTOMS
- E-HEALTH E-PRESCRIPTIONS; E-MEDICAL RECORD
- E-PERMISSIONS; E-LICENSES
- TRADE FACILITATION SYSTEM

- □ FULLY COMPLIANT WITH E-IDAS
- E-ID
- QUALIFIED ELECTRONIC SIGNATURE
- E-SEAL
- TIMESTAMP
- PUBLIC ADMINISTRATION REFORM
- E-GOVERNMENT STRATEGIES
- EU ASSOCIATION AGREEMENT
- SDG'S

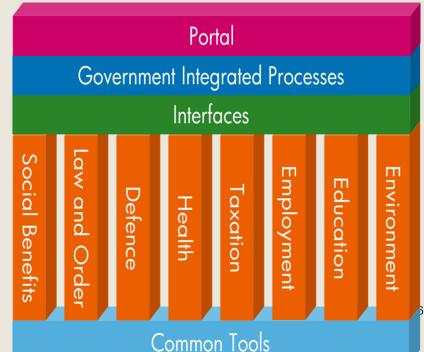
# Data Exchange Infrastructure



# Organization Centric Approach



### My.gov.ge Unified Portal of Electronic Services



#### CHALLENGES

- □ NO E-GOVERNANCE COORDINATION MECHANISM
- □ NO OBLIGATION OF SERVICE INTEGRATION
- CHANGE OF HIGH OFFICIALS
- LACK OF BUDGET
- LACK OF RELEVANT HUMAN RESOURCES

### **OPPORTUNITIES & PLANS**

- DIGITAL BY DEFAULT
- ONCE ONLY
- MOBILE ID
- DIGITALIZATION CONNECTED TO BUDGETING
- PUBLIC DOCUMENT REGISTRY
- SERVICE DELIVERY POLICY
- SERVICE INDEX
- □ PRIVATE SECTOR INVOLVEMENT
- AWARENESS DIGITAL LITERACY
- HARMONIZATION OF NIS DIRECTIVE

### TBILISI MUNICIPALITY

# TBILISI

- The capital of Georgia and the historical center of the Caucasus was founded in the 4th century
- An important industrial, social and cultural center of the Caucasus region
- The city is becoming an important transportation hub for global energy and trade projects





- City area 720 302
- Population **1,118,035**
- Administrative divisions 10 districts

#### about us





#### Year of Establishment: 2015

Legal form: Non-profit (non-commercial) legal entity

Number of Employees: 322

- ✓ Providing municipal services to citizens and promoting service development
- ✓ Development of electronic services and enhancement their accessibility
- ✓ Development of integrated geographical electronic database
- ✓ Supporting professional development for municipality employees by trainings

### One Personal Page for Internal User

### Municipal Portal – All municipal services in one space

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### Interactive Map - MAPS.TBILISI.GOV.GE

The interactive map of Tbilisi is based on Geographic Information System (GIS) database that are produced by the departments of Tbilisi City Hall.

Data generated are constantly updated and accessible for all involved parties. This provides a rapid exchange of information between departments and simplifies the decision-making process. Thus, the work process is faster and more efficient.

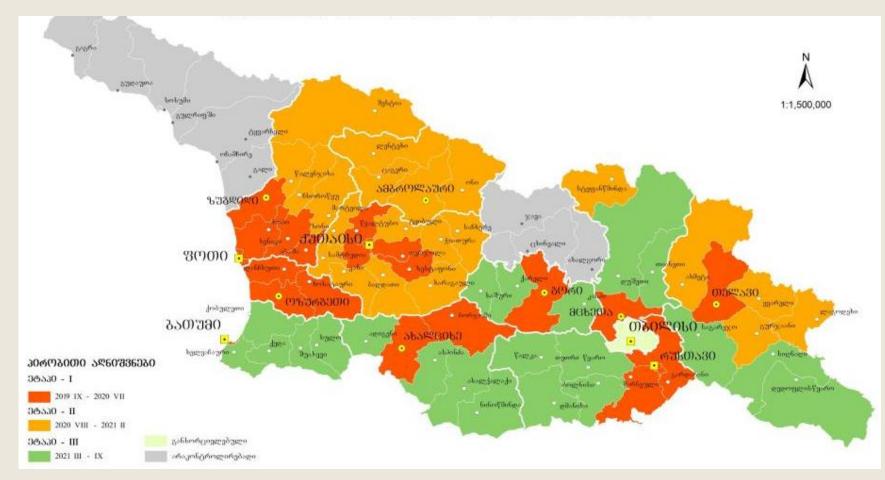
Additional service "My Map" – registered customers are capable of making up and updating a personal map, that will consist of specific information selected by the user itself.



### **Other Our Products**

- ✓ Build.Tbilisi.gov.ge
- ✓ Idea.tbilisi.gov.ge
- ✓ Parking.tbilisi.gov.ge
- ✓ Youth.tbilisi.gov.ge
- ✓ Incident Management System Hot line
- ✓ Electronic Government
- ✓ Animals monitoring modul
- ✓ Health financing system

### E-governance in every municipality



#### Needs to be improved:

- ✓ Nonexistence of strategy
- Constant change of priorities and tasks
- Employees' fear of change and lack of confidence
- ✓ Increasing citizens' awareness of electronic systems
- ✓ Low competitiveness with private companies in labor market

### **Future Plans:**

- ✓ Unified Municipal Portal in Tbilisi and Regions
- ✓ Integrating of our services into a single state portal My.gov.ge
- ✓ Mobile Tbilisi
- ✓ Business map of Tbilisi
- ✓ Development of waste management module
- ✓ City Hall InfoPedia
- ✓ Tbilisi in figures

### NGO

#### INSTITUTE OF DEVELOPMENT OF FREEDOM OF INFORMATION

### CHALLENGES

- LOW AWARENESS AMONG CITIZENS ABOUT EXISTING E-SERVICES;
- □ NO ENOUGH COORDINATION AND COMMON APPROACHES IN IMPLEMENTING AND DEVELOPING E-SERVICES;
- ONLY A NUMBER OF PUBLIC INSTITUTIONS PUBLISH DATA IN OPEN FORMATS;
- LOCAL MUNICIPALITIES LACKING QUALIFICATION AND EXPERTISE IN E-GOVERNANCE ISSUES;
- LOW INTERNET PENETRATION RATE IN THE REGIONS OF GEORGIA.

### THANK YOU

# QUESTIONS?

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