DEVELOPMENT PATH OF DIGITAL GEORGIA

From e-Governance Frameworks to eGovernment initiatives

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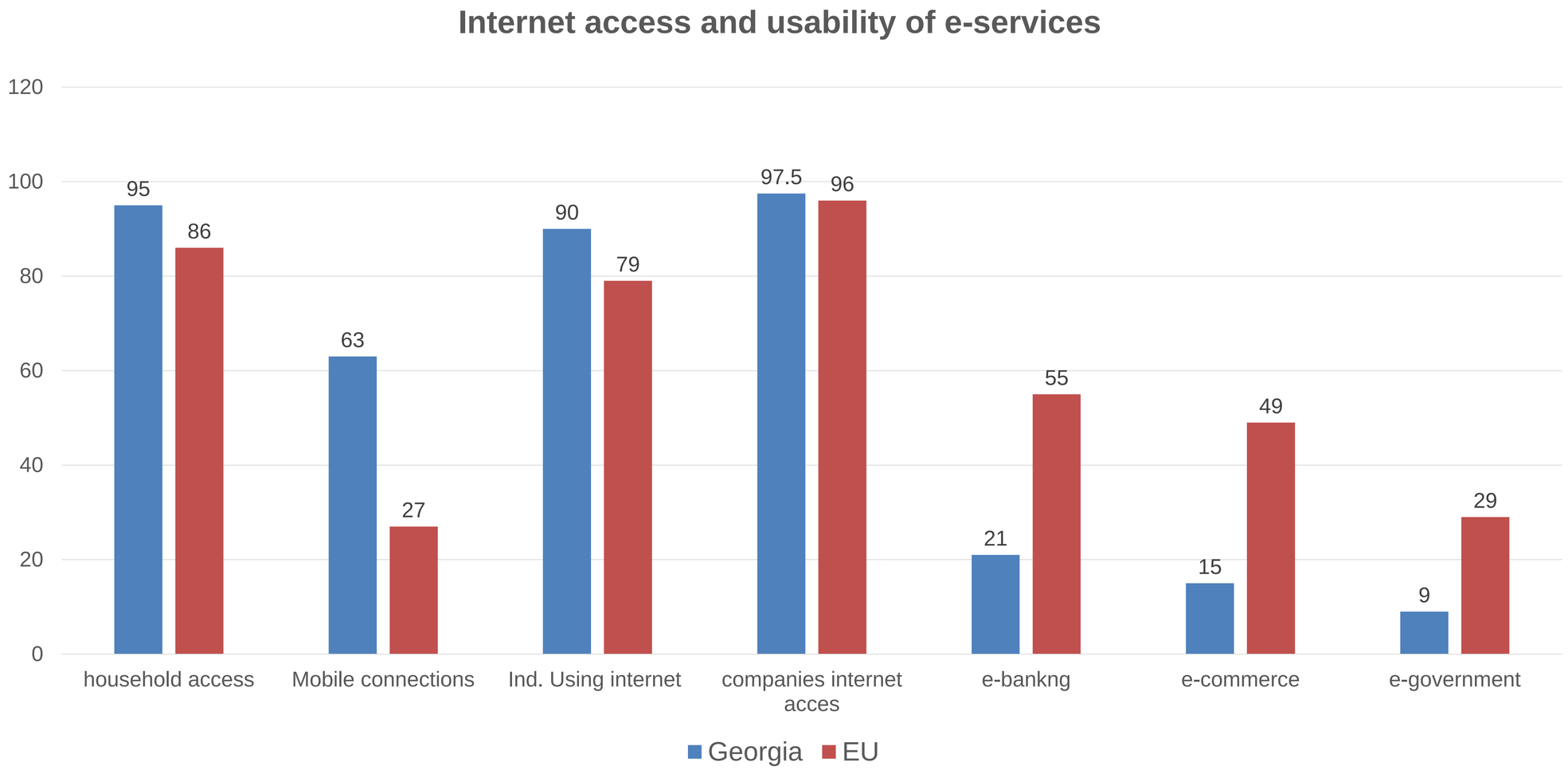
GEORGIA - FACTSHEET, COUNTRY OVERVIEW

- Area: 69,7 km²
- 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

GEORGIA - ICT FACTSHEET



MEASUREMENTS AND FIGURES

MORE THAN
2 700 000
CITIZENS HAVE EID

EID CARDHOLDER HAVE ACCESS TO ALL EGOV SERVICES, CAN REGISTERS A BUSINESS ONLINE AS WELL SIGN DOCUMENTS WITH DIGITAL SIGNATURE;

ONLINE TRANSACTIONS INCREASED (E.G. E-AUCTION PORTAL HAS **7,500** VISITORS DAILY)

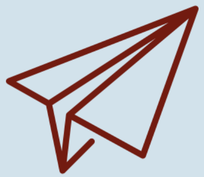
22,6% OF BUSINESSES ACCESSED PUBLIC AGENCIES' PORTALS FOR EGOV SERVICES IN 2016;

ICT LEGAL EMPOWERED REFORMS IN POLICE SYSTEM RESULTED IN **25-30%** REDUCED BUREAUCRACY;

PRIVACY AND SECURITY OF CONFIDENTIAL INFORMATION, PERSONAL DATA IS PROTECTED ONLINE – **385** CASES ARE INVESTIGATED IN 2018;

MEASUREMENTS AND FIGURES

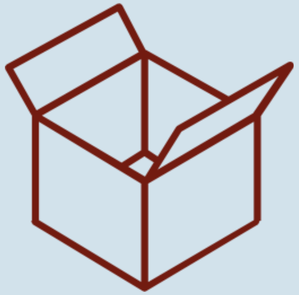
SINGLE PORTAL FOR ESERVICES WAS USED MORE THAN **100 000** PHYSICAL USERS AND MORE THAN **1500** LEGAL ENTITIES IN 2018



65 MLN ANNUAL TRANSACTIONS OF **128** INTEGRATED ORGANISATIONS ARE CONDUCTED THROUGH DATA EXCHANGE INFRASTRUCTURE

ESERVICES SAVE TIME AND OTHER RESOURCES AND REDUCE ADMINISTRATIVE BURDEN FOR SOCIETY AND GOVERNMENT. E.G. TOTAL ANNUAL SAVING RELATED TO CONTAINERS MANAGEMENT THROUGH TFS WILL BE **GEL 4,530,000**

656 REGISTRIES AND INFORMATION SYSTEMS ARE DESCRIBED THROUGH ROR LAW.



719 OPEN DATASETS ARE PUBLISHED ON OPEN DATA PORTAL FOR PUBLIC AVAILABILITY.

GEORGIA - SOVIET HERITAGE

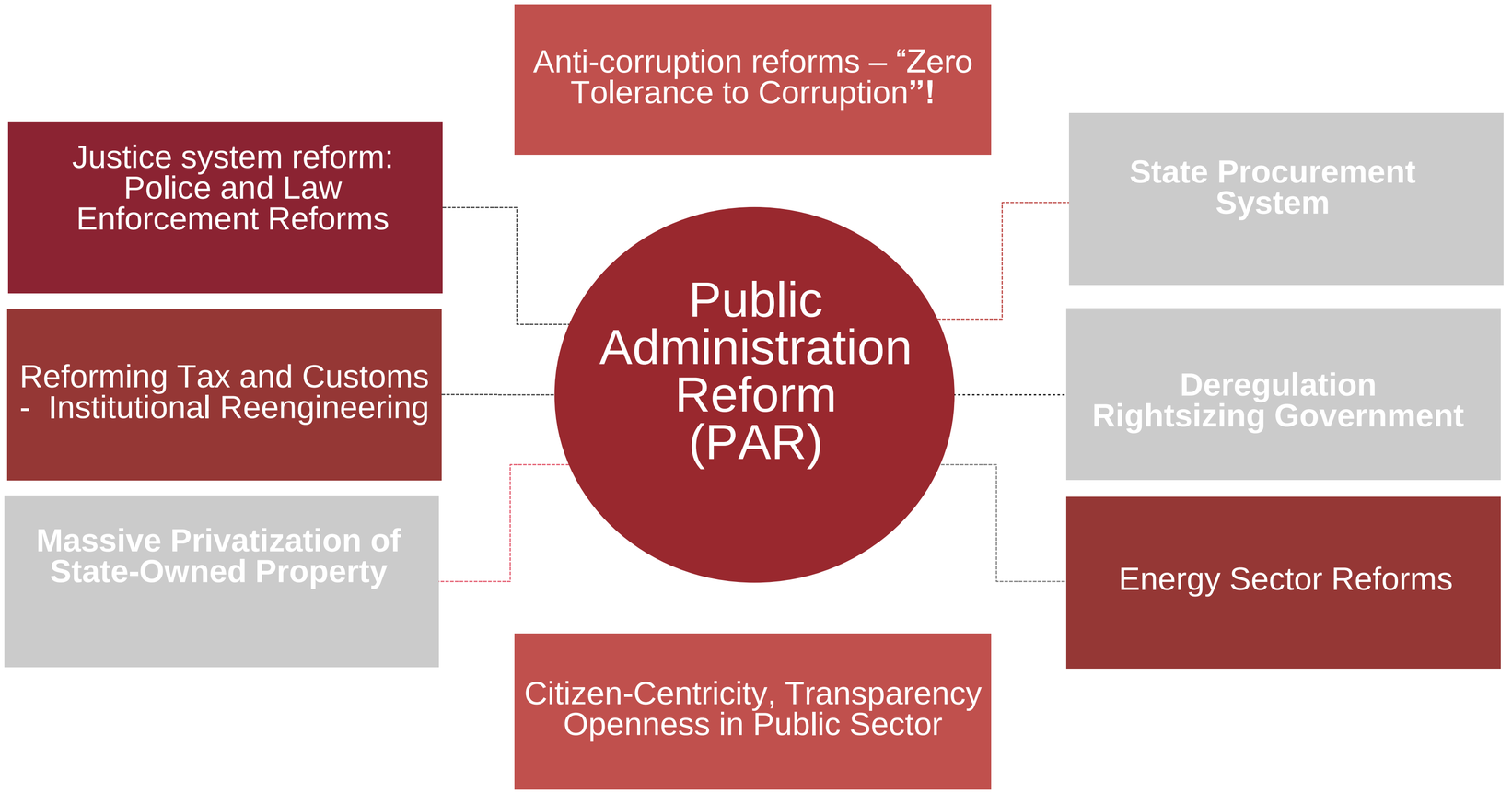
- Post-soviet country with lack of independent state governance knowledge
- State default and insolvency. Empty treasury
- Lack of skilled human resources
- Corrupted system and corrupted society
- Nepotism in all levels
- Centralized and over regulated economy
- Not motivated, purely remunerated staff
- Bureaucratic government structures
- No or poor public services
- Electricity shortage
- No registries – everything on paper
- Failed state image, zero trust in government
- Least attractive country in the world

GEORGIA - SOVIET HERITAGE

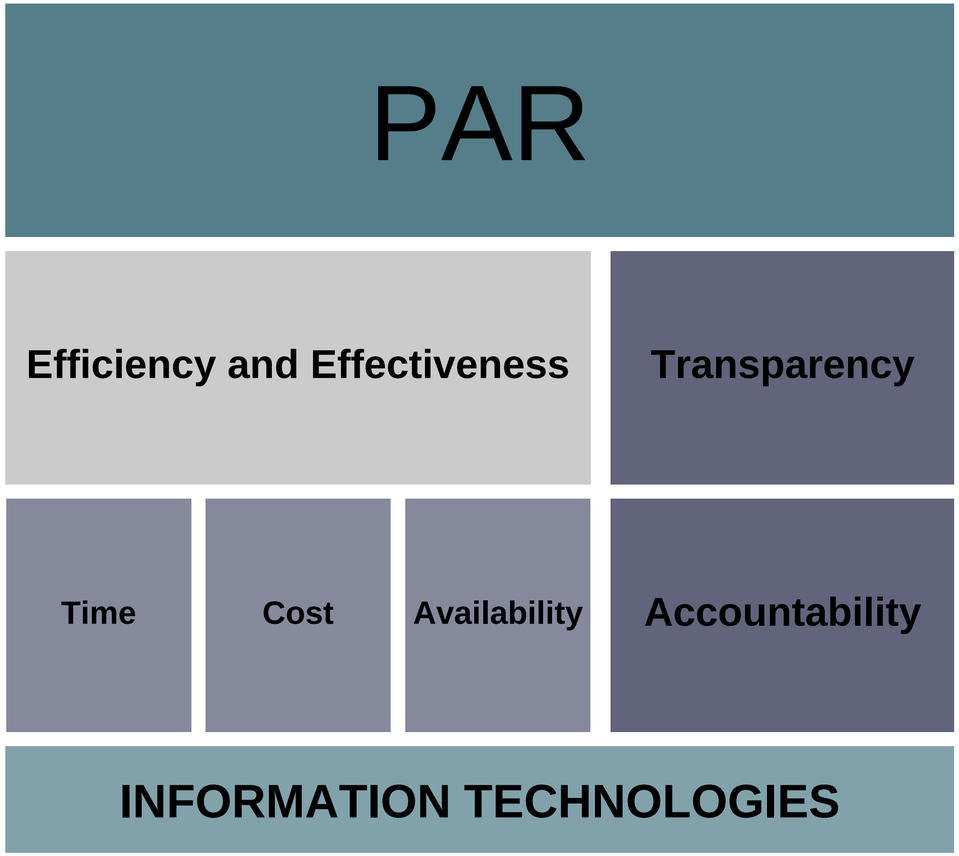
Property Registry - 2004

Business Registry - 2006

COMPREHENSIVE REFORM AGENDA



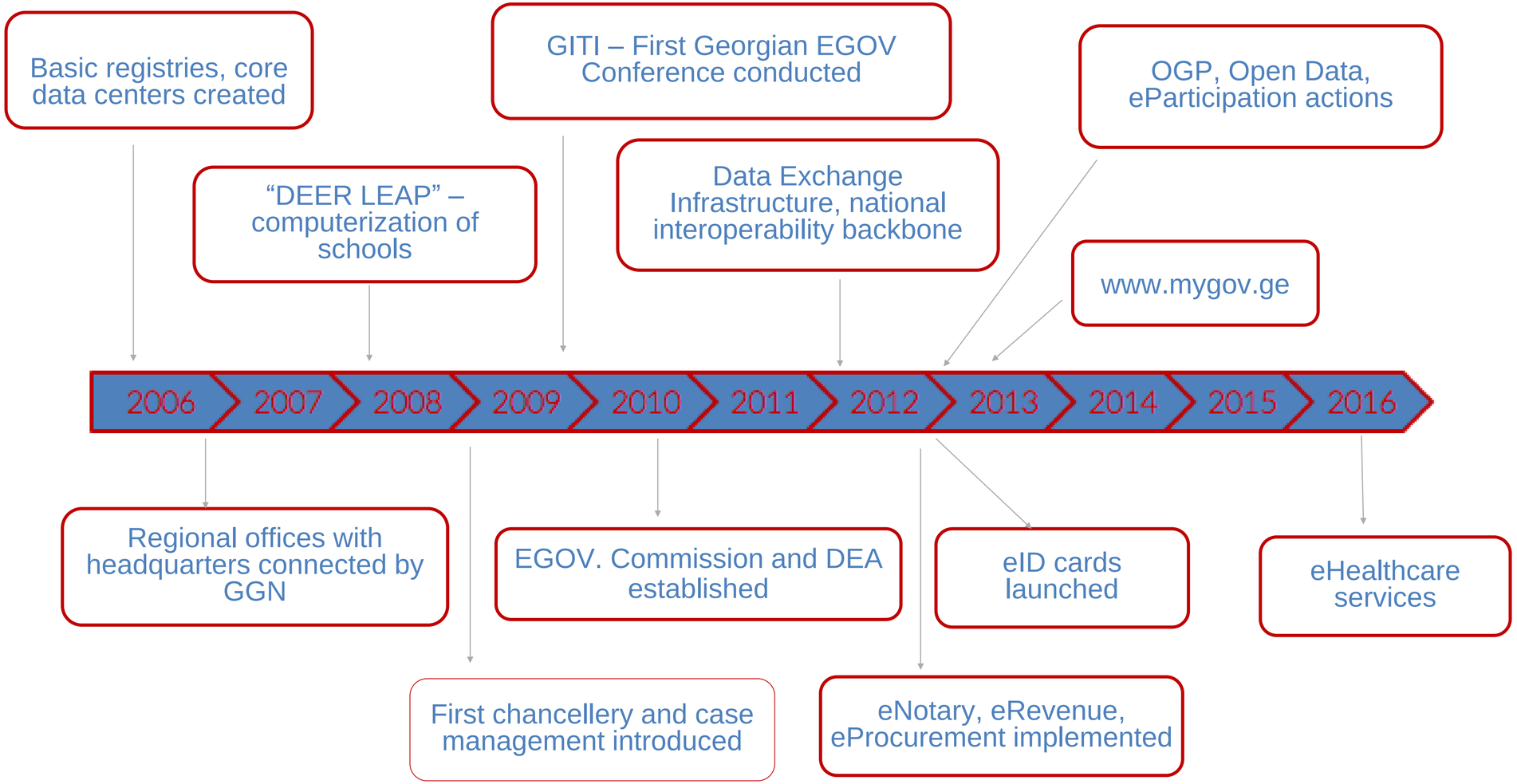
IT AS A KEY ENABLER TO DELIVER REFORM BENEFITS



The World Bank on key success factors of Georgian PAR :

- Exercise strong political will
- Establish credibility early
- Launch a frontal assault
- Adopt unconventional methods
- Attract new staff
- Limit the role of the state
- HARNESS TECHNOLOGY
- Develop a unity of purpose and coordinate closely
- Tailor international experience to local conditions
- Use communications strategically

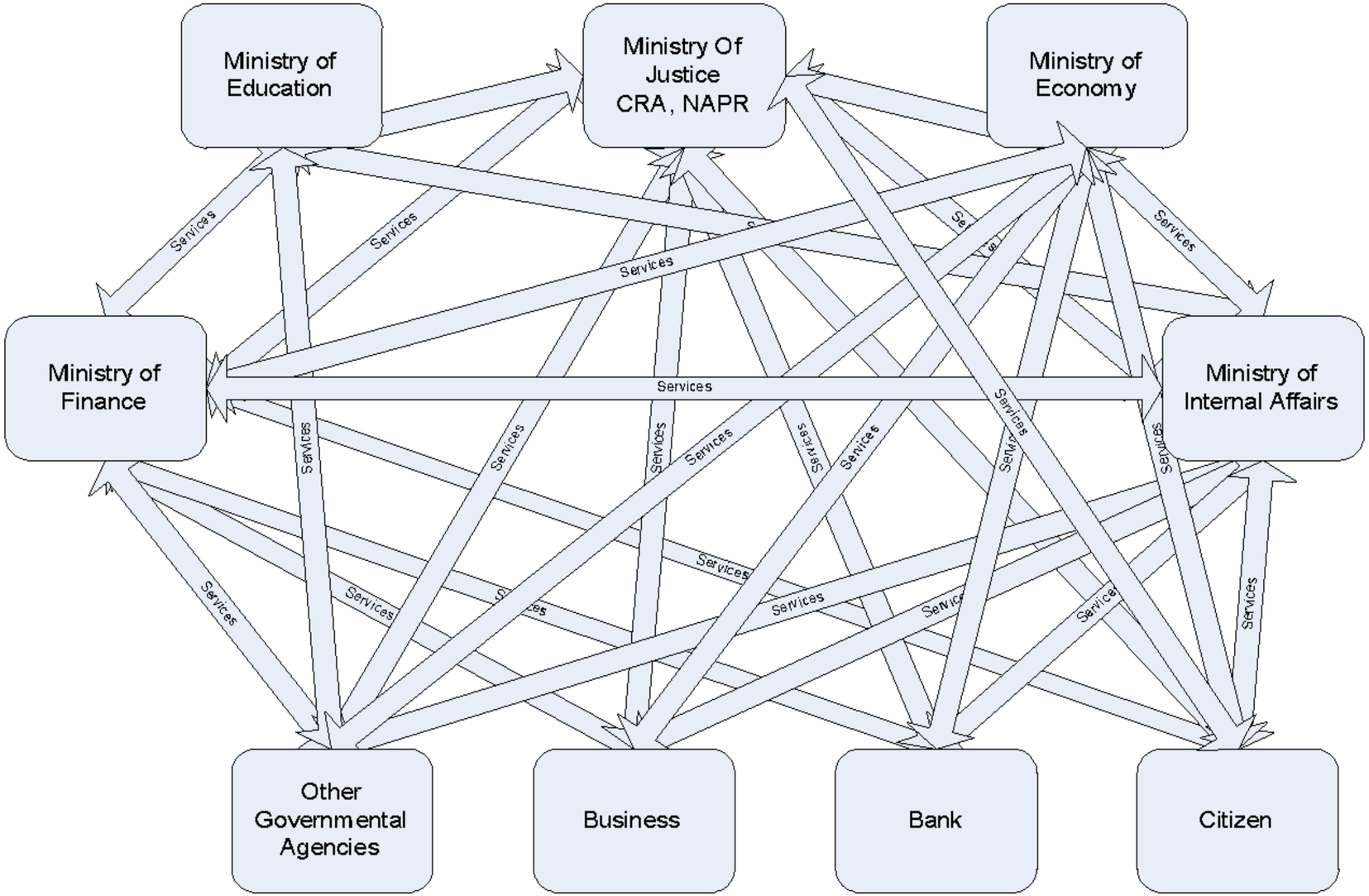
E-GOVERNMENT - STEP BY STEP (2006 - 2016)



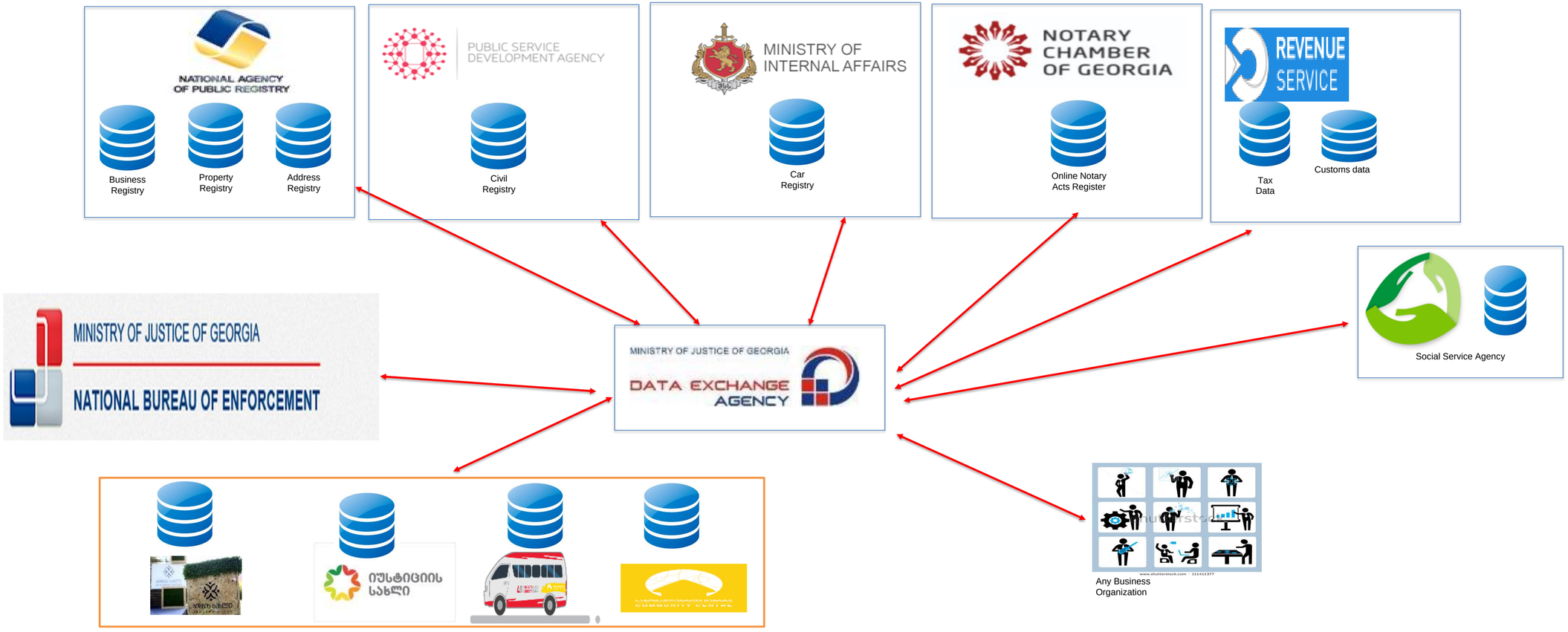
E-GOVERNMENT INITIATIVES - OVERVIEW (2006 - 2016)

- Property registration, eAbstracts
- Business Registry
- Civil Registry
- eID and eSignature
- Biometrical Passport
- eFiling system in the Ministry of Finance of Georgia- 99% of taxpayers are actively using this system;
- Automation of tax and customs systems (the process is ongoing as reforms taking place in this direction require changes in business processes);
- eApostille
- Case management system of tax dispute resolution
- Central data storage and reporting system
- Electronic Treasury project. eTreasury
- Cash register management automation project-planned for next year;
- Electronic system for VAT refund
- Automation of the Ministry of Internal Affairs;
- Case management program for Ombudsman;
- Computerization of schools
- Schools are equipped with computers connected to internet
- Netbooks for all first graders
- Students' Information System
- Unified state registry of public registries and information systems
- National school exam online
- Automated case management system for court system;
- Centralized criminal case management is being introduced in judiciary
- eProcurement
- eAuction of state property
- eAuction of real estate of Tbilisi City Hall
- Automation project of Enforcement Bureau
- eNotary project
- Electronic Legislative Herald
- Automation project of Social Subsidies Agency
- Trade Facilitation system in the pilot phase
- e-Healthcare system under development
- Core Banking System of National Bank
- Electronic Chancellery systems - implemented in all ministries.
- Georgian Government Gateway
- Citizen's Portal
- Electronic monitoring system of financial declarations of political figures.
- Electronic case management in Tbilisi municipality for construction permits
- Open Data portal

BEFORE: ARCHITECTURE OF E-GOVERNMENT

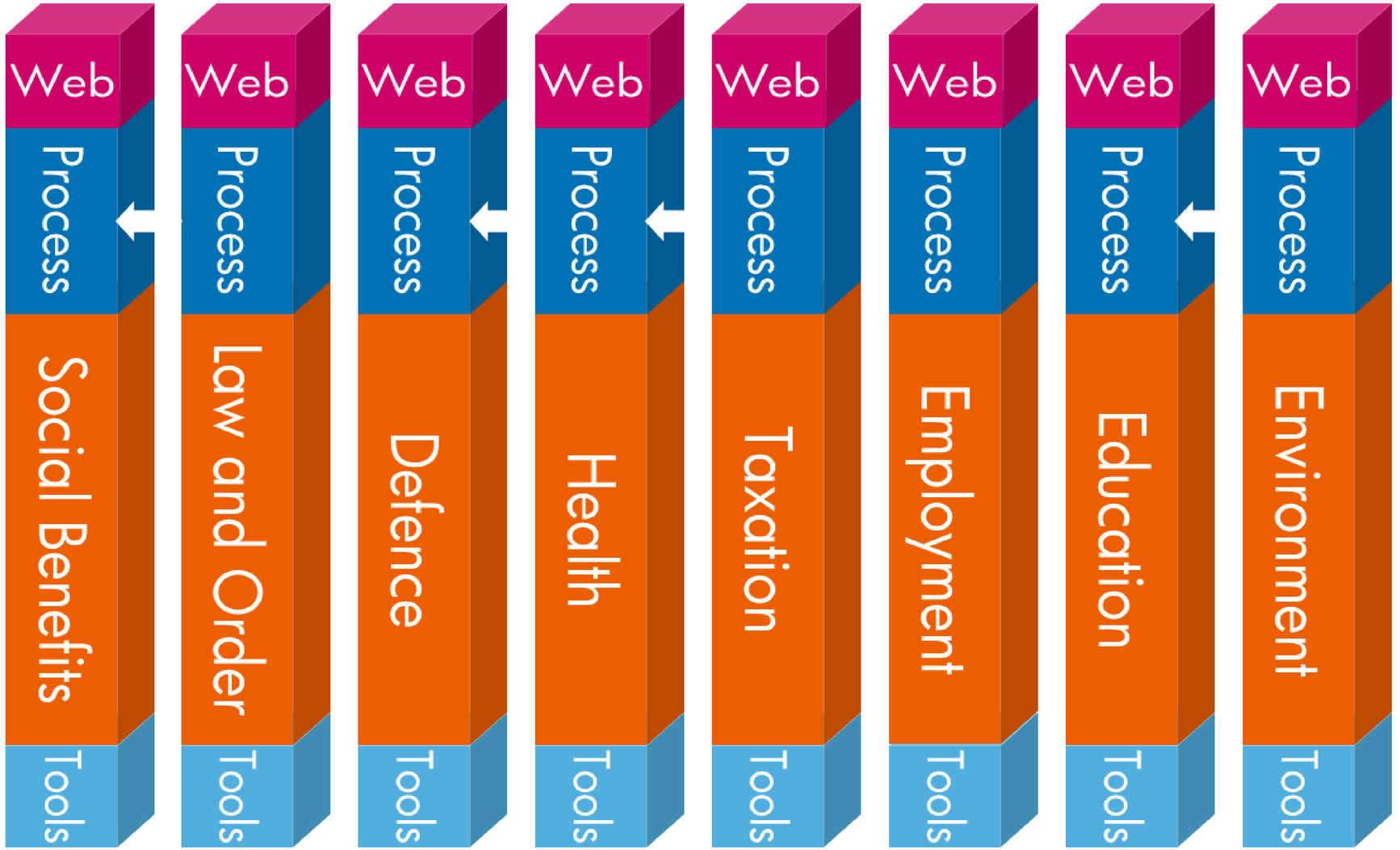


AFTER: ARCHITECTURE OF E-GOVERNMENT

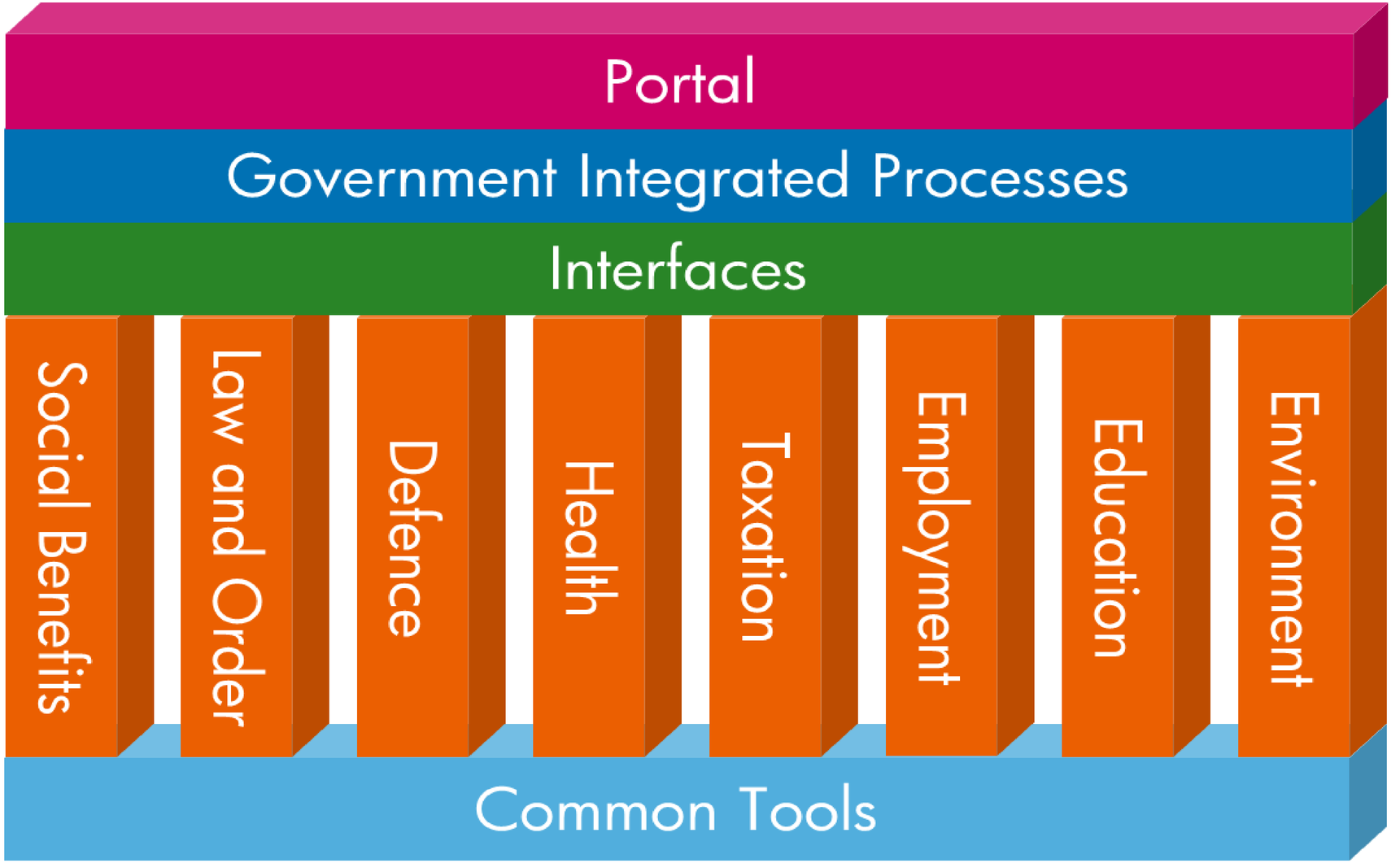


128 entities information systems are integrated and 44 mln transactions conducted in 2016

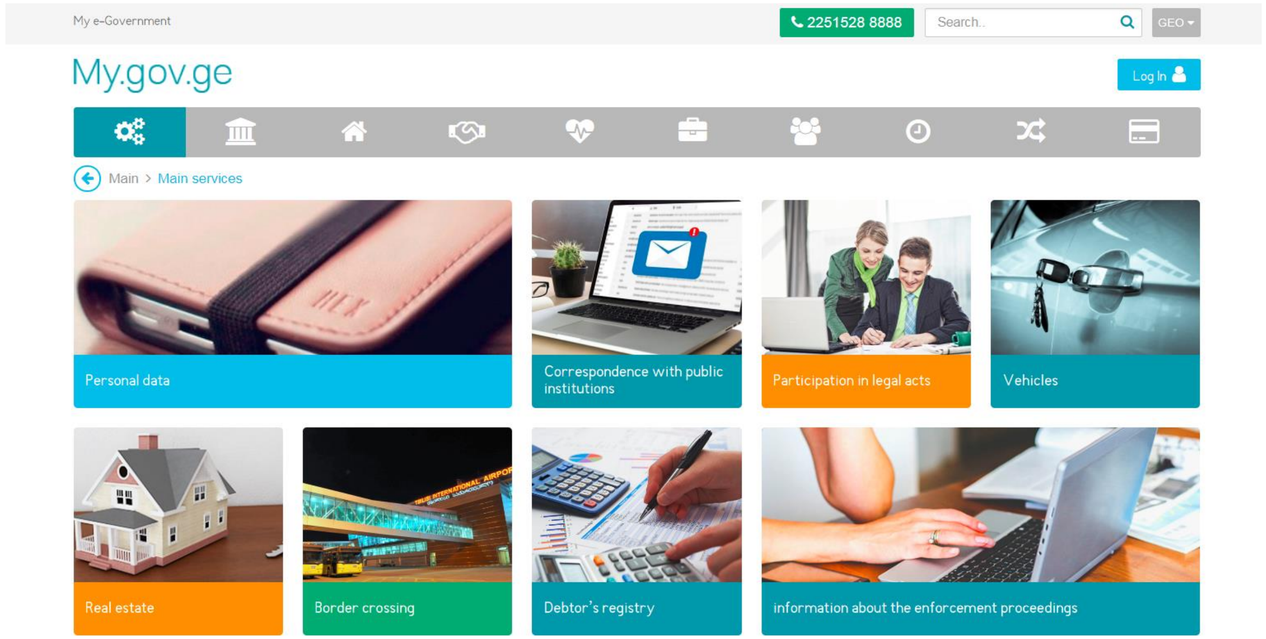
ORGANIZATION CENTRIC



CITIZEN CENTRIC

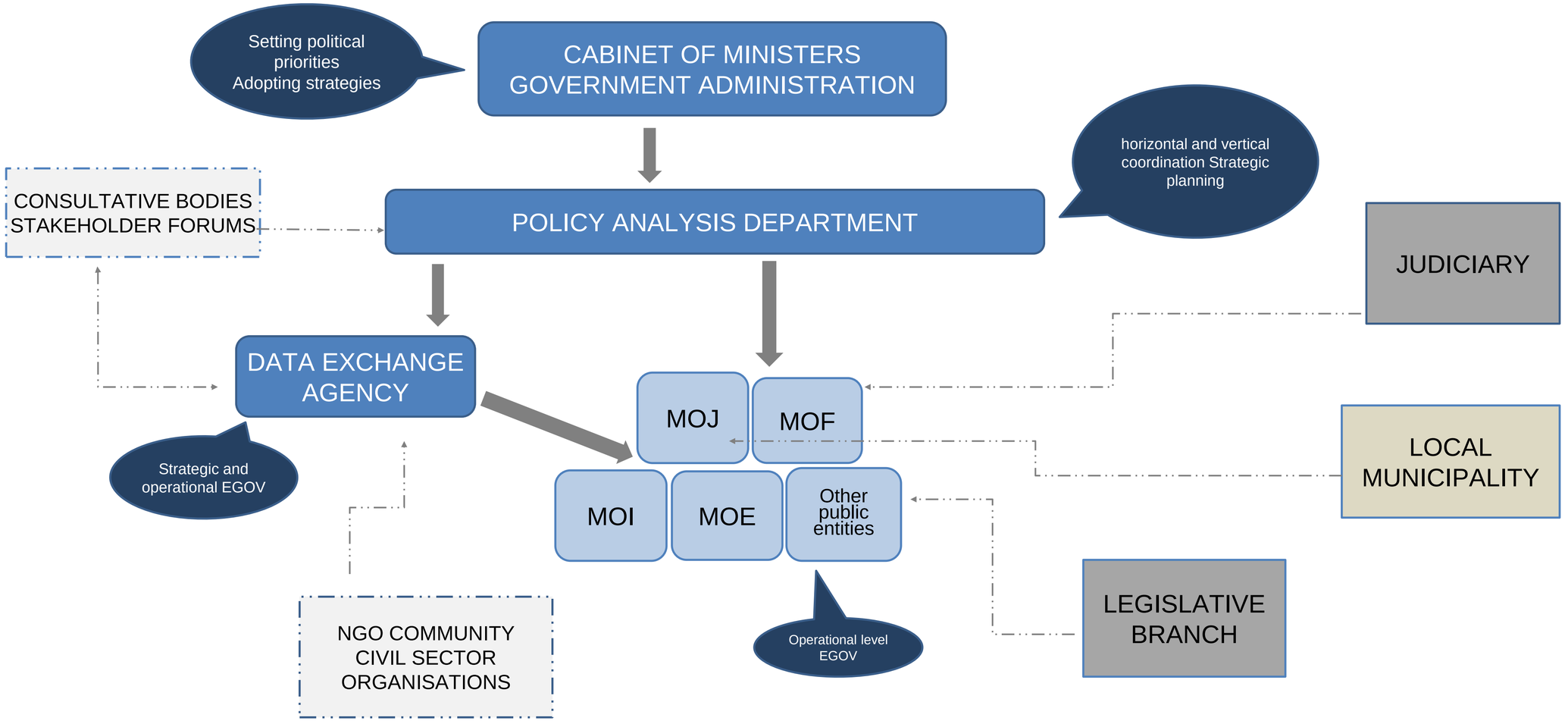


MY.GOV.GE – CITIZEN'S PORTAL



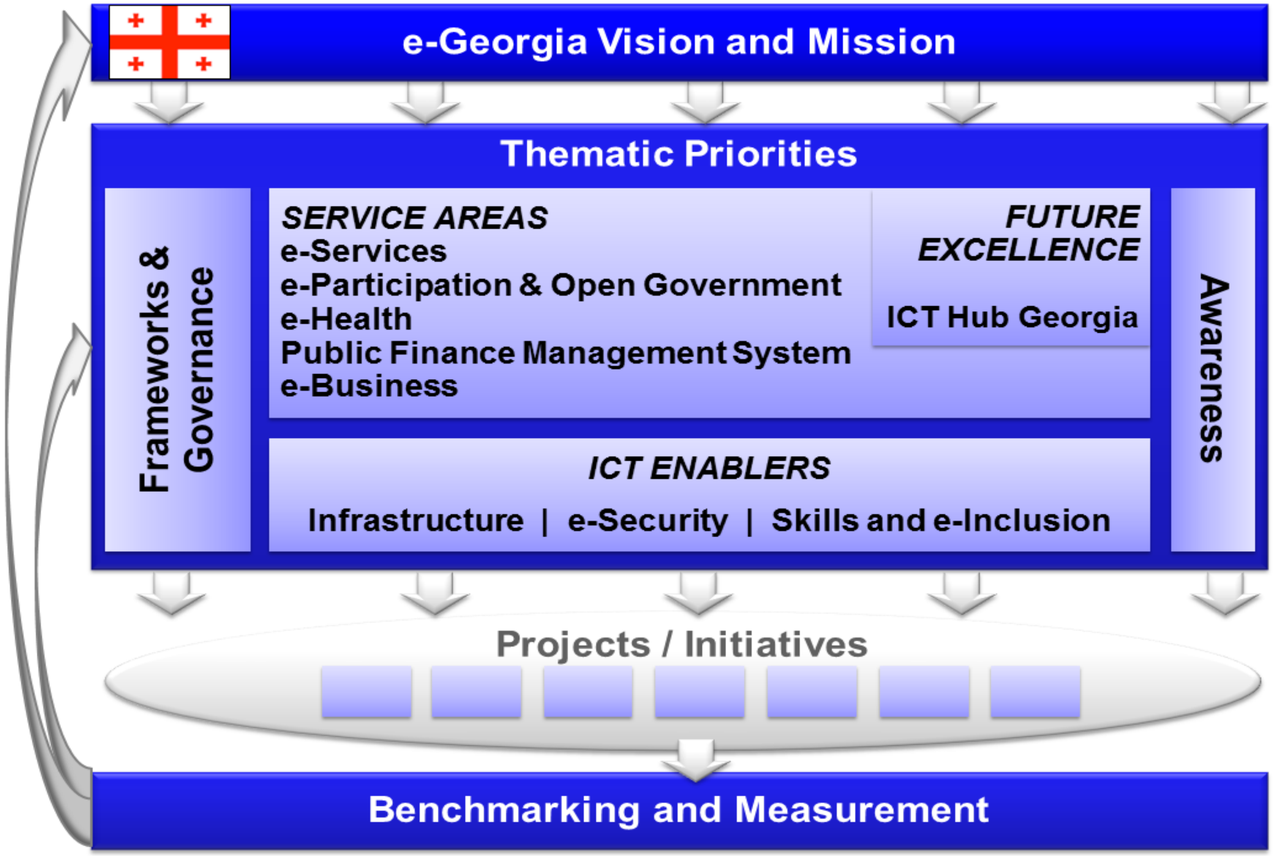
- More than100 000 registered individual users
- More than 1500 registered legal entities
- Digital channels for G2C, C2G, G2B and G2G
- Currently more than 400 e-services are available
- More informative service than transactional
- ePayment module is integrated
- Digital communication with 250 public agencies
- Using of Qualified Electronic Signature
- Most popular public portal in 2016

ORGANISATIONAL FRAMEWORK – E-GOVERNMENT INSTITUTIONAL SET-UP



STRATEGIC FRAMEWORK – DIGITAL GEORGIA

A Digital Georgia
E-Georgia Strategy and action Plan (2014-2018)



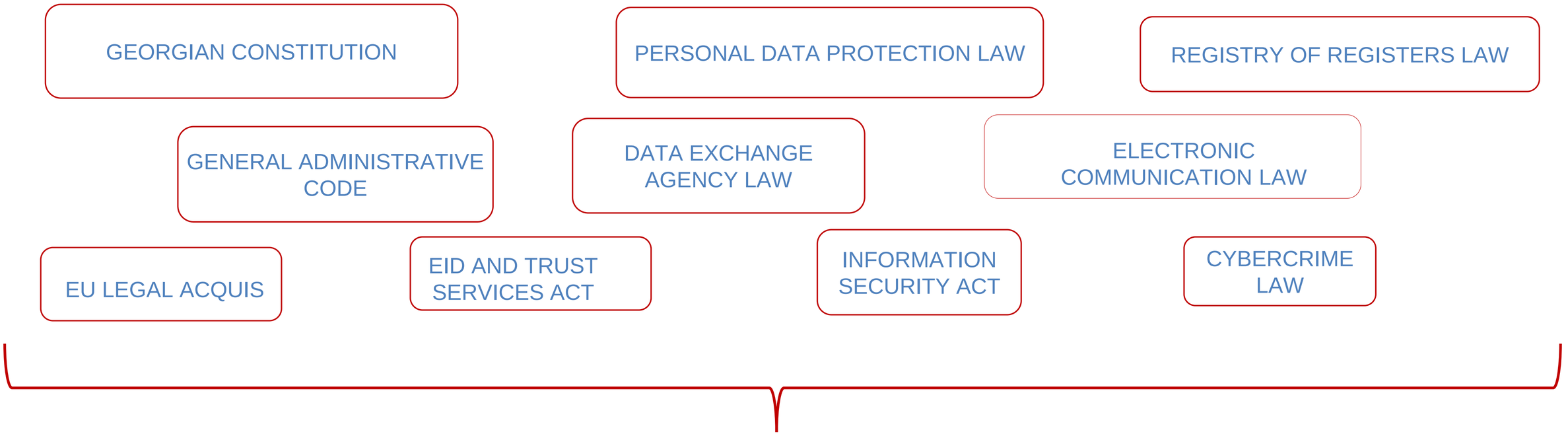
11 thematic priorities into:

- Service Areas
- Future Excellence
- ICT Enablers
- Frameworks & Governance
- Awareness

Outcome:

- Underperformance (35% performance)
- Lack of monitoring measures
- Poor cooperation and coordination
- Lack of financial support

E-GOVERNMENT – LEGAL FRAMEWORK



Technology independent legislation **Principle of Necessity** eEvidence legally valued **Standards on high legislative level**

Regulations in G2G, G2C, G2B sphere **paper ≠ original** Legal Force of e-signature and e-document

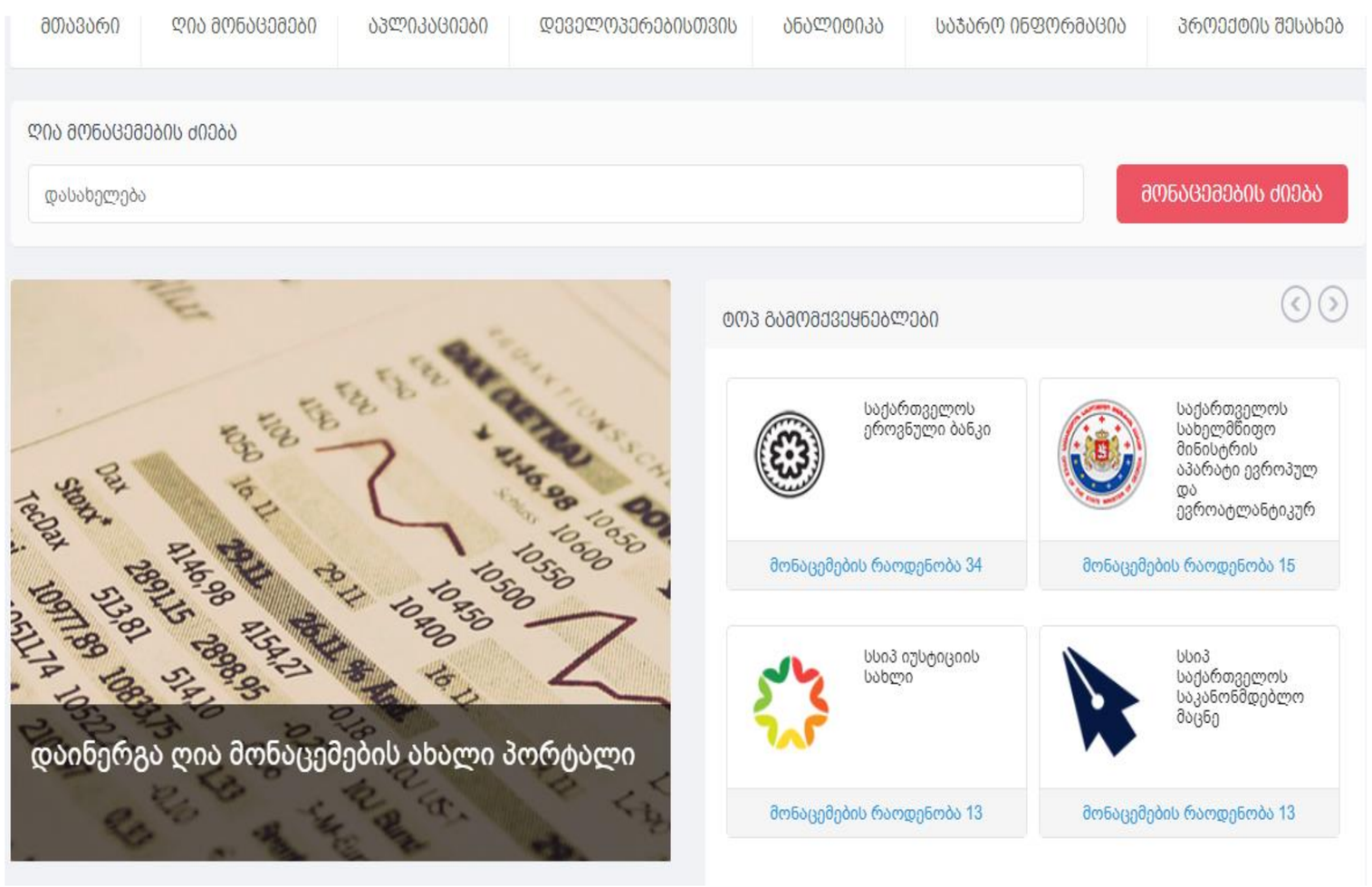
Flexibility with C2B, C2C and B2B transactions Principle of Openness **Sector specific legislation in place**

Technical regulations in sub-normative acts **electronic = physical** Usage of electronic document flow system

OPEN DATA PORTAL – DATA.GOV.GE

- Data are free to use, reuse, link and redistribute for commercial or non-commercial purposes.
- The portal aims to promote the innovative use of these data and to engage companies to develop new services (APPs).

719 datasets are available on the portal



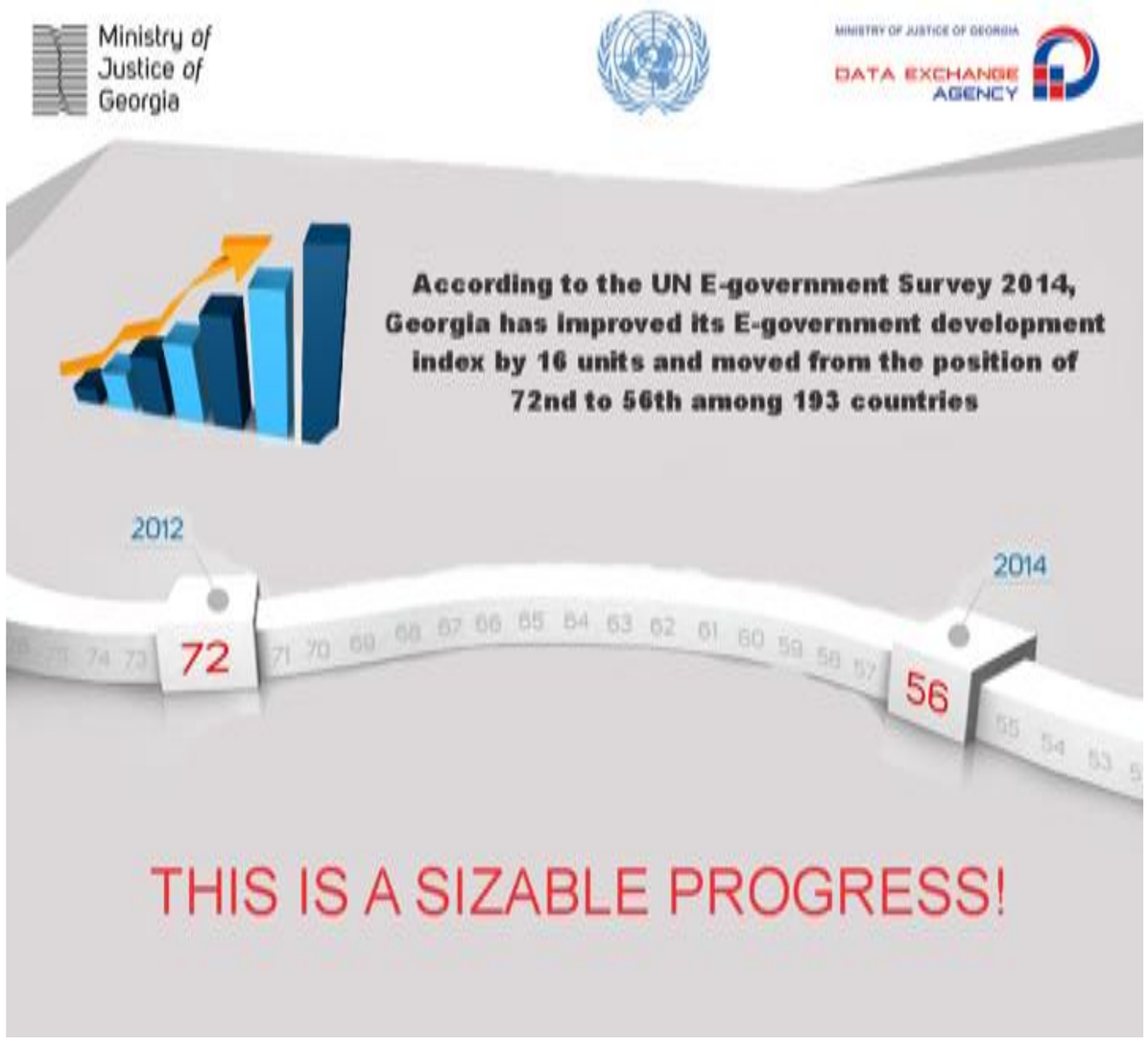
OPEN DATA PORTAL – STATISTICS

Finances	57
Education & Science	56
Governance and Policy	27
Labor	18
Economics	15
Population	15
Society	14
Environment Protection	8

OPEN DATA PORTAL – STATISTICS

TOP 5 DATASETS	VISITS
Notary Bureau working during holidays	8399
Notary Guide	4300
PSH Services	3988
Information about the budget of the Center of Governance System	3219
Number of Employees of PSH	3015

GEORGIA IN INTERNATIONAL BENCHMARKS – UNDESA



E-Government Index	
Rank 2018	60
Rank 2016	61
Rank 2014	56
Rank 2012	72

Thank You For Your Time

Questions?