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**GOVERNMENT OF THE REPUBLIC OF ARMENIA**

**DECISION**

No 1130-L of 29 August 2019

ON MAKING AN AMENDMENT TO DECISION OF THE GOVERNMENT
OF THE REPUBLIC OF ARMENIA NO 1307-L OF 15 NOVEMBER 2018

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Taking as a basis Article 34 of the Law of the Republic of Armenia "On regulatory legal acts", the Government of the Republic of Armenia hereby decides:

1. To amend the Annex to Decision of the Government of the Republic of Armenia "On approving the Fourth Action Plan of the Republic of Armenia within the framework of the "Open Government Partnership" initiative" No 1307-L of 15 November 2018, according to the Annex.

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| PRIME MINISTEROF THE REPUBLIC OF ARMENIA |  | N. PASHINYAN |
| 4 September 2019Yerevan |  |  |

Annex

to Decision of the Government
of the Republic of Armenia
No 1130-L of 29 August 2019

Annex

to Decision of the Government
of the Republic of Armenia
No 1307-L of 15 November 2018

FOURTH ACTION PLAN OF THE REPUBLIC OF ARMENIA WITHIN
THE FRAMEWORK OF THE “OPEN GOVERNMENT PARTNERSHIP” INITIATIVE

(2018-2020)

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| **INTRODUCTION** |

The Open Government Partnership (hereinafter referred to as "the OGP") is an initiative assuming multilateral co-operation and having a clearly designed agenda and commitments. The initiative was called upon to bring together representatives of governments and civil societies to work together and design the agenda for inclusive development of the Government, as well as to make the system of governance transparent, accountable, innovative and participatory.

All the governments face challenges, for the solutions whereto the existing methods are not sufficient; hence, alternative and effective methods and models should be engaged and applied.

The "Open Government Partnership" initiative not only creates a significant dialogue between stakeholders, but also ensures a process of revealing and discussing regional issues with the member states of the initiative.

The Republic of Armenia joined the OGP initiative [on 17 October 2011](http://www.opengovpartnership.org/country/armenia) and has so far implemented three Action Plans. The commitments included in the OGP Action Plans covered social, legal, financial, community, mining and other sectors. Undoubtedly, this process was accomplished with its whole significance and served as an incentive for healthy democracy in Armenia.

Since joining the OGP initiative, we can state for sure that the effectiveness of the public administration system and access to information has been improved, responsibility for accountability has increased and a society more responsible in the decision-making process has been shaped in Armenia.

Attaching importance to the OGP overall progress, in 2016, the OGP member countries and Armenia joined the [Declaration](https://www.opengovpartnership.org/paris-declaration) aimed at the implementation of the Sustainable Development Goals (SDGs).

In 2017, Armenia launched [the process aimed at](http://www.gov.am/am/news/item/12868/) the Sustainable Development Goals and on 17 July 2018, the First Deputy Prime Minister of the Republic of Armenia presented [the First Voluntary SDG Report of Armenia](http://www.gov.am/am/news/item/13581/) at the UN High Level Political Forum on Sustainable Development. The OGP initiative is definitely a well-established and supporting mechanism for the best implementation the 17 SDGs. These two processes are further enhancing and consolidating the international community for tackling the challenges of the 21st century in the areas of ecology, economy, society and equitable rights.

The Velvet Revolution having taken place in April 2018 was a turning point for the Armenian people. Democracy won in Armenia and that victory is irreversible. The people of Armenian proved that they are the carrier of fundamental conceptual values of democracy and justice. Today, fighting against corruption, establishing the rule of law, the transparency and accountability of governance, strengthening the democratic institutions and civil society, creating equal competitive conditions for economic and political actors are among the primary objectives of our Government.

The Government Programme of the Republic of Armenia, adopted by the National Assembly of the Republic of Armenia in June 2018, affirms the political will to overcome the obstacles for the development of Armenia, through the high commitment for the fight against corruption, for the rule of law and fair competition. The Programme is also aimed at enhancing economic growth, promoting exports, developing human capital and overcoming poverty through balanced activities in the economic and social sectors, as well as stable improvements in public administration and environmental governance.

With great willingness, the Government of Armenia undertakes to fulfil the OGP principles, i.e. to further reinforce the culture of the citizen-state co-operation, ensuring the active participation of the citizen in the system of governance, the decision-making process and the elaboration of policies.

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| **STEPS UNDERTAKEN BY THE GOVERNMENTOF THE REPUBLIC OF ARMENIA TOWARDS OPEN GOVERNMENT** |

The Government of the Republic of Armenia has already implemented three Action Plans which have essentially improved the most vulnerable and closed sectors important for the State and citizens, improving the provision of public services, effective management of public resources, promotion of public confidence, as well as creation of safe communities. Progress is indisputable in sectors such as mining, healthcare, education, local self-governance, freedom of information, public procurement reforms, law-making activities, access to information, social access, State Budget and so on.

The commitments assumed under the Second and Third OGP Action Plans and not fulfilled within the prescribed time limits, continued and were mainly accomplished even after the expiry of the implementation period of those Plans.

The progress of the initiative was evaluated and appreciated by both the local and international partners:

● In September 2015, the Office of the Government of the Republic of Armenia was granted [the Golden Key award](http://www.foi.am/en/awards-winners/) by Freedom of Information Centre non-governmental organisation, for best implementation of the commitments of the National Action Plan of Armenia within the scope of the Open Government Partnership international initiative.

● In October 2015, Armenia was granted a high award, receiving the Regional Champion title in the region (Asia-Pacific) within the scope of the global forum of the OGP initiative held in Mexico City, United Mexican States. During the award ceremony, Armenia introduced the *Creation and introduction of community management information systems within municipalities of the Republic of Armenia* initiative. The initiative was referred to as “Smart Municipality” during the competition. The project is aimed at raising the level of effectiveness of the activities of local self-government bodies in Armenia and improving, through open governance, the provision of public services to the people of the communities.

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| **ACTION PLAN DEVELOPMENT PROCESS** |

On 19 February 2018, the session of the working group coordinating the works of the Open Government Partnership initiative in Armenia was held within the Staff of the Government of the Republic of Armenia. The [start](http://www.ogp.am/hy/news/item/2018/02/28/WG_2018/) of the OGP/Armenia Fourth Action Plan and the schedule for development of the new Action Plan were among the items on agenda. The Government of the Republic of Armenia had *published the main* [*criteria, guideline and format*](http://www.ogp.am/hy/news/item/2018/02/26/4rd/) *to be followed when drafting the Action* Plan commitments.

All the interested bodies, non-governmental organisations and citizens could submit their specific recommendations deriving from the OGP principles to the Staff of the Government of the Republic of Armenia via ogp@gov.am.

In March 2018, the Government launched the Action Plan awareness-raising campaign. The OGP Armenia team visited [Gyumri, Armavir](http://www.ogp.am/hy/news/item/2018/04/11/regions/), Vanadzor, Lernapat community and Ijevan. The OGP Armenia team met with representatives of regional non-governmental organisations, educational and media organisations. It presented the mission of the Open Government Partnership and the achievements of past years.

The process of awareness-raising on launching a new OGP Action Plan and of collection of proposals from the public administration bodies was carried out by the Office of the Prime Minister of the Republic of Armenia. As a result, 42 proposals were collected.

On 7-11 May 2018, 75 member states of the OGP were celebrating
[the Open Government Week](https://www.opengovweek.org/), within the framework of which events relating to the issues of open government, transparency, accountability and participatory governance were held. On 10 May, within the scope of the Open Government Week international initiative, a meeting [with students of the Faculty of Journalism of Yerevan State University](http://www.ogp.am/hy/news/item/2018/05/11/opengovweek_university/) was organised jointly with the Freedom of Information Centre (FIC). The aim of the meeting was to present to the future journalists the seven years' experience of the membership of Armenia to the Open Government Partnership international initiative and the achievements thereof, as well as to inform them about the launch of the new Action Plan. On 22 June, [a discussion of the Working Group](http://www.ogp.am/hy/news/item/2018/06/22/CSOmeeting_2018/), organised by the FIC was held, the aim of which was to consolidate the forces of the civil society in the stage of elaboration of the new Fourth OGP Armenia Action Plan, as well as consider the new formats for the civil society-government co-operation.

On 30 June, a session of [the OGP Working Group](http://www.ogp.am/hy/news/item/2018/06/30/OGP_WGnew/) was held, during which the First Deputy Prime Minister of the Republic of Armenia (OGP Co-ordinator in Armenia) and members of the civil society discussed and reaffirmed the course of the OGP-Armenia actions.

On 9 July 2018, [the OGP Working Group](http://www.ogp.am/hy/news/item/2018/07/09/Meeting_OGP/) met with Deputy Chief Executive Officer of the Open Government Partnership initiative Joseph Powell and Asia-Pacific Regional Coordinator Shreya Basu, who were on a working visit to Armenia, and discussed the mechanisms for achieving more effective co-operation ahead of the drafting of the new Plan.

The Government of the Republic of Armenia, with the support of civil society partners, is calling for ideas for the purpose of supplementing the Open Government Partnership (OGP) Fourth Action Plan. Through the tool of [crowdsourcing](http://www.ogp.am/hy/news/item/2018/08/01/OnLine_4th/), all citizens could submit proposals, irrespective of restrictions on profession and age. For disseminating the process among servants and collecting more in-depth proposals, [the tool](http://www.ogp.am/hy/news/item/2018/08/01/OnLine_4th/) was, upon the initiative of the Office of the Prime Minister of the Republic of Armenia, also put into circulation and disseminated among public servants of the subdivisions of all public administration bodies.

At the same time, regional meetings were held, which were organised with the support of the Office of the Prime Minister of the Republic of Armenia, “Freedom of Information Centre” NGO and “Armavir Development Center” NGO.

“Freedom of Information Center” NGO:

Tavush, Lori, Aragatsotn and Ashtarak — meetings with the local NGO representatives, pedagogues and active citizens; presentation of the OGP process.

On 17-18 September 2018, [an outgoing working session](http://www.ogp.am/hy/news/item/2018/09/19/AP_coCreation/) was held in Aghveran with the participation of the OGP group members and international experts.

“Armavir Development Center” NGO:

Meetings were held with local NGOs and intellectuals, as well as 12 meetings with the public servants of state institutions were held in the 10 marzes (provinces) of the Republic of Armenia. A total of 170 participants took part in the [town hall](http://infotun.armavirdc.org/1303.html) meetings held in [4 marzes of the Republic of Armenia - Armavir, Ararat, Aragatsotn, Kotayk and in the capital of Yerevan](http://www.ogp.am/hy/news/item/2018/09/15/ADC_2018/). There were [4 sector-specific proposals that were discussed](http://infotun.armavirdc.org/1302.html), as a result of which the advice and proposals received through feedback helped improve the goals of the commitments.

For summarising the proposals (47) received from the public administration bodies (42) and through c[rowdsourcing](http://www.ogp.am/hy/news/item/2018/08/01/OnLine_4th/), [meetings were held, as a result of which](http://infotun.armavirdc.org/1300.html) the proposals were classified as

1. not complying to the OGP values

2. less ambitious for the OGP values

3. improving the OGP values

4. ambitious for the OGP values

The commitments of the draft of the Fourth OGP-Armenia Action Plan were discussed and approved during the session of the working group held on 17 October 2018. Six out of the eleven commitments of the Action Plan are the proposals submitted by citizens and NGOs.

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| **OGP COMMITMENTS** |

**I. ENSURING TRANSPARENCY AND ACCOUNTABILITY**

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| **1. "Open data" in official declarations; improving the electronic system of declarations on property, income and affiliated persons of high-ranking officials** |
| Commitment Start and End dates | Commitment Start: December 2018Commitment End: May 2021  |
| Lead implementing agency | Commission on Ethics of High-Ranking Officials (Commission for Prevention of Corruption) |
| Person responsible from lead implementing agency | Armen Khudaverdyan |
| Title, Department | Deputy Chairperson of the Commission on Ethics of High-Ranking Officials |
| E-mail | info@ethics.am |
| Phone | (+37410)52-46-89 |
| Other actors involved | Other state actors involved | Office of the Prime Minister of the Republic of Armenia, Ministry of Territorial Administration and Infrastructure of the Republic of Armenia, Ministry of High-Tech Industry of the Republic of Armenia  |
| Civil society, private sector | "Transparency International" NGO (upon consent), Anti-Corruption Coalition of Penitentiary Institutions of Armenia (upon consent), ""Asparez" (Arena) Journalists’ Club" NGO (upon consent) |
| Issue subject to regulation | Though reforms of the system of declaration are continuously implemented, there are still a number of problems that exist in the sector.In particular, data regarding the property and income of heads of communities and members of councils of elders of the Republic of Armenia, except for the property and income of heads of the communities with a population of 15.000 or more, are not known to the public. At the same time, there exist numerous publications relating to the issue of conflict of interests of the officials and members of councils of elders possessing funds of community budgets. The scope of property subject to declaration, pursuant to the Law of the Republic of Armenia “On public service”, is limited. According to the Law mentioned, declaring persons shall be obliged to declare only valuable property, the value whereof exceeds eight million drams or foreign currency equivalent thereto. That threshold value is very high, conditioned whereby the scope of the property subject to declaration is not inclusive.Under the existing legal regulations, gifts in the form of immovable, movable and valuable property, as well as gifts received in the form of money are subject to declaration. For the most part, the scope of data subject to declaration (content of declarations) mostly does not enable to reveal the relation existing between the donator and the declarant. At the same time, according to Decision of the Government of the Republic of Armenia No 1835-N of 15 December 2011, data concerning the donator shall not be subject to publication. There is a problem related to protection of the data of a third party. As a result, this leads to various doubts and commentaries from the public. Whereas, if the data concerning the name of the donator, as well as the relation of the latter to the declarant are accessible to the public, the mentioned doubts will be eliminated. Besides, in regard to protection of personal data of a third party donator, publication of the declared data in regard to his or her name implies specification of the relevant regulations stipulated by the Law of the Republic of Armenia “On personal data protection”.Though the data concerning separate expenses (for example, acquisition of property) are subject to declaration under the conditions of the existing system for declaration of property and income, nevertheless, no requirement is prescribed for declaration of the data concerning a number of expenses (in particular, expenses related to education, healthcare, recreation and other expensive services). Owing to the indicated circumstance, there arise (will arise) issues in the process of analysing declarations in terms of the content thereof, including in terms of revealing the risks of illicit enrichment.In the "Registry of Declarations" section of the website of the Commission, the search for declarations is carried out based on the following search characteristics of the official — "Name, Surname", "Position" and "Year". The "Registry of Declarations" section is not accessible to users yet in terms of selecting relevant declaration data according to a specific characteristic. |
| Main objective | Ensuring transparency of data subject to declaration |
| Brief description of the commitment | 1. Ongoing enlargement of the scope of declarants (members of councils of elders and secretaries of staffs of communities with populations of 15,000 and more);2. revision of the content of declarations, including in regard to reduction of the threshold value of valuable property subject to declaration and identification of donators with the declaring official (revelation of relation with the declarant), as well as in terms of the data concerning a number of expenses exceeding a certain cumulative threshold, being subject to declaration; 3. enlargement of the list of data of declarations subject to publication. |
| OGP challenge addressed by the commitment | Enhancement of public integrity |
| Relevance to the OGP values | Transparency, accountability, technology |
| Ambition | By introducing the declarations registry interactive (searchable) instrument, the Commission expects to receive from the interested groups of the civil society more substantiated proposals and applications in regard to alleged violations by declaring persons of the requirements set under the Law of the Republic of Armenia "On public service". The number of applications submitted (through publications or by other means) to the Commission by interested groups of civil society is expected to grow as a result of the aforementioned, as well as legislative amendments. At the same time, it is expected to ensure rise of the level of accountability of declarant officials and increase confidence in them. |
| Support to the implementation of Sustainable Development Goals or Targets | 16.6 Develop effective, accountable and transparent institutions at all levels |
| Verifiable and measurable criteria for performance of the commitment | Start Date | End Date |
| **Ongoing Actions** |  |  |
| Publishing on the website of the Commission information on declaring officials who have not submitted a declaration for 2017-2020 or have submitted a declaration later than the prescribed time limit, the administrative liability measures applied by the Commission. | December 2018 | as of the end of each year, no later than the first quarter of the next year |
| Elaboration of the draft Law of the Republic of Armenia “On making amendments and supplements to the Law of the Republic of Armenia “On public service”” and submission to the Office of the Prime Minister in the context of enlargement of the scope of declarants, revision of the content of declarations, including reduction of the threshold value of valuable property subject to declaration and identification of donators (revelation of relationship to a declarant). | February 2020 | November 2020 |
| Elaboration of the draft "On making amendments and supplements to Decision of the Government of the Republic of Armenia No 1835-N of 15 December 2011" and submission to the Office of the Prime Minister of the Republic of Armenia  | October 2020 | November 2020 |
| Upgrading the search system of the Section "Registry of declarations" of the Commission website [www.ethics.am](http://www.ethics.am/), ensuring its interactive accessibility for users, developing and introducing the software support | June 2020 | May 2021 |

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| **2. Ensuring transparency and accountability of allocation of grants from the State Budget of the Republic of Armenia** |
| Commitment Start and End dates | Commitment Start: November 2018Commitment End: August 2020 |
| Lead implementing agency | Ministry of Finance of the Republic of Armenia |
| Person responsible from implementing agency | Sergey Shahnazaryan |
| Title, Department | Head of the Methodology Department for Management of Public Finances  |
| E-mail | sergey.shahnazaryan@minfin.am  |
| Phone | (+37411)80-02-60 |
| Other actors involved | Other state actors involved | Office of the Prime Minister of the Republic of Armenia, Ministry of Justice of the Republic of ArmeniaPublic administration bodies of the Republic of Armenia |
| Civil society, private sector | "Armavir Development Center" NGO (upon consent)Karen Sargsyan (expert) |
| Issue subject to regulation | The processes of allocating grants from the State Budget of the Republic of Armenia are regulated by the Law of the Republic of Armenia “On the State Budget”, the Law of the Republic of Armenia “On procurement”, Decision of the Government of the Republic of Armenia No 1937-N of 24 December 2003 “On approving the procedure for allocating subsidies and grants from the State Budget of the Republic of Armenia to legal persons”. Grants (hereinafter referred to as "financial resources") allocated to legal persons (hereinafter referred to as "organisations") from the State Budget of the Republic of Armenia shall be provided through competition procedures only.The obligation of an authorised body to publish the financial statements and programme reports of organisations having won in the competitions shall be clearly prescribed.The "Accountability for grants of the Government; Ensuring transparency and accountability of allocating grants from the State Budget of the Republic of Armenia" commitment purposed by "Armavir Development Center" NGO had already been included in the OGP Third Action Plan. However, only a competition procedure was developed by the Ministry of Labour and Social Affairs within the scope of the commitment, but it was not applied. The commitment was partly performed. The Ministry of Education, Science, Culture and Sport of the Republic of Armenia applies an on-line system for provision of state grants, which enables to make the state support to youth organisations more transparent and public and to raise the level of effectiveness of the process.Almost all grants are provided in an uncoordinated manner and without a competition.The provision of grants from the State Budget of the Republic of Armenia to organisations (including to CSOs) (except for cases prescribed by the Government of the Republic of Armenia) under the competition procedure prescribed by the legislation of the Republic of Armenia and the application of the unified mechanism for accountability should be made compulsory by this commitment. |
| Main objective | Review the competition procedure for allocating grants from the State Budget of the Republic of Armenia to legal persons.Improve accessibility and targeting of the information on the programmes implemented within the scope of the financial resources provided, improve accountability and transparency of the sector |
| Brief description of the commitment | More effective management of public resources, improvement of public confidence, enhancement of public integrity |
| OGP challenge addressed by the commitment | Accountability and transparency |
| Relevance to the OGP values | Effective management of the resources from the State Budget of the Republic of Armenia, qualitative change in the grant programmes under implementation, raising the level of accountability, transparency and confidence |
| Ambition | Reviewing the competition procedure for providing grants from the State Budget of the Republic of Armenia will contribute to raising the level of effectiveness of spending and targeted use of the State Budget funds. Publishing the list of organisations having participated and been recognised as winners in the competition for obtaining grants from the State Budget of the Republic of Armenia will lead to increase in the level of access to information. |
| Support to the implementation of Sustainable Development Goals or Targets | 10.3 Ensure equal opportunities and reduce inequalities of the results, including by way of excluding discriminatory laws, policies and practices, as well as promoting, in this regard, the adoption of legislation, policies and actions. |
| Verifiable and measurable criteria for performance of commitment | Start Date | End Date |
| **Ongoing Actions** |  |  |
| Examining the tools and procedures being already applied for provision of financial resources to legal persons, defining advantages and disadvantages, improving the existing procedures by defining provision of grants only through competition, except for cases conditioned by the circumstance of exclusivity | November 2018 | June 2019 |
| Developing and introducing a unified package of application forms, documents attached thereto and other necessary information | July 2019 | December 2019 |
| Publishing results of competitions and reports of beneficiary institutions on the official web-sites of authorised bodies  | December 2019 | August 2020 |

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| **3. Introducing the publicly available register of real owners** |
| Commitment Start and End dates | Commitment Start: November 2018Commitment End: December 2020 |
| Lead implementing agency | Ministry of Justice of the Republic of Armenia |
| Person responsible from implementing agency | Mariam Galstyan |
| Title, Department | Head of Anti-Corruption Policy Development Division of Anti-Corruption and Penitentiary Policy Development Department |
| E-mail | mariam.galstyan@justice.am  |
| Phone | +(37410)59-40-23 |
| Other actors involved | Other state actors involved | Office of the Prime Minister of the Republic of Armenia, Ministry of Energy Infrastructures and Natural Resources of the Republic of Armenia, Ministry of Finance of the Republic of Armenia, State Revenue Committee of the Republic of Armenia, Commission on Ethics of High-Ranking Officials, Ministry of High-Tech Industry of the Republic of Armenia |
| Civil society, private sector | “Freedom of Information Center” NGO, "Transparency International" Anti-Corruption Center,“[Armenian Lawyers' Association” NGO](http://armla.am/) |
| Issue subject to regulation | Although the legislation in the Republic of Armenia (RA) prohibits public officials to be engaged in business activities, absence of the information on real owners of legal persons may practically result in violation of the mentioned requirement, which will, in its turn, contribute to spread of corruption.After the Velvet Revolution having taken place in spring of 2018, the new Government of Armenia undertook the real and effective fight against corruption, which the publication of information on real owners of organisations will greatly contribute to. The Government of the Republic of Armenia will implement the international standards of transparency of owners and monitor abuses of companies. Taking into account the explicit will of the new Government to eliminate corruption in all the spheres, the Government of the Republic of Armenia undertook to ensure transparency of the data concerning real owners. |
| Main objective | The main objective of the commitment being recommended is to ensure prevention of corruption and effective fight against corruption due to disclosing and publishing the information on real owners of companies in all the sectors of activities through creating and operating a comprehensive register of the comprehensive registry within the scope of comprehensive state registration of legal persons, state record-registration of separated subdivisions of legal persons, institutions and persons placed on record-registration as individual entrepreneurs (hereinafter referred to as "the Register"). Publication of the information on real owners will also support customs and law-enforcement authorities in more effectively performing their functions. Transparency of this information will contribute to increasing and effectively implementing public supervision, forming public confidence in the Government. At the same time, this will also essentially contribute to more active attraction of investments. |
| Brief description of the commitment | The Government is committed to develop a common mechanism for identifying the real owners of companies operating in all the sectors, by creating and launching a comprehensive open and freely accessible register of real owners within the scope of the registry. |
| OGP challenge addressed by the commitment | Publicity, accountability, enhancement of public integrity, innovation |
| Relevance to the OGP values | The Register will provide access to actual owners’ information, increase public confidence, increase transparency and public control, and thereby improve the accountability of companies. |
| Ambition | The commitment is exclusive for both Armenia and other OGP member countries. Due to the implementation of the commitment, an effective tool will be created for the civil society and the State for later determining, according to sectors, who are the real owners of entrepreneurial activities in the given sector. This commitment is a comprehensive and inclusive programme, which will result in great positive changes. It will have a major influence in the fight against corruption and money laundering. Implementing this commitment, Armenia will become one of the pioneers in the sector of revealing real owners (Beneficial Ownership) all over the world. |
| Support to the implementation of Sustainable Development Goals or Targets | 16.5 Essentially reduce corruption and bribery in all their forms.17.17 Encourage and promote the existence of effective public, public-private and civil society partnerships, based on their experience and resource strategies.  |
| Verifiable and measurable criteria for performance of commitment | Start Date | End Date |
| **Ongoing Actions** |  |  |
| 1. Elaborating a legislative package aimed at introducing mechanisms and a publicly available register of real owners necessary for ensuring transparency of real owners. The legislative package must be based on the comprehensive analysis of the international experience (including on the open-end standard), including the concepts related to real owners, registration mechanisms, scope of the documents required. Ensure the consideration of the package of drafts with interested bodies, including representatives of the civil society and private sector, submit the package to the Office of the Prime Minister of the Republic of Armenia | November 2018 | June 2019 |
| 2. Submitting the package of draft Laws of the Republic of Armenia to the National Assembly of the Republic of Armenia | June 2019 | September 2019 |
| 3. Developing a publicly available register of real owners within the framework of the State Register (developing a technical task, discussing with CSOs and approving) by ensuring publicity of data and accessibility of the search functionality | May 2019 | December 2019 |
| 4. Pilot entering, collecting and publishing of the data on real owners of companies extracting metallic ores in Armenia, revealing and targeting of systemic issues arisen during performance of the pilot programme | November 2019 | June 2020 |
| 5. Operating the publicly available register of real owners, concurrently implementing the programme of comprehensive public awareness on the register | October 2020 | December 2020 |

**II. ENHANCING ACCESS TO INFORMATION**

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| **4. Modernising community web-sites; enhancing publicity, transparency and participation at the local level** |
| Commitment Start and End dates | Commitment Start: November 2018Commitment End: August 2020 |
| Lead implementing agency | Ministry of Territorial Administration and Infrastructure of the Republic of Armenia |
| Person responsible from implementing agency | Ashot Giloyan |
| Title, Department | Head of Department for Local Self-Government Policy |
| E-mail | a.giloyan@mta.gov.am |
| Phone | +(37410)51-13-42 |
| Other actors involved | Other state actors involved | Ministry of Justice of the Republic of Armenia, Ministry of High-Tech Industry of the Republic of Armenia, marzpetarans (regional governors’ offices) and local self-government bodies of the Republic of Armenia (upon consent) |
| Civil society, private sector | “Armavir Development Center “ NGO, "Commitment to Constructive Dialogue" Project implemented by the Armenian Lawyers' Association, “Information System Development and Training Center” NGO (upon consent) |
| Issue subject to regulation | The Law of the Republic of Armenia "On local self-government" and the Law of the Republic of Armenia "On freedom of information" prescribe the information which local self-government bodies are obliged to publish, as information holders. In particular, point 5 of Article 11 of the Law of the Republic of Armenia "On local self-government" prescribes the obligation of the community with population of 3000 residents or more to have an official web-site and the list of the documents subject to mandatory posting on that web-site. The issue subject to regulation is that the composition of the above-mentioned information subject to publication, prescribed by the legislation of the Republic of Armenia, is not complete; it does not include a number data more required by the resident and needs such an enlargement which will contribute also to increasing participation, transparency and accountability at the local level. |
| Main objective | The objective of the commitment is to improve transparency and publicity of the activities of local self-government bodies in communities of the Republic, with population of 3000 residents or more, to improve the quality, accessibility and availability of community services provided to the population, as well as to ensure participation. |
| Brief description of the commitment | Within the scope of performance of the commitment, it is envisaged to undertake steps in two directions: implementing legislative amendments and improving the operational possibilities of the community web-sites. By the legislative amendments to be implemented, communities with population of 3000 residents or more will be obliged to publish also the following: - general information (budget, type of activities, address, contact details, etc.) on the institutions existing in the community (educational, cultural, etc.) and (or) address of the official web-site thereof (if available);- services provided by the municipality and the institutions operating thereunder; - information on issuance of permits for advertisements, trade, construction and other types of permits;- information related to construction carried out in the community through public resources; With regard to expansion of the operational possibilities of community web-sites, the following is envisaged:- improving the component of management of the community property, which will allow making the information on the community property and the management thereof accessible for residents, concurrently ensuring accessibility of the information investors are interested in;- introducing in communities with population of 20.000 residents or more the subsystem of on-line listing of children for pre-school educational institutions operating under the community;- developing the component of information cards containing descriptions of the procedures of services provided, which concurrently with providing detailed information on the services being provided, will enable residents to present opinions and proposals on the services provided, for the purpose of ensuring provision of citizen-oriented services by local self-government bodies;- ensuring consideration of drafts of regulatory legal acts by local self-government bodies of communities with population of 20.000 residents or more on the e-draft.am unified web-site for publication of draft legal acts. |
| OGP challenge addressed by the commitment | Raising the level of public confidence, more efficient management of public resources |
| Relevance to the OGP values | Transparency, publicity, participation, technology and innovation |
| Ambition | Availability of official community websites that will be more accessible and will contain more information for residents, enlargement of local participation |
| Support to the implementation of Sustainable Development Goals or Targets | 11.3 enhance, by 2030, inclusive and sustainable urbanization and capacities for participatory, integrated and sustainable human settlement planning and management in all countries |
| Verifiable and measurable criteria for performance of commitment | Start Date | End Date |
| **Ongoing Actions** |  |  |
| 1. Drawing up a package of legislative drafts on making amendments to the Law of the Republic of Armenia "On local self-government" and the Law of the Republic of Armenia "On local self-government in the city of Yerevan" | November 2018 | March 2019 |
| 2. Organising public discussions on the legislative amendments | April 2019 | June 2019 |
| 3. Submitting to the National Assembly of the Republic of Armenia the package of drafts of the Law of the Republic of Armenia "On local self-government" and the Law of the Republic of Armenia "On local self-government in the city of Yerevan" | April 2019 | November 2019 |
| 4. Bringing community official web-sites into compliance with the legislative amendments | December 2019 | May 2020 |
| 5. Information campaign aimed at local self-government bodies and CSOs; introducing to community users the possibilities of new tools and web-sites | May 2020 | August 2020 |

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| **5. Accessibility of the unified information system of water resources** |
| Commitment Start and End dates | Commitment Start: November 2018Commitment End: August 2020 |
| Lead implementing agency | Water Resources Management Agency of the Ministry of Environment of the Republic of Armenia  |
| Person responsible from implementing agency | Edgar Pirumyan |
| Title, Department | Acting Head of the Water Resources Management Agency of the Ministry of Environment of the Republic of Armenia  |
| E-mail | edgar.pirumyan@mnp.am |
| Phone | (+37411)81-85-48 |
| Other actors involved | Other state actors involved | Water Committee of the Ministry of Territorial Administration and Infrastructure of the Republic of Armenia, Cadastre Committee, Ministry of High-Tech Industry of the Republic of Armenia  |
| Civil society, private sector | Non-governmental organisations |
| Issue subject to regulation | - updating the State Water Cadastre program;- establishing contacts between the available databases within interested organisations and the database of the Water Resources Management Agency of the Ministry of Environment of the Republic of Armenia by providing complete information on the water resources |
| Main objective | - Raise the level of effectiveness of regulation of water resources management by ensuring stable use of water resources in terms of environmental protection and economy;- raising the level of public awareness and participation in the process of providing permits for water use in the field of water resources. |
| Brief description of the commitment | Water Resources Management Agency of the Ministry of Environment of the Republic of Armenia maintains the State Water Cadastre which is an information system. Activities are currently carried out for updating the State Water Cadastre and after the update, the complete data of the State Water Cadastre, except for information constituting official, commercial and any other secret protected by law, will be posted on the relevant web-site which all legal and natural persons may make use of free of charge. At the same time, in case of ensuring the relevant programme, it will also be possible to electronically perform the function of issuing permits for water use. |
| OGP challenge addressed by the commitment | Improving public services, enhancing public integrity, access to information |
| Relevance to the OGP values | Creating and introducing the unified information system on water resources will serve, in terms of access to information, as a major impetus for improving transparency of the sector and provision of public services. |
| Ambition |  introducing more transparent and effective mechanisms for provision of information on water resources; risk management and reduction of administration; ensuring public participation in the process of solving the issues of management of water resources. |
| Support to the implementation of Sustainable Development Goals or Targets | 6. Ensure availability and sustainable management of water and sanitation for everyone |
| Verifiable and measurable criteria for performance of commitment | Start Date | End Date |
| 1. Reviewing the technical task of updating the information database of the State Water Cadastre | November 2018 | March 2019 |
| 2. Bringing the information database of the State Water Cadastre into compliance with the requirements prescribed by Decision of the Government of the Republic of Armenia No 68-N of 2 February 2017 | March 2019 | June 2019 |
| 3. Creating links between the tabular and spatial components of the State Water Cadastre | June 2019 | September 2019 |
| 4. Creating a unified information database for all water resources | September 2019 | December 2019 |
| 5. Operating the new information database of the State Water Cadastre, ensuring the link between the information database of the State Water Cadastre and the data provided by interested agencies  | January 2020 | August 2020 |

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| **6. Modernisation of public accessibility of the Land Cadastre** |
| Commitment Start and End dates | Commitment Start: January 2019Commitment End: December 2022 |
| Lead implementing agency | Cadastre Committee of the Republic of Armenia |
| Person responsible from lead implementing agency | Karen Grigoryan  |
| Title, Department | Head of the subdivision of the Information Technology Center of the Cadastre Committee of the Republic of Armenia |
| E-mail | karen.grigoryan@cadastre.am  |
| Phone | (+37460)47-42-37 |
| Other actors involved | Other state actors involved | Ministry of Territorial Administration and Infrastructure of the Republic of Armenia, Ministry of Environment of the Republic of Armenia, Ministry of High-Tech Industry of the Republic of Armenia, State Urban Development Committee of the Republic of Armenia, Agency for State Register of Legal Entities, Committee of State Property Management of the Republic of Armenia, local self-government bodies, other interested state administration bodies |
| Civil society, private sector | “Transparency International Anticorruption Center” and other non-governmental organizations  |
| Issue subject to regulation | In the Republic of Armenia, the land database is closed, and it is necessary to apply to the Committee of Real Estate Cadastre of the Republic of Armenia or the relevant LSG bodies to receive information about any territory. Although the land use schemes, zoning plans and other spatial planning documents are open documents by law, they are not accessible, or are accessible in formats that are not perceivable for citizens. As a result, for years, the Committee of Real Estate Cadastre of the Republic of Armenia and other government agencies have provided that information to citizens by hand, only as prescribed by law, and the heads of communities have had the opportunity to arbitrarily dispose of the land lots, without any opportunity for public oversight. |
| Main objective | To ensure transparency and accessibility of the Land Cadastre, the land use schemes and zoning documents and, with that, public accountability of the relevant structures. |
| Brief description of commitment | To ensure complete accessibility of the land database and the land use schemes and zoning documents (data) for the public through a map, search functionality, ensuring the personal data protection regime. |
| OGP challenge addressed by the commitment | Improvement of public services, enhancement of public integrity |
| Relevance to OGP values | Proactive publication of information disposed of by the state and LSG bodies will ensure accessibility of information about land resources and the decisions regarding those land resources will help ensure public accountability, which will make it possible to apply public oversight over the enforcement of land use schemes and zoning documents. |
| Ambition | Ensuring transparency of the decisions adopted by the Government of the Republic of Armenia and LSG bodies in regard to land use, proper public oversight over and raising the level of confidence in those bodies |
| Support to implementation of Sustainable Development Goals | 11.3.1 Ratio of land consumption rate to population growth rate |
| Verifiable and measurable criteria for performance of commitment | Start Date | End Date |
| **Ongoing Actions** |  |  |
| Rearm and electronically map the database of the Real Estate Cadastre, ensuring the link of land use schemes with zoning plans, as well as with the State Register Agency of Legal Entities. | January 2019 | August 2020 |
| Publish and make accessible, with search functionality, the data of the cadastre, ensuring personal data protection in accordance with the legislation of the Republic of Armenia. | January 2020 | December 2022 |

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| **7. Open & Social: Access to integrated social services and raising awareness** |
| Commitment Start and End dates | Commitment Start: November 2018Commitment End: November 2020 |
| Lead implementing agency | Ministry of Labour and Social Affairs of the Republic of Armenia |
| Person responsible from lead implementing agency | Arman Sargsyan |
| Title, Department | Director of the National Institute of Labour and Social Research |
| E-mail | ceo.arman.sargsyan@nilsr.am; arman.sargsyan@mlsa.am |
| Phone | (374 10)-20-83-44 |
| Other actors involved | Other state actors involved | Separated subdivisions of the Ministry of Labour and Social Affairs of the Republic of Armenia, Ministry of High-Tech Industry of the Republic of Armenia |
| Civil society, private sector | Interested non-governmental organizations in the social protection sector, “Armavir Development Center” NGO |
| Issue subject to regulation | Performance of the commitment is conditioned by the need to ensure continuity and logical end of the activities being implemented under Commitment 7 of the Third Action Plan of Open Government Partnership of the Republic of Armenia. Within the scope of provision of social services in the system of the Ministry of Labour and Social Affairs, nearly 80 social protection state programs are being carried out which mainly presume various kinds of services with various preconditions and procedures. Each program presumes, as a rule, a multiple-factor business process, information regarding whereto is not properly perceived by the public.On the other hand, taking into consideration the human-centrism of social services and engagement of broader public, solutions are needed to have a stable system of assessments by the public of social services and activities of state institutions providing such service. |
| Main objective | Through the innovation tools developed within the scope of the Open&Social Commitment, accessibility of information about social services classified and presented automatically with online public participation, public participation in the process of evaluation of social services and rating of organizations providing services will be ensured, providing access to social services and raising public awareness. |
| Brief description of commitment | Having into consideration the definition of the existing issue, the commitment presumes introduction of the Open&Social instruments, based on collection, coordination, dissemination “customized” for public and analysis of data. There is a need for ensuring sustainable, complete, accessible, targeted and manageable information on the sector of social protection among the public, which will, as a result, raise the public awareness and contribute to the suppression of corrupt practices within the social services due to the lack of awareness by the beneficiary, as the citizen will have a better knowledge of his or her rights. As a result, the beneficiary must be informed — in case of selection and entry of information about him or her — about the social services available specifically to him or her, the procedures for benefiting therefrom, the geography of provision of services, as well as relevant non-state organizations providing mapped social services. For example, the beneficiary shall — as a result of entry of information about him or her — be automatically informed about how probable is the possibility of receiving — by him or her — family insecurity benefit or benefiting from the program for providing social apartments, how and where he or she must receive that service, what alternatives exist in organizations providing non-state social services, etc. That is to say, the beneficiary will be able to manage the indicators of his or her availability to social services by himself or herself. The online system will be designed with a user-friendly structure, solutions for accessible use by persons with disabilities will be provided, as well as high quality and perceptible design will be ensured. Qualitative and quantitative factors of the assessment of the procedure for providing social services as a result of the provision thereof, solvability of the issue, as well as conduct of employees providing social services and professional capacities will be involved in the environments of the assessment of social services by the public. For example, button devices for the assessment by the visitors of the employees providing social services will be installed in the complex social service centres, and assessment platforms will be installed in the online environments, as well as the existing solutions will be reviewed. All the assessment channels will be linked to the Monitoring and Assessment Information System of the Ministry of Labour and Social Affairs of the Republic of Armenia, and the assessment results will be taken into consideration in the tactical solutions and further reforms. |
| OGP challenge addressed by the commitment | Improvement of public services, enhancement of public integrity |
| Relevance to OGP values | By this commitment, the processes ensuring public participation will help raise the quality of services provided by the State will help essentially reduce the uncertainty of the public about social services in terms of information and will help raise the level of public accountability. |
| Ambition | Raising the level of effectiveness of social services through feedback regarding the quality of those services, ensuring accessibility of information and public participation |
| Support to implementation of Sustainable Development Goals | 1.3 Develop and enlarge appropriate social protection systems and measures for all, including groups of social protection guarantees, and achieve, by 2030, substantial coverage of the poor and the vulnerable.1.b.1. Proportion of recurrent and capital spending from the State Budget of the Republic of Armenia to sectors that disproportionately benefit women, the poor and vulnerable groups. |
| Verifiable and measurable criteria for performance of commitment | Start Date | End Date |
| **Ongoing Actions** |  |  |
| Introducing the "Open&Social" instrument at [http://www.esocial.am](http://www.esocial.am/) on-line information system of integrated social services for the purpose of ensuring access of the beneficiary to information on the social services that are available for him or her, as well as mapping of organizations providing social services within the whole territory of the Republic of Armenia. | November 2018 | November 2020 |
| Creating a platform and developing and revising existing solutions, where the public will be provided with an opportunity to give scores to the specific service and the organization providing this service, and as a result of analysing these scores, such services and organisations operating in the social protection sector will get a certain rating. Revising, based on opinions of beneficiaries, services being provided, simplification of working procedures, reduction of time. | November 2018 | November 2020 |

**III. PROMOTION OF PUBLIC PARTICIPATION**

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| **8. UNIFIED INFORMATION SYSTEM FOR MANAGEMENT OF EDUCATION** |
| Commitment Start and End dates | Commitment Start: November 2018Commitment End: August 2020 |
| Lead implementing agency | Ministry of Education, Science, Culture and Sport of the Republic of Armenia  |
| Person responsible from lead implementing agency | Syuzanna Makyan |
| Title, Department | Head of Preschool and Secondary Education Policy Development and Analysis Division, General Education Department |
| E-mail | syuzannamakyan@mail.ru  |
| Phone | (010)52-47-77,(099)96-11-71 |
| Other actors involved | Other state actors involved | National Institute of Educational Technologies (NIET) implementer — Ministry of Territorial Administration and Infrastructure of the Republic of Armenia, Yerevan Municipality, marzpetarans, educational institutions, Ministry of High-Tech Industry of the Republic of Armenia |
| Civil society, private sector | “Armavir Development Center” NGO and other NGOs |
| Issue subject to regulation | At various levels of education it is necessary to exclude multiple concurrent record-registration of the same learner, oversight over the process of transferring from one educational institution to the other (of various educational levels as well), clarify the mechanisms for listing children, admitting and transferring to, as well as expelling from and resuming studies at educational institutions, ensure transparency in the sector of education, reduce administration, optimize information flows, ensure electronic listing and the opportunity to follow the list. |
| Main objective | Ensuring, through unified electronic governance, the completeness of information, collecting, analyzing data. increasing authenticity, public accountability, effectiveness of work, early detection of the risk of being dropped out from compulsory education and not being included in education and referral, creation of mechanisms for appeal for the main beneficiaries — parents, applying to relevant bodies in case of dereliction, omission or improper fulfilment of duties, commission of violations in any circle, ensuring electronic listing and the opportunity to follow the list.Providing appeal mechanisms for students in case of expulsion or dismissal of a student from a higher educational institution, improper fulfilment of obligations or failure to fulfil them by the HEI |
| Brief Description of Commitment | Development of a unified information (record-registration, transfer, listing, admitting and transferring of learners) system for management of education by including all institutions of all educational levels, including pre-school, irrespective of the organisational form and subordination. It will give an opportunity to receive multi-layer and comprehensive information about the activities of the organization, reports, attendance, transfers of learners (upon the consent of learners), academic advancement, granted qualification, graduation documents of learners, vacancies, expulsion, registration of children of pre-school institutions and about other issues. The system will provide the opportunity for the feedback from parents and learners and for filing appeals, as well as following the steps taken for the solution thereof.  |
| OGP challenge addressed by the commitment | In the sector of education: decrease of corruption risks — open information (upon the consent of learners) about attendance of learners, vacant places, transfer, expulsion, listing in pre-school institutions, etc.  organize public awareness-raising for all families for the purpose of increasing the accessibility of the platform,  develop mechanisms and ensure continuous updating of information;  launch a window on the platform for responding to the appeals, comments and proposals of the interested persons, providing relevant solutions to the issues by the relevant agency, provide a possibility for the feedback for introducing matters and issues raised by parents and learners, as well as for tracking steps taken towards them,  introduction of innovation.  |
| Relevance to OGP values | Improvement of public services, enhancement of public integrity, application of innovative technologies |
| Ambition | Clarification of mechanisms for listing, multiple registration, admission and transfer of children to educational institutions, expulsion and resuming studies thereof, ensuring transparency, reduction of administration, introduction of appeal mechanisms for parents and learners, settlement of other issues |
| Support to implementation of Sustainable Development Goals | 4. Ensure inclusive and equitable quality education for all and promote lifelong learning opportunities |
| Verifiable and measurable criteria for performance of commitment | Start Date | End Date |
| **Ongoing Actions** |  |  |
| Creation of a unified system for management of education — system of the entry of information on all educational institutions | November 2018 | January 2019 |
| Stipulating relevant provision for such system in the Law of the Republic of Armenia “On education”. Submitting the draft Law to the National Assembly of the Republic of Armenia | February 2019 | July 2020 |
| Informing all participating parties about the system, the significance, scope and effectiveness of activities thereof | April 2019 | August 2019 |
| Summarising the pilot stage, revealing issues, and revising them, upon necessity. Phased introduction of the system, end of the process | August 2019 | August 2020 |
| Monitoring the launch and introduction of the system. Process assessment | December 2019 | August 2020 |

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| **9. Open healthcare: Online listing for treatment and diagnosis within the framework of state funding** |
| Commitment Start and End dates | Commitment Start: February 2019Commitment End: August 2020 |
| Lead implementing agency | Ministry of Healthcare of the Republic of Armenia |
| Person responsible from lead implementing agency | Tsaghkanush Sargsyan |
| Title, Department | Head of the Division for e-Healthcare of the National Institute of Healthcare of the Ministry of Healthcare of the Republic of Armenia  |
| E-mail | ts.sargsyan@moh.am, tssargsyan@gmail.com |
| Phone | (+374 60)80-80-03 / 1130 |
| Other actors involved | Other state actors involved | Ministry of High-Tech Industry of the Republic of Armenia, Ministry of Labour and Social Affairs of the Republic of Armenia and other state administration bodies |
| Civil society, private sector | Healthcare and social sector NGOs |
| Issue subject to regulation | At the moment, the citizen has to go from one medical institution to another, stand in queues, make a call, at best, to find out in which medical institution he or she can be listed and receive medical assistance and servicing that are free of charge and under privileged conditions upon receipt of a referral, guaranteed by the state, and the medical institution can provide incorrect information that contains corruption risks. |
| Main objective | Regulation of queues occurring in medical institutions through online provision of financial thresholds, electronic referrals and listing, also reducing inconveniences related thereto — the time of the patient and financial expenses, especially for citizens residing in marzes. |
| Brief Description of Commitment | At the moment, to raise the public awareness of works actually done, existing places and listings in medical institutions carrying out medical assistance and servicing that are free of charge and under privileged conditions, guaranteed by the state, and to make it transparent, the <https://www.armed.am/govlimits/> has been created, in which the above-mentioned data in three colours — red (served), yellow (listed) and green (available), and financial thresholds are shown. The source of showing the thresholds is the data entered in the system for each medical institution within the scope of state funding. The source of data will be more clarified and simplified for the citizen (these services are grouped as their aim is the threshold and financing for the medical institution). A possibility of on-line listing will also be created. The doctor providing referral will enter the number of the referral in the system and, if necessary, additional documents related to the case will be attached by him or her as well. The patient will be listed from his or her page of the existing system, selecting the medical institution, and attaching the referral. Listing will be carried out in the selected medical institution based on the application, and the patient will be informed about that. To avoid falsifications, the system will perform verification of the number of the referral during listing. The citizen will receive information about the day of receipt of medical assistance at the given medical institution and will have the opportunity to assess the given function from his or her page. |
| OGP challenge addressed by the commitment | Improving public confidence, ensuring transparency of availability and improvement of the quality of public services, decrease of corruption risks |
| Relevance to OGP values | Transparency: online provision of information about financial thresholds will ensure transparency of works done in medical institutions carrying out medical assistance and servicing that are free of charge and under privileged conditions, guaranteed by the State.Participation and innovation: the possibility of on-line listing and feedback will ensure the participation of citizens in the healthcare sector by assessing the service provided, will raise the level of responsibility of medical institutions and will improve the quality of service provided.  |
| Ambition | The commitment will ensure oversight over and transparency of services provided within the scope of the state funding in medical institutions. |
| Support to implementation of Sustainable Development Goals | 3.8 Achieve total health coverage, including financial risk protection, access to quality essential healthcare services and access to safe, effective, quality and affordable essential medicines and vaccines for all. |
| Verifiable and measurable criteria for performance of commitment | Start Date | End Date |
| **Ongoing Actions** |  |  |
| 1. Development of a technical task for the listing system | February 2019 | April 2019 |
| 2. Improvement of the tables of thresholds in the system and block of information on provision of electronic referrals and creation of a listing block on the [https://armed.am](https://armed.am/) website of the [www.ehealth.am](http://www.ehealth.am/) software | April 2019 | August 2019 |
| 3. Pilot trial of the created system at several medical institutions | August 2019 | September 2019 |
| 4. Correction of drawbacks identified during the pilot. Revision of legal documents | October 2019 | November 2019 |
| 5. Introduction of feedback mechanism and public awareness | November 2019 | August 2020 |

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| **10. Creation of a unified electronic platform for submitting petitions**  |
| Commitment Start and End dates | Commitment Start: November 2018Commitment End: December 2020 |
| Lead implementing agency | Ministry of Justice of the Republic of Armenia |
| Person responsible from lead implementing agency | Arevik Avoyan |
| Title, Department | Chief specialist of the Division for E-Justice and Innovative Programmes of the Department for Strategic Planning and E-Justice of the Ministry of Justice of the Republic of Armenia |
| E-mail | arevik.avoyan@moj.am  |
| Phone | (+37410)59-41-59 |
| Other actors involved | Other state actors involved | Office of the Prime Minister of the Republic of Armenia, Ministry of High-Tech Industry of the Republic of Armenia |
| Civil society, private sector | "Harmonious Development" NGO (upon consent), "Armavir Development Center" NGO |
| Issue subject to regulation | As a result of adoption of the Law of the Republic of Armenia "On petitions", each person has the right to submit a letter on matters of public significance, report on shortcomings of activities of state and local self-government bodies and officials, or a proposal on improving the activities of state and local self-government bodies and officials, settlement of issues relating to economic, political, social and other sectors of civil life or improvement of legal regulations in effect. At the same time, under the above-mentioned Law, both the written form signed by the person (persons) or representatives having submitted the petition and electronic way (through electronic signature) are distinguished as a way of submitting petitions.Accordingly, realisation of this constitutionally-enshrined right will be more effective and guaranteed as a result of creation of the unified electronic platform for submitting petitions. |
| Main objective | Ensuring the effective process for submitting petitions, ensuring an open, accountable and transparent process for consideration of petitions, increasing the transparency and accountability of activities of state bodies, improving public administration, promoting the public-private sector cooperation  |
| Brief Description of Commitment | A unified electronic platform for submitting petitions will be created |
| OGP challenge addressed by the commitment | Improvement of public confidence, enhancement of public integrity, access to information |
| Relevance to OGP values | Creation of the platform will lead to transparency, accountability of activities of state bodies, promotion of participatory democracy and innovation. |
| Ambition | Creation of the platform will ensure the transparency and accountability of activities of state bodies |
| Support to implementation of Sustainable Development Goals | 16.7 Ensure responsive, inclusive, participatory and representative decision-making at all levels |
| Verifiable and measurable criteria for performance of commitment | Start Date | End Date |
| **Ongoing Actions** |  |  |
| Development of a technical task based on the study of international experience jointly with state stakeholders and civil society organizations | November 2018 | January 2019 |
| Platform introduction and trial | July 2019 | December 2019 |
| Full launch of the platform | December 2019 | December 2020 |

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| **11. Providing feedback of public services** |
| Commitment Start and End dates | Commitment Start: January 2019Commitment End: August 2020 |
| Lead implementing agency | Office of the Prime Minister of the Republic of Armenia |
| Person responsible from lead implementing agency | Leonid Avetisyan |
| Title, Department | Director of the “EKENG” CJSC |
| E-mail |  leonid.avetisyan@ekeng.am |
| Phone | (+37460)46-45-01, (+37491)20-49-90 |
| Other actors involved | Other state actors involved | State administration bodies of the Republic of Armenia, “EKENG” CJSC, Ministry of High-Tech Industry of the Republic of Armenia |
| Civil society, private sector | UNDP in Armenia, IT and non-governmental organisations |
| Issue subject to regulation | Public services are rarely developed with the direct participation of citizens and based on their needs. Citizens have no efficient mechanism for expressing opinions or suggest improvements. Feedback mechanisms available in e-government resources do not allow coordinated collection of information on the needs and opinions of citizens. The collected information does not undergo coordinated processing so that it is transferred to decision-makers and the further policy is based on the facts and the lessons learned. Enable citizens to evaluate public services provided to them, as well as submitting proposals thereon through the simplified feedback which will contribute to participation and improvement of the quality of public services. Assessment is conducted by both quantitative and qualitative criteria (for example, how long has the service provision lasted and how much is the citizen satisfied with the service?). Active participation of each user in the stages of development and assessment of services is particularly important for the citizen-state dialogue. Collection of user opinions not only contributes to the improvement of public participation, but it also allows the executive body to improve the provided public services in the short term based on the results of the continuous feedback. Recognizing accountable and participatory public administration as a key factor in democratic governance and economic development is in line with both the recently developed UN Sustainable Development Goals and the principles of the European Neighbourhood (EN) Policy. Participation of citizens in the sector of public administration, particularly with regard to ensuring transparency in the process of developing and providing public services has a key role. The SIGMA, in close cooperation with the EC, has defined each of the core areas of public administration in the document [“Principles of Public Administration for European Neighbourhood Policy countries”](http://www.sigmaweb.org/publications/ENP-Principles-of-Public-Administration-Overview-ARM.pdf). This document stipulates and attaches importance to the direct participation of citizens in the assessment of public services and providing feedback and will be the main guideline for the assessment of the public services of the Republic of Armenia in the coming years.  |
| Main objective | The commitment has two aspects: first, citizens receive an accessible tool for participation to develop and assess public services on a daily basis; second, the executive body has a comprehensive overview of the assessment by citizens and issues identified through data visualization which allows to adopt more informed decisions based on data. The executive assumes responsibility for responding and providing relevant solutions to the opinions of citizens on public services and issues identified. The list and scope of the services to be assessed will be clarified through the study conducted at the preliminary stage of the commitment.  |
| Brief Description of Commitment | Launch an online feedback platform regarding public services which will allow collecting, sorting and analyzing assessments and proposals of citizens. Develop a human-oriented and user-friendly platform which will encourage participation of citizens in the process of developing and assessing public services. Combine collection of quantitative and qualitative response. Integrate/create a tool for collecting, sorting and analyzing assessments of citizens in one of the current online platforms.  |
| OGP challenge addressed by the commitment | Improvement of public confidence, promotion of public participation |
| Relevance to OGP values | Improvement of public services, promotion of public integrity and participation |
| Ambition | The commitment allows to create a live communication platform for collecting, processing citizen's perception and assessment of public services and for using them for fact-based policy planning for the first time.  |
| Support to implementation of Sustainable Development Goals | 16.6.2 Proportion of the population satisfied with their last experience of public services16.7 Ensure responsive, inclusive, participatory and representative decision-making at all levels |
| Verifiable and measurable criteria for performance of commitment | Start Date | End Date |
| **Ongoing Actions** |  |  |
| 1. Study of international examples of ensuring, co-creating the process of participation in public administration for citizens, and citizen-oriented public administration  | January 2019 | June 2019 |
| 2. A number of recommendations on the methodology for quality control of public services based on the use of the assessments received from citizens (including responsible institutions, frequency, monitoring frequency, performance system based on the results)Collecting, for the purpose of statistical analysis, data on the services provided by the State and on the citizens having received them in the single unified electronic register, including:a. automatically collecting the necessary data on persons receiving services and on received services from the current e-governance systems and transferring them to the unified electronic register;b. entering information on paper-based services in the unified electronic register.Conducting assessment of the quality of services through feedback for the purpose of assessing the level of satisfaction with the services provided by state bodies to citizens, available in the unified electronic register, by the body providing services and predetermined quality standards. Summary and analysis of the mentioned statistics at the level of the Office of the Prime Minister of the Republic of Armenia and separate state bodies providing services. Provide a mechanism for supervising the response to applications in relation to all service providers.  | July 2019 | March 2020 |
| 3. Establishing a model of the mechanism for collecting complaints/assessments of citizens which is compatible with the existing data solutions (e-gov.am, igov).Creating a unified platform for complaints of citizens, which will provide clear statistical indicators by public bodies. Developing national classifier for classification of complaints and universal application thereof in all state bodies, which will ensure a unified analysis of complaints and the collection of complete data. Introducing mechanisms for the assessment of satisfaction with the answers given by state bodies with regard to complaints. All answers will have a 16-digit control number, by which a citizens will be able to assess on the e-gov.am website his or her satisfaction with the answer to the application. Creating an opportunity for admitting applications of citizens in post offices, which will ensure admission of applications addressed to the Government of the Republic of Armenia in any settlement of the Republic of Armenia without the need for citizens to travel. Ensure transparency and tracking of the processing of applications of citizens. | January 2020 | August 2020 |
| 4. Launching the mechanism with the public involvement and public awareness campaign  | January 2020 | August 2020”. |



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| CHIEF OF STAFF OF THE PRIME MINISTEROF THE REPUBLIC OF ARMENIA  |  | E. AGHAJANYAN |