

**SUMMARY REPORT ON THE FOURTH ACTION PLAN   
OF THE REPUBLIC OF ARMENIA WITHIN THE FRAMEWORK   
OF THE “OPEN GOVERNMENT  
PARTNERSHIP” INITIATIVE (2018-2020)**

**June 2021**

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| **INTRODUCTION** |

**Achievements of the Government of the Republic of Armenia within the framework of the OGP/Armenia Action Plan for 2018-2020:**

[• *Application of the Crowdsourcing tool to involve public servants of the   
sub-divisions of all state administration bodies, the population of marzes and the ordinary citizen.*](http://www.ogp.am/hy/news/item/2018/08/01/OnLine_4th/)

• ***24 and more tete-a-tete and Town hall meetings in all marzes of the Republic of Armenia.*** *The meetings took place with the support of civil society partners.*

• ***11 commitments, 6 of which — upon the recommendation of the civil society***

• ***5 legislative initiatives***

• ***Star commitments***:

 *Revealing real beneficiaries*

 *Availability of cadastre platforms of land and water resources*

 *Introduction of a system of petitions*

 *Provision of feedback to citizens on public services.*

• [*Participation of the Republic of Armenia in the OGP Summit - Canada*](https://www.gov.am/en/news/item/9500/)

• [*Member of the Beneficial Ownership Leadership Group*](https://www.opengovpartnership.org/beneficial-ownership-leadership-group/)

• [*International Budget Initiative*](https://www.internationalbudget.org/)

• ***Increase of the Democracy Index***

• [*Improvement of the Corruption Perceptions Index*](https://www.transparency.org/en/cpi/2020/index/arm)

• [*Gyumri and Vanadzor communities joined the Local-OGP*](https://www.opengovpartnership.org/members/vanadzor-armenia/)

• [*Awareness-raising on the completion of OGP commitments within the scope of “Hraparakum” TV series on*](https://www.youtube.com/channel/UCk_QkTq2f8jEHQfMAxbhP5g/videos) *the Public Television*

• *Expansion of co-operation with international organizations (USAID, UNDP, UN, ADB, GIZ, WB, EU, EC, UK Embassy)*

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| **National Action Plan’s development Process** |

Since joining the Open Government Partnership (OGP) initiative, we can state with confidence that, in Armenia, the effectiveness of the public administration system and accessibility of information have improved, responsibility for accountability has increased, and a society more responsible in the decision-making process has formed.

In 2018, the Government of Armenia translated into action the OGP principles with great readiness in order 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 and the policy development processes. This manifestation was particularly highlighted in the period of development of the OGP/Armenia Action Plan for 2018-2020. For the purpose of development of the new plan, visits to marzes, communities were paid, and open and extensive public meetings took place in Yerevan jointly with our partners from the civil society and international organizations.

Collection of recommendations was organized via various electronic communication channels and through our civil society partners. The recommendations were discussed between the representatives of state administration bodies and parties submitting them. Around 97 recommendations were collected in total. According to the OGP principles, multiple discussions and the results approved by the OGP working group, 11 commitments were selected. Out of the 11 commitments of the Action Plan, 6 are the recommendations submitted by citizens and NGOs.

For the first time, the Government undertook 5 legislative initiatives and amendments. All draft Laws have been discussed and developed with the interested parties.

The commitments mostly included and regulated anti-corruption measures, effective spending of state budget funds, launch of the process of real beneficiaries, enhancement of democracy in the area of local self-government bodies (LSG bodies), launch of the platform of land and water cadastre data, development of more citizen-oriented education, social and healthcare systems, introduction of the system of petitions; an opportunity to assess state services was created for citizens.

The period of implementation of the Action Plan started in 2019. Within the scope of the commitments undertaken, the Government of the Republic of Armenia extended the co-operation both with local international organizations and other governments and other professional organizations.

The level of awareness-raising has improved substantially during the period of both formation and implementation of the Action Plan.

During the stage of implementation of the commitments, public discussions and Town halls were held jointly with the civil society partners, which gave the Government of the Republic of Armenia the opportunity to co-operate more closely with the target circle — receive recommendations and reveal problems raised by the beneficiaries themselves.

The government has launched the new OGP/Armenia website <https://ogp.gov.am/en> which will be equipped with a new toolkit and options for direct informing on current actions. Particularly, the recommendations on the new Action Plan will be accepted on-line, via the website. Information on the timely completion of the commitments already undertaken by the Government will be available via the special tool of the website.

The Government launched the series of video materials on the implementation of the commitments (<https://bit.ly/3ex5jTX> ), which are shown within the scope of “Hraparakum” TV series of the Public Television which has a large audience.

In 2019, during the OGP Summit held in Ottawa (Canada), Armenia joined and became a member of the [Beneficial Ownership Leadership Group](https://www.openownership.org/what-we-do/the-beneficial-ownership-leadership-group/). Within this framework, the Ministry of Justice signed a Memorandum of Co-operation with the British organization “Open Ownership”. A close co-operation was also established among the real beneficiaries with the Extractive Industries Transparency Initiative. Already in 2020, the data on beneficial owners of metal mines were presented within the framework of the State Register, and the process of revealing the real beneficiaries of organizations of the energy sector will be implemented next. At present, the Ministry of Justice is carrying out works at the legislative level for making the process of real beneficiaries compulsory for all organizations in Armenia.

The Ministry of Finance started co-operating with the "International Budget Initiative" in 2020. This co-operation will give an opportunity to form a team of civil society organizations the capacities of which will be formed around conducting monitoring of the elaboration and performance of the State Budget.

In Оctober 2020, local authorities and the civil society of large cities of the Republic of Armenia Vanadzor and Gyumri joined the Local-OGP process as a consortium. These cities started carrying out works for establishing a culture of comprehensive dialogue on solving authorities-citizen related issues at the local level and creating channels of international co-operation for ensuring institutional mechanisms of good and effective governance.

Launch of the "Open Parliament" initiative within the framework of the National Assembly is also under discussion. Multiple meetings and discussions have taken place with the OGP parliamentary team, the UNDP Office and Members of the Parliament.

Of course, the restrictions and challenges caused by the COVID-19 pandemic, which became a major obstacle from the point of view of impossibility of exchange of the international practice, visits and meetings, need to be mentioned.

Armenia was greatly affected by the large-scale [military aggression](https://www.mfa.am/en/awaa_chr/) by Azerbaijan on 27 September 2020 against Artsakh with the direct involvement of Turkey and foreign terrorists, planned in advance, and its consequences. Around six months after the establishment of ceasefire upon the trilateral announcement on 9 November 2020, [Azerbaijan continues to hinder the international efforts targeted at eliminating the humanitarian consequences of the war.](https://www.mfa.am/en/awaa_rahr) Azerbaijan is blocking the entry of humanitarian aid to Nagorno-Karabakh and continues holding numerous prisoners of war in custody, grossly violating the international humanitarian law.

This war had its effects on the priority issues, prospective programs and actions of vital socioeconomic and healthcare priority of the Government.

**Progress of steps undertaken by the Government**

The independent [Commission for the Prevention of Corruption](http://cpcarmenia.am/hy/members/) was established, the Head whereof is the opposition candidate.

On 16 April 2020, the Law ["On civil forfeiture of illegal assets"](http://www.parliament.am/drafts.php?sel=showdraft&DraftID=56066) was adopted.

Since 2018, international organizations have given positive assessments to the enhancement of democracy.

[According to the OSCE, the early parliamentary elections](https://www.osce.org/odihr/elections/armenia/401984) of 9 December 2018 were held in observance of fundamental freedoms and enjoyed broad public confidence. Thus, **the institutional basis for the** process of **democratic elections** was laid. Participation of women in the parliamentary elections of December 2018 exceeded the legislative quota threshold — 25% and comprised 32%.

By the results of [the Corruption Perceptions Index](https://www.transparency.org/en/cpi/2020/index/arm) of Transparency International for the recent two years, Armenia has registered a considerable growth by, improving its position by 15 points. With 49 points, Armenia ranked 60th (60th in 2020, 77th in 2019, and 105th in 2018).

According to the reputable Freedom House, Gallup Institute and other organizations, the activities of the Government during 2018-2020 were aimed at the promotion of the rule of law, fight against corruption and enhancement of democratic institutions.

According to the data of "[Freedom Barometer](http://freedombarometer.org/files/download/Freedom_Barometer_Europe_2019.pdf)" for 2019, Armenia has improved its position by 7.21 points as compared to the previous year, and scoring 60.14 points, ranked 35th among 45 countries instead of 37th of the previous year. The Index indicates that outstanding examples of countries which have recorded progress in 2019 are Armenia and Northern Macedonia.

According to the [Freedom House’s](https://freedomhouse.org/country/armenia/freedom-net/2019):

• Freedom on the Net 2019 Report; Armenia has improved its position by 5, being classified among "free" countries (76 percent out of 100);

• Freedom in the World 2019 Report, the positions of Armenia have improved by 6 (53%), being considered as partially free;

• Nations in Transit 2020, Armenia has 33.3 per cent out of 100, where it has recorded the highest biannual rate of the improvement of democracy; no country had recorded it so far in the history of the report.

In Law and Order Index 2019 of [Gallup](https://news.gallup.com/poll/267788/gallup-law-and-order-research-center.aspx) American Institute, Armenia has improved its positions by 5. The Report assesses the efforts of various countries aimed at building a fair, peaceful and inclusive society.

In [Economist Intelligence Unit’s](https://country.eiu.com/armenia) Democracy Index 2019 rankings, Armenia has recorded a notable improvement in democratic reforms, improving its position by 17 — ranking 86th and finding itself in the list of countries with hybrid regime.

The OGP/Armenia Final Self-Assessment Report was developed by the OGP Secretariat of the Office of the Prime Minister. The draft Report was submitted to the members of the OGP/Armenia Working Group for discussion and recommendation through electronic correspondence. At the same time, the document was submitted to the discussion of the broader public through the websites of the Government at [www.gov.am](http://www.gov.am) and [www.ogp.am](http://www.ogp.am) for a period of two weeks.

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| **Commitments implementation process** |

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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  December 2018 – May 2021 | | | | | |
| Lead implementing agency | | Commission for the Prevention of Corruption | | | |
| Commitment description | | | | | |
| What is the public problem that the commitment will address? | | Though reforms of the system of declaration are being continuously implemented, there are still a number of problems in the sector.  In particular, data regarding the property and income of heads of communities and members of council 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 unknown to the public. At the same time, there are numerous publications relating to the issue of conflict of interests of officials and members of council of elders disposing of 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. Pursuant to the mentioned Law, declarants shall be obliged to declare, among other property, only the valuable property with a value more than 8 million drams or foreign currency equivalent thereto. That value threshold is very high, conditioned whereby the scope of 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. The scope of data subject to declaration (content of declarations) does not provide an opportunity to reveal the relation existing between the donor and the declarant. At the same time, in compliance with Decision of the Government of the Republic of Armenia No 1835-N of 15 December 2011, data on the donor shall not be subject to disclosure. The issue of protection of third party data exists. As a result, various doubts and comments arise among the public. Whereas, if data concerning the name of the donor, as well as the relation of the latter to the declarant are available to the public, the mentioned doubts will be dispelled. Besides, in terms of protection of personal data of a third party donor, disclosure of the data declared with regard to his or her name assumes clarification of the relevant regulations stipulated by the Law of the Republic of Armenia "On protection of personal data".  Though data on separate expenses (for example, acquisition of property) are subject to declaration under the existing system for declaration of property and income, no requirement for declaration of data on a number of expenses (in particular, expenses for education, healthcare, leisure and other expensive services) is prescribed. Conditioned by the mentioned circumstance, issues arise (will arise) in the process of analyzing declarations in terms of their content, 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 official’s characteristics "Name, Surname", "Position" and "Year". The "Registry of Declarations" section is not accessible for users yet in terms of selecting relevant declaration data according to a specific characteristic. | | | |
| What is the commitment? | | Ensuring transparency of data subject to declaration | | | |
| How will the commitment contribute to solve the public problem? | | 1. Continuous expansion of the scope of declarants (members of council of elders and secretaries of staffs of communities with a populations of 15 000 and more);  2. revision of the content of declarations, including in terms of reducing the value threshold of valuable property subject to declaration and identification of donors with the declarant official (revelation of relation with the declarant), as well as in terms of whether data on a number of expenses exceeding a certain monetary threshold are subject to declaration;  3. expansion of the list of data of declarations subject to publication. | | | |
| Why is the commitment relevant to OGP values? | | Enhancement of public integrity.  Transparency, accountability, technology | | | |
| Completion level | | Not started | Limited | Substantial | Completed |
|  |  | √ |  |
| Description of the results | | The new system for declaration of interests and property, among numerous innovative approaches, automated and digitalized solutions, analytic modules, provides for ensuring such a format of publication of declarations (Open, API), which will provide an opportunity for full data exporting, ensuring of interoperability with other data and systems, as well as digitalized analysis. | | | |
| Next steps | | Selection of a relevant organization as a result of a new tender for procurement and launch of works for the creation of a new declaration system. The system should ensure more advanced methods of data collection in terms of making minimum by declarants, as well as a more intuitive platform for organizing the process of declaration in a more simplified way. The system will also ensure more quality data collection, as a result whereof it will be possible to ensure interoperability with other relevant state databases, thereby ensure automated solutions for supervision, as well as an opportunity to make all data searchable and ensure extensive export of public data for further analysis will be provided. As a result of all this, the Commission will have an opportunity to ensure — on a daily basis — accurate statistics and reports on its official website, as well as to carry out and exercise supervision over the process of declaration with maximum effectiveness and, finally, stay true to the goals of the institute of declaration, which are public accountability and transparency, as well as effective supervision over changes in property status of officials. | | | |
| Milestone status | | | Start date | End date | Completion level |
| Publishing on the website of the Commission information on the administrative sanctions imposed by the Commission on declarant officials having failed to submit a declaration for 2017-2020 and those having submitted a declaration later than the prescribed time limit. | | | December 2018 | as of the end of each year, no later than the first quarter of the next year | Completed |
| 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 thereof to the Office of the Prime Minister in the context of expansion of the scope of declarants, revision of the content of declarations, including reduction of the value threshold of valuable property subject to declaration and identification of donors (revelation of relation to the declarant) | | | February 2020 | November 2020 | Completed |
| Elaboration of a 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 thereof to the Office of the Prime Minister of the Republic of Armenia | | | October 2020 | November 2020 | Completed |
| Developing the search system of the "Registry of Declarations" section of the Commission’s website [www.cpcarmenia.am](http://www.cpcarmenia.am), ensuring its interactive accessibility for the user, developing and introducing software | | | June 2020 | May 2021 | Partially completed  (See the additional information) |
| Contact details | | | | | |
| Lead implementing agency | | Commission for the Prevention of Corruption | | | |
| Person responsible from implementing agency | | Lilit Aleksanyan | | | |
| Title, Department | | Member of the Commission for the Prevention of Corruption | | | |
| E-mail, Phone | | [la.cpcarmenia@gmail.com](mailto:la.cpcarmenia@gmail.com) +374 12 777721 | | | |
| 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 Justice of the Republic of Armenia, Ministry of High-Tech Industry of the Republic of Armenia | | | |
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| Civil society, private sector | "Transparency International" NGO (upon consent), Anti-Corruption Coalition of CSOs of Armenia (upon consent), "’Asparez’ (Arena) Journalists’ Club" NGO (upon consent) | | | |
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| Additional information | | | | | |
| At the end of 2020, the technical task of the new system of declaration received approval from the Government of the Republic of Armenia and was approved by the World Bank. A tender was announced to select a company providing services, but no company submitted application for participation in the tender.  The Commission for the Prevention of Corruption and the World Bank have reviewed the terms of the tender on the basis of the observations received from IT organizations and are preparing a new tender for procurement. Therefore, the time limit for implementation of the commitment will be extended in relation to holding the second tender and launch of the new system as a result of the tender. It is impossible to announce a precise time limit for implementation of the action as long as the organization providing the services has not been selected and the time limits have not been specified in the contract on provision of services.  Upon the Laws “On making amendments and supplements to the Law ‘On public service’ and related laws” adopted by the National Assembly on 19 January 2021 in the second reading and in full, among the measures indicated by the commitment:  • a new institute — the institute of declaration of expenses was introduced. Within the scope of this institute, an obligation to declare certain types of expenses if their lump amount exceeds AMD two million or foreign currency equivalent thereto or the sum total of the amount of expenses of the same type during the reporting period exceeds AMD three million or foreign currency equivalent thereto, as well as to declare any other expense the lump amount whereof exceeds AMD two million or foreign currency equivalent thereto has been defined for the declarant;  • a requirement has been defined for the declarant — to declare the property the real beneficiary whereof the given declarant is. In the context of the new regulations, immovable property, means of transport and valuable property actually owned by the declarant are also subject to declaration. | | | | | |

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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  November 2018 - August 2020 | | | | | |
| Lead implementing agency | | Ministry of Finance of the Republic of Armenia | | | |
| Commitment description | | | | | |
| What is the public problem that the commitment will address? | | 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 "organizations") from the State Budget of the Republic of Armenia shall be provided through competition procedures only.  The obligation of an authorized body to publish the financial statements and program reports of organizations 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 proposed by "Armavir Development Center" NGO had already been included in the OGP Third Action Plan. However, the competition procedure was only developed by the Ministry of Labour and Social Affairs within the scope of the commitment, but it was not applied. The commitment was partially completed. 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 organizations 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 organizations (including to CSOs) (except for cases prescribed by the Government of the Republic of Armenia) through 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. | | | |
| What is the commitment? | | Reviewing the competition procedure for allocating grants from the State Budget of the Republic of Armenia to legal persons.  Improving the accessibility and targeting of the information on the programs implemented within the scope of the financial resources provided, improving the accountability and transparency of the sector. | | | |
| How will the commitment contribute to solve the public problem? | | More effective management of public resources, improvement of public confidence, enhancement of public integrity | | | |
| Why is the commitment relevant to OGP values? | | Accountability and transparency.  Effective management of the funds of the State Budget of the Republic of Armenia, positive change in the grant programs being implemented, enhancement of accountability, transparency and confidence | | | |
| Completion level | | Not started | Limited | Substantial | Completed |
|  |  |  | √ |
| Description of the results | | Revision of the competition procedure for providing grants from the State Budget of the Republic of Armenia will contribute to enhancing the effectiveness of spending and targeted use of the state funds.  Publication of the list of organizations having participated and been recognized as winners in the competition for obtaining grants from the State Budget will lead to increasing the level of availability of information. | | | |
| Next steps | |  | | | |
| Milestone status | | | Start date | End date | Completion level |
| Examining the tools and procedures for provision of financial resources to legal persons being already applied, 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 | Completed |
| Developing and introducing a unified package of application sample forms, documents attached thereto and other necessary information | | | July 2019 | December 2019 | Completed |
| Publishing results of competitions and reports of beneficiary organizations on the official websites of authorized bodies. | | | December 2019 | August 2020 | Completed |
| Contact details | | | | | |
| Lead implementing agency | | Ministry of Finance of the Republic of Armenia | | | |
| Person responsible from implementing agency | | Sergey Shahnazaryan | | | |
| Title, Department | | Head of Procurement Policy Department | | | |
| E-mail, Phone | | [sergey.shahnazaryan@minfin.am](mailto:sergey.shahnazaryan@minfin.am) , (+37411) 800 260 | | | |
| Other actors involved | Other state actors involved | Office of the Prime Minister of the Republic of Armenia, Ministry of Justice of the Republic of Armenia, state administration bodies of the Republic of Armenia | | | |
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| Civil society, private sector | "Armavir Development Center" NGO (upon consent)  Karen Sargsyan (expert) | | | |
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| Additional information | | | | | |
| The commitment was completed later than the time limit, conditioned by the circumstance of additional discussions on considerations submitted as a result of the public discussions and mutual co-ordination of the points of the draft. In particular, for the purpose of implementing the measure within the time limit specified, a draft Decision of the Government of the Republic of Armenia "On making amendments and supplements to Decision of the Government of the Republic of Armenia No 1937-N of 24 December 2003 and repealing Decision of the Government of the Republic of Armenia No 566-N of 29 April 2010" has been drafted and submitted to the Government of the Republic of Armenia for discussion.  The draft has been included in the agenda of the sitting of the Financial and Economic Ministerial Committee twice, but has been forwarded for re-edition with a view to discussing the recommendations additionally submitted by the interested organizations and state administration bodies. Within the scope of the issues raised at the sitting of the mentioned Committees, the Ministry of High-Tech Industry of the Republic of Armenia and the Ministry of Education, Science, Culture and Sport of the Republic of Armenia have submitted new recommendations through working procedure, on the basis of which the draft was revised and provided to the interested non-state organizations for receiving position.  Upon co-ordination, the draft was approved at the sitting of the Government of the Republic of Armenia of 27 January 2021. Related legal acts should be elaborated within a period of 120 days following the adoption of the draft. For that purpose, on 9 April 2021, the Ministry of Finance and the OGP Secretariat organized a public discussion during which the amended procedure was and the necessity for drafting related legal acts was presented. It was agreed that the participants of the meeting will submit their recommendations to the Ministry of Finance. See the link of the meeting at: <https://bit.ly/32T4Juq> | | | | | |

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| **3. Introducing an open public register of beneficial owners** | | | | | |
| Commitment Start and End dates  November 2018 - December 2020 | | | | | |
| Lead implementing agency | | Ministry of Justice | | | |
| Commitment description | | | | | |
| What is the public problem that the commitment will address? | | Although the legislation of the Republic of Armenia prohibits public officials to be engaged in entrepreneurial activities, absence of information on beneficial owners of legal persons may lead to a violation of the mentioned requirement in practice, which will, in its turn, contribute to the spread of corruption.  After the Velvet Revolution taken place in the spring of 2018, the new Government of Armenia has undertaken a real and effective fight against corruption, which will be greatly contributed by the publication of information on beneficial owners of organizations. The Government of the Republic of Armenia will implement the international standards of publicity of owners and monitor abuses of companies.  Taking into account the explicit will of the new Government to eliminate corruption in all areas, the Government of the Republic of Armenia has undertaken to ensure the publicity of data on beneficial owners. | | | |
| What is the commitment? | | The main objective of the commitment is to ensure prevention of corruption and effective fight against corruption due to disclosing and publishing information on beneficial owners of companies in all areas 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 register of separated sub-divisions of legal persons, institutions and persons record-registered as individual entrepreneurs (hereinafter referred to as "Register").  Publication of the information on beneficial owners will also support the tax authorities and law-enforcement bodies in exercising their functions more effectively. Transparency of this information will contribute to increasing and effectively exercising public supervision, and forming public confidence in the Government. At the same time, this will also essentially contribute to the activation of investments. | | | |
| How will the commitment contribute to solve the public problem? | | The Government of the Republic of Armenia undertakes to carry out the formation of common mechanisms for revealing the beneficial owners of companies operating in all areas, by creating and operating a comprehensive open public register of beneficial owners within the scope of the Registry. | | | |
| Why is this commitment relevant to OGP values? | | Publicity, accountability, enhancement of public integrity, innovation  The Register will make information on beneficial owners available, improve public confidence, increase the levels of transparency and public supervision, and thus improve the level of accountability of companies. | | | |
| Completion level | | Not started | Limited | Substantial | Completed |
|  |  |  | √ |
| Description of the results | | 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 further establishing as per areas who are the beneficial owners of businesses in the given area. It will have a huge impact on the fight against corruption and money laundering. In case of implementation of this commitment, Armenia will become one of the pioneers in the area of revealing beneficial ownership (Beneficial Ownership) in the whole world. | | | |
| Next steps | |  | | | |
| Milestone status | | | Start date | End date | Completion level |
| 1. Drafting a legislative package aimed at introducing mechanisms and an open register of beneficial owners necessary for ensuring the transparency of beneficial owners. The legislative package must be based on the comprehensive analysis of the international practice (including on the open-end standard), including the concepts related to beneficial 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 | Completed |
| 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 | Completed |
| 3. Developing a publicly available register of beneficial 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 | Completed |
| 4. Pilot entering, collecting and publishing of the data on beneficial owners of companies extracting metal ores in Armenia, revealing and targeting of systemic issues arisen during the implementation of the pilot program | | | November 2019 | June 2020 | Completed |
| 5. Operating the publicly available register of beneficial owners, concurrently implementing the program of comprehensive public awareness on the register | | | October 2020 | December 2020 | Completed |
| Contact details | | | | | |
| Lead implementing agency | | Ministry of Justice | | | |
| Person responsible from implementing agency | | Ani Varderesyan | | | |
| Title, Department | | Expert of the "Centre for Legislation Development and Legal Research" Foundation | | | |
| E-mail, Phone | | [ani.varderesyan@gmail.com](mailto:ani.varderesyan@gmail.com), +37493418551 | | | |
| Other actors involved | Other state actors involved | Office of the Prime Minister of the Republic of Armenia, EITI Secretariat, Ministry of Finance of the Republic of Armenia, State Revenue Committee of the Republic of Armenia, Ministry of High-Tech Industry of the Republic of Armenia, Ministry of Territorial Administration and Infrastructure of the Republic of Armenia, Commission for the Prevention of Corruption, Central Bank | | | |
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| Civil society, private sector | "Freedom of Information Center" NGO,  Transparency International Anti-Corruption Center  ”Armenian Lawyers' Association” NGO | | | |
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| Additional information | | | | | |
| In 2019, within the scope of the OGP Global Summit taken place in Canada, Armenia joined Beneficial Ownership Leadership Group headed by the United Kingdom. The Government of Armenia had undertaken the commitment marked by asterisk.  Links to the Leadership Group: <https://bit.ly/3xu0FyA> and <https://bit.ly/3sWbplO>  In 2019, a workshop on the topic "Transparency of beneficial owners" was held in Armenia. The workshop was organized by the Secretariat of Open Government Partnership/Armenia, USAID and Transparency International Anti-Corruption Center. During the workshop, Minister of Justice Rustam Badasyan and Executive Director of "Open Ownership" Tom Townsend signed a Memorandum of Understanding for the purpose of provision of technical support by "Open Ownership" to ensuring the transparency of beneficial owners. See the link of the event at: https://bit.ly/3aH10Et  Along with the measures mentioned by the commitment:  for the purpose of introducing effective mechanisms for revealing the beneficial owners of legal persons in other areas as well, Decision of the Prime Minister of the Republic of Armenia No 30-A "On approving the roadmap of introduction of the institute of real beneficiaries of legal persons" (hereinafter also referred to as "Roadmap") was drafted in 2020 and approved on 18 January 2021, whereby the primary areas of and relevant time limits for revealing beneficial owners (beneficiaries) have been pre-determined.  On 22 April 2021, the Government approved the package of drafts on making amendments and supplements to the Law "On state registration of legal persons, record-registration of separated  sub-divisions of legal persons, institutions and individual entrepreneurs" and the related laws, which provides for establishing an open and publicly accessible register of real beneficiaries of legal persons, which provides for extending the mandatory requirement of revealing the real beneficiaries to all legal persons operating in Armenia. | | | | | |
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| **4. Modernizing community web-sites; enhancing publicity, transparency and participation at the local level** | | | | | |
| Commitment Start and End dates  November 2018 - August 2020 | | | | | |
| Lead implementing agency | | Ministry of Territorial Administration and Infrastructure of the Republic of Armenia | | | |
| Commitment description | | | | | |
| What is the public problem that the commitment will address? | | 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 LSG 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 3 000 residents or more to have an official website and the list of documents subject to mandatory posting on that website. 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 of data most required by the resident and needs such an extension which will contribute also to increasing participation, transparency and accountability at the local level. | | | |
| What is the commitment? | | The objective of the commitment is to improve transparency and publicity of the activities of LSG bodies in communities of the Republic, with population of 3 000 residents or more, to improve the quality, accessibility and availability of community services provided to the population, as well as to ensure participation. | | | |
| How will the commitment contribute to solve the public problem? | | Within the scope of implementation of the commitment, it is envisaged to undertake steps in two directions: implementing legislative amendments and improving the operational possibilities of the community websites.  By the legislative amendments to be implemented, communities with population of 3 000 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 website 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 websites, 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 sub-system of on-line listing of children for pre-school education 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 LSG bodies;  - ensuring consideration of Drafts of regulatory legal acts by LSG bodies of communities with population of 20 000 residents or more on the unified website for publication of draft legal acts e-draft.am. | | | |
| Why is the commitment relevant to OGP values? | | Raising the level of public confidence, more efficient management of public resources. Transparency, accountability, participation, technology and innovation | | | |
| Completion level | | Not started | Limited | Substantial | Completed |
|  |  |  | √ |
| Description of the results | | Availability of official community websites that will be more accessible, contain more information for residents and will be re-equipped with participation instruments, enlargement of local participation. | | | |
| Next steps | |  | | | |
| Milestone status | | | Start date | Completion date | Completion level |
| 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 | Completed |
| 2. Organizing public discussions on the legislative amendments | | | April 2019 | June 2019 | Completed |
| 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 | Completed |
| 4. Bringing official websites of community into compliance with the legislative amendments | | | December 2019 | May 2020 | Completed |
| 5. Information campaign aimed at local self-government bodies and CSOs. Introducing to community users the possibilities of new tools and websites | | | May 2020 | August 2020 | Completed |
| Contact details | | | | | |
| 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 of Local Self-Government Policy | | | |
| E-mail, Phone | | [a.giloyan@mta.gov.am](mailto:a.giloyan@mta.gov.am), +374 10 511-342 | | | |
| 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 of the Republic of Armenia, local self-government bodies (upon consent) | | | |
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| Civil society, private sector | “Armavir Development Center” non-governmental organization, "Commitment to Constructive Dialogue" Project implemented by the Armenian Lawyers' Association, "Information System Development and Training Center" non-governmental organization (upon consent) | | | |
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| Additional information | | | | | |

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| **5. Accessibility of the unified information system of water resources** | |
| Commitment Start and End dates  November 2018 - August 2020 | |
| Lead implementing agency | Ministry of Environment |
| Commitment description | |
| What is the public problem that the commitment will address? | Water Resources Management Agency of the Staff of the Ministry of Environment of the Republic of Armenia maintains the State Water Cadastre which is an information system. Activities are currently being carried out for updating the State Water Cadastre and, after the update, the complete data of the State Water Cadastre, except for information containing official, commercial and any other secret protected by law, will be posted on the relevant website which may be used by all legal and natural persons free of charge. At the same time, in case of ensuring the relevant program, it will also be possible to electronically perform the function of issuing permits for water use. |
| What is the commitment? | - Raising the effectiveness of regulation of the water sector management by ensuring sustainable use of water resources in environmental and economic terms;  - raising the level of public awareness and participation in the process of issuing permits for water use in the field of water resources. |

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| How will the commitment contribute to solve the public problem? | | - updating the State Water Cadastre program;  - establishing contacts between the available databases within interested organizations 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 | | | |
| Why is this commitment relevant to OGP values? | | Improving public services, enhancing public integrity, access to information.  Creating and introducing the unified information system of water resources will serve, from the point of view of access to information, as a major impetus for improving transparency of the sector and provision of public services. | | | |
| Completion level | | Not started | Limited | Substantial | Completed |
|  |  | √ |  |
| Description of the results | |  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. | | | |
| Next steps | |  | | | |
| Milestone status | | | Start date | End date | Completion level |
| 1. Reviewing the technical task of updating the information database of the State Water Cadastre | | | November 2018 | March 2019 | Completed |
| 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 | Completed |
| 3. Creating links between the tabular and spatial components of the State Water Cadastre | | | June 2019 | September 2019 | Completed |
| 4. Creating a unified information database for all water resources | | | September 2019 | December 2019 | Completed |
| 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 | Partially completed |
| Contact details | | | | | |
| Lead implementing agency | | Ministry of Environment | | | |
| Person responsible from implementing agency | | Artyom Mkhitaryan | | | |
| Title, Department | | Acting Head of the Department for Licenses, Permits and Compliances | | | |
| E-mail, Phone | | [a.mkhitaryan@env.am](mailto:a.mkhitaryan@env.am) , +37499-556-054 | | | |
| Other actors involved | Other state actors involved | Water Committee of the Ministry of Territorial Administration and Infrastructure, Committee of Cadastre, Ministry of High-Tech Industry of the Republic of Armenia. | | | |
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| Civil society, private sector |  | | | |
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| Additional information | | | | | |
| Point 5 of the commitment has not been completed within the time limit specified, with the extension of the time limits by international donor organizations, which is conditioned by the Covid-19 pandemic, as well as the martial law declared on 27 September 2020  At this stage, the SWC IS is installed by “Coca-Cola Hellenic Armenia” as a technical support, on the server provided to the Ministry of Environment.  The official website of the Ministry of Environment at www.env.am is considered as the Internet domain or address of the system in order to operate the new information database of the State Water Cadastre, as well as ensuring a connection between the information database of the State Water Cadastre and the data provided by the interested agencies.  Carries out environmental works for the operation of the SCADA automated system for on-line monitoring of groundwater intake and ensuring of technical solutions for the installation of the system on the server during the development of the technical task for the SCADA software and the implementation of the work is currently in the stage of co-operation. | | | | | |

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| **6. Modernization of public accessibility of the Land Cadastre** | | | | | |
| Commitment Start and End dates  January 2019 - December 2022 | | | | | |
| Lead implementing agency | | Committee of Cadastre of the Republic of Armenia | | | |
| Commitment description | | | | | |
| What is the public problem that the commitment will address? | | 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. | | | |
| What is the commitment? | | To ensure transparency and accessibility of the Land Cadastre, the land use schemes and zoning documents and, thereby, public accountability of the relevant structures. | | | |
| How will the commitment contribute to solve the public problem? | | To ensure complete accessibility of the land database and the land use schemes and zoning documents (data) for the public through a map, with search functionality, ensuring the personal data protection regime. | | | |
| Why is this commitment relevant to OGP values? | | Improvement of public services, enhancement of public integrity.  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 to ensure public accountability, which will make it possible to apply public oversight over the enforcement of land use schemes and zoning documents. | | | |
| Milestone status | | Not started | Limited | Substantial | Completed |
|  |  | √ |  |
| Description of the results | | To ensure completeness of data of the land database through a map, ensuring the personal data protection regime. Ensuring transparency of decisions adopted by the Government of the Republic of Armenia and LSG bodies on land use, proper public oversight over and raising the level of confidence in those bodies. | | | |
| Next steps | |  | | | |
| Milestone status | | | Start date | End date | Completion level |
| 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 of Legal Entities. | | | January 2019 | August 2020 | Completed |
| 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 | Ongoing:  According to the schedule |
| Contact details | | | | | |
| Lead implementing agency | | Committee of Cadastre of the Republic of Armenia | | | |
| Person responsible from implementing agency | | Karen Grigoryan | | | |
| Title, Department | | Head of the Information Technology Center of the Committee of Cadastre of the Republic of Armenia | | | |
| E-mail, Phone | | [karen.grigoryan@cadastre.am](mailto:karen.grigoryan@cadastre.am) (+37460) 47-42-21 | | | |
| 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, LSG bodies, other interested state administration bodies | | | |
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| Civil society, private sector | Transparency International Anti-Corruption Center and other non-governmental organizations | | | |
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| Additional information | | | | | |
| An on-line cartographic environment for the current maintenance of electronic cadastral maps of the communities of the Republic of Armenia has been introduced. Conversion of cadastral maps to the “shape” format designed for the interoperability of geographic information systems has been performed. Software tools for checking cadastral maps in the “shape” format have been developed and operated. In case of a positive result of the checks, the cadastral map of the community is imported into the on-line cartographic environment. Currently, the electronic cadastral maps of 280 settlements are maintained on-line.  Access to basic cartographic layers (neighborhood, land plot, building, land fund, property subject, orthophotomaps for 2014) has been ensured by the cartographic system of the National Geoportal for public administration bodies within the government agency network. The land fund is represented in the system via symbols, as well as there is a functionality to search for real estate by cadastral code, area and other conditions.  The Decision of the Government of the Republic of Armenia "On prescribing the procedure for correction of errors found in the cadastral map" has been developed (No 698-N of 29 April 2021). | | | | | |

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| **7. Open & Social: Access to integrated social services and raising awareness** | | | | | |
| Commitment Start and End dates  November 2018 - November 2020 | | | | | |
| Lead implementing agency | | Ministry of Labour and Social Affairs of the Republic of Armenia | | | |
| Commitment description | | | | | |
| What is the public problem that the commitment will address? | | Implementation 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 account the human-centrism of social services and engagement of the 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. | | | |
| What is the commitment? | | Through the innovation tools developed within the scope of the Open&Social Commitment, accessibility of information about social services classified and presented automatically with on-line 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. | | | |
| How will the commitment contribute to solve the public problem? | | Taking into account the definition of the existing issue, the commitment presumes introduction of the Open&Social instruments which are based on the collection, co-ordination, 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 ultimately 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 on-line 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 assessment of the procedure for providing social services as a result of the provision thereof, resolvability 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 centers, or assessment platforms will be installed in the on-line environments, as well as the existing solutions will be reviewed. All 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 account in the tactical solutions and further reforms. | | | |
| Why is this commitment relevant to OGP values? | | Improvement of public services, enhancement of public integrity.  By this commitment, the quality of services provided by the State will be raised, the uncertainty of the public about social services in terms of information will be essentially reduced and the level of public accountability will be raised due to the processes ensuring public participation. | | | |
| Milestone status | | Not started | Limited | Substantial | Completed |
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| Description of the results | | Raising the level of effectiveness of social services through feedback on the quality of those services, ensuring accessibility of information and public participation. | | | |
| Next steps | |  | | | |
| Milestone status | | | Start date | End date | Completion level |
| Introducing the "Open&Social" instrument at 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 | Partially completed (see the Additional information) |
| 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 analyzing these scores, such services and organizations operating in the social protection sector will get a certain rating. Revising, based on opinions of beneficiaries, of services being provided, simplifying the working procedures, reducing the time | | | November 2018 | November 2020 | Not completed (see the Additional information) |
| Contact details | | | | | |
| Lead implementing agency | | Ministry of Labour and Social Affairs of the Republic of Armenia | | | |
| Person responsible from implementing agency | | Garnik Nalbandyan | | | |
| Title, Department | | Deputy Director of the National Institute of Labour and Social Research | | | |
| E-mail, Phone | | [garnik63@list.ru](mailto:garnik63@list.ru) +37410208344 | | | |
| Other actors involved | Other state actors involved | Separated sub-divisions of the Ministry of Labour and Social Affairs of the Republic of Armenia, Ministry of High-Tech Industry of the Republic of Armenia | | | |
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| Civil society, private sector | Interested non-governmental organizations in the social protection sector, "Armavir Development Center" NGO | | | |
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| Additional information | | | | | |
| According to the questionnaire developed, mapping of organizations providing social service was carried out throughout the whole territory of the Republic of Armenia, and a relevant pilot information database was formed.  Based on this research, an information system for providing access to information on social services was to be developed, which, however, was not developed, and a decision was rendered to include it in the unified information system of social protection, which is in the stage of development.  The absence of the mentioned information system did not give the opportunity to carry out activities for the creation and modification of the platform, which would enable the public to give scores to the specific service or the organization providing the service, to review the services provided on the basis of the opinions of the beneficiaries, to simplify work processes, to reduce their time, and to rate the organization providing services. | | | | | |

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| **8. Unified information system for management of education** | | | | | |
| Commitment Start and End dates  November 2018 **-** August 2020 | | | | | |
| Lead implementing agency | | Ministry of Education, Science, Culture and Sport of the Republic of Armenia | | | |
| Commitment description | | | | | |
| What is the public problem that the commitment will address? | | At various levels of education, a need arises to exclude multiple record-registrations of the same learner, carry out oversight over the process of transferring from one educational institution to the other (of various education levels as well), ensure mechanisms for the application of children, admission and transfer to, as well as expelling from and resumption of studies at educational institutions, ensure transparency in the sector of education, reduce administration, optimize information flows, ensure electronic listing and the possibility to follow the list. | | | |
| What is the commitment? | | 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, creating mechanisms for appeal for the main beneficiaries — parents, applying to relevant bodies in case of dereliction, omission or improper fulfillment of duties, commission of violations in any circle, ensuring electronic registration for first grade admission.  Ensuring appeal mechanisms for students in case of expulsion or dismissal of a student from a higher education institution, improper fulfillment of obligations or failure to fulfill them by the HEI | | | |
| How will the commitment contribute to solve the public problem? | | Development of a unified information (record-registration, transfer, application, admission and transfer of learners) system for management of education by including all institutions of all education levels, including pre-school, irrespective of the organizational 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, qualification granted, graduation document 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. | | | |
| Why is this commitment relevant to OGP values? | | In the sector of education:   decrease of corruption risks: open information (upon the consent of learners) about attendance of learners, vacancies, transfer, expulsion, listing in pre-school institutions (listing in pre-school institutions is implemented by Yerevan Municipality and local self-government bodies. " National Center for Educational Technologies" SNCO will receive this information through the EKENG), etc.;   launch a window on the platform for responding to the appeals, comments and recommendations of the interested persons, providing relevant solutions to the issues by the relevant agency;   provision of a possibility for feedback for presenting matters and issues raised by parents and learners, as well as for tracking steps undertaken towards them;   introduction of innovation. | | | |
| Completion level | | Not started | Limited | Substantial | Completed |
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| Description of the results | | Improvement of public services, enhancement of public integrity, application of innovative technologies.  Clarification of mechanisms for electronic application, multiple record-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, and settlement of other issues. | | | |
| Next steps | |  | | | |
| Milestone status | | | Start date | End date | Completion level |
| Creation of a unified system for management of education: system of entry of information on all educational institutions | | | November 2018 | January 2019 | Completed |
| Stipulating a relevant provision of law for maintaining such a system in the Law of the Republic of Armenia "On education". Submitting the package of the draft Law to the National Assembly of the Republic of Armenia | | | February 2019 | July 2020 | Completed |
| Informing all participating parties about the system, its significance, activities and effectiveness | | | April 2019 | August 2019 | Completed |
| Summarizing the pilot stage, revealing issues, and revising them, upon necessity. Phased introduction of the system, end of the process | | | August 2019 | August 2020 | Completed |
| Monitoring the launch and introduction of the system. Process assessment | | | December 2019 | August 2020 | Completed |
| Contact details | | | | | |
| Lead implementing agency | | Ministry of Education, Science, Culture and Sport of the Republic of Armenia, “National Center of Educational Technologies” SNCO | | | |
| Person responsible from implementing agency | | Syuzi Mashuryan | | | |
| Title, Department | | Education Information and Analysis Division | | | |
| E-mail, Phone | | [syuzi@ktak.am](mailto:syuzi@ktak.am) , +37410-578-453 (720) | | | |
| Other actors involved | Other state actors involved | 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 | | | |
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| Civil society, private sector | "Armavir Development Center" NGO and other NGOs | | | |
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| Additional information | | | | | |
| • The draft Law "On making amendments and supplements to the Law of the Republic of Armenia ‘On education’" has been elaborated, which is aimed at establishing legal grounds for the state education management information system and maintenance of administrative registers by the authorized body of state education management.  The draft envisages that the authorized body of state education management shall:  "՚prescribe the procedure for maintaining the education management information system;  develop, introduce and maintain state administrative registers in the field of education;".  The draft Law was circulated as prescribed and submitted for public discussion (5-20 November 2019), after which it was revised.  The package of the draft Law was discussed in the National Assembly of the Republic of Armenia on 21 July 2020 and included, on 14 September 2020, in the agenda of the session and regular sittings.  The Law of the Republic of Armenia "On making amendments and supplements to the Law ‘On education’" was adopted by the National Assembly on 20 January 2021.  • Since 2018, the Management Information System (SMIS) of all general education institutions (regardless of the organizational form) has been operating in the Republic. The SMIS, being combined with the State Population Register of the Police of the Republic of Armenia, excludes the multiple record-registration of the same person and the possibility of incorrect financing as a result thereof, provides a great systemic opportunity to exclude cases of being dropped out of education, in addition to collecting and summarizing the whole information necessary for the policy of the sector, ensures also provides the complete report of the annual general education statistics and the publication thereof in the "Database" section.  • In 2019, the sub-system "Electronic system for on-line application of first graders" was established and tested, which was tested in the public schools in Yerevan within the scope of admissions for the 2019-2020 academic year.  After summarizing the pilot phase, in the 2020-2021 academic year, the system was introduced throughout the whole territory of the Republic.  The main purpose of the introduction of the sub-system is to ensure the admission of the number of children appropriate to the licensed places issued to schools, as a result whereof we will have a decrease in overloaded and underloaded schools and their elimination in the final result. One of the goals of the sub-system is also the establishment of equal conditions for parents, effective and quick organization of the process, as well as the revelation of issues that cause problems during admission to school. During the testing of the sub-system, feedback with parents via e-mail functioned, as well as the hotline of the Ministry of Education, Science, Culture and Sports of the Republic of Armenia operated.  • In the 2020-2021 academic year, the sub-system "Electronic System for On-line Application of College Applicants" was launched, which aims at the transparency of admission to secondary vocational education institutions and the exclusion of corruption risks. | | | | | |

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| **9. Open healthcare: On-line listing for treatment and diagnosis within the scope of state funding** | | | | | |
| Commitment Start and End dates  February 2019 - August 2020 | | | | | |
| Lead implementing agency | | Ministry of Healthcare of the Republic of Armenia | | | |
| Commitment description | | | | | |
| What is the public problem that the commitment will address? | | Until 2020, the citizen, upon receipt of a referral, has to go from one medical organization to another, stand in queues, make a call, at best, to find out in which medical organization he or she can be listed and receive medical assistance and servicing that are free of charge and under privileged conditions, guaranteed by the state, and the medical organization can provide incorrect information that contains corruption risks. | | | |
| What is the commitment? | | Regulation of queues occurring in medical organizations through on-line provision of funding thresholds, electronic referrals and listing, also reducing inconveniences related thereto — the time of the patient and financial expenses, especially for citizens residing in marzes. | | | |
| How will the commitment contribute to solve the public problem? | | At the moment, to raise the public awareness of works actually done, existing places and listings in medical organizations 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 website https://www.armed.am/govlimits/ has been created, in which the above-mentioned data in three colors — 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 organization 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 organization).  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 as well. The patient will be listed from his or her page in the existing system, by selecting the medical organization, and attaching the referral. Listing will be carried out in the selected medical organization 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 organization and will have the opportunity to assess the given function from his or her page. | | | |
| Why is this commitment relevant to OGP values? | | Improving public confidence, ensuring transparency of availability and improvement of the quality of public services, decrease of corruption risks.  Transparency: on-line provision of information about financial thresholds will ensure transparency of works performed in medical organizations 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, raise the level of responsibility of medical organizations and improve the quality of the service being provided. | | | |
| Completion level | | Not started | Limited | Substantial | Completed |
|  |  |  | √ |
| Description of the results | | The commitment will ensure oversight over and transparency of services provided within the scope of the state funding in medical organizations. | | | |
| Next steps | |  | | | |
| Milestone status | | | Start date | End date | Completion level |
| 1. Development of a technical task for the listing system | | | February 2019 | April 2019 | Completed |
| 2. Improvement of the tables of thresholds and the block of information on provision of electronic referrals in the system and creation of a listing block in the www.ehealth.am software system of the website https://armed.am | | | April 2019 | August 2019 | Completed |
| 3. Pilot testing of the created system at several medical organizations | | | August 2019 | September 2019 | Completed |
| 4. Correction of shortcomings identified during the pilot. Revision of legal documents | | | October 2019 | November 2019 | Completed |
| 5. Introduction of feedback and public awareness-raising | | | November 2019 | August 2020 | Partially completed  (see the Additional information) |
| Contact details | | | | | |
| Lead implementing agency | | Ministry of Healthcare of the Republic of Armenia, National Institute of Health of the Ministry of Healthcare of the Republic of Armenia | | | |
| Person responsible from implementing agency | | Tsaghkanush Sargsyan | | | |
| Title, Department | | Head of the E-Health Division | | | |
| E-mail, Phone | | [ts.sargsyan@moh.am](mailto:ts.sargsyan@moh.am), [tssargsyan@gmail.com](mailto:tssargsyan@gmail.com),  (+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, "EKENG" CJSC and other state administration bodies. | | | |
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| Civil society, private sector | Healthcare and social sector NGOs | | | |
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| Additional information | | | | | |
| Conditioned by the coronavirus situation, the feedback questionnaire envisaged for posting on the platform has not been developed by the Ministry and has not been agreed with the EKENG. Based on the epidemic situation, no general public awareness-raising measure was implemented as well, but, based on the need, the on-line listing tool was put into use within the scope of the awareness-raising and support implemented by the Ministry and medical institutions. | | | | | |

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| **10. Creation of a unified electronic platform for submitting petitions** | | | | | |
| Commitment Start and End dates  November 2018 - December 2020 | | | | | |
| Lead implementing agency and person responsible from  implementing agency | | Office of Deputy Prime Minister Tigran Avinyan | | | |
| Commitment description | | | | | |
| What is the public problem that the commitment will address? | | 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 recommendation 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 improving the 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 the electronic way (through electronic signature) are distinguished as a way of submitting petitions.  Accordingly, exercise of this constitutionally-enshrined right will be more effective and guaranteed as a result of creation of the unified electronic platform for submitting petitions. | | | |
| What is the commitment? | | Ensuring an 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 state administration, promoting the public-private sector co-operation | | | |
| How will the commitment contribute to solve the public problem? | | An opportunity will be created for the participation of citizens in policy definition and decision-making. | | | |
| Why is this commitment relevant to OGP values? | | Improvement of public confidence, enhancement of public integrity, access to information.  Creation of the platform will lead to transparency, accountability of activities of state bodies, promotion of participatory democracy and innovation. | | | |
| Completion level | | Not started | Limited | Substantial | Completed |
|  |  |  | √ |
| Description of the results | | Creation of the platform will ensure the transparency and accountability of activities of state bodies and will enable individual citizens to participate in policy definition and decision-making prescribed by the Government and not only. | | | |
| Next steps | |  | | | |
| Milestone status | | | Start date | End date | Completion level |
| Development of a technical task based on the study of international practice jointly with state stakeholders and civil society organizations | | | November 2018 | January 2019 | Completed |
| Platform introduction and trial | | | July 2019 | December 2019 | Completed |
| Full launch of the platform | | | December 2019 | December 2020 | Completed |
| Contact details | | | | | |
| Lead implementing agency | | Office of Deputy Prime Minister Tigran Avinyan | | | |
| Person responsible from implementing agency | | Suren Krmoyan | | | |
| Title, Department | | Digitalization team | | | |
| E-mail, Phone | | [krmoyan@yahoo.com](mailto:krmoyan@yahoo.com) , +37477-779-292 | | | |
| Other actors involved | Other state actors involved | Office of the Prime Minister of the Republic of Armenia, Ministry of Justice of the Republic of Armenia, Ministry of High-Tech Industry of the Republic of Armenia, "EKENG" CJSC | | | |
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| Civil society, private sector | "Harmonious Development" NGO (upon consent), "Armavir Development Center" NGO | | | |
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| Additional information | | | | | |
| The system of petitions has been introduced and launched, which is available at the following link: հանրագիր.հայ <https://bit.ly/3aKmfp0> | | | | | |

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| **11. Providing feedback of public services** | | | | | |
| Commitment Start and End dates  January 2019 - August 2020 | | | | | |
| Lead implementing agency and person responsible from implementing agency | | "EKENG" CJSC of the Office of the Prime Minister of the Republic of Armenia | | | |
| Commitment description | | | | | |
| What is the public problem that the commitment will address? | | Public services are rarely developed with the direct participation of citizens and based on their needs. The citizen has no efficient mechanism for expressing opinions or suggesting improvements. The feedback mechanisms available in e-governance resources do not allow coordinated collection of information on the needs and opinions of the citizen. 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 knowledge accumulated. | | | |
| What is the commitment? | | The commitment has two aspects: first, the citizen receives an accessible tool for participation to develop and assess public services on a daily basis; second, the executive has a comprehensively developed picture of the assessment by citizens and issues identified through data visualization, which allows adopting more informed decisions that are based on data.  The executive assumes responsibility for responding and providing relevant solutions to the opinions of citizens on public services and issues identified. | | | |
| How will the commitment contribute to solve the public problem? | | Launch an on-line platform for feedback on public services, which will allow collecting, sorting and analyzing assessments and recommendations 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 into/create a tool for collecting, sorting and analyzing assessments of citizens in one of the current on-line platforms. | | | |
| Why is this commitment relevant to OGP values? | | Improvement of public confidence, promotion of public participation | | | |
| Completion level | | Not started | Limited | Substantial | Completed |
|  |  |  | √ |
| Description of the results | | Improvement of public services, promotion of public integrity and participation. The commitment allows finding out the citizen’s perception of public services through the platform and collecting, processing and giving a fact-based assessment to the quality and method of the service. This opportunity will help in planning a policy for provision of public services. | | | |
| Next steps | |  | | | |
| Milestone status | | | Start date | End date | Completion level |
| 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 | Completed |
| 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 analyses, 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 — from the current e-governance systems — of the necessary data on persons receiving services and on services received and transferring them to the unified electronic register;  b. entering information on services provided in paper form 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 according to the body providing the services and predetermined quality standards. Summarizing and analyzing the mentioned statistics at the level of the Office of the Prime Minister of the Republic of Armenia and separate state bodies providing services.  Ensuring a mechanism for supervision of the response to applications over all service providers. | | | July 2019 | March 2020 | Completed |
| 3. Creating 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 according to state bodies.  Developing a national classifier for classification of complaints and applying it universally in all state bodies, which will ensure a unified analysis of complaints and collection of complete data.  Introducing mechanisms for assessment of satisfaction with the answers given by state bodies with regard to application-complaints. All answers will have a 16-digit control number by which the citizen will be able to assess his or her satisfaction with the answer to the application on the website e-gov.am. Creating an opportunity for accepting applications of citizens in post offices, which will ensure the acceptance 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.  Ensuring transparency and tracking of the processing of applications of the citizen. | | | January 2020 | August 2020 | Completed |
| 4. Launching the mechanism with the involvement of the public and a public awareness-raising campaign | | | January 2020 | August 2020 | Completed |
| Contact details | | | | | |
| Lead implementing agency | | "EKENG" CJSC | | | |
| Person responsible from implementing agency | | Leonid Avetisyan | | | |
| Title, Department | | Director | | | |
| E-mail, Phone | | [leonid.avetisyan@ekeng.am](mailto:leonid.avetisyan@ekeng.am) (+37460) 464-501, (+37491)204-990 | | | |
| 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 | | | |
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| Civil society, private sector | UNDP in Armenia, IT and non-governmental organizations | | | |
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| Additional information | | | | | |
| The unified platform for feedback — <https://gnahatir.am/am/> was launched  Works are being carried out for bringing together and combining all state and community services in the Republic of Armenia. | | | | | |

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| **Conclusion** |

The principles of the Open Government Partnership initiative and their implementation are the guarantee of having a **sustainable, participatory, citizen-oriented and innovative governance model**. The Government of the Republic of Armenia continues to make every effort to apply and implement all the advanced technologies that will contribute to the improvement of the life of the citizen and to the increase of confidence in the Government.

The development of a new OGP-Armenia action plan is envisaged in 2021, following the parliamentary elections expected in June.

The OGP initiative celebrates the 10th anniversary of the initiative and this is really a significant stage to reinterpret and develop the toolkit of the initiative. The initiative is a "living" and regularly evolving "body". The initiative has the models and mechanisms introduced by governments and having recorded effectiveness.

Next steps for the OGP-Armenia process are as follows:

1. **Ensuring the sustainability of the OGP processes**. The recent epidemic (Covid-19) and war situations have shown that processes need to be developed taking into account the emergency and critical situations and the potential risks.

2. **More ambitious and transformative commitments** should be the guideline for the next OGP-Armenia Action Plan.

3. One of the priority reforms is **the anti-corruption and procurement process**, **the social, healthcare and economic development sectors**.

4. **Engagement of new partners**. Years of experience have shown that engagement of new partners in the stages of development and implementation of each new program will greatly contribute to their implementation and engagement of specialists of expert and academic circles.

5. **Development of a methodical formula**. It is envisaged to develop a new tool with professional teams, which will allow setting priorities in the stage of planning of next actions not only in accordance with the needs of the Government but also the progress ratings of the processes taking place in Armenia defined by international organizations.