

GOVERNMENT OF THE REPUBLIC OF ARMENIA

DECISION

N 1307 - L of November 15<sup>th</sup> 2018

ON APPROVING THE FOURTH ACTION PLAN OF OPEN GOVERNMENT  
PARTNERSHIP INITIATIVE OF THE REPUBLIC OF ARMENIA

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Taking as a basis part 2 of Article 146 of the Constitution of the Republic of Armenia and taking into account point 2 of the Rules of Procedure of the Government of the Republic of Armenia N 667-L of 8 June 2018, the Government of the Republic of Armenia decides:

1. Approve the Fourth Action Plan of Open Government Partnership (hereinafter referred to as "OGP") Initiative of the Government of the Republic of Armenia, according to the Annex.

PRIME MINISTER  
OF THE REPUBLIC OF ARMENIA

NIKOL PASHINYAN

FOURTH ACTION PLAN OF OPEN GOVERNMENT PARTNERSHIP INITIATIVE OF THE REPUBLIC OF ARMENIA  
(2018-2020)

## INTRODUCTION

The Open Government Partnership (hereinafter referred to as “the OGP”) is an initiative that implies multilateral co-operation and an initiative with a specifically designed agenda and commitments. The initiative brings together representatives of governments and civil society to work together and design the agenda for inclusive development of government, as well as to make the system of governance transparent, accountable, innovative and participatory.

All governments face challenges the existing methods for meeting whereof are insufficient. Thus, it is necessary to engage and apply alternative and effective methods and models.

The Open Government Partnership initiative not only helps establish a significant dialogue between stakeholders, but also ensures a process of identifying and considering regional issues with the member countries of the initiative.

The Republic of Armenia joined the OGP initiative on [17 October 2011](#) and has implemented three action plans to date. The

commitments included in the OGP action plans so far cover social, legal, financial, community, mining and other sectors. Unquestionably, this process has become a success for all purposes and has become a stimulating tool for a healthy democracy in Armenia.

Since joining the OGP initiative, we can surely state that Armenia has raised the level of effectiveness of the public administration system, improved access to information, become more responsible in accountability and shaped a society that is more responsible in the decision-making process.

Attaching importance to overall progress of the OGP, in 2016, the member countries of the OGP and Armenia joined the [Declaration](#) targeted at implementation of the Sustainable Development Goals (SDGs).

In 2017, Armenia launched the [process targeted at](#) implementation of the Sustainable Development Goals, and on 17 July 2018, the First Deputy Prime Minister of the Republic of Armenia presented the [First Voluntary National Review of Armenia on implementation of the SDGs](#) at the High-level Political Forum on Sustainable Development. The OGP initiative is definitely a well-established and supporting mechanism for the best implementation of the 17 SDGs. These two processes are further strengthening and consolidating the international community to meet the challenges of the 21<sup>st</sup> century in the areas of ecology, economy, society and equal rights.

The Velvet Revolution that took place in April 2018 was a turning point for the Armenian people. Democracy won in Armenia, and this victory is irreversible. The people of Armenia proved that they are the bearers of the pillar and ideological values of democracy and justice. The current key objectives of the Armenian government are to fight against corruption, establish rule of law, make the government transparent and accountable, strengthen democratic institutions and civil society and create equal competitive conditions for economic and political role-players.

The Government Programme, adopted by the National Assembly in June 2018, affirms the political will to overcome the obstacles for the development of Armenia through high-level commitment for the fight against corruption, for the rule of law and fair competition. The Programme is also aimed at enhancing economic growth, promoting exports, developing human capital and

overcoming poverty through balanced activities in the social and economic sectors and sustainable improvements in governance in the public and environment.

With great willingness, the Government of the Republic of Armenia is committed to implementing the OGP principles in order to further reinforce the culture of citizen-state partnership, ensuring active participation of citizens in the system of governance, the decision-making process and the elaboration of policies.

## STEPS UNDERTAKEN BY THE GOVERNMENT OF THE REPUBLIC OF ARMENIA TOWARDS OPEN GOVERNMENT

The Government of the Republic of Armenia has already implemented three action plans that have essentially improved most vulnerable and inaccessible for citizens fields in public administration, which are crucial for the state and citizens, improved the provision of public services, the effective management of public resources, the promotion of public confidence, and helped improve community safety. Progress is indisputable in sectors such as mining, healthcare, education, local self-governance, freedom of information, public procurement reforms, law-making activities, access to information, social access, the State Budget, etc.

The commitments assumed under the Second and Third OGP Action Plans and not performed by the end of the prescribed deadlines, will continue to be implemented even after the expiry of the implementation period of those Plans.

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

- In September 2015, the Staff of the Government of the Republic of Armenia was granted the [Golden Key Award](#) of the Freedom of Information Center non-governmental organisation for best implementation of the commitments of the National Action Plan of Armenia within the scope of the Open Government Partnership international initiative.

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

## ACTION PLAN DEVELOPMENT PROCESS

On 19 February 2018, the session of the working group coordinating the works of the Open Government Partnership initiative took place within the Staff of the Government of the Republic of Armenia. One of the items on the agenda was the [launch](#) of the Forth OGP-Armenia Action Plan and the timeline for elaboration of the New Action Plan. The Government of the Republic of Armenia published the main [criteria, guideline and format](#) by which it had to be guided when drafting the commitments of the Action Plan.

All actors involved, non-governmental organisations and citizens could submit their specific recommendations arising from the OGP principles to the Staff of the Government of the Republic of Armenia via [ogp@gov.am](mailto:ogp@gov.am).

In March 2018, the Government launched the awareness campaign for the Action Plan. The OGP Armenia team visited [Gyumri](#), [Armavir](#), Vanadzor, Lernapat community and Ijevan. The OGP Armenia team met with representatives of regional non-governmental organisations, educational organisations and the media and presented the mission of the Open Government Partnership initiative and

the achievements of the past years.

The Staff of the Prime Minister raised awareness about the launch of the new OGP Action Plan and collected proposals from public administration bodies. As a result, 42 proposals were collected.

On 7-11 May 2018, 75 member countries of the OGP celebrated [Open Government Week](#) through which events devoted to the issues of open governance, transparency, accountability and participatory governance were held. On 10 May, a meeting [with students of the Faculty of Journalism at Yerevan State University](#) was jointly organised with Freedom of Information Center (FIC) within the scope of the Open Government Week international initiative. The aim of the meeting was to present the experience that Armenia has gained and the achievements that it has made as a member of the Open Government Partnership international initiative for the past 7 years and provide information about the launch of the new Action Plan. On 22 June, the [working group held a discussion](#) organised by the FIC. The aim of the discussion was to consolidate the forces of civil society in the stage of elaboration of the new Forth OGP Armenia Action Plan, as well as consider the new formats for the civil society-government partnership.

On 30 June, the [OGP working group held a session](#) during which the First Deputy Prime Minister (the co-ordinator in Armenia) and members of civil society discussed and reaffirmed the process of implementation of the OGP-Armenia Actions.

On 9 July 2018, the [OGP working group](#) met with Deputy CEO of the Open Government Partnership initiative Joseph Powell and Asia Pacific Lead Shreya Basu, who were on a working visit to Armenia, [and discussed the mechanisms for achieving more effective co-operation](#) ahead of the drafting of the new Plan.

The Government of the Republic of Armenia, with the support of civil society partners, is calling for ideas to replenish the Forth Action Plan of Open Government Partnership (OGP). [Through the tool of crowdsourcing](#), all citizens could submit proposals, irrespective of restrictions on profession and age. To disseminate the process among circles of public servants and collect more in-depth proposals, upon the initiative of the Staff of the Prime Minister, [the tool](#) was also circulated and disseminated among the public

servants of the subdivisions of all public administration bodies.

Regional meetings were also held, and they were organised with the support of the Staff of the Prime Minister, Freedom of Information Center NGO and Armavir Development Center NGO.

Freedom of Information Center NGO;

The OGP process was presented during meetings with local NGO representatives, pedagogues and active citizens in Tavush, Lori, Aragatsotn and Ashtarak.

From 17 to 18 September 2018, an [outgoing working session](#) was held with the participation of members of the OGP group and international experts in Aghveran.

Armavir Development Center NGO;

Meetings were held with local NGOs and intellectuals, as well as 12 meetings with the public servants of state institutions were held in the 10 Marzes (Provinces) of the Republic of Armenia. A total of 170 participants took part in the [town hall](#) meetings held in [4 Marzes of the Republic of Armenia - Armavir, Ararat, Aragatsotn, Kotayk and in the capital of Yerevan](#). There were [4 sector-specific proposals that were discussed](#), as a result of which the advice and proposals received through feedback helped improve the goals of the commitments.

Meetings were held to sum up the proposals collected from public administration bodies (42) and [received through crowdsourcing \(47\)](#), as a result of which the proposals were classified according to the values of the OGP:

1. Non complying

2. Less ambitious
3. Improving (efficiency/quality/productivity in the relevant field)
4. Ambitious

The commitments of the Forth OGP-Armenia Action Plan were discussed and approved during the session of the OGP working group held on 17 October 2018. On 15<sup>th</sup> November, 2018 Cabinet meeting approved the OGP 4<sup>th</sup> NAP and 6 out of 11 commitments are the proposals which were delivered by NGOs and International Organizations.



## OGP COMMITMENTS

### I. ENSURING TRANSPARENCY AND ACCOUNTABILITY

<b>1. “Open data” in official declarations:</b> Improving the electronic system of declarations on property, income and affiliated persons of high-ranking officials		
Commitment Start and End Date	Commitment Start: December 2018 Commitment End: August 2020	
Lead implementing agency	Commission on Ethics of High-Ranking Officials /Commission for Prevention of Corruption/	
Person responsible from lead implementing agency	Armen Khudaverdyan	
Title, Department	Deputy Chairperson of the Commission on Ethics of High-Ranking Officials	
Email:	<a href="mailto:info@ethics.am">info@ethics.am</a>	
Phone	(+37410)524689	
Other actors involved	Other state actors involved	Staff of the Prime Minister of the Republic of Armenia, Ministry of Territorial Administration and Development of the Republic of Armenia, Ministry of Justice of the Republic of Armenia
	Civil society, private sector	"Transparency International" NGO (upon consent), CSO Anti-Corruption Coalition of Armenia (upon consent), ““Asparez” Journalists’ Club” NGO (upon consent)
Issues subject to regulation	Although reforms in the system of declarations (property, income and	

affiliated persons of high-ranking officials) are continuous, there are still several problems that exist in the sector.

In particular, the property and revenues of the heads and councils of elders of the communities of the Republic of Armenia are not known to the public, except for the property and revenues of the heads of communities with a population of 15,000 and more. At the same time, there are several indications in regard to the issue of conflict of interests of officials and members of councils of elders possessing funds from community budgets.

The scope of property subject to declaration, pursuant to the Law of the Republic of Armenia “On public service”, is limited. In accordance with the specified law, declarants shall, among other properties, are obliged to only declare any expensive property with a value of more than AMD 8 million or more than the foreign currency equivalent thereto. The threshold value is very high, and due to this, the scope of property subject to declaration is not inclusive.

Based on the current legal regulations, gifts in the form of immovable, movable and expensive property, as well as gifts received in the form of money are subject to declaration. For the most part, the scope of data subject to declaration (content of declarations) does not provide the opportunity to reveal the relationship between the donor and the declarant. At the same time, in accordance with Decision of the Government of the Republic of Armenia No 1835-N of 15 December 2011, the data regarding the donor shall not be subject to publication. There is a problem regarding the protection of the data of a third party. As a result, this leads to various doubts and commentaries from the public. Meanwhile, if the data regarding the name, last name of the donor, as well as the relationship of the latter to the declarant are accessible to the public, the above-mentioned doubts on conflicts of interests will be dispelled. In this regard, although in accordance with the Law of the Republic of Armenia HO-206-N of 23 March 2018 "On public service",

	<p>data on persons related to the declarant official through close kinship or in-law relationship: name, last name, father’s name, day, month, year of birth, relationship to the declarant official are also envisaged as general data subject to be included in a declaration; however, deciding on the issue of identifying (revealing the relationship to the declarant) the subjects (relative, godfather and others) beyond the scope of the above-mentioned persons as a donator, first and foremost implies revision of the content of a declaration. Besides, in regard to protection of personal data of a third party donor, publication of the declared data in regard to his or her name implies specification of the relevant regulations stipulated by the Law of the Republic of Armenia “On personal data protection”.</p> <p>In the "Registry of Declarations" section of the website of the Commission, the search for declarations is carried out based on the following search characteristics of the official — "Name, Surname", "Position" and "Year". The “Registry of Declarations” is not accessible to users yet in terms of selection of the relevant data in the declarations according to a specific characteristic.</p>
Main objective	Ensure transparency of data subject to declaration.
Brief Description of Commitment	<ol style="list-style-type: none"> <li>1. Ongoing enlargement of the scope of declarants (members of councils of elders and secretaries of staffs of communities with populations of 15,000 and more).</li> <li>2. Revision of content of declarations, including in regard to reduction of the threshold value of expensive property subject to declaration and identification of persons not affiliated to the declarant official through close kinship or in-law relationship as donators (revelation of relationship to the declarant).</li> <li>3. Enlargement of the list of data of declarations subject to publication.</li> </ol>
OGP challenge addressed by the commitment	Enhancement of public integrity

Relevance to OGP values	Transparency, accountability, technology	
Ambition	By introducing the declarations registry interactive (searchable and user friendly) instrument, the Commission expects to receive from the interested groups of civil society more substantiated recommendations and applications in relation to alleged violations by declarant persons of the requirements set under the Law of the Republic of Armenia “On public service”. The number of applications submitted (through publications or by other means) to the Commission by interested groups of civil society is expected to grow as a result of the aforementioned, as well as legislative amendments. At the same time, it is expected to ensure rise of the level of accountability of declarant officials and increase confidence in them.	
Promotes efforts for implementation of SDG Goals or Targets	16.6 develop effective, accountable and transparent institutions at all levels	
Verifiable and measurable criteria for performance of commitment	Start Date:	End Date:
Ongoing Actions		
Publishing on the website of the Commission information on declarant officials who have not submitted a declaration for 2017-2020 or have submitted a declaration later than the prescribed time limit, the administrative liability measures applied by the Commission.	December 2018	As of the end of each year — first quarter of the following year
Elaboration of the draft Law of the Republic of Armenia “On making amendments and supplements to the Law of the Republic of Armenia “On public service”” and submission to the Staff of the Prime Minister in the context of enlargement of the scope of declarants, revision of the content of declarations, including reduction of the threshold value of expensive property subject to declaration and identification (revelation of relationship to a declarant) of persons not affiliated to a declarant official through close kinship or in-law relationship as donators.	February 2019	June 2019
Elaboration of the draft on making amendments and supplements to Decision of	October 2019	June 2020

the Government of the Republic of Armenia No 1835-N of 15 December 2011 and submission to the Staff of the Prime Minister.		
Upgrading the search engine of the "Registry of Declarations" section of the Commission's website at <a href="http://www.ethics.am">www.ethics.am</a> , ensuring its interactive accessibility for users, developing and installing the software	June 2019	August 2020

2. Accountability for grants of the government: Ensuring transparency and accountability of allocation of grants from the State Budget of the Republic of Armenia	
Commitment Start and End Date	Commitment Start: November 2018 Commitment End: August 2020
Lead implementing agency	Ministry of Finance
Person responsible from lead implementing agency	Sergey Shahnazaryan
Title, Department	Head of Department for State Internal Financial Oversight and Methodology for Public Procurement
Email:	
Phone	
Other actors involved	Other state actors involved Public administration bodies
	Civil society, private sector Armavir Development Center NGO (upon consent) Karen Sargsyan (expert)
Issues subject to regulation	The processes of allocation of 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" and Decision of the Government of the Republic of Armenia No 1937-N of 24 December 2003 "On approving the procedure for allocation of subsidies and grants from the State Budget of the Republic of Armenia to legal

persons”.

The grants and donations allocated from the State Budget of the Republic of Armenia (hereinafter referred to as “financial resources”) to non-commercial organisations (hereinafter referred to as “organisations”) shall be provided through competitive procedures only.

The obligation of an authorised body to publish the financial statement and programme report of organisations having won competitions shall be clearly defined.

The Third OGP Action Plan already included the “Accountability for grants of the government: Ensuring transparency and accountability of allocation of grants from the State Budget of the Republic of Armenia” commitment purposed by Armavir Development Center NGO. However, within the scope of the commitment, the Ministry of Labour and Social Affairs only elaborated a competition procedure, but did not apply it. The commitment was partially performed. The Ministry of Sport and Youth Affairs of the Republic of Armenia is applying an online system for the provision of state grants, which allows making state support to youth organisations more transparent and public and raising the level of effectiveness of the process.

Almost all the grants are granted in an uncoordinated manner and without a competition.

The main intention of commitment is to make compulsory the competition procedures for granting financial resources from the State Budget to Non-Governmental Organisations (CSOs) and to develop unified mechanism (reports) of accountability for all agencies.

Main objective

Allocate financial resources from the State Budget of the Republic of Armenia through a competition procedure. Improve access to and addressability of information on programmes implemented within the scope of the granted financial resources and the accountability and transparency of the sector.

Brief Description of Commitment	More efficient management of public resources, enhancement of public confidence, enhancement of public integrity	
OGP challenge addressed by the commitment	Accountability and transparency	
Relevance to OGP values	Effective management of State Budget resources, qualitative change of grant programmes under implementation, raising the level of accountability, transparency and confidence (trust).	
Ambition	Establishing a competition procedure for grants allocated from the State Budget will help raise the level of effectiveness of expenditures of state funds and contribute to target use of state funds. Publicizing the list of organisations having taken part in the competition for allocation of grants from the State Budget and having won will lead to enlargement of the level of access to information.	
Promotes efforts for implementation of SDG Goals or Targets	10.3 ensure equal opportunity and reduce inequalities of outcome, including through eliminating discriminatory laws, policies and practices and promoting appropriate legislation, policies and actions in this regard	
Verifiable and measurable criteria for performance of commitment	Start	End
Ongoing Actions		
Studying the instruments and procedures that are already applied for the provision of financial resources to CSOs; defining the advantages and disadvantages; improving the existing procedures by establishing grants; giving donations (grants) only through a competition, except for cases conditioned by exclusivity.	November 2018	June 2019
Elaborating and introducing a unified package of sample application forms, attached documents and other necessary information.	July 2019	December 2019
Posting the results of competitions and the reports of beneficiary organisations on the official websites of authorised bodies.	September 2019	August 2020

### 3. Open and public beneficial ownerships' register

Commitment Start and End Date		Commitment Start: November 2018 Commitment End: December 2020
Lead implementing agency		Ministry of Justice
Person responsible from lead implementing agency		Mariam Galstyan
Title, Department		Head of Anti-Corruption Policy Development Division of Anti-Corruption and Penitentiary Policy Development Department
Email:		<a href="mailto:mariam.galstyan@justice.am">mariam.galstyan@justice.am</a>
Phone		+37410-594023
Other actors involved	Other state actors involved	State administration bodies
	Civil society, private sector	FOICA, Transparency International, Armenian Lawyers' Association
Issues subject to regulation		<p>Although the legislation in the Republic of Armenia (RA) prohibits public officials to be engaged in business activities, the lack of information about the ultimate beneficial owners of legal entities may actually enable the violation of this requirement and contribute to the spread of corruption.</p> <p>After the Velvet revolution in the spring of 2018 the new government launched a real and effective fight against corruption and the disclosure of information about property owners can significantly contribute to the <b>realisation of the government's ambitions</b>. With this commitment the government will adopt international beneficial ownership transparency standards and will monitor abuses of company ownership for illegal purposes. Taking into account the open will of the new government to eliminate corruption in all spheres, government of RA pledged to ensure the publicity of data on the real owners of companies operating in the country.</p>
Main objective		The main objective of the commitment is to open information on



	<p><b>companies'</b> real owners to prevent and identify the misuse of company ownership for corruption offenses.</p> <p>The publication of <b>information of companies' real</b> owners will also support tax and law agencies to enforce the laws and regulations more effectively and carry out their functions and activities. The transparency of such information will promote the engagement of citizens in the fight against corruption and can increase trust in government. At the same time, it can have a positive effect in increasing investments in the Republic of Armenia.</p>
Brief Description of Commitment	<p>The Government is committed to develop and implement a common mechanism for identifying the real owners of companies operating in RA, by creating and launching a comprehensive open and freely accessible register of beneficial ownership.</p>
OGP challenge addressed by the commitment	<p>Publicity, accountability, enhancement of public integrity, innovation</p>
Relevance to OGP values	<p>The Register will provide access to actual <b>owners'</b> information, increase public confidence, increase transparency and public control, and thereby improve the accountability of companies.</p>
Ambition	<p>The commitment is exclusive for Armenia and other OGP member countries. Armenia will have an effective tool for Civil society and the State agencies to determine the ultimate beneficial owners in all sectors of the economy operating in RA. This commitment is a comprehensive and inclusive program, which will lead to positive changes including a huge impact on the fight against corruption and money laundering. By doing so, Armenia will join the group of pioneer countries in the field of Beneficial ownership transparency.</p>

Promotes efforts for implementation of SDG Goals or Targets	16.5 Substantially reduce corruption and bribery in all their forms. 17.17 encourage and promote effective public, public- private, and civil society partnerships, building on the experience and resourcing strategies of partnerships.	
Verifiable and measurable criteria for performance of commitment	Start	End
Ongoing Actions		
<p>Development of a legislative package that establishes the framework necessary to meaningfully advance on beneficial ownership transparency and implement an open register of ultimate beneficial owners.</p> <p>This legislative package will be based on a comprehensive analysis of international experiences on issues such as the Beneficial Ownership Data Standard, the definition of beneficial owners, verification and registration mechanisms, and the range of required documentation.</p> <p>In addition, the development of the legislative package will include consultations with stakeholders, such as representatives of civil society and the private sector, and the presentation of a consolidated package to the Prime Minister’s Staff.</p>	2018 November	2019 June
2. Presentation of legislative drafts package to the National Assembly	2019 July	2019 September
3. Development of a database (using the Beneficial Ownership Data Standard) of ultimate beneficial owners of all companies operating in Armenia within the State Registry which will be responsible of the technical implementation and discussions with civil society and the private sectors. The database will be open and freely accessible to the public and ensure adequate use and search capabilities.	2019 May	2019 December
4. Piloting the register by entering data of ultimate beneficial owners of companies in the metal mining industry operating in Armenia. This includes collecting, verifying, publishing, and resolving system problems which are encountered during the pilot.	2019 November	2020 June
5. Launch of an open and public register of ultimate beneficial owners and parallel launch of a public awareness campaign.	2020 October	2020 December

## II. PROMOTING ACCESS TO INFORMATION

4. Modernization of community websites: Strengthening publicity, transparency and participation at the local level	
Commitment Start and End Date	Commitment Start: November 2018 Commitment End: August 2020
Lead implementing agency	Ministry of Territorial Administration and Development of the Republic of Armenia
Person responsible from lead implementing agency	Ashot Giloyan
Title, Department	Head of Department of Local Self-Governance Policies
E-mail	<a href="mailto:a.giloyan@mta.gov.am">a.giloyan@mta.gov.am</a>
Phone	+374 10 511-342
Other actors involved	Other state actors involved Urban Development Committee, Marzpetarans (regional governors' offices) of the Republic of Armenia Yerevan Municipality and other local self-government bodies (upon consent)
	Civil society, private sector Armavir Development Center NGO, "Commitment to Constructive Dialogue" Project being implemented by the Armenian Lawyers' Association, Information Systems Development and Training Center NGO (upon consent)
Issues subject to regulation	Currently, there is a need to strengthen publicity, transparency and participation in the sphere of local self-governance. In particular, most of the communities of the republic are using the Community Management Information System (CMIS) created upon the initiative of the Ministry of Territorial Administration and Development of the Republic of Armenia (MTAD RA). Ensuring public accessibility of the CMIS on the Internet, community administrations also make the CMIS serve as an official website, providing the population of the community with access to information about their activities. Point 5 of Article 11 of the Law of the Republic of Armenia "On local self-governance" stipulates the obligation of communities to have an official website and the list of the minimum documents to be posted on the website with download functionality. The drawback of the official websites of communities is that, in spite of the fact that the information is provided to users, it is incomplete, and it does not ensure opportunity for residents to participate.

<p>Main objective</p>	<p>The objective of the commitment is to raise the level of transparency and publicity of the activities of LSGs in communities of the Republic with populations of 3,000 or more, improve the quality and raise the level of accessibility and access of services provided to the population, as well as ensure participation.</p>
<p>Brief description of commitment</p>	<p>Within the scope of performance of the commitment, it is envisaged to undertake steps in two directions: implementation of legislative amendments and enhancement of functionalities of community websites.</p> <p>Under the legislative amendments to be made, communities with 3000 or more residents will be obliged to also publish the following:</p> <ul style="list-style-type: none"> <li>• general information (budget, type of activity, address, contacts, etc.) regarding institutions (educational, cultural, etc.) existing in the community and/or the website of those institutions (if available),</li> <li>• information on the procedures for services provided by the community administration or the institutions operating under its subordination,</li> <li>• information on issuance, by the community administration, of permits for advertisements, trade, construction and other types of permits,</li> <li>• information related to construction underway in the community through public funding,</li> </ul> <p>The following is envisaged with respect to enlargement of functionalities of community websites:</p> <ul style="list-style-type: none"> <li>• enhancement of management component of community property, which will allow to make information on community property and management thereof transparent and accessible for residents, while ensuring availability of information of interest for investors.</li> <li>• elaboration of the component of information cards containing descriptions of the procedures for services provided which, along with the provision of information about the provided services in detail, will provide residents with the opportunity to submit comments and suggestions regarding the services provided, for the purpose of ensuring provision of citizen-oriented services by local self-government bodies.</li> </ul>

	<ul style="list-style-type: none"> <li>ensuring discussion on the drafts of regulatory legal acts of the local self-government bodies of communities with 20000 or more residents on the e-draft.am unified website of draft legal acts.</li> </ul>	
OGP challenge addressed by the commitment	Raising the level of public confidence, more efficient management of public resources	
Relevant to OGP values	Transparency, publicity, participation, technology and innovation	
Ambition	Availability of official community websites that will be more accessible and will contain more information for residents, enlargement of local participation	
Promotes efforts for implementation of SDG Goals or Targets	11.3 by 2030 enhance inclusive and sustainable urbanization and capacities for participatory, integrated and sustainable human settlement planning and management in all countries	
Verifiable and measurable criteria for performance of commitment	Start Date:	End Date:
Ongoing Actions		
1. Preparing drafts of the laws on making amendments to the Law of the Republic of Armenia “On local self-governance” and “On local self-governance in Yerevan”.	November 2018	March 2019
2. Organising public discussions to make legislative amendments.	April 2019	June 2019
3. Presentation of “On local self-governance” and “On local self-governance in Yerevan” legislative drafts package to the National Assembly	April 2019	November 2019
4. Bringing official websites of communities into compliance with the existing legislative amendments.	March 2019	March 2020
5. Information campaign (aware rising) targeted at local self-government bodies and CSOs. Introducing new tools and capabilities of sites to the community users.	May 2019	August 2020

5. State Water Cadastre: Creation and introduction of a unified information system for water resources		
Commitment Start and End Date		Commitment Start: November 2018 Commitment End: August 2020
Lead implementing agency		Water Resources Management Agency of the Staff of the Ministry of Nature Protection
Person responsible from lead implementing agency		Hrant Zakaryan
Title, Department		Head of Water Resource Cadastre and Monitoring Division of the Water Resources Management Agency
E-mail		hrant.zakaryan@mnp.am
Phone		+37411 818 543
Other actors involved	Other state actors involved	Water Committee of the Ministry of Energy Infrastructures and Natural Resources, State Committee of Real Estate Cadastre
	Civil society, private sector	Non-governmental organisations
Issues subject to regulation		<ul style="list-style-type: none"> <li>- Updating the State Water <b>resources'</b> Cadastre program,</li> <li>- establishing contacts between the available databases within interested organisations and the database of the Water Resources Management Agency of the Ministry of Nature Protection by providing complete water resources information.</li> </ul>
Main objective		<ul style="list-style-type: none"> <li>- Raise the level of effectiveness of regulation of water resources management by ensuring sustainable use of water resources in terms of nature protection and economy,</li> <li>- raise the level of public awareness and participation in the issuance of permits for water use.</li> </ul>
Brief description of commitment		The Water Resources Management Agency of the Staff of the Ministry of Nature Protection of the Republic of Armenia manages the State Water Cadastre, which constitutes an information system. Currently, works are being carried out to update

	the State Water Cadastre, and after updating, the complete data, except for information containing official, commercial and other secret protected by law, will be posted on the relevant website all legal and natural persons may make use of. At the same time, in case of availability of appropriate software, it will also be possible to implement the function for granting permits electronically.	
OGP challenge addressed by the commitment	Improvement of public services, promotion of public integrity	
Relevance to OGP values	From the perspective of accessibility of information, the creation and introduction of a unified information system for water resources will serve as a major impetus in terms of transparency of the sector and improvement of the provision of public services.	
Ambition	<ul style="list-style-type: none"> <li>➤ introducing more transparent and effective mechanisms for providing information about water resources</li> <li>➤ managing risks and reducing administration</li> <li>➤ ensuring public participation in the process of solving issues related to water resources management</li> </ul>	
Promotes efforts for implementation of SDG Goals or Targets	6. Ensure availability and sustainable management of water and sanitation for all	
Verifiable and measurable criteria for performance of commitment	Start Date:	End Date:
Revising the terms of reference for updating the database of the State Water Cadastre	November 2018	March 2019
Bringing the database of State Water Cadastre into compliance with the requirements set under Decision of the Government of the Republic of Armenia No 68-N of 2 February 2017	March 2019	June 2 019
Establishing a relationship between the tabular and spatial components of the State Water Cadastre	June 2019	September 2019
Designing a unified database for water resources	September	December

	2019	2019
Launching a new database of the State Water Cadastre by providing a link between the state information database and inventory data submitted by the interested departments	January 2020	August 2020

6. Ensuring public accessibility of the Land Cadastre of the Republic of Armenia		
Commitment Start and End Date	Commitment Start: January 2019 Commitment End: December 2020	
Lead implementing agency	State Committee of Real Estate Cadastre	
Person responsible from implementing agency	Larisa Manukyan	
Title, Department	Head of Geodesy and Cartography Department	
E-mail	<a href="mailto:survay@cadastre.am">survay@cadastre.am</a>	
Phone	(+37460) 47-42-37	
Other actors involved	Other state actors involved	State Urban Development Committee, State Register Agency of Legal Entities, State Property Management Agency, LSG bodies, other state actors involved
	Civil society, private sector	Transparency International Anti-corruption Center NGO
Issues subject to regulation	In the Republic of Armenia, the Land Cadastre is closed, and it is necessary to apply to the State Committee of Real Estate Cadastre of the Republic of Armenia or the relevant LSG to receive information about any territory. Although the land use schemes, zoning plans and spatial planning documents are open documents by law, they are not accessible, or are accessible in formats that are not easily accessible for citizens. As a result, for years, the State Committee of Real Estate Cadastre of the Republic of Armenia has provided that information to citizens by hand, only as prescribed by law, and the heads of communities have had the opportunity to arbitrarily dispose of the land lots, without any opportunity for public oversight.	
Main objective	To ensure transparency of the Land Cadastre, the land use schemes and zoning documents and, with that, public accountability of the relevant structures.	



Brief description of commitment	To ensure complete accessibility of the Land Cadastre and the land use schemes and zoning documents (data) for the public through a map, search functionality, ensuring the personal data protection regime.	
OGP challenge addressed by the commitment	More efficient management of public resources, rise of the level of public confidence	
Relevance to OGP values	Proactive publication of information disposed of by the state and LSG bodies will ensure accessibility of information about land resources and the decisions regarding those land resources, will help ensure public accountability, which will make it possible to apply public oversight over the enforcement of land use schemes and zoning documents.	
Ambition	Ensuring transparency of the decisions adopted by the Government of the Republic of Armenia and LSG bodies in regard to land use, proper public oversight over and raising the level of confidence in those bodies	
Promotes efforts for implementation of SDG Goals or Targets		
Verifiable and measurable criteria for performance of commitment	Start Date:	End Date:
Ongoing Actions		
Rearm and electronically map the database of the Real Estate Cadastre, ensuring the relationship of land use schemes with zoning plans, as well as with the State Register Agency of Legal Entities.	January 2019	August 2020
Publish and make accessible, with search functionality, the data of the cadastre, ensuring personal data protection in accordance with the legislation of the Republic of Armenia.	January 2020	August 2020

### 7. Open & Social: Access to integrated social services and raising awareness

Commitment Start and End Date:	Commitment Start: November 2018
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		Commitment End: August 2020
Lead implementing agency		Ministry of Labour and Social Affairs of the Republic of Armenia
Person responsible from lead implementing agency		Arman Sargsyan
Title, Department		Director of the National Institute of Labour and Social Research
E-mail		<a href="mailto:ceo.arman.sargsyan@nilsr.am">ceo.arman.sargsyan@nilsr.am</a> ; <a href="mailto:arman.sargsyan@mlsa.am">arman.sargsyan@mlsa.am</a>
Phone		(+374 10)208344
Other actors involved	Other state actors involved	Ministry of Labour and Social Affairs of the Republic of Armenia and separated subdivisions
	Civil society, private sector	Interested non-governmental organisations in the social protection sector, Armavir Development Center NGO
Issues subject to regulation		<p>Performance of the commitment is conditioned by the need to ensure continuity and logical end of the activities being implemented under Commitment 7 of the Third Action Plan of Open Government Partnership of the Republic of Armenia. Within the scope of provision of integrated social services, nearly 80 social protection state programmes are being carried out, which also imply various kinds of services with various preconditions and procedures. In this regard, there is a need for public awareness and a need to make social services more accessible, which will ensure transparency of state-citizen relations, raise the level of confidence and repress manifestations of corruption.</p> <p>Around 80 social protection programmes operate within the system of the Ministry of Labour and Social Affairs of the Republic of Armenia, which mainly presume services provided to the public, and each programme presumes, as a rule, a multiple-factor business process, information regarding which is not properly perceived by the public. In this respect, there is a need for ensuring sustainable, complete, accessible, targeted and manageable information on the sector of social protection among the public, which will, as a result, raise the public awareness and contribute to the suppression of corrupt practices within the social services due to the lack of awareness by the beneficiary, as the citizen will have a better knowledge of his or her rights. As a result, the beneficiary must be informed — in case of</p>

	<p>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 organisations 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 programme for providing social apartments, how and where he or she must receive that service, what alternatives exist in organisations 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.</p>	
Main objective	<p>Through the innovation tools developed within the scope of the Open&amp;Social Commitment, accessibility of information about social services classified and presented automatically with online public participation, public participation in the process of evaluation of social services and rating of organisations providing services will be ensured, providing access to social services and raising public awareness.</p>	
Brief description of commitment	<p>Introduction of the Open&amp;Social instrument, based on collection, co-ordination and analysis of data.</p>	
OGP challenge addressed by the commitment	<p>Improvement of public services, promotion of public integrity</p>	
Relevance to OGP values	<p>By this commitment, the processes ensuring public participation will help raise the quality of services provided by the state, will help essentially reduce the uncertainty of the public about social services in terms of information and will help raise the level of public accountability.</p>	
Ambition	<p>Raising the level of effectiveness of social services through feedback regarding the quality of those services, ensuring accessibility of information and public participation.</p>	
Promotes efforts for implementation of SDG Goals or Targets		
Verifiable and measurable criteria for performance of commitment	Start Date:	End Date:

Ongoing Actions		
<p>Introducing the "Open&amp;Social" instrument at <a href="http://www.esocial.am">http://www.esocial.am</a> 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/her, as well as mapping of organisations providing social services within the whole territory of the Republic of Armenia.</p>	November 2018	August 2020
<p>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 organisation providing this service, and as a result of analysing these scores, such services and organisations functioning in the social protection sector will get a certain rating. Revising, based on opinions of beneficiaries, services being provided, simplification of working procedures, reduction of time.</p>	November 2018	August 2020

### III. PROMOTION OF PUBLIC PARTICIPATION

8. UNIFIED INFORMATION SYSTEM FOR MANAGEMENT OF EDUCATION	
Commitment Start and End Date	Commitment Start: November 2018 Commitment End: August 2020
Lead implementing agency	Ministry of Education and Science of the Republic of Armenia
Person responsible from implementing agency	Syuzanna Makyan
Title, Department	Head of Preschool and Secondary Education Policy Development and Analysis Division, General Education Department
Email:	syuzannamakyan@mail.ru
Phone	010524777, 099961171
Other actors involved	Other state actors involved National Institute of Educational Technologies (NIET) — implementer, Ministry of Territorial Administration, Yerevan Municipality, Marzpetarans, educational institutions
	Civil society, private sector “Armavir development centre” and other NGO
Issue subject to regulation	Performance of the commitment is to exclude of multiple concurrent record-registration of the same learner at various levels of education, to oversight over the process of transferring from one educational institution to the other (of various educational levels as well), to clarify the mechanisms for listing children, to admit and transfer them to educational institutions, to ensure transparency in education, resource-reduction of administration, optimisation of information flows.
Main objective	Ensuring, through unified electronic governance, the completeness of information, increasing authenticity, public accountability, effectiveness of work, early detection of the risk of being dropped out from compulsory education and not being included in education and referral, creation of mechanisms for appeal for the main beneficiaries — parents, applying to relevant bodies in case of dereliction, omission

	or improper fulfilment of duties, commission of violations in any circle.
Brief Description of Commitment	<p>Development of a unified information system (which will provide information about the students record-registration, transferring from one educational institution to the other, listing and enrolment) for management of education by including all institutions of educational levels, including pre-school, irrespective of the organisational form and subordination.</p> <p>It will provide multilevel and comprehensive information on the organization's activities, get acquainted with the reports, be informed about the availability of places, attendance, transfer, withdrawal of students, registration of children in pre-school institutions and other issues, provide feedback for parents, provide possibility to comments and complaints, and be informed on the measures taken to solve the issues.</p> <p>It will also help to regulate the process of identifying and including children left out of education.</p> <p>The operation of the system will ensure the realization of each child's educational right, regulating the registration process for schoolchildren, ensuring that the responsibilities of the territorial administration and local self-governing bodies and all other responsible institutions and stakeholders are included in the process of involving children in education.</p>
OGP challenge addressed by the commitment	<p>In the sector of education:</p> <ul style="list-style-type: none"> <li>➤ decrease of corruption risks by opening information on students attendance, availability of places, transfer, withdrawal of students, registration of children in pre-school institutions and other issues,</li> <li>➤ providing feedback and tracking possibility for parents' comments and complaints on educational issues</li> <li>➤ introduction of innovation</li> </ul>
Relevance to OGP values	Transparency, accountability, participation, technology and innovation
Ambition	Clarification of mechanisms for listing, multiple registration, admission and transfer of children to educational institutions, ensuring transparency, reduction of

	administration, introduction of appeal mechanisms for parents, settlement of other issues.		
Promotes efforts for implementation of SDG Goals or Targets			
Verifiable and measurable criteria for performance of commitment	Start:	End:	
Ongoing Actions			
Creation of a unified management system A system for entering information on all the educational institutions of the Republic of Armenia	November 2018	January 2019	
Ensuring legal grounds. Fixing the relevant provision of the law for such a system in the RA Law on Education: Presentation of legislative draft package to the National Assembly	February 2019	December 2019	
Informing all participating parties on the created system, the significance, scope and effectiveness of activities.	April 2019	August 2019	
Summarising the pilot stage, revealing issues, and revising them, upon necessity. Phased introduction of the system, end of the process	August 2019	August 2020	
Monitoring the launch and introduction of the system. Process assessment	December 2019	August 2020	

9. Possibility of on-line listing of state guaranteed free of charge medical assistance and services for citizens living in under privileged conditions		
Commitment Start and End Date	Commitment Start: February 2019 Commitment End: August 2020	
Lead implementing agency	Ministry of Healthcare	
Person responsible from implementing agency	Tsaghkanush Sargsyan	
Title, Department	Advisor to the Minister of Healthcare of the Republic of Armenia	
Email:	<a href="mailto:ts.sargsyan@moh.am">ts.sargsyan@moh.am</a>	
Phone	(+374 60) 80-80-03 / 1130	
Other actors involved	Other state actors involved	Ministry of Labour and Social Affairs of the Republic of Armenia and other state

		agencies
	Civil society, private sector	Healthcare and social sector NGOs
Issue subject to regulation	<p>At the moment, the citizen has to go from one medical institution to another, stand in queues, make a call, at best, to find out in which medical institution he or she can be listed and receive medical assistance and servicing that are free of charge for those living under-privileged conditions, as guaranteed by the state. And very often the medical institution can provide incorrect information.</p>	
Main objective	<p>Regulation of queues occurring in medical institutions through delivering online the limitations of financing, electronic referrals and registration, as well as reducing inconvenience related with patients' time and financial costs, especially for marzes' residents.</p>	
Brief Description of Commitment	<p>At the moment, to raise the public awareness of works actually done, existing places and listings in medical organisations 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 <a href="https://www.armed.am/govlimits/">https://www.armed.am/govlimits/</a> has been created, in which the above-mentioned data in three colours — red (consumed), 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 organisation 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 organisation).</p> <p>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, in addition to the information entered regarding the issue; additional necessary documents will be attached by him/her as well. The patient will be listed from his or her page of the existing system, selecting the medical organisation, and attaching the referral. The doctor providing the referral will also be able to carry out on-line listing instead of the patient. Listing will be carried out in the selected medical organisation based on the application, and the patient will be informed about that. To avoid falsifications, the</p>	



	<p>system will perform verification of the number of the referral during listing.</p> <p>The citizen will receive information about the day of receipt of medical assistance at the given medical organisation and will have the opportunity to assess the given function from his or her page.</p>	
OGP challenge addressed by the commitment	<p>Enhancing public confidence, ensuring transparency of availability and improvement of the quality of public services, decrease of corruption risks.</p>	
Relevance to OGP values	<p><u>Transparency</u>: on-line provision of information about the financial thresholds will ensure transparency of works done in medical organisations carrying out medical assistance and servicing that are free of charge and under privileged conditions, guaranteed by the state.</p> <p><u>Participation and innovation</u>: the possibility of on-line listing and feedback will ensure the participation of citizens in the healthcare sector will raise the level of responsibility of medical organisations and will improve the quality of service provided.</p>	
Ambition	<p>The commitment will ensure oversight over and transparency of services provided within the scope of the state funding in medical organisations.</p>	
Promotes efforts for implementation of SDG Goals or Targets	<p>3.8 : Achieve universal health coverage, including financial risk protection, access to quality essential health-care services and access to safe, effective, quality and affordable essential medicines and vaccines for all</p>	
Verifiable and measurable criteria for performance of commitment	Start:	End:
Ongoing Actions		
Development of a task force for the listing system	February 2019	April 2019
Improvement of the tables of limits in the system and block of information on provision of	April 2019	August 2019

electronic referrals and creation of a listing block on the <a href="https://armed.am">https://armed.am</a> website of the <a href="http://www.ehealth.am">www.ehealth.am</a> software		
Pilot trial of the created system at several medical organisations.	August 2019	September 2019
Correction of drawbacks identified during the pilot, revision of legal documents	October 2019	November 2019
Introduction of feedback, and public awareness	November 2019	August 2020

10. Creation of a unified electronic platform for submitting petitions		
Commitment Start and End Date	Commitment Start: November 2018 Commitment End: August 2020	
Lead implementing agency	Ministry of Justice	
Person responsible from implementing agency	Anna Harutyunyan	
Title, Department	Chief specialist of the Division for Electronic Justice and Implementation of Innovative Programmes of the Staff of the Ministry of Justice	
Email:	harutyunyanannag@gmail.com	
Phone	+ 374 10 59 41 59	
Other actors involved	Other state actors involved	Office of the Prime Minister
	Civil society, private sector	"Harmonious Development" NGO (upon consent), "Armavir Development Center" NGO
Issue subject to regulation	As a result of adoption of the Law of the Republic of Armenia "On petitions", each person has the right to submit a letter on matters of public significance, report on shortcomings of activities of state and local self-government bodies and officials, or a proposal on improving the activities of state and local self-government bodies and officials, settlement of issues relating to economic, political, social and other sectors of civil life or improvement of legal regulations in effect. At the same time, by the above-mentioned Law, both the written form and electronic way are separated as a way of submitting petitions. Accordingly, realisation of this constitutionally-enshrined	

	right will be more effective and guaranteed as a result of creation of the unified electronic platform for submitting petitions.	
Main objective	Ensuring the effective process for submitting petitions, ensuring an open, accountable and transparent process for consideration of petitions, increasing the transparency and accountability of activities of state bodies, improving public administration, promoting the state-private sector cooperation	
Brief Description of Commitment	A unified electronic platform for submitting petitions will be created	
OGP challenge addressed by the commitment	Improvement of public confidence, enhancement of public integrity	
Relevance to OGP values	Creation of the platform will lead to transparency, accountability of activities of state bodies, promotion of participatory democracy and innovation	
Ambition	Creation of the platform will ensure the transparency and accountability of activities of state bodies	
Promotes efforts for implementation of SDG Goals or Targets	16.7: ensure responsive, inclusive, participatory and representative decision-making at all levels	
Verifiable and measurable criteria for performance of commitment	Start:	End:
Ongoing Actions		
Study of the international practice and development of a technical task <b>with the state agencies' and NGOs' representatives</b>	November 2018	January 2019
Platform introduction and trial	July 2019	October 2019
Full launch of platform	December 2019	August 2020

11. Dashboard: Citizen feedback on public services	
Commitment Start and End Date	
Start date of the commitment: January 2019 End date of the commitment: August 2020	
Lead implementing agency	
Prime Minister Office	
Person responsible from lead implementing agency	
Sargis Khandanyan	
Title, Department	
Deputy Chief of Prime Minister Staff	
e-mail:	
<a href="mailto:sargis.khandanyan@gov.am">sargis.khandanyan@gov.am</a>	
Phone	
( +37410 ) 51-57-06	
Other actors involved	Other state actors involved
	Civil society, private sector
The bodies of State Administration of the Republic of Armenia	
UNDP Armenia, IT companies and CSOs	
Issues subject to regulation	
<p>Public services are rarely designed in citizen insights in mind. Citizens are neither entitled to provide conceptual feedback on the quality of the services nor suggest improvements. Feedback windows in government websites do not serve the purpose of collecting user perspective on such services. Moreover, there is no channel for processing the feedback and informing decision-makers to develop policies based on the accumulated knowledge and information.</p> <p>Allow citizens to evaluate their public services with the help of simplified feedback, as well as make suggestions about them, which will contribute to more effective participation and improvement of the quality of public services. Evaluation is carried out both by quantitative and qualitative criteria (how long does it last and how satisfy is the citizen)?</p> <p>It is important to secure every user's active participation in different phases of service development and assessment for improving service quality. The crowd sourcing of users' opinions does not only foster improved public participation but also in short time allows the executive to improve public services based on the constant feedback loop results.</p> <p>Accountable and participatory public administration, as the key factor for democratic governance</p>	

	<p>and economic development, does not only correspond to the principles of the Sustainable Development Goals of the UN, but also to the principles of the European Neighborhood (EN) policy.</p> <p>It is of vital importance to <b>secure citizen’s participation in public administration</b>, particularly in public service development and delivery to ensure accountability. SIGMA in cooperation with EN has defined in details each of the key sectors of public administration in “<b>Public Governance Principles: a framework for ENP countries</b>” document.</p> <p>This document puts emphasis on the direct participation of the citizens in public services evaluation and feedback provision and will be the key guideline to evaluate RA public services in the upcoming years.</p>
Main objective	<p>Commitment has two aspects: firstly, the citizen receives an accessible direct democracy tool to evaluate public services; <b>secondly, the executive gets a complete picture of citizens’ rating and raised issues</b> through visualized data, which allows to be more informed and make evidence-based decisions.</p> <p>The executive gets responsibility for responding and providing appropriate solutions to the raised issues and public opinion related with public services.</p> <p>The list and the volume of the services to be rated will be clarified through research that will be developed in the initial phase of the commitment.</p>
Brief Description of Commitment	<p>Launch an public services online feedback platform which will allow to collect, sort and analyze citizens' assessments and recommendations.</p> <p>Develop a human-oriented and user-friendly interface which will encourage citizens to participate in the design and evaluation of public services. Combine quantitative and qualitative feedback channels. Integrating / creating a tool for collecting, sorting and analyzing citizens' assessments on one of the current online platforms.</p>
	Increasing the public trust, promoting public participation

OGP challenge addressed by the commitment	Participation, accountability, promotion of innovation	
Relevance to OGP values	The commitment allows creating a direct communication platform for the first time to collect the citizens' perceptions and ratings of public services, to elaborate and to use those in the evidence-based policy-making planning.	
Ambition		
Promotes efforts for implementation of SDG Goals or Targets	16.6.2: Proportion of the population satisfied with their last experience of public services 16.7: <i>Ensure</i> responsive, inclusive, participatory and representative decision-making at all levels	
Verifiable and measurable criteria for performance of commitment	Start Date	End Date
1. Study of the international examples of public administration with focus on public participatory, co-creative and citizen-centered cases	2019 January	2019 June
2. A set of high-level suggestions on public services provision quality assurance methodology based on the ratings collected from citizens (including, responsible bodies, frequency, monitoring frequency, results-based executive system). Ensure transparency and <b>tracking of the citizen's application process</b> . Provide an application response management mechanism for all service providers.	2019 July	2020 March
3. Creation of the collection model for requests, complaints and ratings, which can co-exist with other existing solutions (e-gov.am, lgov)	2020 January	2020 August
4. Launch of the mechanism, with the participation of the public and through public raising awareness campaign	2020 January	2020 August

