



Tbilisi Action Plan 2017

Open Government Partnership

Content

Introduction	Error! Bookmark not defined.
Action Plan Development Process	3
OBLIGATION I	5
Obligation Description.....	5
1. Local Context and Needs.....	5
2. Smart map Functional Description	6
3. Positive Outcome for the Public	6
4. Anex Nº1	6
OBLIGATION II	10
Obligation Description.....	Error! Bookmark not defined.
1. Local Context and Needs.....	10
2. Obligation's Description.....	10
3. Positive Outcome for the Public	10
4. Anex Nº2	11
OBLIGATION III:.....	13
Obligation Description.....	13
1. Local Context and Needs.....	13
2. Obligation's Description.....	13
3. Positive Outcome for the Public	14
4. Anex Nº3	14
OBLIGATION IV:	16
Obligation Description.....	16
1. Local Context and Needs.....	16
2. Obligation's Description.....	16
3. Positive Outcome for the Public	17
4. Anex Nº4	17
OBLIGATION V:	19
Obligation Description.....	19
1. Local Context and Needs	19
2. Obligation's Description.....	19
3. Positive Outcome for the Public	20
4. Anex Nº5	20
ENTITIES AND STRUCTURAL UNITS RESPONSIBLE FOR EXECUTION OF THE ACTION PLAN.	22

Introduction

To make Open Government principles accessible mechanisms for the Public is a high priority for Tbilisi Government in order to improve its governance quality, efficiency and democratic standards which has direct impact on citizens¹ welfare.

Tbilisi Local Self-Government's context comprises of activities and individual initiatives based on Open Government principles initiated in the last few years. However, their support and strengthening process was not achieved due to lack of unified system. Moreover, these initiatives are losing their efficiency (for instance: City Forum, for citizens initiatives, is not fully utilised as a result orientated tool, due to lack of adequate mechanisms; an attempted Participatory Budget form was only completed by few people, again due to lack of appropriate support and so forth). As for Tbilisi local civic context, there is no public awareness about many important projects and services developed by Tbilisi City Hall nor there is enough consciousness regarding challenges facing the Municipality. Tbilisi City Hall's web page and individual activities cannot ensure relevant dialogue, because, there is no unified, simple and effective system in place.

Based on local context, Tbilisi Government elaborated reform priorities aiming to create unified system to increase level of information and participation of civic society, and to ensure governments accountability before the public. The system includes institutional, electronic and legislative-procedural blocks based on current legal and factual conditions. It will significantly increase efficiency of Open Government principles and create initial potential for time being in case of successful implementation, to change governance process in Tbilisi not only quantitatively and qualitatively, but also contextually. Aforementioned, also will create supporting and efficiency improving system not only for current, but also for future individual innovations.

The Action Plan development process

Pursuant to relevant legislative acts in the scope of OGP pilot program, the Working Group was created at the end of May 2016 for the purposes of development and future monitoring of Tbilisi Action Plan 2017. 13 Group members out of 20 are invited, who represent different NGOs as well as "Good Governance Initiative" USAID Georgia, EU Delegation to Georgia, "Georgian SME Association" and other government bodies.

In the scope of OGP pilot program, web page: <http://ogp.tbilisi.gov.ge/> was created to inform and increase participation of the public in Tbilisi Action Plan 2017 development process.

Initial consultations for the Action Plan development began from the end of the May 2016 with participation of partner NGOs ("Open Society Georgia Foundation", "Institute for Development of Freedom

¹ Here and after this term is used in specific context and does not reflect only natural person and his/her civic status. This term can be used to describe any individual that lives in Tbilisi, registered in Tbilisi or in any way relates to Tbilisi Municipality Governance. In the framework of OGP, rights and responsibilities of these individuals, in relation with undertaken Obligations in the scope of the Action Plan 2017, will be legally defined.

of Information”(IDFI) and etc.), OGP coordinators and representatives of Tbilisi Municipality. Officials of Tbilisi city Hall, Justice Ministry of Georgia and 8 non-governmental entities were also involved in the Working Group’s consultations.

Additional 11 meetings were organised with different age, social status, occupation and other interests groups including students, youth organizations, parents of kindergarten pupil’s, socially vulnerable people , Heads of House-owners Associations, members of Civic Councils, business community representatives and others. Overall, consultations involved up to 240 individuals.

Furthermore, part of the public learned about the Action Plan online. During the process, working version of an action plan was revised few times. Interested parties had an opportunity to familiarize themselves with then current versions and to submit their recommendations or remarks. Needs identified through consultations are included in 5 main Obligations presented below:

OBLIGATION I:

MULTI-DISCIPLINE MECHANISM OF OPEN GOVERNMENT AND CIVIC PARTICIPATION – INFORMATION AND CIVIC ACTIVITIES PORTAL “SMART MAP”

Obligation Description

1. Local context and needs

Creation of Smart map e-portal is based on broad and few specific challenges characterising local context described in the introductory part of this document. For instance: Majority of disputes coming to Tbilisi City Hall relate to construction and green cover, particularly to tree cutting issues. Some times, there are protests organised. Although, legislation prescribes possibility to involve all interested parties in the process before any construction permits are issued, there is no proactive mechanism, that would ensure effective supply of information on ongoing processes and related rights to the public. In reality, only small portion of the civic

society is able to use this rights. As a result, individuals are appealing or objecting to construction and/or tree cutting process, even, when there is no violation of any rulls.

Above mentioned and other similar scenarios presented necessity before Tbilisi Municipality to create mechanism, which will enable public to receive information related to their place of residence and generally about the City, inculing information about initial or any other stages of construction, tree cutting, large scale infrastructural projects or Tbilisi investment sites. The portal includes data processing and user friendly mechanisms.

Based on above mentioned, there is a need to create system which will support effective dialogue with the public, encrease their participation level and ensure fast and effective response to challenges facing the City. Subsequently, citizens will have an opportunity in e-portal to share any problems and have a public discussions, present and delibarate on any important issues for the City. In its self, system should assign some reponsibilities for Municipality to respond.

As it was mentioned in introduction, Tbilisi Municipality also requires Smart map e-portal to be in unified system, which will enable it to assess planned projects, organise surveys, receive input from the public, identify needs or challengies and to plan short and long term actions.

2.Smart map Functional Discription

Smart map e-portal includes Tbilisi map. It uses and expands Tbilisi interactive map data. In particular, it creates additial 4 covered zones: 1st displys construction status at any stage, connects with Architecture Services data base and includes basic data related to construction; 2nd provides information on (green cover) tree cutting permits; 3rd contains information on large scale infrastructural projects (rehabilitation projects for old streets and buildings, reinforcement and construction of bridges, large scale road-infrastructural projects and other territorially or functionally significant aminities large scale projects); 4th includes integrated Tbilisi property map with information related to Tbilisi owned investment sites. All data is updated permanently according to the law. Tbilisi Governments decisions thematically (with territorial characteristics its not possible) will be linked with the map. The map (for covered areas) includes images, working and drawing tools. Portals functions include:

- Create individual profile for Tbilisi residents (see the obligation N4); ability to search for thematic and territorial information in combined or alternative manner (including thematically obtaining Tbilisi Municipality decisions), also possibility to produce statistics with any combination on any topic, period, territory or any other criteria; subscription to automatically receive new information, amendments and decisions on any selected types and/or territorial elements.
- Based on community and territorial units, members of the public (including organizations) can mark a template or a problem formulated by them. They can publicly display their view (for instance: positive, negative, problematic etc.) and activate linked forum, where the issue can be discussed (they can also

invite any registered individuals). (According to the first part: if citizens will subscribe to the issue, they will receive the information related to any procedures, meetings and decisions). Citizens also are able not to proclaim their identity and remarks, and directly approach the administrator.

- Members of the public can indicate solution or project idea related to individual local problem (landscaping of square, bus stop etc.), which will only become publicly available with portal administrator's approval and similarly to previous paragraph, will be a subject of public discussions. Municipal self-governing units also are using this function to test their own initiatives.
- Selected entries will be visible on the map and will become time-sensitive, when, according to the law and within the reasonable time, are marked by administrator (e.g.: completed, checked and not confirmed, exceeds competence, problematic, not marking in the appropriate time automatically assigns "neglected"). In such cases, citizens have an opportunity to make a comment in above-mentioned forum.
- Time frequency will be established, during which, there will be an obligation to analyze content and statistics of data received from the public, to publish analyzed data, where will be short and general description of reasoning behind main negative and positive decisions.

Additional normative acts, mechanisms and conditions will be elaborated to link updated data with smart map, to form databases, to provide saving mechanisms for provided data by citizens and participation in the program (only registered in Tbilisi should be permitted). There will be established a format, procedures and time frame for liability of civil servants in case of their poor response. Institutional Support System also will be created.

3. Positive outcome for the Public

- Significantly will increase access to all data available on Smart map. This information in interactive format will be accessible for Tbilisi residents interested in ongoing affairs in their place of residence. Aforementioned, will create pre-requisites for the public to participate in governance and make informed decisions.
- There will be created result orientated and accountable participation system. Tbilisi Municipality Meria will have an obligation to respond to the City's issues displayed in the portal in timely manner;
- System will be created, which will support Tbilisi Municipality to make their decisions through public participation and based on their needs.

4. Anex №1

Implementation time: 2017

Obligation 1: Multi-discipline mechanism of Open Government and Civic Participation – Information and Civic Activities portal “Smart map”				
Enforcement Entity	“Tbilisi Municipal Services Development Agency” NCLE, the Administration of Tbilisi Municipality, Municipal Legal Department, Municipal Department of Environment and Landscaping, Municipal Amenities Department, Municipal department of Economic Development			
Description of current situation	As it was explained in introductory section, access to information in Tbilisi Municipality City Hall based on minimal legal requirements, which very often does not ensure supplying information and participation of the public. Subsequently, through lack of adequate system, often execution of requests is met with difficulties as well as issuing simple public information often requires maximum period of 10 days. Members of the public are reporting their problems via hotlines and through statements. The consideration period is one month. There is no feedback and performance monitoring systemic mechanism. The citizens are participating through informal and non-proportional public councils and idea competition based individual projects (organized by Tbilisi City Hall)			
Main Aim	<ul style="list-style-type: none"> - Increased access to all data available on Smart map. This information in interactive format will be accessible for Tbilisi residents interested in what is going on in their place of residence. Aforementioned, will create pre-requisites for public to participate in governance and make informed decisions; - There will be created result orientated and accountable participation system. Tbilisi Municipality Meria will have an obligation to respond to the City’s issues displayed in the portal in timely manner; - System will be created, which will support Tbilisi Municipality to make their decisions through public participation and based on their needs. 			
OGP principals	Transparency, access to information	Accountability	Civic Participation	Technology and Innovation for Openness and Accountability
	✓	✓	✓	✓
Implementation Stages	Starting Date:		Finishing Date:	

Approval of technical task for updating and modernization of multi functional web portal and existing municipal interactive map, and time table	January, 2017	February, 2017
Development of technical functions and content of the portal, agreement with interested parties, piloting and introduction	February, 2017	December, 2017
<ul style="list-style-type: none"> - Development of portal's technical and contextual part 	March 2017	May 2017
<ul style="list-style-type: none"> - Creating individual page for a citizen and integration with the map; 	June 2017	September 2017
<ul style="list-style-type: none"> - Function for citizen's subscription for any information related to different activities on interactive map; 	July 2017	September 2017
<ul style="list-style-type: none"> - Display of any problem by a citizen (also administrator) related to different projects covering different layers, also function for public discussion; 	August 2017	October 2017
<ul style="list-style-type: none"> - Piloting and introduction of the portal; 	October 2017	December 2017
<ul style="list-style-type: none"> - Personal training on map functional and processing the data 	October 2017	November 2017
<ul style="list-style-type: none"> - Consultation, development of supportive legislative acts for the system, approval 	February 2017	December 2017
Making one video clip covering portal and other OGP obligation and its dissemination through social media, mass media or municipalities local units.	November 2017	December 2017
indicator	<ul style="list-style-type: none"> - developed and introduced Smart map e-portal, which contains new or/and improved covered zones for information accessibility; supportive measures and trainings are done; - smart map e-portal fully contains functional described in the introductory part; - according to the introductory part legislative part is developed for portal's functional support, which will include procedures, institutional support and personal's responsibilities; - active information policies (campaign) across the City to raise awareness on participation mechanism (preparation of video clip about portal and its dissemination through social media) 	

Risks and Hypothesis	<ul style="list-style-type: none"> - possible initial failures in newly introduced system; - system will be tested for limited time, thus piloting will continue in the future; - “Municipal Services Development Agency” NCLE might require additional human resources and technical infrastructure.
-----------------------------	--

OBLIGATION II

INTRODUCTION OF PETITION IN MUNICIPALITY SYSTEM, ELECTONIC PETITION

Obligation Description

1. Local context and needs:

At the initial stage of consultations with civic society and the working group member organizations, issue of including petition in the action plan was presented. Civic and governance local context, described in the introduction, dictates requirement for public-governmental dialogue, including establishment of effective public participation mechanism, such as electronic petition. Petition initially was established in the scope Tbilisi Municipality’s executive branch. Aim of this mechanism is to directly link executive activity with citizens current needs and challenges.

2. Obligation Description

Integrated application for Tbilisi Municipality will be petition to the Mayor. It will be possible to request it from “Smart map” (particularly when there is a territorial connection) ” as well as from a separate column. The application will enable Tbilisi residents to create petition on important issues for them and invite other people to be a signatory.

There will be a legal basis established related to number of signatories for petitions and subsequent obligations of the Tbilisi City Hall to satisfy request and provide an explanatory and a documented feedback.

3. Positive outcome for the Public

Citizen, who has a particular problem, with a help of simple electronic format can easily find people with a similar stands and involve them in the process. Mandatory nature of petition's consideration significantly increases motivation for public participation. As a result, a general problem/request is formulated. Overall, governance process is expedited and public orientated decision making process and potencial of beneficial effect is increased.

4. Anex №2

Implementation time: 2017

Obligation 2: Introduction of Petition System in Municipality, Electronic Petition				
Inforcement Entity	"Municipal Services Development Agency" NCLE, Tbilisi Municipal Legal Department			
Discription of current situation	There is no such mechanism established for Tbilisi City hall. Pursuant to the Georgian legislation, system of petition is established for Tbilisi City Council. It does not have an electronic format or a special function for a feedback.			
Main Aim	Creation of participatory mechanism additionally strengthened with accountability before the public. Electronic format ensures its user friendliness and efficiency. Main aim is to enable citizens through electronic format raise a problem, easily find people with a similar stands and involve them in the process. Overall, governance process should be expedited and public orientated decision making process and potencial of beneficial effect should be increased.			
OGP Principals	Transparency, access to information	Accountability	Civic Participation	Technology and Inovation for Oppennes and Accountability
			✓	✓
Implementation Stages	Starting Date:		Finishing Date:	
Elaboration of technical task to create integrated application in the Municipality portal;	January 2017		March 2017	

Development of electronic petition's web application and integration with other systems as well as with Smart map (final integration depends on electronic systems completion dates);	April 2017	September 2017
Development of electronic petition's mobile application and integration with other systems (final integration depends on electronic systems completion dates);	September 2017	October 2017
System testing and putting in to working mode	October 2017	December 2017
Trainings for relevant personal to process petitions	October 2017	November 2017
Making one video clip covering portal and other OGP obligation and its dissemination through social media, mass media or municipalities local units	November 2017	December 2017
Legal consultation, development of system support legislative acts, approval	January 2017	December 2017
Indicator	<ul style="list-style-type: none"> - Developed, integrated with other E-Systems (Smart map), web and mobile applications are introduced and they are including functions described in the introductory part. Supporting activities and trainings are carried out; - Supporting legal regulations for applications are developed; - Informative campaign to raise awareness on these mechanisms is actively ongoing across the City (with use of different tools of public relations) 	
Risks and Hypothesis	Possible initial failures in newly introduced system	

OBLIGATION III:

IMPLEMENTATION OF PARTICIPATORY BUDGET PLANNING MECHANISM

Obligation Description

1. Local Context and Needs

Currently, not all Tbilisi residents have an access to a document development process, which defines main content of Tbilisi Government's activities for the following year. Besides, during budgetary discussions, the public through media obtains contradicting information from opposing parties on this substantial document and they have no simple or time constraining way to cross check the facts.

Therefore, there is a pressing need to introduce Participatory Budget to allow Tbilisi residents have an easy access to information related to budget formation process and same time create very important participation mechanism for them.

2. Obligation Description

Integrated electronic platform will be created with other electronic applications enabling Tbilisi residents to allocate conditional 100 GEL between thematic priorities in visually presented thematic Budget. Citizens will be able to see sub-topics of each priority and will have an access to the information related to previous year/years budget allocation(s). The program automatically calculates weighted average result from citizens selected priorities. Consideration of this result will be mandatory at any stage of formation and approval of the budget. On the same portal will be published comparison between finally approved budget and budget developed by public, and difference will be documented. At all above-mentioned stages there will be sections for comments, discussions and direct remarks for the Municipality. Also data aggregating tool will be available. During the voting process, the municipal and district departments will ensure their engagement with citizens and facilitation of voting process.

Legal timeframe and procedures will be established: when platform will open for voting; when it will close; how correlate budget formation and correction processes with government procedures; legal obligation of deliberating weighted budget formed by public; legal framework for comparison and documentation of this and finally approved budget. There also will be established requirements and a format for informing and interviewing members of the public including people with disability and other target groups.

3. Positive outcome for the Public

Access to budgetary process will be significantly increased and there will be created participation mechanism based on dialogue with Tbilisi government. This in its self, will form potential to develop public orientated budget.

4. Anex №3

Implementation time: 2017

Obligation 3: implementation of participatory budget mechanism				
Inforcement Entity	Tbilisi Municipal Department of Finance, “Municipal Services Development Agency” NCLE, Tbilisi Municipal Legal Departament, Dsitricks administrations.			
Discription of current situation	Currently, Tbilisi City Hall’s budget is planned in accordance with previous year’s budget and plan of pre-election pledges. In individual cases additional studies can be conducted. There is no effective mechanism or established procedure of Participatory Budget Planning.			
Main Aim	Budget to be more public orientated, create electronic and procedural mechanisms to increase public participation in this process, creation of more accountable mechanism for government’s and public cooporation.			
OGP Principals	Transparency, access to information	Accountability	Civic Participation	Technology and Inovation for Oppennes and Accountability
			✓	✓
Implementation Stages	Starting Date:		Finishing Date:	
Elaboration of technical task to create appropriate fanchions for budget web application	January 2017		May 2017	
Provide software for application	June 2017		September 2017	
Legal consultation, development of system support legislative acts, approval	January 2017		December 2017	
System testing and introduction	October 2017		December 2017	
Training of District and Local Administrations	October 2017		December 2017	

Making one video clip covering portal and other OGP obligation and its dissemination through social media, mass media or municipalities local units	November 2017	December 2017
Indicator	<ul style="list-style-type: none"> - Developed and introduced participatory budget planning mechanism. Supporting activities and trainings are carried out; - Mechanism includes functions described in introductory part; - Supporting legal regulations for applications are developed according to introductory part; - Informative campaign to raise awareness on these mechanisms is actively ongoing across the City (with use of different tools of public relations) 	
Risks and Hypothesis	Some budget formation procedures begin few months before participatory budget planning mechanism will be tested and introduced (in this instance it will be October). Subsequently, part of new system testing will not include all procedures related to participatory budget.	

OBLIGATION IV:

INTERACTIVE ACCESSIBILITY TO BUDGET SPENDING AND INTRODUCTION OF CIVIC CONTROL MECHANISMS

Obligation Description

1. Local Context and Needs

Targeted and effective budget spending is an indicator for government's efficiency. Based on current standings, majority of the public has no access to this indicator. Primary reason lies behind presenting information on budget execution to the public only by the end of the year. It is done in the way, that analysis requires considerable time, specific knowledge and experience. So, our aim was to enable public follow budgetary processes in the simple manner on the daily bases without specific knowledge and experience.

2. Obligation Discription

Tbilisi Municipal Department of Finance requires special program to simplify workload. The program will be created and linked with public electronic format, which will at list display current spending in specific budget priorities and budget codes and its related parameters. This format, with support of statistical and other tools, will enable user to grade specific elements of the information, obtain detailed information related to spending and print out full or partial official data with its date and code.

This format will also include automatic format for spending related citizen's data entries and directly informing the Municipality's appropriate department with or without indicating individual's identity. The information will be periodically analyzed, summarized and general information related to response, will be made publicly available.

Registration and activities of civic monitoring groups will be taken into consideration. Tbilisi residents (also organizations) will be able to monitor budget spending. For this purpose, they will need to get registered in civic monitoring group. They will receive special cards in order to be able to have a quick access to events, activities and certain types of information. Collected findings will be shared with Tbilisi Municipality. The information will be periodically analyzed, summarized and general information related to response, will be made publicly available.

Legal basis will be established for binding, conditions and formats of these procedures.

3. Positive outcome for the public

In interactive format, Tbilisi residents will be able to follow ongoing budget spendings. Daily publication of information as well as visualisation on the web page, additional statistics and electronic tools will simplify understanding and required analysis for the public. This will potentially enable more interested individuals to obtain and understand comprehensive information about the City's budget spending without specific experience and knowledge. This type of mechanism and information is

- reducing risks of corruption and misuse of public funds, creates strong pre-conditions for civic control and appropriate use of government resources for public needs;
- will increase public's assessment of the government based on particular data and will support democratical processes during elections and governance its self. In the long term, based on the real data and not performance driven political competition, it will force government to be more orientated on the public needs.

4. Anex №4

Implementation time: 2017

Obligation 4: Interactive accessibility to budget spending and introduction of civic control mechanisms				
Enforcement Entity	Tbilisi Municipal Department of Finance, Municipal Services Development Agency" NCLE, Tbilisi Municipal Legal Department,			
Description of current situation	Budgetary report is presented to the public ones a year as a Municipality Annual Report, where Tbilisi City Council presents its report on quarterly bases. Any individual is eligible to request and receive information within 10 days. The financial department and its subjects are using individual Excel Files and do not have unified program, which would made the process more efficient and enable them to better analyze information for the Municipality's internal and external use.			
Main Aim	Interactive publication of simplified budget spending forms to ensure governments accountability on the daily bases as suppose to an annual format. Developing interactive mechanisms of accountability, civic participation and control to simplify access to information and to increase public involvment.			
OGP Principals	Transparency, access to information	Accountability	Civic Participation	Technology and Innovation for Openness and Accountability
	✓		✓	✓

Implementation Stages	Starting Date:	Finishing Date:
Develop exact technical task to introduce electronic system for finance management and analysis in Tbilisi Municipal Department of Finance and its related interactive electronic portal to make it publicly available;	January 2017	June 2017
Developing software and content for the portal. Creating mechanism to allow information transfer from budget spending interactive system into users site (function of uploading on the e-portal);	July 2017	October 2017
Piloting and introduction of the portal;	October 2017	December 2017
Making one video clip covering portal and other OGP obligation and its dissemination through social media, mass media or municipalities local units;	November 2017	December 2017
Legal consultations, development of system support legislative act(s), approval;	January 2017	January 2017
Indicator	<ul style="list-style-type: none"> - E-portal developed and introduced including all functional described in the introductory part; - Public monitors participatory format integrated with portal is developed; - Legal framework for portal is developed including supporting regulations for civic monitoring; - Information campaign to raise awareness on this mechanisms is actively ongoing across the City (with use of different tools of public relations). 	
Risks and Hypothesis	<ul style="list-style-type: none"> - Possible initial failures in newly introduced system; Civic monitoring format will be tested during limited period. As a result, piloting will not include all procedures of above mentioned mechanisms. For instance procedures linked with quarters and ect. 	

OBLIGATION V:

INTRODUCTION OF CIVIC CONTROL AND ACCESSIBILITY MECHANISMS FOR MUNICIPALITY SERVICES

Obligation Description

1. Local Context and Needs

On numerous occasions during public consultations, there was request from the public for more civic control and accessibility to services provided by Municipality system (as well as for budget spending monitoring). Different civic groups volunteered to participate in monitoring. In particular, members of socially vulnerable groups were requesting to be involved in monitoring of services funded by Tbilisi Municipality. For instance, socially vulnerable individuals wanted to be involved in free canteen (provided by tender winning third party) services and other activities monitoring. Also, consultations revealed low level of awareness regarding municipal services which impairs use of available services.

Based on this, we believe it is necessary on the one hand to increase public accessibility to municipal services and on the other to create civic control mechanism for services and their providers in order to maximally reduce transgressions from service providing 25000 municipality employees as well as subcontractors, especially at the lower level.

2. Obligation Description

Similarly to budget spending, a control mechanism was developed for Municipal services, which will be legislatively, procedurally and technically integrated in other obligations formats undertaken in the scope of OGP. The Obligation includes two main parts: introduction of civic monitoring mechanism and online service blocks.

1) First block entails to authorise civic monitor groups to undertake some type of control over services in healthcare, social services, education, sport and youth affairs (homeless shelter, homecare, education, sport and youth projects – initiatives supporting this projects, also services provided by all educational, youth and sport organizations managed by Municipality) and free canteen. It will also include establishment of monitors registration and scope of their activities in which Tbilisi residents (as well as organizations) will be able to monitor services. The information will be periodically analyzed, summarized and general information related to response actions and/or countering arguments will be made publicly available.

2) Second block comprises of integrated web application, which will allow online access to all services provided by Municipal system. At first stage in 2017, healthcare, social services, education, sport and youth affairs (5 general provisions such healthcare, social, sport, youth affairs and education services which will be broken down into subcategories and fully cover services by 2 largest service provider entities) services will be included in web application. This will be significant step towards establishing principle of one window. It will allow and improve public access to a full information on specific services in Municipality system. The Application will let members of the public to create their online account and without coming to Municipality, receive their services and manage their own information. Mobile version will also be available.

Format will enable citizens to enter service related comments. The information will be periodically analyzed, summarized and general information related to response actions and/or countering arguments will be made publicly available

Legal basis will be established for the procedures related to this mechanism.

3. Positive outcome for the Public

- Increased access and raised awareness on services in the listed segments will simplify and improve their use as well as boost citizens living standards. Introduction of online services and raising awareness on monitoring tools will create additional grounds for more effective civic monitoring and participation;
- Service monitoring mechanism will enable public to follow and influence service related challenges, take steps to improve outcome which has bearing on them as well as on other members of the public and achieve meaningful results for whole society.

4. Anex №5

Implementation time: 2017

Obligation 5: Introduction of civic control and accessibility mechanisms for municipality services	
Enforcement Entity	Municipal Services development Agency NCLE, Tbilisi Municipal Legal Department, Municipal Line Departments which are operating within the obligations thematic functional (first of all: Tbilisi Municipal Department of Healthcare and Social Services, Municipal Department of Education, Sport and Youth Affairs, Tbilisi Municipality District Administrations)
Description of current situation	Along with local context described in introductory part, problem exists in two directions: 1) there is no civic control mechanism for Municipality services; 2) online services are supplied only by very few service providers. Web application

	exists only for architecture, partly property management and kindergarten registration services. These services are not harmonised.			
Main Aim	Simplify process of providing Municipality services, raise awareness and accessibility, increase accountability, creation of participation interactive mechanisms in two direction: 1) creation of two types of civic participation mechanisms (civic monitors and service's feedback system) 2) to transfer services of main providers into online platform.			
OGP Principals	Transparency, access to information	Accountability	Civic Participation	Technology and Innovation for Oppennes and Accountability
			✓	✓
Implementation Stages	Starting Date:		Finishing Date:	
Consensus, development and integration of civic monitors registration's e-tool format with unified electronic portal	January 2017		September 2017	
Description and documentation of work processes in Municipal Departments of Healthcare and Social Services, and Education, Sport and Youth affairs.	January 2017		February 2017	
Define procedures for citizen's application grading and processing. Develop internal work process panel – employees page.	March 2017		May 2017	
Creation of unified service's public platform. Introduction of citizens personal pages in Municipality (which will be integrated with other obligations functional).	June 2017		September 2017	
Testing and introduction of system and civic monitors electronic tools.	September 2017		December 2017	
Training of Civic monitors coordinators, employees of Municipal Department of Healthcare and Social services as well as Municipal department of Education, Sport and Youth Affairs, in how to use the system.	October 2017		November 2017	
Making one video clip covering portal and other OGP obligation and its dissemination through social media, mass media or municipalities local units.	November 2017		December 2017	

Legal consultations, development of system support legislative act(s), approval	January 2017	December 2017
Indicator	<ul style="list-style-type: none"> - E-portal developed and introduced including all functional described in the introductory part. - Civic monitors participation format integrated with portal is developed. - Legal framework for portal is developed including supporting regulations for civic monitoring. - Informative campaign to raise awareness on this mechanisms is actively ongoing across the City (with use of different tools of public relations). 	
Risks and Hypothesis	<ul style="list-style-type: none"> - Possible initial failures in newly introduced system; - System will be tested during limited period and as a result, piloting process will continue in the future; - Civic monitoring format will be tested during limited period, as a result piloting will not include all procedures of above mentioned mechanisms. For instance procedures linked with quarters and ect. - "Municipal Services Development Agency" NCLE might need additional human and technical (infrastructural) resources. 	

ENTITIES AND STRUCTURAL UNITS RESPONSIBLE FOR IMPLEMENTATION OF THE ACTION PLAN

1. "Municipal Services Development Agency" NCLE.
2. Tbilisi Municipal Legal Department.
3. Tbilisi Municipal Department of Finance.
4. The Administration of Tbilisi Municipality City Hall.
5. Tbilisi Municipal Department of Environment and Landscaping.
6. Tbilisi Municipal Amenities Department.
7. Tbilisi Municipal Department of Economic Development.
8. Tbilisi Municipal Department of Healthcare and Social Services.
9. Tbilisi Municipal Department of Education, Sport and Youth Affairs.
10. Tbilisi Municipal Districts Administrations.