

Municipal Government of the City of Tbilisi

Ordinance –N 18.816.1189

October 2, 2018

On the Approval of Tbilisi Action Plan for 2018-2020 within the Frames of Open

Government Partnership

Within the frames of the Open Government Partnership pilot program, stemming from the local context, the priority of the city of Tbilisi is the creation of a unified system which includes institutional, electronic, procedural-legal blocks for ensuring provision of the information to the citizens, their engagement, Government accountability. For the smooth and accomplished implementation of the set goals and planned projects, based on Ordinance N°1-473 of the Tbilisi Municipality City Hall of September 6, 2018 on “Preparation within “Open Government Partnership” of the Action plan, approval of the regulation and creation of the working group for its support and monitoring” the Action Plan was prepared by the working group.

Based on the organic law of Georgia on “Local Government Code “article 16, paragraph 4, Ordinance N°1-473 of Tbilisi Municipality City Hall of September 6. 2018 on “Preparation within “Open Government Partnership” of the Action plan, Approval of the Regulation and Creation of the working group for its support and monitoring”

Tbilisi Municipality Government ruled:

1. Approve Tbilisi Action Plan for 2018-2020 within the frames of the Open Government Partnership (OGP) in accordance with the annex of this decree.
2. Assign Tbilisi Municipality Structural units, Tbilisi Municipality Territorial Entities and Tbilisi Municipality Legal Persons to carry out relevant activities for the implementation of the Action Plan approved in the first article of this decree.
3. Assign First Deputy Mayor (Vice –Mayor) and Deputy Mayor of Tbilisi Municipality to control the implementation of the given decree.
4. The decree may be appealed by the stakeholder party within a month from its publishing in the Tbilisi City Court (address: Tbilisi, Davit Agmashenebeli alley, 12th kilometer N° 6) in compliance with the law established by the Georgian legislature.

Mayor of Tbilisi Municipality

Kakha Kaladze



Tbilisi Action Plan for 2018-2020
Open Government Partnership (OGP)

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Introduction

Tbilisi Municipality City Hall through the elaboration together with the civil society of the second 2018-2020 of the Action Plan for Open Governance and the commitment of its implementation continues the work for turning the principles of open governance into real and tangible mechanisms for the society.

The above mentioned has always been and is for the Tbilisi Government a key priority for improving the quality, efficiency and democracy of governance, which should directly affect the well-being of Tbilisi population.

Based on the second Commitment "Petition to the City Mayor" of the 2017 Action Plan of Tbilisi Municipality City Hall (hereinafter "City Hall / Tbilisi City Hall"), the platform "Your Idea for Tbilisi Mayor" has been created and successfully implemented (see idea.tbilisi.gov.ge). Those commitments that could not be fulfilled within the 2017 Action Plan have been moved to the present Action Plan. Thus, the first three commitments of the 2018-2020 Action Plan ("Smart Map", Platform for Budget Participatory Planning and Electronic Services Portal) present a modified version of unfulfilled commitments under the Tbilisi Open Governance 2017 Action Plan.

As for the other two new commitments, they were fully and independently developed by the civil society. These two new commitments imply the elaboration of the transparency and good faith strategy of the City Hall activities based on the recommendation of the OECD of 2016 and the package of amendments of the City Hall web-site, which, among others, aims at the improvement of the quality of public access to information and envisages creation of the City Hall open data base.

Overall, the Action Plan aims to create the most relevant means for the local context that will facilitate the proper dialogue between the City Hall and the public, increase the transparency of the City Hall, improve services and strengthen civic engagement.

Action Plan Development Process

The Working Group in the renewed format engaged in the promotion and implementation of the Open Government Partnership (OGP) Action Plan has been set up. It consists of 24 members, out of which only 8 members are from Tbilisi City Hall and its subordinated legal entities, four members are from other public institutions, twelve members represent the civil society and multilateral organizations. The call for membership in the Working Group was conducted publicly in a direct mode (the City Hall directly sent a written proposal to the probable candidates) and in an indirect way (working group members, civil society representatives independently nominated third parties for the membership in the Working Group and then presented their candidates to the Working Group). No case of rejection of the nominated applicant has been recorded.

The amendment has been introduced in the rules of the Working Group's activities, according to which the co-chairing principle has been adopted. The civil society has chosen the co-chairman, as a result, the working group only takes a decision when it is supported by the Tbilisi City Hall and, at the same time, independently by the civil society.

For the development of the Open Governance Action Plan of 2018-2020, six sessions of Tbilisi Open Governance Working Group, as well as twelve public consultations with the population of Tbilisi and dozens of working meetings between Tbilisi City Hall structures and others have been held. Those people who were interested in the topic concerned, civil society representatives and sphere specialists were invited to the Working group meetings and public consultations.

In addition, in order to engage the population and the specialists, the working group agreed that similar proposals were to be made both by Tbilisi City Hall and the civil society. Moreover, the announcements and information about each event were published in advance on the website of the City Hall (ogp.tbilisi.gov.ge).

As a result of the working process, the first three commitments of the Tbilisi Open Governance Action Plan for 2018-2020 ("Smart Map", Budget Participatory Planning Platform and Electronic Services Portal) present a somewhat modified version of non-fulfilled commitments under the Tbilisi Open Governance Action Plan for 2017. As for the other two new liabilities, they were fully and independently developed by the civil society. In particular, The transparency and good faith governance strategy of the City Hall was developed by the USAID / GGI and was included in the Action Plan in the presented original form. Similarly, the commitment developed and presented by the IDFI was directly reflected in the Action Plan as the fifth commitment.

Commitment I

Multi-Profile Mechanism for Open Government and Civic Engagement - Information and Civic Activity Portal ("SMART MAP")

Commitment Description

1. Local Context and Needs

The creation of Information and Civic Activity Portal (Smart Map)e-portal is based on a range of large and specific challenges characterizing the local context in Tbilisi.

For example, a major part of administrative complaints is related to construction and green cover (tree cutting) issues. Although legislation envisages the possibility of the involvement of the Parties before construction permits are issued, there is no pro-active mechanism that would ensure effective supply of information on the ongoing processes at any stage of the construction-permit process. In fact, only a small part of the civic society is actually able to use this right whereas such issues of high public interest in most cases, directly affect the interests of different groups of citizens.

The mentioned above and other similar examples necessitated for Tbilisi Municipality the need to create a mechanism enabling the public to receive information related to their living environment and, in general, about the city at any stage of construction, (green plants) tree cutting and about ongoing or planned for implementation infrastructure projects in Tbilisi. In terms of user's awareness, it is also important to have mechanisms for processing and simplified usage of published information which can be an important prerequisite for the increase of the citizen engagement.

As it was noted, there was a need to create a system for effective dialogue with the citizens and ensuring of their engagement, as well as establishment of a rapid and effective response system for city problems.

The Tbilisi City Hall also needs to unite various functions of Smart map e-portal in a unified system, which will enable the City Hall to understand the public mood, to assess the existing needs and challenges and to plan short and long-term activities.

2. Description of Information and Civic Activity Portal Functional

Information and Civil Activity Portal (Smart map) includes an e-portal and uses as the basis the interactive map of Tbilisi. It utilizes from the base, diversifies and radically changes the interactive maps of Tbilisi, the possibilities and the purpose of their use. In particular, it not only creates on the map additional cover zones but also connects them to a number of functions that convert the standard e-map into the so-called "Smart map", to multi-profile mechanism for civic engagement - Information and Civic Activity Portal "SMART MAP". It is important that each functionality that is described below and falls under the "Smart Map" portal is a part of the unified portal and is not scattered in various portals and electronic means.

The following cover zones will be created and developed:

1. The cover zones will be established showing on the map the construction status of construction sites at any stage, of any initiated by Tbilisi City Hall or its subordinate structures projects from the very beginning. This zone of portal shall connect to the Architecture Service and Urban Development Service Base and will interactively display renewable basic data related to the constructions in Tbilisi. Thus, by means of the map, the information on construction will easily be transformed into a simple-to-use and interactive means, making it easy for the user only by indication on the map to automatically receive the information.
2. Based on the similar principle, the second zone will provide access to permit information on green cover (tree cutting and other) cutting/ re-planting permits;
3. The third cover zone contains information about the ongoing or planned to be implemented infrastructure projects of Tbilisi City Hall and its subordinated entities. This information will be uploaded on a specially created website connected with "Smart Map" and will enable the public to receive information both from the web-site as well as the Smart Map "through the appropriate cover zone. The map includes relevant to the new functions and cover zones images, working and drawing or other tools.

As a result of the development of the portal, following functions will be created:

- A) Interactive access to information based only on the marking on the "Smart Map" of a particular area represents the first important function that enables a combined or alternative search on the portal of the thematic and territorial information. For example, a user will be able to mark on the map his residential location or any other area (territorial marking) and at the same time to indicate within this territory as the information of his interest the information on construction issues and green cover. As a result, the user not only receives the relevant information at that time but subscribes to this type of information and automatically receives updated information about any novelty within the marked area. Platform users will also be able to group any mentioned material in different combinations according to the topic, the data, periods of time, territory or other criteria

(e.g. how many construction or tree cutting permits have been given in this area in the given period; how the data compares with other time periods and / or other areas). Everybody will be able to create an individual profile for better management of their activities in the portal.

- B) Within Fix-Tbilisi functionality it will be possible to fix certain problems in Tbilisi using the appropriate (mobile) application, which will appear in the "Smart Map" portal. Tbilisi City Hall will have an obligation to respond in compliance with the set up procedures to the fixed problem in the relevant time frame. Within the framework of this Action Plan and at the first stage, the list of these issues subject to the response within the Fix-Tbilisi application will be the following services: all services related to outdoor lighting, all the services related to phytosanitary activities and mowing-formation of green cover, placement of park benches, all service within the scope of Tbilisi City Hall cleaning obligations. The population using the cell phone app will be able to fix all the problems in the city related to the above-mentioned topics, make a photo, indicate the location and upload the material for further reaction. Indications marked by the public by means of a mobile phone application will appear on the map and the timer of the deadline for the response from Tbilisi City Hall will switch on. In response to citizens' appeals and uploaded photographs, in accordance with the relevant rules, the City Hall and / or its subordinate structures will look into the fixed problem and in the relevant time frame will provide appropriate response. The contents and results of the response will be displayed publicly in the same way as the problem fixed by the population is displayed. Accordingly, any result whether it is the information about solving of the problem (with confirming photo material) or other type of answer will be publicized in compliance with the relevant regulation.
- C) The independent means for communication with population, Tbilisi Forum, will be created which when discussing territorially or thematically important issues will be connected to Information on Civil Activity Portal ("Smart map") and other means created within the frames of the Open Government program . The population will be able to conduct a discussion on any important subject through Tbilisi Forum. Both Tbilisi Forum as well as any means envisaged by this action plan will have the functionality of sharing the information in different social networks. The legal basis and mobile functioning mechanisms will be elaborated, the linkage of the updated information on the Smart Map, the storage of information provided by citizens and other conditions will be defined. Procedures and deadlines for adequate reaction from public officials will be established. The obligations of the City Hall employees will be determined.

3. Positive Outcome for the Public

- A) The access to information on all the data that will become part of Information and Civic Activity portal. This information will automatically in the interactive format be available for citizens who are interested in ongoing processes in their place of residence. The

mechanism for their participation in the management process and the adoption of informed decisions will be created.

- B) One of the most important items of a result-oriented, accountable engagement system will be created. Tbilisi City Hall will have the obligation to timely respond to the city's problems fixed in the portal and also the City Hall will have the possibility to better analyze the needs of the population. This will improve the quality of the City Hall service and, consequently, living conditions for citizens.
- C) The system will be created assisting the City Hall in taking decisions through public participation and based on their actual needs.

4. Anex №1

Implementation date: 2020

Commitment 1: Multi-Profile Mechanism of Open Government and Civic Participation – Information and Civic Activities Portal “Smart Map”	
Implementing 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	Access to information in Tbilisi Municipality City Hall is based on minimal legal requirements, which very often do not serve as the best means for supplying information and engagement of the broad public. Citizens report on their problems via hotline and through filed statements. There are no effective mechanisms for unified content analysis of the statements and for response based on its results. Citizens' involvement in the process of governance is non-systematic and of limited scale.
	-Significantly increase access to information on all the data that will become part of Information and Civic Activity Portal. This information shall automatically be available in the interactive format for citizens who are interested in what's happening in their living environment. Create a mechanism for their participation in the management process and for making informed decisions

Main Aim	<p>-Create one of the most important elements of the result-oriented, accountable engagement system. Tbilisi City Hall will be able to give more timely response to the city's problems reported in the portal and better analyze the needs of the population. Improve the quality of Tbilisi City Hall service and, consequently, living conditions for citizens.</p> <p>- Create a system will which will support Tbilisi Municipality in making their decisions through public participation and based on their needs.</p>			
OGP Principles	Transparency, Access to Information	Accountability	Civic Engagement	Technology and Innovation for Openness and Accountability
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Implementation Stages	Starting Date:		Completion Date:	
Approval of accurate technical tasks and terms needed for creation of the multifunctional web-portal and for the update and modernization of given municipal interactive maps.	01.01.2019		31.03.2019	
Development of portal's technical and contextual part	01.02.2019		30.04.2019	
Creating individual page for citizens and its integration with the map	01.03.2019		31.03.2019	

Subscription function for users to any information related to different activities on interactive map	01.04.2019	31.04.2019
Implementation and piloting of the portal	01.05.2019	31.12.2019
Elaboration and adoption of supportive legislative acts for the system	01.05.2019	30.06.2019
Conduct trainings for the relevant staff aimed at the functioning of the map and processing of the received information	01.09.2019	30.10.2019
Production of a video clip covering portal and other OGP commitments and its dissemination through social media, mass media or local units of municipalities	30.10.2019	30.03.2020
Indicator	<ul style="list-style-type: none"> - Smart map e-portal, which contains new or/and improved cover zones for information accessibility is developed and introduced; supportive measures and trainings are carried out; - Smart map e-portal fully contains functional described in the introductory part; - In compliance with the introductory part, legislature is developed for portal's functional support, which includes procedures, institutional support and personnel's responsibilities; - Active informational campaign aimed to raise awareness on engagement mechanism in accordance with the Open Government Communication Strategy of Tbilisi City Hall is 	

	carried out throughout the city (preparation of video clip and its distribution via social media).
Risks and Hypothesis	- It is possible to have correctable initial errors in the newly implemented system.

Commitment II

IMPLEMENTATION OF BUDGET PARTICIPATORY PLANNING MECHANISM

Commitment Description

1. Local Context and Needs:

Currently, citizens practically have no access to the process of formation of the document defining the main content of Tbilisi Government's activities in the year to come. Furthermore, during budgetary discussions, the public obtains contradicting information through media from opposing parties on this substantial document and they have no possibility to easily check the actual situation without having to spend a great deal of time to cross-check the facts.

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

2. Commitment Content Description

An integrated electronic platform will be created alongside with other electronic applications enabling Tbilisi residents to rate in visually presented thematic budget each thematic priority and, thus, easily reconfigure the priorities in different sequences. Citizens will also be able to see sub-

topics of each priority and will also have access to information about how the budgets of the previous years were allocated, or which distribution of the priorities was supported by the population, what was the distribution in Tbilisi or separately taken municipalities or districts. The program automatically generates the average weighted outcome from the selected priorities. This outcome will be mandatory at any stage of the drafting and approval of the budget. The Tbilisi Forum will give the possibility to leave comments on the Tbilisi Forum and present viewpoints directly to the City Hall. In addition, it will be possible to interactively conduct different types of statistics (budget, year, territories, voting characteristics, etc.). In parallel with the voting process, the municipal and district departments will ensure their engagement with citizens and facilitation of voting process.

Deadlines and procedures will be established regarding when platform will open for voting; when it will close; at what stage within the framework of the government procedures of budget formation and correction processes the consideration of the weighted budget drafted by the society will take place and brief explanation about comparison result of the finally approved budget will be published. The requirement and format for informing and interviewing of the public including engagement of people with disabilities and other target groups will also be established.

3. Positive outcome for the Public

Access to budgetary process will be significantly increased and the participation mechanism based on dialogue with Tbilisi government will be created. This in itself, will increase the potential of developing of a public orientated budget.

4. Anex№2

Implementation date: 2020

Commitment 2: implementation of Budget Participatory Planning Mechanism	
Implementing Entity	Tbilisi Municipal Department of Finance, “Municipal Services Development Agency” NCLE, Tbilisi Municipal Legal Department, Districts Administrations.
Description of Current Situation	According to the current situation, the City Hall budget is planned based on the previous year’s budget and preconditions set out in the election program. Additional studies may also be conducted in separate cases. There is no established procedure or effective mechanism for the participatory budget planning.

Main Aim	Approximation of the budget planning to the citizens' renewable needs. Creation of electronic and procedural mechanisms for increasing their managerial involvement in this regard. Establishment of a mechanism of cooperation that will make Tbilisi authorities more accountable to the public.			
OGP Principles	Transparency, access information	to Accountab ility	Civic Participation	Technology and Innovation for Openness and Accountabili ty
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Implementation Stages	Starting Date:		Finishing Date:	
Provide implementation of application content and software	01.12.2018		28.02. 2019	
Elaborate and approve system supporting legal act.	01.03.2019		30.06.2019	
System Testing, Improvement and Implementation	01.03.2019		30.10. 2019	
Training of City Hall employees	01.09.2019		30.10. 2019	
Produce a video clip regarding portal and other OGP commitments and disseminate it through social media, mass media or local municipalities' units	30.10. 2019		28.02.2020	
System enactment, public engagement in planning and forming of the 2020 budget	01.11.2019		28.02.2020	

<p>Indicator</p>	<ul style="list-style-type: none"> - The mechanism of budget participation planning is designed and implemented. Supporting activities and trainings are carried out; - Mechanism includes functions defined in introductory part; - Supporting legal regulations for functioning of applications are developed according to introductory part; - Active informational campaign aimed to raise awareness on engagement mechanism in accordance with the Open Government Communication Strategy of Tbilisi City Hall is carried out throughout the city (preparation of a video clip and its distribution via social media).
<p>Risks and Hypothesis</p>	<p>It is possible to have correctable initial errors in the newly implemented system.</p>

Commitment III:

IMPLEMENTATION OF MECHANISMS FOR IMPROVEMENT OF ACCESS TO SERVICES AND CIVIC ENGAGEMENT

Commitment Description

1. Local Context and Needs

As established during public consultation with regard to services in Tbilisi City Hall system, there was lack of awareness about the existing services in Tbilisi City Hall and there was a need for setting up one window principle for provision of services and a number of other proposals were voiced that would serve the aim of improvement of the services (see the protocols of the Open Government Working Group N3 and Public Consultation Protocols, 31.07.18, 01.08.18, 06.08.18 and 07.08.18).

Naturally, the low level of public awareness of the City Hall services is hindering the adequate use of these services. However, the population as the recipient of services is not involved in the provision of the appropriate feedback to the Tbilisi City Hall as there is no mechanism for such a feedback.

Therefore, it is necessary to increase the accessibility of the City Hall services, take important steps to establish one window principle and introduce a system based on continuous improvement of services that first of all means establishment of a mechanism for receiving feedback from service consumers.

2. Commitment Content Description

An integrated web application will be created that will enable the citizens to have online access without leaving home to the most demanded interconnected services within the City Hall system, with the aim to establish one window principle within the scope of these services.

In the first phase, apart from the architecture and urban development directions, the following services will be subject to the inclusion in the list of online services: all services of the Environmental Protection Department and City Transport Department, as well as all functions of the Municipal Supervision Department that by their content are attributed to services used by citizens (the exact listing of the latter will be defined at the first stage of the fulfillment of this commitment, provided for in Appendix N3). Besides technical provision of the above mentioned services, an important step for the improvement of the access to full information and access to services of the City Hall system will also be the

establishment of a one-window principle. Web-App will enable the citizens to create their own online account, get the services without having to go to the municipality and manage their information. Access will also be possible through the mobile app.

The format will take into account the possibility of reporting the information, the feedback by citizens on the services. This information will be subject to periodic analysis by Tbilisi City Hall, service providers will analyze and summarize the received feedback and statistical data of electronic services. This analysis will be made publicly available and will be used by Tbilisi City Hall to improve services. Legal basis will be established for the procedures related to this mechanism.

3. Positive outcome for the Public

Substantial increase in availability and raised awareness on services that will facilitate easy access to services and will somewhat improve the quality of life of citizens. The introduction of online services will also create an additional basis for implementing of more efficient improvements, as well as increased awareness will create additional grounds for more effective civic feedback and participation:

4. Annex №3

Implementation date: 2020

Commitment 3: Implementation of Mechanisms for Improvement of Access to Services and Citizen Engagement	
Implementing Entity	Municipal Services Development Agency NCLE, Tbilisi Municipal Legal Department, Tbilisi Municipality District Administration, Tbilisi Municipal Department for Environment Protection, Tbilisi Municipal Transport Department, Tbilisi Municipal Supervision Department, "Tbilisi Municipality Architecture Service" LEPL, ""Tbilservice Group" LTD
Description of Current Situation	As established during public consultations with regard to services in the Tbilisi City Hall system, there was lack of awareness about the existing services in Tbilisi City Hall and a need for setting up one-window principle for provision of services and a number of other proposals were voiced that would serve the aim of improvement of the services (see the protocols of the Open

	Government Working Group N3 and Public Consultation Protocols, 31.07.18, 01.08.18, 06.08.18 and 07.08.18).
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Main Aim	Substantial increase in availability and raised awareness on services that will facilitate easy access to services and will somewhat improve the quality of life of citizens. The introduction of online services will also create an additional basis for implementing of more efficient improvements, as well as increased awareness will create additional grounds for more effective civic feedback and participation;			
OGP Principles	Transparency, access information	to Accountability	Civic Participation	Technology and Innovation for Openness and Accountability
	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Implementation Stages	Starting Date:		Finishing Date:	
Description and documentation of work processes in Municipal Services of Transport, Environment Protection and Supervision.	15.03.2019		30.04.2019	
Grading of statement types and determining their movement (processing). Internal Business Process Panel - Employee Page.	01.05.2019		30.06.2019	
Creation of unified services public platform. Creation of feedback tools. Introduction of citizens' personal pages in Municipality (to be integrated with other functional envisaged in commitments).	01.07.2019		30.11.2019	
Elaborate and approve system supporting legal act.	01.06.2019		30.07.2019	

Training of City Hall employees	01.09.2019	30.10.2019
Produce a video clip covering portal and other OGP commitments and disseminate it through social media, mass media or local municipalities' units	01.11.2019	28.02.2020
Indicator	<ul style="list-style-type: none"> - E-portal including all functional described in the introductory part is developed and introduced. - Supporting regulations for functioning of the portal are developed - Active informational campaign aimed to raise awareness on engagement mechanism in accordance with the Open Government Communication Strategy of Tbilisi City Hall is carried out throughout the city (using various effective technologies of public relations). 	
Risks and Hypothesis	Possible initial shortcomings in the work of the newly introduced system.	



Commitment IV:

GOOD FAITH AND TRANSPARENT GOVERNANCE STRATEGY OF TBILISI MUNICIPALITY CITY HALL

Commitment Description

1. Local Context and Needs

All over the world, corruption poses a serious threat to the security, stability and well-being of the population, destroys state institutions, and undermines democratic values, justice and sustainable development of the country.

Rule of law, good faith, accountability and transparency in democratic governance are the most important components of effective fight against corruption.

As a results of reforms carried out over the years, Georgia has been a successful example of the fight against corruption, which has been permanently noted in various international organizations' reports.

The Fourth Monitoring Report of the Eastern European and Central Asia Anti-Corruption Network Action Plan (OECD), published in 2016, highlights the progress achieved by Georgia in combating corruption. At the same time, along with other important recommendations, the OECD advises Georgia to continue anti-corruption efforts at local levels.

According to the OECD recommendations, it is important to elaborate and implement anti-corruption action plans at the local self-government level.

Tbilisi Municipality City Hall manages large amount of budget funds annually. The efficient, transparent and fair use of budget funds is the main priority of Tbilisi Municipality City Hall.

Nowadays, Tbilisi City Hall does not have a strategic document which would analyze the challenges / threats facing transparent and good faith governance and would determine actions to be taken to strengthen existing standards of transparent and good faith governance.

Despite the current practice of democratic governance in Tbilisi City Hall, it is important to create a strategic framework for good faith and transparent governance.

2. Commitment Content Description

In accordance with the OECD recommendations, Tbilisi Municipality City Hall together with civil society representatives will develop a medium-term strategy for improving good faith and transparency of governance.

This strategic document will define the standards of good faith and transparency for Tbilisi Municipality City Hall of and the subjects in its system, whereas for the implementation of these standards, an action plan, performance indicators and Monitoring Framework will be elaborated.

3. Positive Outcome for the Public

The high level of good faith and transparency of Tbilisi Municipality City Hall ensures more targeted and efficient expenditure of budget funds which will eventually reflect on each resident of the capital.

4. Anex №4

Commitment 4: Good Faith and Transparent Governance Strategy of Tbilisi Municipality City Hall				
Implementing Entity	Tbilisi Municipality City Hall,, Municipal Legal Department, Democratic Governance Initiative (USAID)			
Description of Current Situation	Nowadays Tbilisi City Hall does not have a strategic document that will define good faith and transparent governance standards. .In order to implement the principles of democratic governance, despite the efforts made, it is necessary to create a relevant strategic framework, which will significantly contribute to strengthening of transparent and good faith governance in the City Hall.			
Main Aim	Strengthening transparent and good faith governance in Tbilisi Municipality City Hall. .			
OGP Challenge	Increasing good faith in the public sector; improved management of Public resources.			
OGP Principles	Transparency, access to information	Accountability	Civic Participation	Technology and Innovation for Openness and Accountability
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Implementation Stages	New or Existing Commitment	Start Date	Completion Date:	
Preparation of situational analysis on good faith and transparent governance	New		01.01.2019	30.03.2019
Preparation of the initial working version of the Good Faith and Transparency Strategy and Action Plan	New		30.03.2019	30.05.2019
Public discussions of the initial version of the Good Faith and Transparent Governance Strategy and Action plan	New		30.05.2019	30.07.2019
----- Development of a final version of the Good Faith and Transparent Governance Strategy and Action Plan, performance Indicators and monitoring framework -----	New		30.07.2019	30.09.2019
----- Approval of Good Faith and Transparent Governance Strategy, Action Plan, Performance Indicators and Monitoring Framework	New		30.09.2019	30.11.2019

Indicator	Transparent and Good Faith Governance Strategy; Relevant Action Plan, Performance Indicators and Monitoring Framework have been developed and approved by Tbilisi Municipal Government.
Risks and Hypothesis	

Commitment V:

DEVELOPMENT OF TRANSPARENCY IN TBILISI CITY HALL THROUGH ELECTRONIC MECHANISMS

Commitment Description

1. Local Context and Needs

Transparency of Tbilisi City Hall's activity has been gradually increasing over the years due to the demand of the public for better transparency regarding the activities of the City Hall. Civil society, journalists and stakeholders requested to be given more possibilities to monitor and evaluate the efficiency of the City Hall.

Stemming from this, in order to facilitate the increase the transparency of Tbilisi City Hall, it was decided to improve municipal electronic resources, create open data base, increase the quality and simplicity of access to information for public.

2. Commitment Content Description

The commitment integrates three directions aimed at improving e-transparency in Tbilisi City Hall and increasing access to open data. In particular, the commitment provides for the following issues:

2.1. Update of Tbilisi City Hall Portal Taking into Consideration the Version of the Concept Prepared by the IDFI

The format of Tbilisi City Hall web-page will be updated to make it easier in use and more informative for citizens. The precise technical task for this and accordingly the list of technical changes to be implemented shall be determined in compliance with the time frame indicated in Appendix N5 for the purpose of drawing up technical tasks. In addition to simplify the navigation for users, the renewed version of the Tbilisi City Hall web site will pay attention to enactment of individual pages of city bureaus. Besides, individual pages of the bureaus. Tbilisi City Hall web site will have the list of all subordinated to the City Hall subjects, their contact information and other basic data (function, manager, legal form, etc.).

2.2 Elaboration of New Version of Public Information Page

Public information page includes proactive publication portal for the publication of the public information and the electronic tool for subscribing to the public information. Proactive publication is one of the important tools and indicators of open governance. It is noteworthy that according to the National Assessment of Transparency and Accountability of Municipalities in 2017, the municipality rate was only 35% (see <http://www.lsgindex.org/ge/outcome/view/1/>). Despite the fact that the relevant section has been created in the Tbilisi City Hall website, it has become necessary to upgrade it since the existing module is very difficult for navigating. In addition, one of the most important sub-issues of proactive publication of public information is the introduction of electronic means for requesting public information.

The concept developed by IDFI has been successfully implemented on other self-governing websites, including Kutaisi, Zugdidi web-sites and the Georgian Parliament website. Similar to various municipal and public institutions, Tbilisi City Hall will be able to modify the public information page, taking into consideration the existing experience.

2.3 Creation of an Open Data Page of Tbilisi City Hall

The concept of Open Data has a special place in both open governance and contemporary models of electronic government. At the same time, one of the most important products of the open data concept is the Open Data Portal, which provides for publishing of the public sector data in an open, processable and accessible for everybody formats, enabling citizens, businesses, media, non-governmental and governmental institutions to use without restriction the given data, to build web applications and e-services using these data and to get other benefits. Perfect examples of this concept are the United States Federal Open Data Platform www.data.gov created by the Federal Government, Open Data Portal of the United Kingdom www.data.gov.uk, open data unified platform for EU countries www.open-data.europa.eu.

For the same purpose within the framework of the "Open Governance Action Plan" approved by the Government of Georgia in 2015, Open Data Portal www.data.gov.ge was created by the Legal Entity of Public Law "Data Exchange Agency". In 2018 open data portal was also created by civil society organizations - <http://datalab.ge>. The Parliament of Georgia has also created an open source page in cooperation with IDFI - <https://info.parliament.ge/open-data/>. In the frames of the OGP Action Plan, similar portals have been created by a self-government pilot program members and other cities, such as Austin's Portal - <https://data.austintexas.gov> and Washington Portal - <https://data.wa.gov/>. Consequently, the development of the Tbilisi City Hall's open data page will be carried taking into account the elaborated model in the framework

of the Tbilisi City Hall Portal Concept.

3. Positive Outcome for the Public

Implementation of liabilities will facilitate increasing transparency of municipality activities and more perfect mechanisms enabling citizens to have access to the information. In addition, information available in the form of processable (open data) will facilitate development of civil control as well as the use of information on the Tbilisi municipality for innovations, technologies and research purposes.

4. Annex №5

Implementation date: 2020

Commitment5: Development of Transparency in Tbilisi City Hall through Electronic Mechanisms				
Implementing Entity	Municipal Services development Agency NCLE, Tbilisi Municipality Legal Department, Tbilisi Municipality City Hall Administration, "Institute for Freedom of Information Development" NCLE			
Description of Current Situation	Taking into consideration the existing practice, the need for improvement of E-Transparency Mechanisms of Tbilisi City Hall has been revealed Although there are currently different tools available for access to information, they need to be updated as it is difficult now to use the entire system. The public information page requires a structural update because the existing module is not flexible enough for ensuring easy access to information. At the same time there are no open data modules in Tbilisi City Hall, which makes it difficult to obtain the appropriate information.			
Main Aim	Improvement of electronic transparency mechanisms for providing quality and comprehensive information for citizens (including open data).			
OGP Principals	Transparency, access to information	Accountability	Civic Participation	Technology and Innovation for Openness and Accountability
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Implementation Stages	New or Existing Commitment	Start Date	Completion Date:
Developing technical tasks needed for upgrading of the portal based on the concept offered by Tbilisi City Hall;	New	12.2018	02..2019
Integration of the public information page concept in the technical assignment of Tbilisi City Hall Portal;	New	12.2018	02..2019
Adding of new functionality to the Tbilisi City Hall portal according to the technical task;	New	03.2019	07.2019
----- Launching of the updated version of proactive publication of the information on the renovated portal of Tbilisi City Hall in the pilot mode and posting of information through it;	New	07.2019	09.2019
----- Modification of open data portal concept and preparation of technical task;	New	02.2019	04.2019
----- Creation of Open Data Portal of Tbilisi City Hall and its activation in a pilot mode	New	05.2019	08.2019
Posting information on an open database portal;	New	09.2019	12.2019
Piloting and launching mechanism for retrieval of public information.	New	09.2019	12.2019
Indicator	<ul style="list-style-type: none"> -Technical task for the update of Tbilisi City Hall Portal is created taking into consideration the concept presented by IDFI ; -A new portal of Tbilisi City Hall is enacted and information is regularly updated; - New page of public information is integrated in the City Hall Portal and information is regularly published on a new module; -Mechanism for electronic retrieval of public information is integrated in the City Hall Portal - Open Data Portal of Tbilisi City Hall is created and information is regularly posted / updated. 		
Risks and Hypothesis	Possible initial failures in newly introduced system		

ENTITIES AND STRUCTURAL UNITS RESPONSIBLE FOR
IMPLEMENTATION OF THE ACTION PLAN

1. "Municipal Services Development Agency" NCLE. (Registry ID 405026877);
2. Tbilisi Municipality Legal Department;
3. Tbilisi Municipality Department of Finance;
4. The Administration of Tbilisi Municipality City Hall;
5. Tbilisi Municipality Department of Environment and Landscaping;
6. Tbilisi Municipality Department for Infrastructural Development;
7. Tbilisi Municipality Department of Economic Development;
8. Tbilisi Municipality Transport Service;
9. Municipal Inspection of Tbilisi Municipality City Hall;
10. Tbilisi Municipal Districts Administrations;
11. "Tbilisi Municipal Architecture Service" LEPL;
12. "Tbilservice group" LTD (Registry ID 206267494);
13. "Community Communication Development Agency" NCLE (Registry ID 405026877);