

Strengthening Civil Registry Reform in Georgia

UNDP Project: GEO/00041623
UNDP Sector: Governance
Duration: Feb 2005 – Aug 2005

Background:

The Ministry of Justice, in cooperation with other relevant Ministries, has already launched the first steps of the establishment of a new civil registry system, conceived as a comprehensive and permanently updated registry of the whole population.

The establishment of an efficient and professional civil registry system, free of corruption, is fundamental for the establishment of the rule of law in Georgia, in addition to being the basis for a series of institutional reforms, such as the electoral reform, as the civil registry is the initial platform for the contact between citizens and the government. Indeed, within the current situation, the civil registry not only does not provide for the necessary basic demographic and social information on the population, but is also an important source of corruption.

Objective:

The overall objective of the project is to assist the Ministry of Justice in developing and establishing a new civil registry model. The project aims at establishing five pilot civil registry offices in different regions of the country. The specific assistance to be given to each office has been devised based on the assessment conducted in each location and taking into account the differences between the offices, in terms of requirements and connectivity costs.

Activities:

- Development and installation of the specialised software allowing for an on-line management of citizens' requests and emission of documents.
- Physical adaptation of the current facilities to the new one-stop-shop approach and establishment of a front desk for citizens;
- Installation of the necessary ICT equipment for the functioning of the new systems;
- 1.• Development of training modules and users guides for the new software systems;
- 2.• Printing of training manuals and users guides for the new systems;
- 3.• Implementation of the training
- 4.• Development of a base-line assessment of the current situation on the pilot locations (time required for obtaining documents, waiting time of citizens, satisfaction of citizens with the services and satisfaction of employees). Within the last month of the project, the assessment will be repeated in the pilot locations, providing for a comparative analysis of the impact of the new model;
- 5.• Public information campaign to inform the population of the pilot locations of the new model and its functioning. The campaign shall consist of printing and distribution of informative leaflets and posters, taking into account the linguistic requirements (Georgian, Russian, Armenian and Azeri languages) of each location, according to the composition of the population.

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Expected outputs:

- Increased efficiency, transparency and responsiveness of the civil registry offices ;
- Establish five pilot offices with the necessary technical capacity to function as one-stop-shop for providing information and managing documentation requests for citizens in a speedy, efficient and effective manner
- 2.• Improved technical capacity of regional offices ensures effective and timely public service and public information provision;
- Effective and transparent management of MoJ contribute to development of the public sector at the regional/district/local level;
- Strengthened public management skills and capabilities;
- Improved document management procedures;
- Establishment of public access points to promote citizen participation in e-governance;
- Increased number of trained civil servants to enhance good governance;
- Improved implementation of policy guidelines by public officials with increased ICT knowledge;

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