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• Direction: Public Service Delivery

Public Service Delivery

Objective 4.1. Unimplemented

Develop a unified standard for Public Service development focusing on citizen engagement in order to ensure citizen-oriented service delivery

Outcome Indicator	Baseline	Target	Verification Source	
Number of developed/adapted services at central level that are in compliance with PSDP standards	0	15	List of created/adapted services	Unimplemented

Activity 4.1.1.

Partly Implemented

Policy document on Evaluation, Delivery, Quality Assurance and Costing of public services is submitted to the Government

Output Indicator	Verification Source	Responsible Agency	Partner Agency	Term of Implementation	Budget	
Policy document is discussed with all interested parties and submitted to the Government	Government meeting Agenda	Ministry of Justice of Georgia	AoG	2019 09	Administrative Expenses	Partly Implemented

Activity 4.1.2.

Partly Implemented

Develop Service Design guideline and instructions including approaches and methodologies for user/customer engagement in the process of service development

Output Indicator	Verification Source	Responsible Agency	Partner Agency	Term of Implementation	Budget	
4.1.2.1. The guideline and instructions on service design are developed	Roadmap and instructions on the service design	Public Service Development Agency, Ministry of Justice of Georgia	PAR Service delivery WG member agencies	2019 12	Administrative Expenses	Fully Implemented
4.1.2.2. Service design Guideline and Instructions are presented to the public	Presentation of the meeting organizer	Public Service Development Agency, Ministry of Justice of Georgia	PAR Service delivery WG member agencies	2019 12	administrative Expenses	Unimplemented

**Activity 4.1.3.**

Partly Implemented

Develop Service Design training module

Output Indicator	Verification Source	Responsible Agency	Partner Agency	Term of Implementation	Budget	
4.1.3.1. The training module is integrated into at least 1 Training Center's curriculum and is available for any applicant	Curriculum of the training course	Training Center of Justice of Georgia	PSDA, MOJ; AOG	2020 03	70600	Partly Implemented
4.1.3.2. At least 3 employees of all service provider agencies have undergone the training	Curriculum of the training course	Training Center of Justice of Georgia	PSDA, MOJ; AOG	2020 03	70600	Partly Implemented

**Objective 4.2.**

Improve access to public services through introducing a unified user-oriented standards of service delivery

Outcome Indicator	Baseline	Target	Verification Source	
Number of developed/adapted services at central level that are in compliance with unified standard requirements	0	15	List of developed/adapted services	Unimplemented

**Activity 4.2.1.**

Partly Implemented

Elaborate legislative amendments on Public services

Output Indicator	Verification Source	Responsible Agency	Partner Agency	Term of Implementation	Budget	
Amendments to the law is submitted to the Government	Government meeting Agenda	Public Service Development Agency, Ministry of Justice of Georgia	AoG	2019 12		Unimplemented
List of stakeholders involved in drafting legislative amendments		Public Service Development Agency, Ministry of Justice of Georgia		2019 12		Partly Implemented

**Activity 4.2.2.**

Fully Implemented

Elaborate Standard Operating Procedures of Service Delivery

Output Indicator	Verification Source	Responsible Agency	Partner Agency	Term of Implementation	Budget	
Standard Operating Procedures are elaborated	SOPs document	Public Service Development Agency, Ministry of Justice of Georgia	PAR Services delivery WG member agencies	2020 03		

Output Indicator	Verification Source	Responsible Agency	Partner Agency	Term of Implementation	Budget	
Delivery SOP includes specific examples and practical recommendations		Public Service Development Agency, Ministry of Justice of Georgia		2020 03		Fully Implemented

#### Activity 4.2.3.

Fully Implemented

Develop a service delivery training module

Output Indicator	Verification Source	Responsible Agency	Partner Agency	Term of Implementation	Budget	
4.2.3.1. Taining module is incorporated into the curriculum of the Training Center and is available for all interested applicants	Curriculum of the training center	Public Service Development Agency, Ministry of Justice of Georgia	LEPL Training Center of Justice	2020 06		Fully Implemented
4.2.3.2. 30 employees of at least 5 service provider agencies have undergone the training	Curriculum of the training center	Public Service Development Agency, Ministry of Justice of Georgia	LEPL Training Center of Justice	2020 06		Fully Implemented

#### Objective 4.3.

Partly Implemented

Ensure quality assurance of public services through the implementation of the Unified Standard for Quality Examination and Improvement

Outcome Indicator	Baseline	Target	Verification Source		
4.3.1. Number of public services quality of which is evaluated according to the Service Index Methodology	0	5	list of 5 services that are evaluated		Partly Implemented
4.3.2. Customer satisfaction level of 3 public service provider agencies	0	70%	Results of surveys		Unimplemented

#### Activity 4.3.1.

Partly Implemented

Develop the concept and methodology of Service Index and approve it by stakeholders (Public agencies, Civil society)

Output Indicator	Verification Source	Responsible Agency	Partner Agency	Term of Implementation	Budget	
The concept and methodology of service index is developed	Minutes of the meeting	Public Service Development Agency, Ministry of Justice of Georgia	AoG; USAID, GGI	2019 12	54000	Partly Implemented

#### Activity 4.3.2.

Unimplemented

Develop Service Index Portal

Output Indicator	Verification Source	Responsible Agency	Partner Agency	Term of Implementation	Budget	
Portal is developed and at least 5 service provider agencies are registered and relevant information is uploaded	Index Portal	Public Service Development Agency, Ministry of Justice of Georgia	AoG	2020 12		Unimplemented

#### Activity 4.3.3.

Partly Implemented

Elaborate customer satisfaction survey standard

Output Indicator	Verification Source	Responsible Agency	Partner Agency	Term of Implementation	Budget	
Standard is elaborated	Standard Document	Public Service Development Agency, Ministry of Justice of Georgia	PAR service delivery WG member agencies	2019 12	18000	Fully Implemented
The Customer Satisfaction Survey standard sets out common binding criteria for all service providers		Public Service Development Agency, Ministry of Justice of Georgia		2019 12		Unimplemented

#### Activity 4.3.4.

Fully Implemented

Develop a training module on conducting customer satisfaction survey and incorporate it into the training-curriculum

Output Indicator	Verification Source	Responsible Agency	Partner Agency	Term of Implementation	Budget	
4.3.4.1. Training module is incorporated into the curriculum of the Training center and is available for all interested applicants	Curriculum of the Training center; List of Participants	Public Service Development Agency, Ministry of Justice of Georgia	LEPL Training Center of Justice	2020 03	10880	Fully Implemented
4.3.4.2. 30 employees of at least 5 service provider agencies have undergone the training	Curriculum of the Training center; List of Participants	Public Service Development Agency, Ministry of Justice of Georgia	LEPL Training Center of Justice	2020 03	10880	Fully Implemented

#### Activity 4.3.5.

Unimplemented

Conduct customer satisfaction survey

Output Indicator	Verification Source	Responsible Agency	Partner Agency	Term of Implementation	Budget	
4.3.5.1. The survey is conducted in 1 service provider public agency	Survey Document	Public Service Development Agency, Ministry of Justice of Georgia	Relevant agencies on which the satisfaction survey will be conducted	2020 06		Unimplemented

Output Indicator	Verification Source	Responsible Agency	Partner Agency	Term of Implementation	Budget
4.3.5.2. The survey is conducted in 2 service provider public agencies	Survey Document	Public Service Development Agency, Ministry of Justice of Georgia	Relevant agencies on which the satisfaction survey will be conducted	2020 12	Unimplemented
The satisfaction survey is based on a pre-defined methodology		Public Service Development Agency, Ministry of Justice of Georgia		2020 06	Unimplemented
Appropriate steps are planned to respond to the identified shortcomings		Public Service Development Agency, Ministry of Justice of Georgia		2020 06	Unimplemented

#### Activity 4.3.6.

Fully Implemented

Elaborate methodological guideline and handbook on the Common Assessment Framework (CAF)

Output Indicator	Verification Source	Responsible Agency	Partner Agency	Term of Implementation	Budget
Methodological guideline and handbook on CAF is elaborated	Methodological handbook	Public Service Development Agency, Ministry of Justice of Georgia	PAR service delivery WG member agencies	2019 12	
The Common Assessment Framework guideline is based on International / European experience		Public Service Development Agency, Ministry of Justice of Georgia		2019 12	Fully Implemented

#### Activity 4.3.7.

Fully Implemented

Evaluate training module and relevant materials on CAF

Output Indicator	Verification Source	Responsible Agency	Partner Agency	Term of Implementation	Budget
CAF training module is developed and 30 employees of at least 5 service provider agencies have undergone the training	Curriculum of the training module	Public Service Development Agency, Ministry of Justice of Georgia	LEPL Training Center of Justice	2020 06	Fully Implemented
Training module is incorporated in the training center curriculum and available for anyone		Public Service Development Agency, Ministry of Justice of Georgia		2020 06	Fully Implemented

#### Activity 4.3.8.

Mostly Implemented

Implementation of CAF methodology

Output Indicator	Verification Source	Responsible Agency	Partner Agency	Term of Implementation	Budget
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4.3.8.1. CAF methodology is implemented in 1 pilot service provider agency	Presentation by the service provider agencies	Public Service Development Agency, Ministry of Justice of Georgia	1 service provider public agency	2019 12	468000	Fully Implemented
4.3.8.2. CAF methodology is implemented additionally in 2 pilot service provider agencies	Presentation by the service provider agencies	Public Service Development Agency, Ministry of Justice of Georgia	2 service provider public agencies	2020 12	468000	Partly Implemented

#### Objective 4.4.

Establish a fair and effective approach to the pricing of public services through the elaboration of unified methodology of service pricing

Outcome Indicator	Baseline	Target	Verification Source	
Number of newly developed/adapted public services that are priced in compliance with a new methodology of pricing	0	15	List of developed/adapted services	Partly Implemented

##### Activity 4.4.1.

Partly Implemented

Elaborate a handbook on new pricing methodology

Output Indicator	Verification Source	Responsible Agency	Partner Agency	Term of Implementation	Budget	
Methodology and Handbook on pricing are discussed with all service provider agencies and approved by	Minutes of the meeting	Public Service Development Agency, Ministry of Justice of Georgia	MoF	2019 12	150500	Partly Implemented

##### Activity 4.4.2.

Fully Implemented

Develop a training module on new pricing methodology

Output Indicator	Verification Source	Responsible Agency	Partner Agency	Term of Implementation	Budget	
4.4.2.1. Training module is incorporated into the curriculum of the Training center and is available for all interested applicants	Curriculum of the Training Center	Public Service Development Agency, Ministry of Justice of Georgia	MoF	2020 06		Fully Implemented
4.4.2.2. 30 employees of at least 5 service provider agencies have undergone the training	Curriculum of the Training Center	Public Service Development Agency, Ministry of Justice of Georgia	MoF	2020 06		Fully Implemented

#### Objective 4.5.

Improve access to public and private sectors' e-services by enhancing My.gov.ge

Outcome Indicator	Baseline	Target	Verification Source	
Number of electronic services available at My.gov.ge	427	470	My.gov.ge	Fully Implemented

Outcome Indicator	Baseline	Target	Verification Source	
Increased number of private sector electronic services on My.gov.ge.	0	10	My.gov.ge	Partly Implemented

#### Activity 4.5.1.

Partly Implemented

Elaborate legislative amendments to regulate the provision of state e-services

Output Indicator	Verification Source	Responsible Agency	Partner Agency	Term of Implementation	Budget	
Legislative amendment is elaborated and submitted to the Government	matsne.gov.ge	Data Exchange Agency, Ministry of Justice of Georgia	Moj	2019 12	Administrative Expenses	Partly Implemented

#### Activity 4.5.2.

Partly Implemented

Adapt My.gov.ge for people with visual impairment based on consultations held with them

Output Indicator	Verification Source	Responsible Agency	Partner Agency	Term of Implementation	Budget	
My.gov.ge is adapted to the needs of people with visual impairment	my.gov.ge	Data Exchange Agency, Ministry of Justice of Georgia		2019 12		Partly Implemented

#### Activity 4.5.3.

Mostly Implemented

Implementation of a feedback mechanisms on My.gov.ge

Output Indicator	Verification Source	Responsible Agency	Partner Agency	Term of Implementation	Budget	
Feedback mechanisms are integrated into My.gov.ge	my.gov.ge	Data Exchange Agency, Ministry of Justice of Georgia		2019 12	Administrative Expenses	Mostly Implemented

#### Activity 4.5.4.

Mostly Implemented

Elaborate a study material on usage of public services available at My.gov.ge

Output Indicator	Verification Source	Responsible Agency	Partner Agency	Term of Implementation	Budget	
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Video tutorial on the usage of electronic services is available on My.gov.ge	my.gov.ge	Data Exchange Agency, Ministry of Justice of Georgia	2019 12	Mostly Implemented
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#### Activity 4.5.5.

Mostly Implemented

Raise awareness on usage of My.gov.ge

Output Indicator	Verification Source	Responsible Agency	Partner Agency	Term of Implementation	Budget	
Trainings on usage of My.gov.ge are conducted for: 1. The employees of the Public Service Hall and Community Centers; 2. Central and local government officials; 3. Private sector and media representatives; 4. Students	List of participants	Data Exchange Agency, Ministry of Justice of Georgia		2019 09		Mostly Implemented

#### Objective 4.6.

Fully Implemented

Introduce the interoperability framework to develop e-governance and ensure the access to information

Outcome Indicator	Baseline	Target	Verification Source		
Number of public services integrated into the Data Exchange Infrastructure	140	196	Data Exchange Infrastructure	Fully Implemented	

#### Activity 4.6.1.

Unimplemented

Update a portal of the Registry of Registries

Output Indicator	Verification Source	Responsible Agency	Partner Agency	Term of Implementation	Budget	
Portal of the Registry of Registries is updated	Portal of the Register of Registries - <a href="http://ror.dea.gov.ge">ror.dea.gov.ge</a>	Data Exchange Agency, Ministry of Justice of Georgia		2020 12	Administrative Expenses	Unimplemented

#### Activity 4.6.2.

Unimplemented

Elaborate mechanisms for enforcing submission of information to the portal of Registry of Registries



Output Indicator	Verification Source	Responsible Agency	Partner Agency	Term of Implementation	Budget
Legal amendments on enforcement of submission of information to the portal of Registry of Registries is elaborated and submitted to the Government	matsne.gov.ge	Data Exchange Agency, Ministry of Justice of Georgia	Moj	2020 12	Unimplemented

#### Activity 4.6.3.

Partly Implemented

Integrate additional services into the data exchange infrastructure

Output Indicator	Verification Source	Responsible Agency	Partner Agency	Term of Implementation	Budget
Services of the Revenue Service and the Ministry of Internal Affairs are integrated into the Data Exchange Infrastructure	Data exchange Infrastructure	Data Exchange Agency, Ministry of Justice of Georgia	LEPL - Revenue Service, Ministry of Finance; Ministry of Internal Affairs	2020 12	Partly Implemented

#### Objective 4.7.

Enhance critical infrastructure security through raising awareness and developing the teaching methodologies

Outcome Indicator	Baseline	Target	Verification Source	Budget
Weighted score of assessing the critical infrastructure assets is increased by 20%	24	29	DEA Report	Partly Implemented

#### Activity 4.7.1.

Fully Implemented

Develop methodology for defining critical information system assets

Output Indicator	Verification Source	Responsible Agency	Partner Agency	Term of Implementation	Budget
Methodology for defining critical information system assets is elaborated	Methodology; Draft legal amendment	Data Exchange Agency, Ministry of Justice of Georgia		2019 12	Fully Implemented
Methodology for defining critical information system assets is based on best practices		Data Exchange Agency, Ministry of Justice of Georgia		2019 12	Fully Implemented

#### Activity 4.7.2.

Partly Implemented

Introducing sensor network monitoring system in public agencies

Output Indicator	Verification Source	Responsible Agency	Partner Agency	Term of Implementation	Budget
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Sensor network monitoring system is implemented in at least 3 agencies	Sensor monitoring system report	Data Exchange Agency, Ministry of Justice of Georgia	PSDA, MoJ; LEPL - Public Registry, MoJ; LEPL - Smart Logic, MoJ	2019 12	Partly Implemented
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#### Activity 4.7.3.

Partly Implemented

Update the basic training materials on cyber security at e-training platform

Output Indicator	Verification Source	Responsible Agency	Partner Agency	Term of Implementation	Budget
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The basic training material for cyber security is updated on the electronic training platform	E-training platform	Data Exchange Agency, Ministry of Justice of Georgia		2019 09	
The updated basic training material for cyber security is available for interested parties		Data Exchange Agency, Ministry of Justice of Georgia		2019 09	Partly Implemented

#### Activity 4.7.4.

Fully Implemented

Develop Cyber Hygiene training discipline for schools

Output Indicator	Verification Source	Responsible Agency	Partner Agency	Term of Implementation	Budget
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Cyber Hygiene training discipline for schools is elaborated	Teaching curriculum of public schools	Data Exchange Agency, Ministry of Justice of Georgia	Ministry of Education; Public Schools	2019 12	
Involvement of teachers and relevant experts in the development of cyber hygiene training discipline is ensured		Data Exchange Agency, Ministry of Justice of Georgia		2019 12	Fully Implemented