Policy Planning and Coordination

Objective 1.1

Mostly Implemented

Improve the quality assurance control mechanism of policy documents and develop the capacity of the civil servants intending to perfect the system of policy planning and coordination

Outcome Indicator	Baseline	Target	Verification Source	
1.1.1 Share of the policy documents submitted to the Government that meet the requirements of updated Policy Planning, Monitoring and Evaluation Handbook	N/A	51%	Annual Monitoring Report of the Action Plan	Fully Implemented
1.1.2 Share of the trained civil servants in Public Policy Analysis Trainings who have been awarded with the "completed with distinction" (the highest) certificate	N/A	51%	Annual Monitoring Report of the Action Plan	Mostly Implemented

Activity 1.1.1

Fully Implemented

Elaborate, deliberate, approve and print the package of the Regulatory and Methodological amendments of the Policy Planning, Monitoring and Evaluation

Output Indicator	Verification Source	Responsible Agency	Partner Agency	Term of Implementation	Budget	
1.1.1.1 "Rule on Elaboration, Monitoring and Evaluation of the Policy Documents" is developed and approved by the decree of the Government	Legislative herald	Administration of the Government of Georgia	Policy Planning and Coordination Reform Working Group member agencies	2019 09	Administrative Expenses	Fully Implemented
1.1.1.2 Handbook on the Elaboration, Monitoring and Evaluation of the Policy Documents is developed, discussed in the working group and approved by the decree of the government	Legislative Herald	Administration of the Government of Georgia	Policy Planning and Coordination Reform Working Group member agencies	2019 09	4400	Fully Implemented
1.1.1.3 Annexes of the Handbook on Policy Planning , Monitoring and Evaluation are elaborated - Instructions/samples: - On the conduct of the Situation Analysis; - On the development of the Goals and Objectives and Logical Framework; - On the elaboration of the Output Indicators and Indicators' Passport; - On the development of Action Plan; - Tools for Costing of Action Plan; - Instruction for the Quality Assurance; - Glossary; - Instruction for Conducting Public Consultations. The full Handbook is printed.	Legislative Herald	Administration of the Government of Georgia	Policy Planning and Coordination Reform Working Group member agencies	2019 09	7200	Fully Implemented

Activity 1.1.2

Fully Implemented

Elaboration of a Training Module for Civil Servants on Policy Planning, Monitoring and Evaluation in compliance with updated regulatory and methodological documents

Output Indicator	Verification Source	Responsible Agency	Partner Agency	Term of Implementation	Budget	
The training module is developed	Training module materials	Administration of the Government of Georgia	Civil Service Bureau	2019 12	6600	Fully Implemented

Activity 1.1.3

Fully Implemented

Training for civil servants on Policy Planning (monitoring and evaluation)

Output Indicator	Verification Source	Responsible Agency	Partner Agency	Term of Implementation	Budget	
70 civil servants are trained	Attendance sheets	Administration of the Government of Georgia	–	2020 03	8720	Fully Implemented

Activity 1.1.4

Fully Implemented

Study of the best practices and legislative basis for conducting public consultations at the policy elaboration stage

Output Indicator	Verification Source	Responsible Agency	Partner Agency	Term of Implementation	Budget	
Research report is developed and recommendations are elaborated accordingly	Research	Administration of the Government of Georgia	Policy Planning and Coordination Reform Working Group member agencies	2019 09	13500	Fully Implemented

Activity 1.1.5

Fully Implemented

Develop and run a database of the policy documents submitted to and approved by the government

Output Indicator	Verification Source	Responsible Agency	Partner Agency	Term of Implementation	Budget	
Data on policy documents submitted to/approved by the government and recommendations developed accordingly is systematized by years and agencies.	Policy Documents Database	Administration of the Government of Georgia	–	2019 06	Administrative Expenses	Fully Implemented

Activity 1.1.6

Fully Implemented

Elaboration of the Annual Plan of the Government Policy Documents

Output Indicator	Verification Source	Responsible Agency	Partner Agency	Term of Implementation	Budget	
The Annual Plan is approved by the decree of the Government	Legislative Herald	Administration of the Government of Georgia	Policy Planning and Coordination Reform Working Group member agencies	2020 03	Administrative Expenses	Fully Implemented

Activity 1.1.7

Partly Implemented

Coordinate elaboration of the Standard Operating Procedures (SOP) on policy planning and coordination of the ministries in compliance with the decree of the Government

Output Indicator	Verification Source	Responsible Agency	Partner Agency	Term of Implementation	Budget	
SOP on policy development and coordination is developed by all ministries and approved by the Ministerial order	SOP documents	Administration of the Government of Georgia	All ministries	2020 09	39600	Partly Implemented

Objective 1.2

Unimplemented

Improve the quality of policy implementation Monitoring, Reporting and Evaluation in order to ensure result-based management and increased public accessibility

Outcome Indicator	Baseline	Target	Verification Source	
1.2.1. Share of annual monitoring reports on implementation of strategies approaved by the government that comply with the requirements of updated Policy Planning, Monitoring and Evaluation Handbook	N/A	51%	Annual Monitoring Report of the Action Plan	Unimplemented
1.2.2 Share of mid-term or final evaluation reports on implementation of strategies approaved by the government that comply with the requirements of updated Policy Planning, Monitoring and Evaluation Handbook&	N/A	51%	Annual Monitoring Report of the Action Plan	Unimplemented
1.2.3 Share of annual monitoring reports on implementation of strategies approaved by the government that are published on the website of the responsible agency	N/A	90%	Annual Monitoring Report of the Action Plan	Unimplemented

Activity 1.2.1

Fully Implemented

Elaboration of the Policy Monitoring and Evaluation Standards

Output Indicator	Verification Source	Responsible Agency	Partner Agency	Term of Implementation	Budget

Monitoring and Evaluation Guideline is approved along with the Policy Planning, Monitoring and Evaluation Handbook	Legislative Herald	Administration of the Government of Georgia	Policy Planning and Coordination Reform Working Group member agencies	2019 09	Administrative Expenses	Fully Implemented

Activity 1.2.2

Fully Implemented

Retraining of civil servants through a Policy Planning, Monitoring and Evaluation training module

Output Indicator	Verification Source	Responsible Agency	Partner Agency	Term of Implementation	Budget	
70 civil servant are retrained	Attendance sheets	Administration of the Government of Georgia	–	2020 03	8720	Fully Implemented

Activity 1.2.3

Partly Implemented

Develop a Unified E-System for elaboration, monitoring, reporting and evaluation of policy documents

Output Indicator	Verification Source	Responsible Agency	Partner Agency	Term of Implementation	Budget	
1.2.3.1 A document describing business processes of the e-system is developed in accordance with agreed concept	Final document describing business processes of the e-system	Administration of the Government of Georgia	–	2019 09	81500	Fully Implemented
1.2.3.2 E-system (platform) is developed and operates on the bases of the final document describing business processes	E-system web-portal	Administration of the Government of Georgia	–	2020 03	81500	Partly Implemented
1.2.3.3 E-system operates properly and technical support is sustained	E-system web-portal	Administration of the Government of Georgia	–	2020 12	81500	Unimplemented
1.2.3.4 E-system allows citizens to give their opinion on policy documents that are in the process of elaboration	E-system web-portal	Administration of the Government of Georgia	–	2020 12	81500	Unimplemented

Activity 1.2.4

Unimplemented

Training for e-system users

Output Indicator	Verification Source	Responsible Agency	Partner Agency	Term of Implementation	Budget	
Trainings are conducted and 100 civil servants (users) are trained	Attendance sheets	Administration of the Government of Georgia	Policy Development and Coordination Reform Working Group member agencies	2020 12	10300	Unimplemented

Objective 1.3

Unimplemented

Develop a practice of elaborating Policy Documents electronically in order to enhance the transparency of anti-corruption policy elaboration and effectiveness of inter-agency coordination

Outcome Indicator	Baseline	Target	Verification Source	
1.3.1 Timeline for Policy elaboration, monitoring and evaluation	4 months / 2 months	3 months / 1 month	Unified E-portal	Unimplemented
1.3.2 Share of representatives of the Anti-corruption Inter-agency Coordination Council member agencies who have completed the training "with distinction"	0%	70%	Unified E-portal	Unimplemented
1.3.3 Increased engagement of the Council member NGOs and international organizations	up to 30 comments	At least 50 activities of the Action Plan have written remarks from council member civil society and international organizations	Unified E-portal	Unimplemented
1.3.4 Share of the strategic documents and monitoring reports that are filled out flawlessly	0%	70% of the first drafts	Unified E-portal	Unimplemented

Activity 1.3.1.

Unimplemented

Development of Anti-corruption Council E-portal concept

Output Indicator	Verification Source	Responsible Agency	Partner Agency	Term of Implementation	Budget	
1.3.1.1. Interim working group is established and composed of representatives of the Council member agencies and technical personnel in order to develop E-portal	Minutes of the WG meetings	Ministry of Justice of Georgia		2019 09	Administrative Expenses	Unimplemente
1.3.1.2. The research on best-practice is conducted	Research document is shared with the members of WG	Ministry of Justice of Georgia		2019 09		Unimplemente
1.3.1.3. The concept of E-portal is developed and agreed upon by the WG	Final document describing business processes of the E-portal	Ministry of Justice of Georgia		2019 12	Administrative Expenses	Unimplemente
1.3.1.4. Document describing business processes of the E-portal is developed on the bases of agreed concept	Final document describing business processes of the E-portal	Ministry of Justice of Georgia		2019 12		Unimplemente

Activity 1.3.2.

Unimplemented

Technical development and launch of the portal

Output Indicator	Verification Source	Responsible Agency	Partner Agency	Term of Implementation	Budget	
1.3.2.1. E-portal (program) is developed and launched based on the final document describing business processes	E-portal is is operating mode	Ministry of Justice of Georgia		2020 03		Unimplemented
1.3.2.2. User Manual of the E-portal is developed	User manual is accessible on the E-portal and shared with the Anti-corruption Council member agencies	Ministry of Justice of Georgia		2020 03		Unimplemented
1.3.2.3. E-portal operates properly and technical support is sustained	The E-system	Ministry of Justice of Georgia		2020 12		Unimplemented

Activity 1.3.3.

Unimplemented

Trainings for E-portal users

Output Indicator	Verification Source	Responsible Agency	Partner Agency	Term of Implementation	Budget	
Representatives of the Anti-Corruption Council member agencies are trained	Attendance sheets	Ministry of Justice of Georgia		2020 12		
At least 2 employees of units with analytical functions from each Anti-Corruption Council member agencies are trained in using e-portal		Ministry of Justice of Georgia		2020 12		Unimplemented

Objective 1.4

Unimplemented

Establish the evidence-based policy development system through implementation of Regulatory Impact Assessment (RIA) on legislative acts

Outcome Indicator	Baseline	Target	Verification Source	
Share of the Government initiated legislative packages elaborated in accordance with the Regulatory Impact Assessment (RIA)	0	5%	OGP Action Plan 2018-2019 self assessment final report; Joint report prepared by the AoG and MoJ (2020)	Unimplemented

Activity 1.4.1.

Fully Implemented

Elaboration of the draft law on Regulatory Impact Assessment of legislative acts

Output Indicator	Verification Source	Responsible Agency	Partner Agency	Term of Implementation	Budget

1.4.1.1. Draft law on Regulatory Impact Assessment of legislative acts is elaborated	OGP Action Plan 2018-2019 self assessment final report	Ministry of Justice of Georgia; Administration of the Government of Georgia		2019 09	Administrative Expenses	Fully Implemented
1.4.1.2. Draft law on Regulatory Impact Assessment of legislative acts is submitted to the Government	OGP Action Plan 2018-2019 self assessment final report	Ministry of Justice of Georgia; Administration of the Government of Georgia		2019 12	Administrative Expenses	Fully Implemented
1.4.1.3. Draft law on Regulatory Impact Assessment of legislative acts is approved by the Government and submitted to the parliament	OGP Action Plan 2018-2019 self assessment final report	Ministry of Justice of Georgia; Administration of the Government of Georgia		2019 12	Administrative Expenses	Fully Implemented

Activity 1.4.2.

Fully Implemented

Elaboration of the methodological manual on Regulatory Impact Assessment of legislative acts

Output Indicator	Verification Source	Responsible Agency	Partner Agency	Term of Implementation	Budget	
1.4.2.1. Methodological manual on the Regulatory Impact Assessment of legislative acts is developed	OGP Action Plan 2018-2019 self assessment final report	Ministry of Justice of Georgia; Administration of the Government of Georgia		2019 12	Administrative Expenses	Fully Implemented
1.4.2.2. Methodological manual on the Regulatory Impact Assessment of legislative acts is submitted to the Government	OGP Action Plan 2018-2019 self assessment final report	Ministry of Justice of Georgia; Administration of the Government of Georgia		2019 12	Administrative Expenses	Fully Implemented

Activity 1.4.3.

Mostly Implemented

Awareness of civil servants responsible for lawmaking is raised and trainings are conducted on Regulatory Impact Assessment of legislative acts

Output Indicator	Verification Source	Responsible Agency	Partner Agency	Term of Implementation	Budget	
Trainings are conducted, 50 civil servants are trained	Attendance sheets	Ministry of Justice of Georgia; Training Center of Justice of Georgia; Administration of the Government of Georgia		2020 12	25550	Mostly Implemented

Accountability

Objective 3.1.

Unimplemented

Suggest institutional set-up to the LEPLs covered by the CSL in order to strengthen the principles of economy, effectiveness and efficiency

Outcome Indicator	Baseline	Target	Verification Source

Share of LEPLs covered by the CSL that have implemented recommendations issued by the Civil Service Bureau on institutional set-up of the LEPLs	0%	10%	CSB Annual Report	Unimplemented

Activity 3.1.1.

Unimplemented

Analysis of the functions and authority of the LEPLs

Output Indicator	Verification Source	Responsible Agency	Partner Agency	Term of Implementation	Budget	
The List of LEPLs that are categorized according to the Analysis of their functions and authority	CSB Annual Report	Civil Service Bureau	Administration of the Government of Georgia	2019 12	Administrative Expenses	Unimplemente

Activity 3.1.2.

Partly Implemented

Elaboration of a new draft law on LEPLs that define their functions, categorization and status of employees

Output Indicator	Verification Source	Responsible Agency	Partner Agency	Term of Implementation	Budget	
3.1.2.1. New draft law on LEPLs is elaborated	Draft Law	Civil Service Bureau	Administration of the Government of Georgia	2019 12		Fully Implemented
3.1.2.2. At least 3 public consultations are carried out in order to discuss new draft law	Draft Law	Civil Service Bureau	Administration of the Government of Georgia	2019 12		Unimplemented

Activity 3.1.3.

Unimplemented

Institutional analysis of LEPLs covered by the CSL

Output Indicator	Verification Source	Responsible Agency	Partner Agency	Term of Implementation	Budget	
3.1.3.1. Institutional analysis of the LEPLs covered by the CSL is carried out	CSB Report on institutional analysis of the LEPLs	Civil Service Bureau	Administration of the Government of Georgia	2020 12		Unimplemente
3.1.3.2. Recommendations on institutional set-up of the LEPLs covered by the CSL are developed	CSB Report on institutional analysis of the LEPLs	Civil Service Bureau	Administration of the Government of Georgia	2020 12	Administrative Expenses	Unimplemente
3.1.3.3. Discussions about analysis and reccomenations of those LEPLs covered by the CSL are conducted; At least 3 public discussions are carried out	CSB Report on institutional analysis of the LEPLs	Civil Service Bureau	Administration of the Government of Georgia	2020 12		Unimplemente

Objective 3.2.

Partly Implemente

Improve access to open data by strengthening existing mechanisms

Outcome Indicator	Baseline	Target	Verification Source	
Number of open data published on the Data.gov.ge	3	30	data.gov.ge	Fully Implemented
The number of public agencies publishing open data on data.gov.ge	30	50	data.gov.ge	Unimplemented

Activity 3.2.1.

Partly Implemented

Regular update of the Open data portal

Output Indicator	Verification Source	Responsible Agency	Partner Agency	Term of Implementation	Budget	
Open data portal - data.gov.ge - is updated	data.gov.ge	Data Exchange Agency, Ministry of Justice of Georgia		2019 12	Administrative Expenses	Partly Implemented

Activity 3.2.2.

Unimplemented

Increased number of open data published on the Open Data Portal

Output Indicator	Verification Source	Responsible Agency	Partner Agency	Term of Implementation	Budget	
By the end of 2020 the number of open data published by the Municipal Services Development Agency (0), the Civil Service Bureau (0) and Ministry of Finance (3) is increased by 1000% compared to 2018	data.gov.ge	Data Exchange Agency, Ministry of Justice of Georgia	Municipal Services Development Agency; Civil Service Bureau; Ministry of Finance	2020 12	Administrative Expenses	Unimplemente

Objective 3.3.

Partly Implemente

Implement electronic monitoring tool on recommendations issued by the State Audit Office in order to improve the feedback mechanism

Outcome Indicator	Baseline	Target	Verification Source	
Share of the State Audit Office recommendations with a "No Response" status	12%	8%	Annual Report of the State Audit Office (2020)	Unimplemented

Activity 3.3.1.

Fully Implemented

Development of Electronic Monitoring System to monitor implementation of the SAO recommendations

Output Indicator	Verification Source	Responsible Agency	Partner Agency	Term of Implementation	Budget	
Electronic Monitoring System on monitoring implementation of the SAO recommendations is developed	SAO Annual Report 2019	Ministry of Justice of Georgia; Administration of the Government of Georgia		2019 12		Fully Implemented

Activity 3.3.2.

Partly Implemented

Launch of the Electronic Monitoring System

Output Indicator	Verification Source	Responsible Agency	Partner Agency	Term of Implementation	Budget	
All subjects of the audit are registered at the SAO recommendations Electronic Monitoring System	State Audit Office	Ministry of Justice of Georgia; Administration of the Government of Georgia		2020 12	Administrative Expenses	Partly Implemented

Activity 3.3.3.

Unimplemented

Disclosure of the information on the implementation of SAO recommendations at the Budget Monitor website

Output Indicator	Verification Source	Responsible Agency	Partner Agency	Term of Implementation	Budget	
Information on the implementation of SAO recommendations is uploaded on the Budget Monitor web-platform	SAO Annual Report 2020; 'Budget Monitor' website (budgetmonitor.ge)	Ministry of Justice of Georgia; Administration of the Government of Georgia		2020 12		Unimplemented

Objective 3.4.

Unimplemented

Raise awareness of civil servants of central government bodies on the Open Government agenda in order to enhance implementation of the Open Government policy principles

Outcome Indicator	Baseline	Target	Verification Source	
Share of civil servants of central government bodies representing policy planning and analysis units, who claim that they are familiar with the OGP Georgia Action Plan and participate in the elaboration process of open government policy for 2020-2022	0%	51%	Research report presented to the OGP Forum Georgia on awareness level of civil servants at the central level on the Open Government Policy	Unimplemented

Activity 3.4.1.

Partly Implemented

Raise public awareness, including of civil servants working at the central level, about the Open Government issues

Output Indicator	Verification Source	Responsible Agency	Partner Agency	Term of Implementation	Budget	
3.4.1.1. Open Government Communication Strategy is elaborated; One component of the strategy focuses on raising awareness of civil servants	Open Government Communication Strategy	Administration of the Government of Georgia	Open Government Georgia 2018-2019 Action Plan responsible agencies	2019 09	Administrative Expenses	Partly Implemented
3.4.1.2. Implementation of the Open Government Communication Strategy is in progress	Open Government Communication Strategy	Administration of the Government of Georgia	Open Government Georgia 2018-2019 Action Plan responsible agencies	2020 12		Unimplemente

Activity 3.4.2.

Unimplemented

Ensure engagement of a wide public and all ministries in the Open Government policy elaboration process

Output Indicator	Verification Source	Responsible Agency	Partner Agency	Term of Implementation	Budget	
3.4.2.1. Consultations are carried out with the representatives of policy planning and analysis units of the line Ministries, as well as with other units, if necessary, during elaboration of the OGP Georgia's Action Plan 2020-2022	Calendar of the meetings	Administration of the Government of Georgia	Ministries	2020 06	Administrative Expenses	Unimplemente
3.4.2.2. Public consultations are held during the elaboration of the OGP Georgia Action Plan 2020-2022 in at least 7 regions of Georgia	Calendar of the meetings	Administration of the Government of Georgia		2020 06		Unimplemente

Activity 3.4.3.

Mostly Implemented

Ensure the easy access to the information on OGP Georgia

Output Indicator	Verification Source	Responsible Agency	Partner Agency	Term of Implementation	Budget	
OGP Georgia's website is created	Website	Administration of the Government of Georgia		2019 12		Mostly Implemented

Objective 3.5.

Unimplemente

Improve existing legislation on the access to information in order to enhance openness, transparency and accountability of the public institutions and ensure its consistent application in practice

Outcome Indicator	Baseline	Target	Verification Source

Percentage of decisions to refuse to disclose public information by public institutions (ministries and LEPLs) within their competence	15%	10%	Analytical document of the MoJ	Unimplemented

Activity 3.5.1.

Unimplemented

Improvement of the legislation regulating freedom of information

Output Indicator	Verification Source	Responsible Agency	Partner Agency	Term of Implementation	Budget	
The draft law on Freedom of Information is submitted to the Parliament	Website of the Parliament	Ministry of Justice of Georgia		2019 12	Administrative Expenses	Unimplemente

Activity 3.5.2.

Unimplemented

Development of information handbook for implementation of the norms regulating the freedom of information

Output Indicator	Verification Source	Responsible Agency	Partner Agency	Term of Implementation	Budget	
Handbook for implementation of the norms regulating the freedom of information is developed	Handbook is available on the website of the MoJ	Ministry of Justice of Georgia		2019 12	Administrative Expenses	Unimplemente

Activity 3.5.3.

Unimplemented

Improve staff capacity responsible for disclosure of public information

Output Indicator	Verification Source	Responsible Agency	Partner Agency	Term of Implementation	Budget	
Public Institution (central government bodies, LEPLs) employees responsible for disclosure of public information are trained in order to enhance their qualification for regulatory norms	Attendance sheets	Ministry of Justice of Georgia	Training Center of the Ministry of Justice	2020 12		Unimplemented

Public Service Delivery

Objective 4.1.

Unimplemente

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	Unimplemente

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.

Unimplemente

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		
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 Implemente

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
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	
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.

Partly Implemente

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.

Mostly Implemente

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
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	
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

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 - ror.dea.gov.ge	Data Exchange Agency, Ministry of Justice of Georgia		2020 12	Administrative Expenses	Unimplemente

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.

Partly Implemente

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

Outcome Indicator	Baseline	Target	Verification Source	
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	
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

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	
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	
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

Public Finance Management

Objective 5.1

Mostly Implemented

Strengthen the sustainability of the medium-term planning in order to increase the budget planning efficiency

Outcome Indicator	Baseline	Target	Verification Source	
5.1.1 The quality of the Basic Data and Direction Document (BDD)	BDD does not clearly reflect the information on the impact of the current and new policies on the budget	BDD clearly reflects the information on the impact of ecurrent and new policies on the budget, based on the example of at least 2 ministries	BDD 2021-2024	Fully Implemented
5.1.2 Preciseness of macroeconomic and fiscal forecasts	The Public Expenditure and Financial Accountability (PEFA) assessment - PEFA (PI-3.1 - Score - A)	PEFA assessment - PEFA (PI-3.1 - Score - A)	PEFA assessment - Georgia 2020 (PI-3.1 - Score - A)	Unimplemented

Activity 5.1.1.

Mostly Implemented

Analysis of the impact of current and new policies on the budget

Output Indicator	Verification Source	Responsible Agency	Partner Agency	Term of Implementation	Budget

5.1.1.1. Working meetings on how to prepare analysis on impact of current and new polities on the Budget is conducted with representatives of the pilot ministries' policy and financial/economic departments	Attendance sheets	Ministry of Finance	GIZ	2020 12	Administrative Expenses	
At least 1 meeting with each representative of the policy implementing and financial-economic departments of at least 4 pilot ministries		Ministry of Finance		2020 12		Fully Implemented
5.1.1.2. Information about the impact of current and new policies on the Budget is elaborated by at least 4 pilot ministries and is reflected in the BDD	BDD 2021-2024	Ministry of Finance	GIZ	2020 12	Administrative Expenses	Mostly Implemented

Activity 5.1.2.

Mostly Implemented

Improvement in budget revenue forecasts

Output Indicator	Verification Source	Responsible Agency	Partner Agency	Term of Implementation	Budget	
Analysis and forecast of macroeconomic and fiscal indicators by applying Dynamic Stochastic General Equilibrium (DSGE) model	Detailed description of the new model is published on the MoF website	Ministry of Finance		2020 12	Administrative Expenses	Mostly Implemented

Objective 5.2

Mostly Implemented

Strengthen effectiveness of Fiscal Risk Management in order to ensure macro-fiscal stability

Outcome Indicator	Baseline	Target	Verification Source	
5.2.1 The share of the State-owned enterprises covered by the Fiscal Risk Analysis document	85%	95%	Fiscal Risk Analysis Document 2019-2022	Mostly Implemented

Activity 5.2.1.

Partly Implemented

Elaboration of the SOE Corporatization Strategy

Output Indicator	Verification Source	Responsible Agency	Partner Agency	Term of Implementation	Budget	
The Strategy is approved by the relevant normative act of the GoG or MoF	Legislative herald; MOF website	Ministry of Finance		2020 12	Administrative Expenses	Mostly Implemented
The guideing principles are elaborated by the MoF	Legislative herald; MOF website	Ministry of Finance		2020 12	Administrative Expenses	Partly Implemented

Activity 5.2.2.

Fully Implemented

Define SOEs as 'Public Interest Enterprises' in compliance with the law of Georgia on Accounting, Reporting and Auditing

Output Indicator	Verification Source	Responsible Agency	Partner Agency	Term of Implementation	Budget	
A relevant normative act is elaborated and approved by the GoG or MoF in order to identify SOEs as public interest enterprises	Legislative herald; MOF website	Ministry of Finance		2020 12	Administrative Expenses	Fully Implemented

Activity 5.2.3.

Partly Implemented

Elaborate requirements for quarterly and yearly reports of SOEs in order to improve the strategy on the mitigation of timing and risks in Fiscal risks identification

Output Indicator	Verification Source	Responsible Agency	Partner Agency	Term of Implementation	Budget	
Reporting requirements are approved by the GoG or MoF	Legislative herald; MOF website	Ministry of Finance		2020 12	Administrative Expenses	Partly Implemented

Objective 5.3

Unimplemented

Ensure further transparency of the budget process and citizen participation in order to enhance accountability

Outcome Indicator	Baseline	Target	Verification Source	
5.3.1 Open Budget Index Assessment on citizen participation and transparency	22 Points (2017)	Improve the score (at least, maintain)	Open Budget Index - www.internationalbudget.org	Unimplemented

Activity 5.3.1.

Mostly Implemented

Ensure accessibility of Guidelines for citizens on budget documentation, including the Law on state budget, its performance reports and the BDD

Output Indicator	Verification Source	Responsible Agency	Partner Agency	Term of Implementation	Budget	
Budget documentation in editable format is available on the website of MoF	MoF website	Ministry of Finance		2020 12	Administrative Expenses	Fully Implemented
Increased number of users of the Ministry of Finance website		Ministry of Finance		2020 12		Mostly Implemented

Activity 5.3.2.

Partly Implemented

Develop Citizen Participation mechanisms on the website of MoF that enable citizens to plan next year’s budget by priorities or spending agencies

Output Indicator	Verification Source	Responsible Agency	Partner Agency	Term of Implementation	Budget	
A platform that enables citizens to participate in the budget planning process is developed	Citizens' Participation portal under the MoF website	Ministry of Finance	USAID - Georgia	2020 12	Administrative Expenses	Fully Implemented
1/5 of the users registered on the Electronic Platform for Budget Transparency and Participation System use the platform		Ministry of Finance		2020 12		Partly Implemented