

## **Report**

### **On Performance of 2016 Anti-Corruption Measures of the Staff of the Government of the Republic of Armenia under the Anti-Corruption Strategy of the Republic of Armenia**

#### **Point 19 of the Measures**

Developing and implementing a complex programme for the provision of electronic services in the areas of state-provided services where the services are still not provided electronically.

#### **Outcome**

For the purpose of achieving the aforementioned objectives, security, interoperability and general technical specifications for setting up of the state information system, for electronic systems used for the provision of electronic services or electronic operations by state and local self-government bodies, including relationships pertaining to the technical specifications required for access to such systems by natural as well as legal persons have been prescribed by Decision of the Government of the Republic of Armenia No 1093-N of 31 August 2015. Upon the Decision mentioned above, the technical maintenance and co-ordination of the state information system (including keeping of respective sub-registers) have been conferred upon the E-Governance Infrastructure Implementation Unit CJSC (EKENG) (hereinafter also referred to as “the Company”). The EKENG has assumed responsibility for implementation of e-society projects in the Republic of Armenia and is implementing a number of key projects aimed at the development and progress of e-governance.

The EKENG is the only authorised company in the Republic of Armenia providing natural persons with e-signatures through ID cards, as well as engaging

in the maintenance of ID cards and co-ordinating the introduction of e-health, official e-mail and other projects.

Electronic services are currently provided in Armenia through the following systems:

1. [www.datalex.am](http://www.datalex.am) – Judicial Information System
2. [www.e-register.am](http://www.e-register.am) – Business Registration Database
3. <https://file-online.taxservice.am> – Tax Declarations System
4. [www.my.aipa.am](http://www.my.aipa.am) – Intellectual Property Rights System
5. <http://www.mfa.am/eVisa/> - E-visa Issuance System
6. <http://www.achurd.harkadir.am> – JACES Official Auction System
7. [www.dasaran.am](http://www.dasaran.am) – Armenian Schools Network
8. [www.arlis.am](http://www.arlis.am) – Armenian Legal Acts Database
9. <http://www.e-cadastre.am/> - Real Property Cadastre System
10. <http://www.armeps.am/> - Armenian E-procurement System
11. <http://www.file-online.taxservice.am> – Acceptance of Tax Calculations and Reports
12. <http://www.e-invoice.taxservice.am>- Electronic Tax Invoicing
13. <http://www.e-citizen.am>- Official E-mail
14. <http://www.e-health.am> – E-health
15. <http://www.e-payments.am> – State Electronic Payment System
16. <http://www.e-permits.am/> – Online Construction Permits System
17. <http://request.roadpolice.am/> – Online Request System for Road Policy Fines
18. <https://www.e-draft.am/> – Unified Website for Publication of Draft Legal Acts.

Besides, the procedure for electronic transfer of personal data processed in databases of state and local self-government bodies has been approved by Decision of the Government of the Republic of Armenia No 192-N of 16 February 2017.

International practice, particularly the practice of Georgia, Estonia, Latvia and Lithuania, has been studied. This measure is currently being addressed within the scope of the complex programme for simplification of administration. Within its framework, the package of drafts of the Laws of the Republic of Armenia “On permits”, “On making an amendment to the Civil Code of the Republic of Armenia”, “On making amendments to the Forest Code of the Republic of Armenia”, “On making amendments and supplements to the Law of the Republic of Armenia “On arms””, and on making amendments or supplements to a number of other Laws of the Republic of Armenia’ has been put into circulation in the prescribed manner. Under this package, it is proposed to reduce the number of permits and to cancel the permits not envisaged by the draft Law of the Republic of Armenia “On permits”. This is a major guarantee for protection of the rights of persons and for minimisation of undue restrictions of such rights. Under the Draft, it is also proposed to simplify the process of issuing permits. This is mainly aimed at securing persons from undue administration in the process of obtaining a permit and at shifting the main burden of the process to the domain of state and/or local self-government bodies. It is proposed to remove, from laws envisaging permits, the articles which prescribe undue and unjustified permits. In certain cases, it is proposed to remove the permits, which, if issued, would exclude the possibility of exercising actual control over proper fulfilment of the rights and obligations under the issued permits.

## **Point 21 of the Measures**

Introducing systems of quality assessment of state-provided services.

### **Outcome**

The Government of the Republic of Armenia has initiated a broad process of reforms in the public sector with support under the Third Public Sector Modernization Project for Armenia funded by the World Bank.

The second component of the Project envisages various e-governance solutions for improvement of the provision of services, one of which is aimed at introducing a feedback mechanism in citizen-Government relations for promoting the accessibility of Government services for citizens and businesses, for addressing the complaints and monitoring the level of customer satisfaction.

This task envisages development of a unified portal of electronic services, which will be accompanied by an integrated collection and analysis module intended for collecting information on the accessibility and quality of provision of services, as well as the creation of a hotline to make it easy to address citizens' questions and complaints promptly 24/7 and to enable operators to provide solutions online.

Intermediate Results Indicators of the Project envisage that by the end of the Project, 20 per cent of all users of individual public services will voluntarily provide feedback on the selected public services.

Thus, for the purpose of assessment of the services provided by the state, the website of the prompt response hotline (hereinafter referred to as "the website") is in the pilot implementation phase at the Ministry of Justice of the Republic of Armenia. The website is aimed at addressing the issues raised, complaints and requests made by citizens, organizations and other stakeholders more rapidly, as well as at enhancing, based on the presented results, the quality of services provided

by respective units. Overall, the use of the website will significantly improve the quality of services provided to the public, raise public awareness and public confidence, which will help ensure an open, transparent and accountable process of provision of services to the public.

At the same time, upon the initiative of the State Committee of Real Property Cadastre adjunct to the Government of the Republic of Armenia, in September 2016, a new system of electronic assessment was introduced in the offices of Kentron, Arabkir and Shengavit in the city of Yerevan, as well as in Armavir office of Armavir Marz, enabling citizens to assess the quality of the office staff and of the services provided by the offices, also giving an opportunity to identify the gaps in the services provided by the State Committee of Real Property Cadastre adjunct to the Government of the Republic of Armenia. The introduced system also helps exercise control over compliance with the requirements of rules of conduct of the office staff, which contributes to improvement of the quality of conduct of the staff.

It is also planned to introduce a system of assessment of services provided by the State Committee of Real Property Cadastre adjunct to the Government of the Republic of Armenia also within its other offices.

Within the framework of the Tax Administration Modernisation Project for Armenia funded by the World Bank, equipment for quality assessment of services provided to taxpayers by the tax authority have been installed at taxpayer service centres of the State Revenue Committee adjunct to the Government of the Republic of Armenia. This equipment will enable taxpayers to assess, through the grading scale selected by the system, the quality of the services provided by the tax authority immediately after receiving the respective services.

Based on the fact that the State Revenue Committee adjunct to the Government of the Republic of Armenia provides services also through the Taxpayer Call Centre, persistent efforts have been undertaken for quality assessment of services provided by the Centre. In particular,

(1) the Centre provides information to taxpayers on various issues on tax and customs, as well as receives complaints and proposals. The complaints and proposals received by the Centre are immediately registered and submitted to the respective subdivision of the State Revenue Committee adjunct to the Government of the Republic of Armenia. After receiving the responses, the Centre's staff calls the applicants and informs them about the received responses. This feedback system operating within the Centre allows for receiving feedback from taxpayers with regard to solutions to the issues they raise;

(2) starting from April 2017, it is envisaged that the Centre will also operate the Feedback System service, which enables taxpayers to assess, after the phone call, the quality of the responses of the Centre employee to the request concerned.

### **Point 22 of the Measures**

Encouraging state bodies to issue the licences electronically, taking into consideration the possibility of issuing licences (at least the licences issued through a simple procedure) electronically.

### **Outcome**

For the purpose of implementing this Measure, on 9 August 2016, all republican executive bodies received an instruction to examine the requirements of Decision of the Government of the Republic of Armenia No 1104-N of 30 August 2012 and the compliance of website “e-gov.am”, as well as the mechanisms for issuance of licences already carried out through notifications and the regulations available on the same website. As a result of examinations of the website, 11 state bodies have submitted 20 proposals and have identified a number of problems concerning the website. Besides, a draft Decision of the Government of the Republic of Armenia

“On making a supplement to Decision of the Government of the Republic of Armenia No 1109-N of 27 October 2016” (hereinafter referred to as “the Draft”) has been drawn up. The Draft envisages delegation of the functions for issuance of a number of licences electronically to the operators performing the functions of offices of state government bodies. Upon adoption of the Draft, the issues pertaining to issuance of licences to legal persons exclusively by electronic means will be regulated. Adoption of the Draft will reduce undue administration, documentation and will allow for introducing a more up-to-date system for issuing licences in the licensing process.

### **Point 24 of the Measures**

Revising the criteria for issuance of licences in all sectors; simplification of additional requirements to the extent possible.

### **Outcome**

For the purpose of implementing Point 24 of Annex No 2 to Decision of the Government of the Republic of Armenia No 1141-N of 25 September 2015, international practice (practice of Latvia, Lithuania, Estonia) has been studied first, and subsequently, on 3 August 2016, all republican executive bodies have been instructed to review the criteria and conditions for issuing licences, in collaboration with the private sector, by setting up task forces. These task forces were aimed at conducting studies and submitting proposals to the Staff of the Government of the Republic of Armenia with regard to clarification of the criteria, reduction of legislative requirements in the field and simplification of the current mechanisms. On 15 August 2016, 15 state bodies issuing licences established respective task forces in collaboration with the private sector and started discussions on reviewing the criteria for issuing licences, as a result of which 38 proposals were submitted to the Staff of the Government of the Republic of Armenia.

**Point 26 of the Measures**

Appointing entities (person/unit) responsible for implementation of anti-corruption programmes within republican executive bodies and stipulating the functions thereof in the relevant documents.

**Outcome**

The activities aimed at implementing anti-corruption programmes within republican executive bodies are co-ordinated by the responsible entities.

**Point 27 of the Measures**

Appointing an official responsible for co-ordination of implementation of anti-corruption programmes within republican executive bodies (at least at the level of the chief of staff or deputy head of the body).

**Outcome**

The implementation of anti-corruption programmes within all republican executive bodies is co-ordinated by officials appointed in 2015 as co-ordinators of anti-corruption programmes implemented in their respective fields.

**Point 40 of the Measures**

Introducing individual tools of e-democracy.

**Outcome**

The international practice concerning individual tools of e-democracy is currently being studied. At the same time, the Government of the Republic of Armenia has



approved the draft Decision of the Government of the Republic of Armenia “On making amendments and supplements to Decision of the Government of the Republic of Armenia No 296-N of 25 March 2010”. Pursuant to this Decision, a unified website for publication of draft regulatory legal acts ([www.e-draft.am](http://www.e-draft.am)) has been set up to secure a regulated process of submission of the drafts of legal acts by the agencies having drawn them up, also ensuring public participation in the works through online public discussions. The website provides an opportunity to follow the process of a draft online (whether or not the draft has been adopted, to what extent it has been edited, why the proposal on the draft has not been adopted, etc.). Besides, a package of drafts of the Laws of the Republic of Armenia “On making amendments and supplements to the Law of the Republic of Armenia ‘On licensing’”, “On making amendments and supplements to the Law of the Republic of Armenia ‘On notification of carrying out activities’” and “On making amendments to the Law of the Republic of Armenia ‘On state duty’” has been drawn up, and it will allow for introduction of the system of a unified electronic register of licences. The introduction of this system will help promote the development of e-governance amid the establishment of “E-Armenia” and thus will reduce corruption risks and ensure high quality of provision of services and their accessibility for the public at large. The development of e-governance, including the introduction of electronic registers of licences will promote transparency, accountability and efficiency within the public administration system. Besides, the setting up of unified electronic licences will reduce the amount of documents submitted by citizens to state bodies in hard copies.

#### **Point 42 of the Measures**

Submitting, in collaboration with civil society organisations, proposals and draft legal acts concerning introduction of the system for monitoring of implementation of state programmes and provision of public services.

## **Outcome**

On 13 December 2016, the Independent Expert Task Force under the Anti-Corruption Council submitted to the Staff of the Government of the Republic of Armenia a preliminary version of uniform guidelines for unified monitoring rules (mechanism), common data collection and reporting, which has been sent to the agencies for opinions. Besides, the “Operation of National Network of Anti-Corruption Centres Programme on Overcoming Administrative Corruption in the Field of Provision of Public Services by Enhancing the Effectiveness of Public Oversight”, drawn up by “Armenian Lawyers’ Association” NGO, was discussed during the meeting of the Anti-Corruption Council held on 21 January of this year. Upon the decision of the Anti-Corruption Council, discussions on this issue are currently under way.

## **Point 53 of the Measures**

Developing and introducing a system of indicators for monitoring of the Implementation Action Plan of the Anti-Corruption Strategy of the Republic of Armenia for 2015-2018.

## **Outcome**

The Independent Expert Task Force under the Anti-Corruption Council has developed a draft version of the data collection and monitoring mechanism, which the Staff of the Government of the Republic of Armenia has sent to 4 priority sectoral agencies — the Ministry of Health and the Ministry of Education and Science of the Republic of Armenia, the State Revenue Committee adjunct to the Government of the Republic of Armenia and the Police of the Republic of Armenia adjunct to the Government of the Republic of Armenia to discuss it with the members of the Independent Expert Task Force by 10 February 2017 and submit the preliminary version to the Staff of the Government of the Republic of Armenia.