

Obligations

„ Tbilisi Action Plan set up within the Open Government Partnership (OGP) "means the introduction and development of five major electronic products:

- Multi-profile mechanism of open governance and civic engagement - information and civic activity portal "smart.map"
- Introduction of the petition in the City Hall system, electronic petition
- Introduction of Budget Participatory Planning Mechanism
- Introduction of interactive availability of budget expenditure and civil control mechanisms
- Introduction of civilian control and availability of services



Online system of municipal services – my.Tbilisi.gov.ge

This is an online system of municipal services based on modern information technologies, which enable citizens to engage in the municipality's activities and get the desired service without leaving home. Citizens will be able to create their own municipal online cabinet and get all the e-services of the municipality in one area.

The system provides information publicity and accessibility, as well as high quality of citizen engagement in municipal processes.

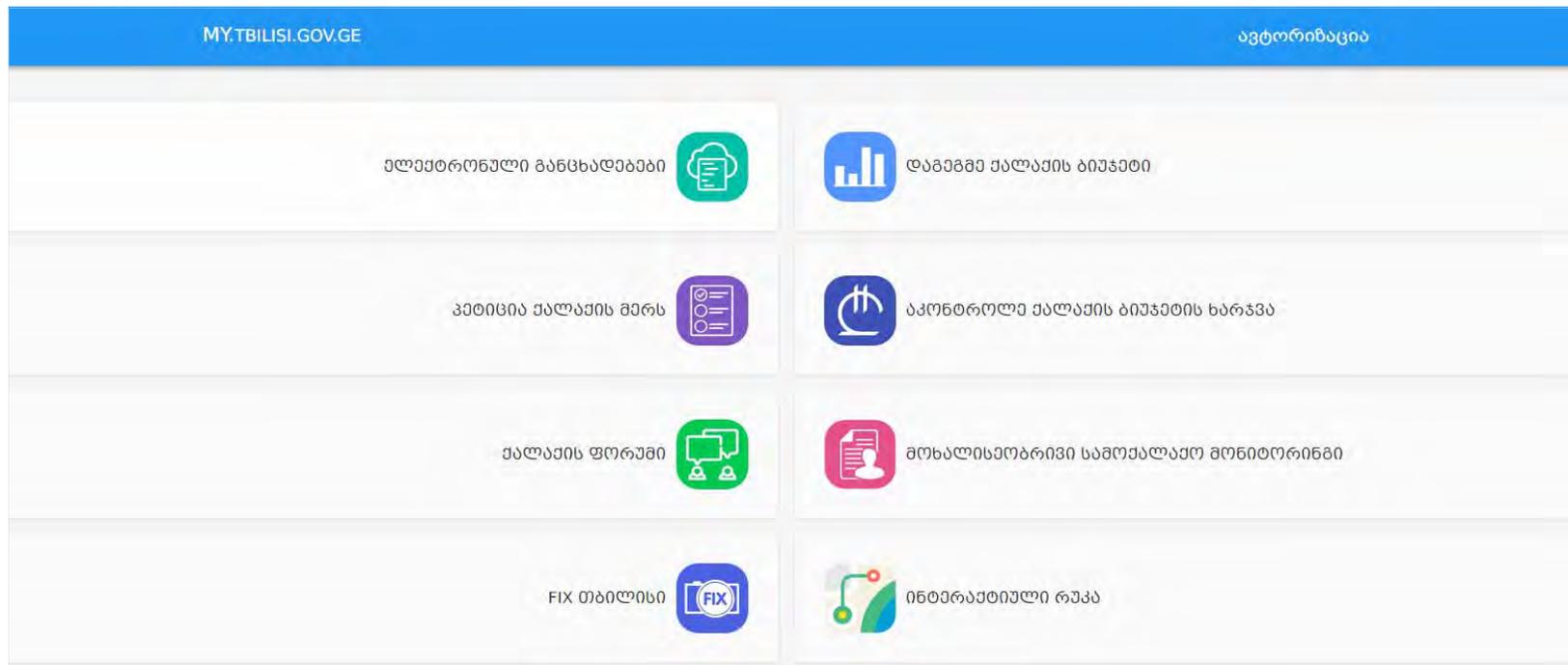


Composition of electronic services

Online system of municipal services (my.tbilisi.gov.ge) unites eight main modules:

1) Electronic applications; 2) Petition to the City Hall Mayor; 3) City forum; 4) Plan the city budget; 5) Control the city budget expenditure; 6) Volunteer civil monitoring; 7) FIX Tbilisi – monitor of city appearance; 8) Unified Interactive Map of City Hall

Modules are accessible to any interested person, but registration is required in order to get the service.



Electronic applications

This will be the conclusion of electronic statements of the structural units of Tbilisi Municipality City Hall, district municipalities and legal entities within the system. Citizens will have the opportunity to choose desired service from their online cabinet, fill the application electronically and Send it to the relevant municipality for consideration without leaving the house.

The screenshot displays the MYTBILISI.GOV.GE website interface. At the top, there is a blue header with the text "MYTBILISI.GOV.GE" and "ელექტრონული განცხადებები" (Electronic applications) on the left, and "ავტორიზაცია" (Authorization) on the right. Below the header, there is a navigation menu on the left with icons and text: "სახლი" (Home), "საქალაქო სამსახურები" (City services), "რეიონული გაგველობები" (Regional services), "მერიის იურიდიული კორპუსი" (Municipality legal department), and "დახმარება" (Help). The main content area features a search bar with the text "განცხადების ძებნა" (Search for applications) and a filter section with "დოკუმენტის ნომერი" (Document number), "თარიღიდან" (From date), "თარიღამდე" (To date), and "დოკუმენტის სტატუსი" (Document status). Below this, there is a grid of ten service icons with their respective descriptions in Georgian:

- იურიდიული საჯალაგო სამსახური (Legal department)
- განდაცვივისა დგ სოციალური მუმსახურების საჯალაგო სამსახური (Social services department)
- გაკონსულოგური განვითარების საჯალაგო სამსახური (Consular services department)
- კულტურის საჯალაგო სამსახური (Culture department)
- გაკოლოგიისა დგ განვითარების საჯალაგო სამსახური (Ecology and development department)
- განათლების, სკორობისა დგ ახალგაზრდულ სემიტიე საჯალაგო სამსახური (Education, youth and sports department)
- ვალაე თბილისის მუნციპალიტეტის მერიე (Mayor of Tbilisi Municipality)
- საბურთალოს რაიონის გამგეობე (Saburtalo district administration)
- მედიამედიკალოგის საჯალაგო სამსახური (Medicine department)
- შიდგ აუდიტისა დგ მონიტორინგის საჯალაგო სამსახური (Audit and monitoring department)

Petition to the City Hall Mayor

This will be electronic platform, through which the citizens will be able to apply to City Hall Mayor with the initiative of the petition format. The City Hall will publish a petition at the voting stage. On the basis of electronic voting, the unity of citizens will be addressed to the issue raised in the petition. After collecting the required amount of votes, City Hall Mayor discusses the possibility of implementing a supported issue and ensures its implementation.

The screenshot displays the MY.TBILISI.GOV.GE website interface for the petition platform. The header includes the website name, the text 'პეტიცია ქალაქის მერს' (Petition to the City Mayor), and 'აგტორიზაცია' (Authorization). A left sidebar contains navigation options: 'სახეობა' (Home), 'კატეგორიები' (Categories), 'პეტორები' (Petitions), 'პეტიციის შექმნა' (Create Petition), 'ჩემი პეტიციები' (My Petitions), and 'დახმარება' (Help). The main content area features six petition cards, each with a title, a descriptive image, and a list of statistics.

| გაშვების თემა | განუხილველი | შიმდინარე | დაბლოკილი | დასრულებული | შეთანხმებული | უარყოფილი |
|--|-------------|-----------|-----------|-------------|--------------|-----------|
| გაშენება | 0 | 1 | 0 | 0 | 0 | 0 |
| კანონოების დაცვა და სოციალური უზრუნველყოფა | 0 | 0 | 0 | 0 | 0 | 0 |
| სატრანსპორტო ინფრასტრუქტურა | 0 | 0 | 2 | 0 | 1 | 0 |
| საგზაო ინფრასტრუქტურა | 1 | 0 | 2 | 0 | 1 | 1 |
| ლია და კარგი მმართველობა | 0 | 0 | 0 | 0 | 0 | 0 |
| გარე განათება | 0 | 0 | 0 | 0 | 0 | 0 |

City Forum

This module will enable citizens of Tbilisi municipality to discuss publicly any issue relevant to them and to formulate public opinion. Citizens' freely expressed opinions about any issue relevant to the city, will be important and significant for the municipal administrative body.

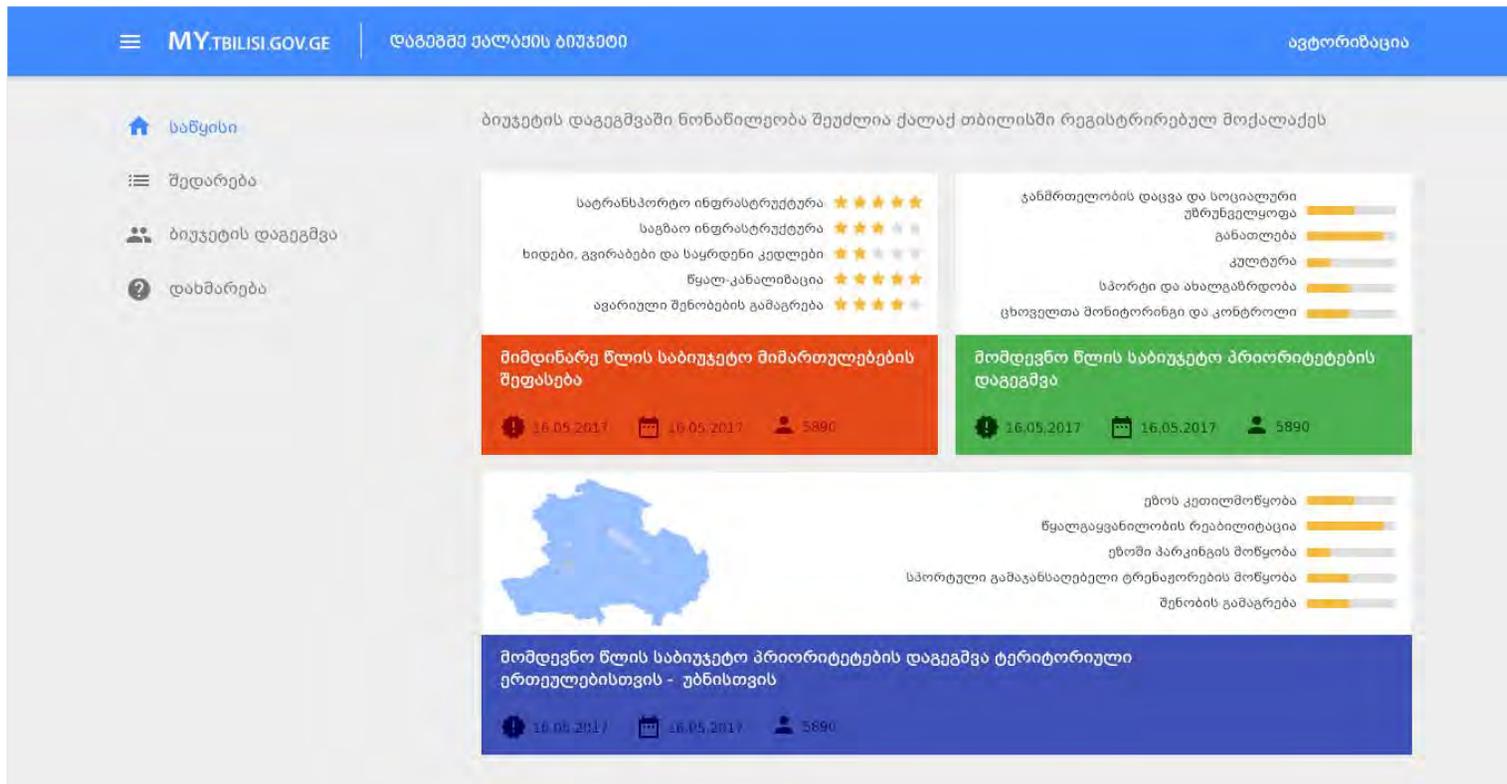
MY.TBILISI.GOV.GE | ქალაქის ფორუმი | ავტორიზაცია

- საწყისი
- კატეგორიები
- პროფილი
- რუკა
- თემის დასაბამი
- დახმარება

| | | |
|--|---|--|
|  <p>ღია და კარგი მმართველობა თემები: 1</p> |  <p>ჯანსაღი და უსაფრთხო საცხოვრებელი გარემო თემები: 4</p> |  <p>ჯანმრთელობის დაცვისა და სოციალური უზრუნველყოფა თემები: 6</p> |
|  <p>კულტურული, სპორტული ან ახალგაზრდული საკითხები თემები: 1</p> |  <p>შპმ პირთა ინკლუზიასა და მათთვის გარემოს ადაპტაცია თემები: 5</p> |  <p>სკოლამდელი, არაფორმალური და პროფესიული განათლება თემები: 6</p> |

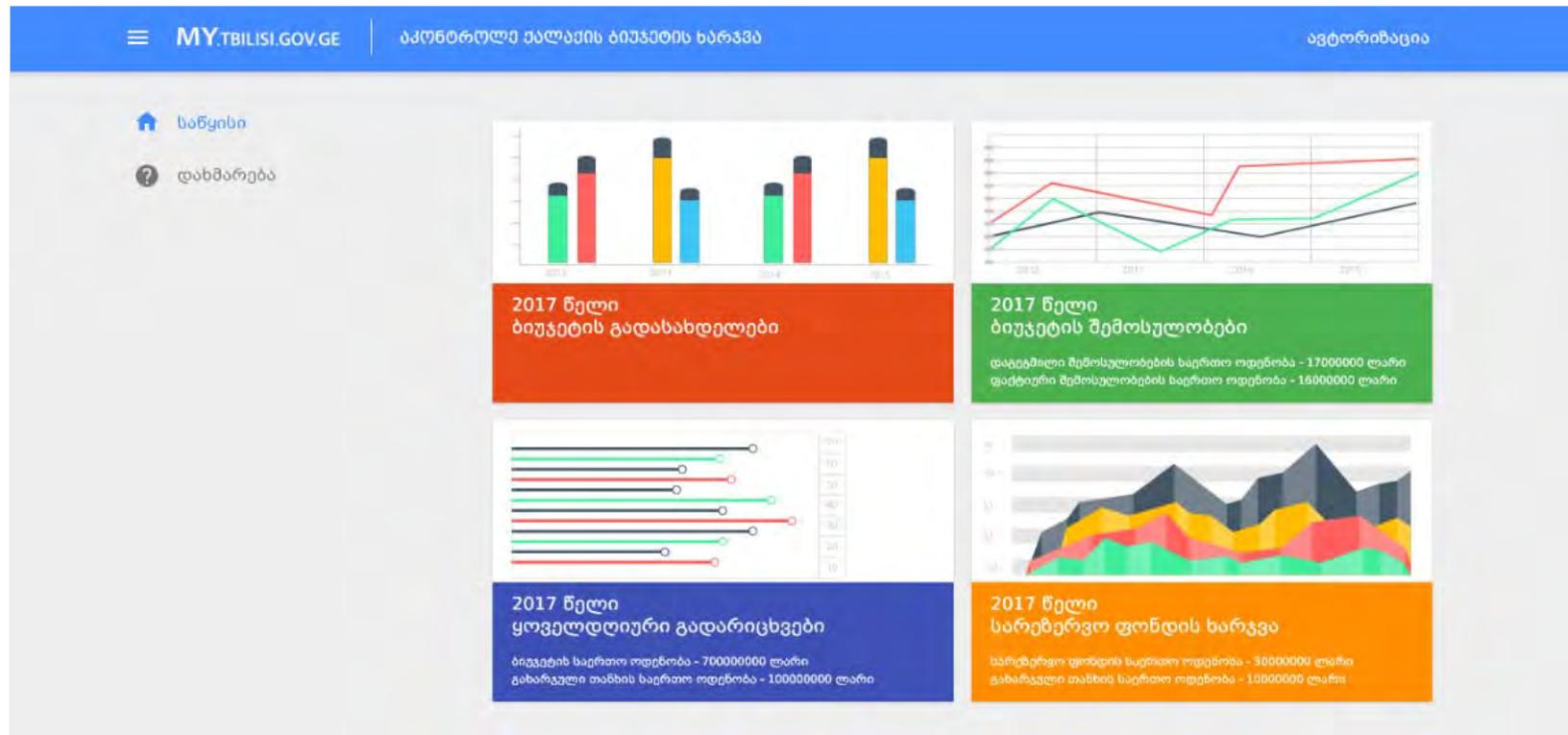
Plan the City Budget

This module will allow citizens to take part in planning the city budget. The priorities of the City Hall will be set up in the field of sphere (infrastructure, social issues, education, sport and youth, culture and others). The system will be able to sum up the priorities online and the results will be available to everyone. The priorities identified by citizens will be taken into account in the formation of the budget.



Control the City Budget Expenditure

This will be the module of publicity and accessibility of the budget expenditure process approved for Tbilisi Municipality City Hall during the whole year. Citizens will be able to follow the daily budget of the city budget. The information related to the budget will be offered four main directions: budget duties, budget revenues, daily transfers and reserve funds.



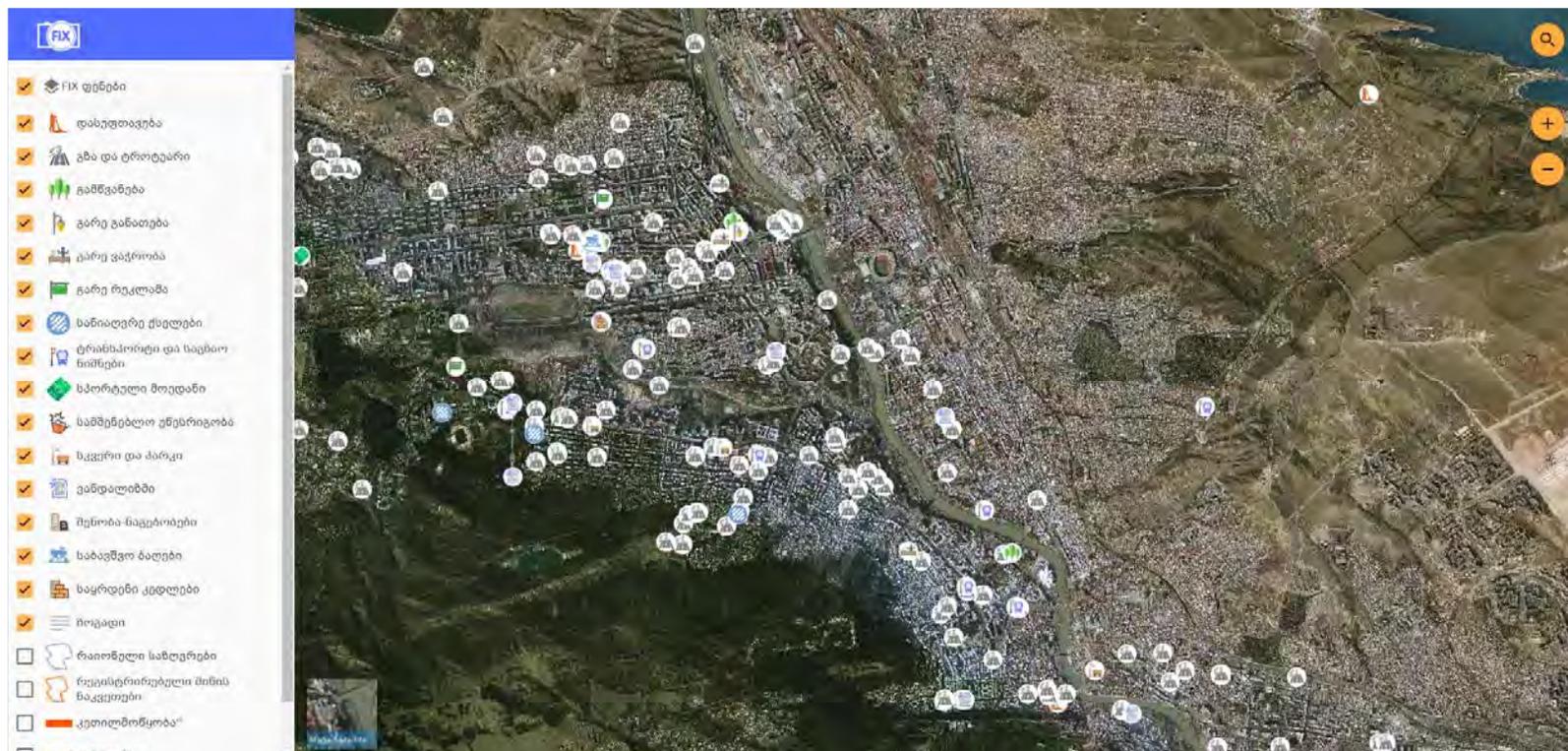
Volunteer Civil Monitoring

Using this module Tbilisi City Hall will announce a variety of programs for monitoring the voluntary adoption. During the specified period, citizens will have the opportunity to register as a volunteer monitor for the proposed program. Implementation of control means studying the course of the program and preparing the relevant conclusion.

The screenshot displays the MY.TBILISI.GOV.GE website interface. The top navigation bar is blue and contains the text 'MY.TBILISI.GOV.GE' on the left, 'მონიტორინგი საშუალო მონიტორინგი' in the center, and 'ავტორიზაცია' on the right. Below the navigation bar is a sidebar with three menu items: 'სახლი' (Home), 'საშუალო სამსახური' (Middle Service), and 'დახმარება' (Help). The main content area is divided into two columns. The left column features an icon of two people talking and the title 'ჯანდაცვისა და სოციალური მომსახურების საქალაქო სამსახური' (Municipal Service for Health and Social Care). Below the title are three statistics: 'მიმდინარე - 0', 'მონიტორინგის პროცესში - 0', and 'დასრულებული - 0'. The right column features an icon of a trophy and the title 'განათლების, სპორტისა და ახალგაზრდულ საქმეთა საქალაქო სამსახური' (Municipal Service for Education, Sports and Youth Affairs). Below the title are three statistics: 'მიმდინარე - 2', 'მონიტორინგის პროცესში - 0', and 'დასრულებული - 0'.

FIX Tbilisi – Monitor of City Appearance

Fix-Tbilisi is a module and a web application that allows citizens to instantly express the uncomfortable and unacceptable damage or disorder in any place around the city any time. For example damaged road, pollution and other. Users will be able to fix the problem through a mobile application. A fixed problem with the location of GPS coordinates (address), along with the author's comment and taken photographs, is supplied to the structural unit of the City Hall, which will interact with the problem of reacting in a short period of time.



Interactive Map - maps.tbilisi.gov.ge

Multifunctional and interactive map is an informational hub created for citizens, which will provide geographical vector data within the municipality. The base platform of the map already exists in the municipality, However, the product redesign will occur and users will be able to create their work environment, send a different activity to view the city's three-dimensional image.



my.tbilisi.gov.ge priorities

- E-governance development in municipality
- Municipal services in one space
- Publicity and availability of information
- Citizens' involvement in municipal decisions
- Reduced bureaucratic mechanism for getting services
- Saved time and resources

