

Problem

- The non-existence of a control mechanism
- Dispersed authority
- The non-existence of a database
- The possibility to falsify civil act, name, age
- Total corruption
- The non-existence of service standards
- Legislative and institutional chaos
- Financial and time resources wasted on a large scale
- Paper based case management
- Bureaucratic barriers
- Dispersed services, undivided “front and back” offices

Solution

- The Civil Registry Agency has been established with a legal entity status in public law.
- Regulation has been streamlined, with a clear list of services, procedures, terms and service fees for standard and expedited services.
- Introduction of an e-system – electronic case management system, communication (internal as well as with ministries and private organizations) services has become electronic.
- Electronic communication has been established between the Notary Chamber, MIA, Agency of Public Registry, Ministry of Health, Consulates, commercial organizations (via a system of authorization)
- Distance online services – application, online payments, a direct electronic communication system via an operator, the applicant receives an sms regarding the status of his/her application as it is processed through various stages
- Registration/issuance of birth or death certificates are based on electronically confirmed notifications from medical institutions

Citizenship and Migration

- The Agency of Civil Registry of the Ministry of Justice is delegated with the authority over citizenship and migration issues
- Existing legislation on citizenship and migration issues is changed and an electronic management data base is created

Apostil and Legalization

- An electronic roster of signatures and stamps has been created
- Special software with integrated data of the Notary Chamber and civil acts has been created
- An electronic journal has been created
- Certified documents are indicated on the Agency's webpage
- On the spot translation of documents
- Several parts of the Ministry of Health and the court's jurisdiction were consolidated with the civil registries' jurisdiction.
- Legalization of the Agency and Consular Department is carried out at one authority
- Reclaiming documents from CIS countries is established within the frames of Justice Houses

New ID card

- Plastic card instead of laminated one
- Protection e-document from falsification
- Means of distance identification
- Double interface chip

My.Gov.Ge – Citizen's portal

- Access the system with an ID card
- Find out what the government knows about you
- Receive social and healthcare services
- Pay taxes and fines online
- All services compiled in one online location

Justice House

Justice Houses – unite most of the state service providers. The goal of the later is the issuance of documents as well as delivering services which can be provided exclusively by state. Currently the Justice House unites:

- Service Centres of the MIA
- The Ministry of Energy and Natural Resources
- The National Archive of Georgia
- The National Bureau of Enforcement
- The National Agency of Public Registry
- The Notary Chamber
- The Revenue Service
- The Agency of Civil Registry

The following services are available:

- Driving Licence
- Licence to use natural resources
- Certificate of asset ownership
- Alimonies
- Business registration
- Passport, ID
- Activation of electronic declaration form

Results

- Eradication of corruption
- Decreased time and financial expenditures for consumers
- Effective and user friendly management system and control
- Availability of online services
- Increased reliability and eradication of falsifications