PUBLIC SERVICE
DEVELOPMENT AGENCY

Ministry *of*
Justice *of*
Georgia

Public Service Development Agency
Ministry of Justice of Georgia

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16 September, 2020
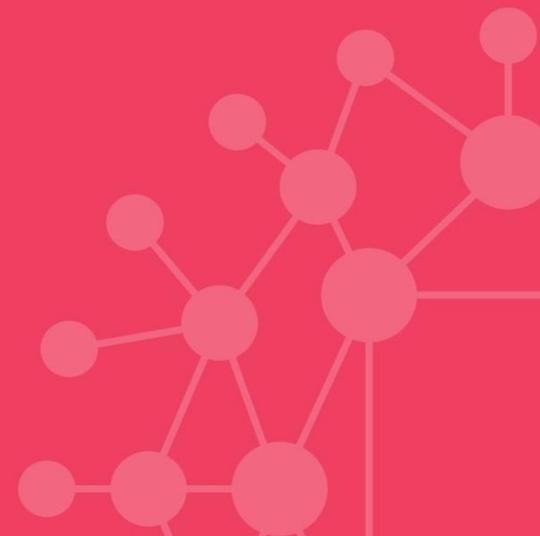
Public Service Development Agency (PSDA)

Since 2012, along with administering civil registry, agency gained
new functions

- Working on improving quality, efficiency and accessibility of public services;
- Fostering creativity, innovation and introduction of e-governance in public sector
- Supporting Georgia's on-going reforms

SERVICELAB

Civil Acts and Registration

Apostille and Legalization
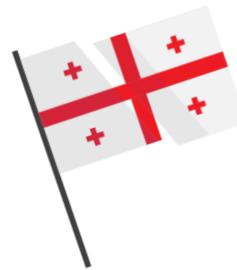
Citizenship and Migration

Information Technologies

Innovative Service Lab

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PSDA - Distance Services

PSDA made almost all services (especially the most demanded ones) **electronical**; The services are available at sda.gov.ge & at the unified citizen portal www.my.gov.ge – enabling customers to receive online services via "one-stop shop" principle

Since 2015, distance services are **available for deaf and hard of hearing persons**

Web-pages of PSDA & Community Centers are adapted for the blind and partially sighted persons

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S[E]RVICE LAB

PSDA Projects

Digitalization of Civil Acts

- Mar, 2014 – Dec, 2024
- Civil Acts since 1939 – 2008
- Up to 6 806 728 Digitalized Civil Acts

2013-2020 – 85 Community Centers

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Unified Migration Analytical System (UMAS)

Based on the so-called **"Big Data"** analytics and makes it possible to:

- Elaborate annual reports;
- Regularly update country's migration profile;
- Conduct statistics-based surveys in the field of migration etc.

New innovative service – **Electronic Apostille and Certificate–** starts in fall of 2020

Innovations Laboratory - ServiceLab

1st public sector innovation laboratory in Georgia was founded at PSDA targeting the development of public services & the public sector as a whole with new, innovative approaches.

It is involved in **Public Administration Reform in Georgia**, leading the Service Delivery component, namely, the introduction of the unified **"Public Service Design, Delivery, Quality Assurance and Costing policy"** with respective standards and guidelines.

It supports the diffusion of innovations across the governments from national to municipal level. 1st **Innovations Hub** was established under the Rustavi Mayor's Office in 2017 with Lab's support.

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UNDP
Empowered lives.
Resilient nations.

Electronic Identification Documents

Biometric Passport

- Both equipped with modern security mechanisms
- High-tech documents
- Secure from falsification

- Travel document is created with multiple international standards, including ICAO.
- It increased the credibility of Georgian ID documents internationally, reflected on visa liberalization for Georgians to the EU

- Allows to benefit from e- services with absolute safety.
- Equipped with relevant certificates, public & private key infrastructure & safety codes for protection from unauthorized access.

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PSDA – The Only Trust Service Provider

PSDA received authorization and was identified as the only trusted service provider at a national level.

2016

Georgia joined the **International Civil Aviation Organization (ICAO-PKD) Open Key Directory,** which further internationally increased the trust in identification documents issued by PSDA.

2018

The agency underwent an audit by a **CA (Certification Authority)** at an internationally recognized auditing company. As a result, PSDA became authorized and identified as the only trusted service provider in the country.

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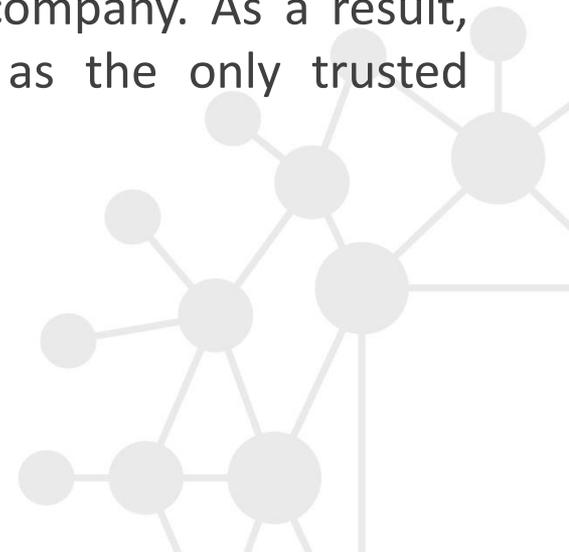
Trust and Qualified Trust Services

PSDA is one of the authors of the law of Georgia "On Electronic Document and Electronic Trust Services", based on eIDAS Regulation, which was adopted in 2017 and has entered into full force as of July 1, 2018 - **all e-document exchange with the government** (C2G, G2C,B2G,G2B,G2G), **Qualified E- Signature and/or Seal is mandatory** (with minor exemptions)

Agency provides modern and innovative services, such as:

Qualified e-signature - equivalent to the "wet signature", has the same legal power.

Qualified e-seal - designated for legal entities.

Qualified e-time stamp - applied with qualified e-signature or seal (otherwise, it will be impossible to reliably identify signing/sealing time).

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MARITIME TRANSPORT AGENCY OF GEORGIA

საქართველოს საზღვაო ტრანსპორტის სააგენტო

Ship Registration & Certification System of the Maritime Transport Agency (Ministry of Economy)

By introducing **Electronic Accreditation System for Diplomats**, Georgia became one of the first countries where(for MFA) diplomats can receive the accreditation electronically.

Sida

nms Municipalities Management System

With the aim to support the development of local self-governments & e-governance, PSDA developed a **Municipal Management System** (in 55 municipalities and 31 community centers)

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THANK YOU!

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