

Support to Public Administration Reform in Armenia: Better Service Delivery through a More Efficient and Responsive Public Administration

General Information

<u>Sector:</u>	Public Administration
<u>Duration:</u>	4 years
<u>Implementation period:</u>	2017-2021
<u>Overall Budget:</u>	EUR 20 mln
<u>Budget support:</u>	EUR 12 mln
<u>Complementary support:</u>	EUR 8 mln

Project Description

Objective: To improve transparency, accountability and efficiency of the Armenian central public administration in view of citizens' and businesses' needs.

Specific objectives:

- Objective I:** To enhance policy and legislative development and coordination, which ensures gender equality dimension, at the central public administration
- Objective II:** To strengthen professionalism and well-functioning of the civil service
- Objective III:** To enhance the accountability, integrity and openness in the public administration
- Objective IV:** To improve public service delivery through e-governance

Scope of the reforms:

- Improvement of consolidated and evidence-based policy-making capacity at PMO and development of new legal-regulatory framework for state governance, finalisation of e-ID and e-Citizen reforms;
- Establishment of a new legal-regulatory framework for Civil Service, including merit-based human rights policy, new position classification system and needs-based training system;
- Development of a new methodology and practice of risk assessment for declarations by the state officials and case initiation by the Ethics Commission;
- Strengthening the management and monitoring capacity at Data Protection Agency and enforcement of 2015 Personal Data Protection Law;
- Revision and adoption of the National e-Health Strategy/Roadmap and e-Health standards and implementation of e-health data management systems in selected pilot health institutions by a designated Operator.