

## **CEPA 24<sup>th</sup> session - Dedicated consultation with observers**

### **Principles of effective governance for delivery of equitable and sustainable development for all (item 5)**

Remarks by Mr. Vakhtang Zhvania, Chairperson, LEPL Public Service Hall, Georgia

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Good day, esteemed members of the CEPA, distinguished country representatives, and respected observers. It is truly a great honor for us to stand before you today and represent the Ministry of Justice of Georgia, as well as its largest public service delivery institution, the Public Service Hall.

The organization redesigned the service delivery model for greater resilience and flexibility. After the rebranding process, 88 community centers from different regions of Georgia became branches of PSH and today, up to 500 services are available in 124 branches, which are operating throughout Georgia, which allows our citizens and guests, in any part of the country, to receive fast, effective and simple services in a comfortable environment. After all, redesigning the service delivery model created a new concept, “Everything in One Space,” which aims to bring various services into one space.

Due to the fact that human capital is one of the fundamental issues of the organization's development, PSH implemented the Common Assessment Framework (CAF) program, which aimed at the facilitation of knowledge exchange and the sharing of best practices among employees across diverse branches.

The renewal process has resulted in the creation of an infrastructure that is fully accessible and inclusive for individuals with diverse disabilities. Furthermore, this process encompassed the development of advanced systems and the digitalization of service delivery methods, aligning perfectly with today’s global policy on digital transformation. Looking ahead, we have ambitious plans to integrate artificial intelligence and implement various robotic techniques, ensuring that our services remain at the forefront of technological innovation.

Ensuring inclusivity, equality, and equity in public service halls is essential for creating an environment where all individuals feel respected, valued, and able to access services without discrimination or barriers.

PSH keeps and supports key principles of Effective Governance for Service Delivery, through the principles of “Everything in One Space,” which include various channels for receiving services such as: Branches, Mobile Public Service Hall, Public Service Hall in Penitentiary Institutions, online communication channels.

A Public Service Hall concept designed to unify the public and private sectors is an innovative approach aimed at creating a centralized, efficient, and accessible space where both government services and private sector services are offered seamlessly under one roof. PSH is a bridge between society and different agencies and organizations. Based on this principle and work specifications, we create a space to support service delivery policy coherence.

Finally, PSH represents a tangible commitment to realizing the core transformative aspiration of the 2030 Agenda for Sustainable Development, particularly the overarching aim of leaving no one behind.

PSH constantly strives to share its best practices at the national and international level. We are actively involved in the process of bilateral cooperation with various countries and organizations, which implies the participation of our representatives in the official meetings, exhibitions, and various types of events related to the specifics of the work of the institution.

Much has been said about the practical steps taken for development, however, assessing achievements requires constant monitoring and evaluation. We have established multiple channels for customer feedback and regularly conduct customer satisfaction surveys.

Based on the experience of the Public Service Hall, our recommendations will address several issues:

- Increase access to services for inmates, which will help their rehabilitation and resocialization process;
- Identifying, implementing and increasing access to services tailored to the needs of IDPs and refugees;
- According to the needs of ethnic minorities, providing consultation processes in their language and increasing access to services.

These efforts aim to foster inclusivity and support for vulnerable populations, ultimately promoting social cohesion. By prioritizing tailored services, we can empower individuals to reintegrate successfully into society.

Thank you for the time and effort you have dedicated. Your contribution is truly appreciated.