

23rd session of the Committee of Experts on Public Administration

Written statement by Public Service Hall (Legal Entity of Public Law in Georgia)

The Georgian Model of Service Delivery: A Global Innovation

Public Service Hall is a legal entity of public law operating under the Ministry of Justice since 2012 and creates an innovative space in Georgia that is focused on the development and establishment of strong institutions.

As a prominent institution, it incorporates up to 500 distinct public and private services in one place. Most of the services are those for which the state holds exclusive rights. The Public Service Hall provides services of other agencies under the Ministry of Justice. For example, the services of the National Agency of Public Registry.

The aforementioned institution represents the ministry's front line, which is constantly communicating with the customer. It significantly simplifies the availability of public services and citizens' engagement with the public or private sector by adopting quick and effective procedures. As the most prominent service provider in Georgia, it is crucial for Public Service Hall to continue to catch up with up-to-date developments and become an innovative agency that leverages modern technology in the digitalization era.

Public Service Hall offers customers various channels for receiving services:

- Branches
- Mobile Public Service Hall
- Public Service Hall in Penitentiary Institutions
- Digital Public Service Hall
- Call center and Online chat
- Just Cafe
- Just Drive
- Social networks

Public Service Hall Branches - 118 branches 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. However, Tbilisi Central Public Service Hall is the busiest one. Its

300 employees serve up to 10,000 customers a day. All branches have a total of 20,000 customers per day.

It should be mentioned that applications received by the operator are randomly distributed among registrars. The front office employee is separate and has no connection to the employees who are actually reviewing an application, which means that the front office employee cannot see who is reviewing a specific application. Such division minimizes/eliminates the risk of corruption.

Also, the open-space interiors and comfortable waiting areas combined with qualified, competent and friendly employees highlight the emphasis that has been placed on a customer-friendly environment and service.

Mobile Public Service Hall - This initiative represents a novel endeavor in the relevant area. Within the framework of this initiative, specialized vehicles have been deployed to ensure that rural residents can readily access the services they require without the need to visit branches of Public Service Hall.

The selection of Mobile Public Service Hall locations is conducted with meticulous consideration of several criteria, including:

- Distance from the existing Public Service Hall
- The population density of the location and adjacent villages
- Proximity to regions with restricted access.
- The availability of infrastructure and transportation options for the local population
- Areas inhabited by vulnerable groups, such as displaced persons and ethnic minorities.
- Villages situated in challenging geographical, mountainous, and severe climatic conditions.

Through the implementation of this project, the accessibility landscape for rural populations has undergone a significant transformation concerning public and private services. Those who previously resided at a considerable distance from Public Service Hall and were compelled to relocate to access services, often requiring travel from one municipal center to another, can now conveniently receive the full spectrum of state services at their very doorstep. This initiative has, therefore, succeeded in equating the opportunities for access to services between the rural and urban populations.

Furthermore, this pioneering project not only redefines the landscape of service availability but also stands out as a cost-effective endeavor. It remarkably reduces both utility and infrastructure costs when compared to traditional branches.

Another notable facet of the Mobile Public Service Hall pertains to their vital role in times of force majeure events. In the event of branch disruptions, these mobile units are strategically positioned on the periphery of the affected branch to ensure the continuous delivery of services. In such cases,

service provision continues seamlessly, and customers experience no disruption in the services they require.

In accordance with the principles outlined in Sustainable Development Goal 16 (SDG16), it is recognized that institutions that operate outside the framework of legitimate laws are susceptible to arbitrary conduct and abuse of power, thereby diminishing their ability to effectively deliver public services to all members of society. The Mobile Public Service Hall represents a tangible commitment to realizing the core transformative aspiration of the 2030 Agenda for Sustainable Development and its accompanying SDGs, particularly the overarching aim of leaving no one behind.

This innovative initiative embodies the unwavering dedication of all United Nations Member States to mitigate disparities and vulnerabilities that marginalize individuals and impede the collective potential of humanity as a whole. By affording individuals, the opportunity to access public services from the comfort of their households, the Mobile Public Service Hall aligns with the ethos of SDG 17 and its objective to provide a comprehensive array of diverse, efficient, and streamlined services under the "one window" principle.

Public Service Hall in Penitentiary Institutions - Brand New International Innovation of the Ministry of Justice – Public Service Halls in Penitentiary Institutions.

In 2023, the Ministry of Justice of Georgia launched a brand new international innovation for inmates. It means that all penal institutions will be equipped with Public Service Halls, which are the hub of public and private services. The main idea of this innovation is to further expand the rehabilitation and resocialization opportunities for inmates and create a unique platform for an adequate and simplified service delivery mechanism.

More than 50 services of the Public Service Hall are available to those in the penitentiary institution, including obtaining ID documents, birth registration, giving consent for issues related to minor children, issues related to citizenship, determining the status of a single parent, registering divorce, obtaining a certificate, getting registered as an entrepreneur and others. Convicted persons will be able to receive the service by prior reservation.

The branches will also serve the employees of the penitentiary service.

The project is implemented within the framework of the bilateral cooperation memorandum signed between the Public Service Hall and the Special Penitentiary Service.

Portal of electronic services and Digital Public Service Hall - The unified portal of electronic services makes the services available online for society. MY.GOV.GE is a unified web portal of electronic services in the public and private sectors, on which more than 400 electronic services are located.

The Ministry of Justice is working on the modern and digital continuation of the development of the Public Service Hall. From 2024, users will be able to receive hundreds of state services remotely, using a mobile phone (application), without visiting the branch.

The innovative project - "Digital Public Service Hall" will give the user the opportunity to receive any service through a mobile application without leaving home.

JUST Café and JUST Drive - Another unique project of the Public Service Hall is JUST Cafe, which is available at the branches in Tbilisi, Batumi and Kutaisi. Cafe provides its customers with not only a convenient environment but also the entire set of services available at Public Service Hall. It offers any customer the opportunity to pick up a passport or even register a plot of land in the background of a delicious coffee and meal.

Also, Georgian innovation is Just Drive, which operates in Tbilisi. This is a unique opportunity where customers are able to receive ready/printed documents, for example, a birth certificate, passport, and other printed documents, without entering the Service Hall. Even without leaving a car, in several minutes. Customers receive printed documents from the Just Drive window.

Call center and Online chat - Public Service Hall has a call center and online chat, which is one way to provide services to society. It is a flexible and fast way to receive service. The call center and online chat are available for customers seven days a week, 24 hours a day.

Social networks - Public Service Hall has implemented a „Voice of Customers” platform in order to be focused on keeping up with customer expectations and their needs. The aforementioned platform describes a customer’s feedback about their experiences with and expectations of our services and thus develops and tailors services to customers’ needs.

Public Service Hall has official social networks. Information for society about the news, current and planned projects is distributed continuously by social networks.

All in all, Public Service Hall, as a powerful institution, creates a fully equipped environment for customers to receive qualitative and fast public and private sector services without any additional effort. It creates an innovative space in Georgia that is focused on the development and establishment of strong institutions. As a conclusion, it should be emphasized that Public Service Hall aims to expand its knowledge in the international arena while also sharing its experience with other countries.