



Local Government Questionnaire (LGQ) for the United Nations E-Government Survey

The objective of this questionnaire is to gather information from local governments/municipalities in preparation for the upcoming United Nations E-Government Survey. For the first time in 2018, the United Nations E-Government Survey assessed 40 pilot cities. The 2020 Survey featured 100 cities/local government websites assessment and the upcoming survey of 2022 has increased to 193 cities. The responses will be shared online in the [UN E-Government Survey Knowledgebase](#) unless otherwise requested. For any question about this questionnaire, please contact dpidg@un.org.

Yerevan

Republic of Armenia

I. Institutional Framework

1. What is the official **e-Government**¹ portal of the city/municipality? If more than one exists, please list all.

Yerevan Municipality provides electronic services to citizens through the official website www.yerevan.am, where it is possible to apply online for all city services (applications, licenses, permits, online queuing in kindergarten, etc.). At the same time, it is possible to check the obligations towards the community (property tax on movable and immovable property, garbage collection fee, parking fines, etc.) and pay. There are also many other informative services available on the site.

2. Please provide **URLs** for **portals** providing specific services/features
 - E-services²:

https://www.yerevan.am/hy/one-window/	Provides access to application form templates, list of attached documents, execution period and guidelines
https://arcanc.yerevan.am/	The platform allows submitting online applications to Yerevan Municipality and tracking it via provided application code. It is possible to send applications by selecting predefined templates.
https://www.yerevan.am/hy/e-service	Allows checking the transportation means, property, land property tax, garbage collection fee and make payments

¹ **E-government or digital government** will be used interchangeably in this Survey and is defined as delivering services online and engaging people by using Information and Communication Technologies (ICTs).

² A specific portal where you can see the list of all online services available to the public.

https://www.yerevan.am/en/vehicle-tax/	Allows checking the Vehicle tax debt inquiry and make payments
https://www.yerevan.am/en/parking-paid/	Allows checking the violations revealed at paid parking places
https://arevtur.yerevan.am	In order to organize sales through mobile shops, legal entities apply for a permit. Once they have received the permit, they must select a location for business. Reservations can only be made through the system.
https://mankapartez.yerevan.am	The platform allows the parents of toddlers to apply for enrollment in kindergartens subordinated to Yerevan Municipality, and track application status.
https://ads.yerevan.am/	Through the system, it is possible to download the advertisement design sketches, indicate the addresses of their posters and get permission to place it electronically, without visiting the municipality.
https://dimum.yerevan.am/	The platform allows to apply for licenses of Permission to sell alcohol, Cigarette sales permit and Permission to organize and sell public catering. Also allows to apply for address provision.
https://www.e-request.am	Through the portal of online requests the citizens can submit any kind of letters and document packages and track the progress of their case. This is the alternative way to apply online to Yerevan Municipality through integration with the platform serving as communication tool between the state and the citizens.

- E-participation³:

https://activecitizen.am/	<p>"Active Citizen" is an effective cooperation platform, where city authorities announce projects and citizens can vote for them. The system is integrated with the population register, which enables targeted voting by administrative districts or streets if necessary.</p> <p>The platform also gives citizens the opportunity to share</p>
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³ **E-Participation** is about fostering civic engagement and open, participatory governance through Information and Communications Technologies (ICTs).

	<p>ideas and proposals of urban significance.</p> <p>The platform is based on block chain technology to conform the reliability of data and avoid forgery.</p> <p>More than 9000 citizens have already registered on the platform.</p>
<p>https://www.yerevan.am/hy/announcements/type/hanrayin-k-nnarkman-hraver/</p>	<p>The section provides an opportunity to get acquainted with the invitations to the Public Discussion organized in the Yerevan Municipality and participate in city decision making processes.</p>
<p>1-05 Call center</p>	<p>"Hot lines" are available to make the ties with population more effective, to get various information and suggestions, to make the opinions, demands and complaints of the citizens, as well as the opinions about the work of separate subdivisions more hearable.</p> <p>The call statistics influence the city decision-making processes.</p>

- Open government data⁴:

<p>https://budget.yerevan.am/</p>	<p>The tool allows seeing the distribution of Yerevan's budget in accordance with spheres of allocation of resources, as well as realized and planned expenditures.</p>
<p>https://www.yerevan.am/hy/permits/</p>	<p>The dedicated section of the website makes it possible to see detailed information about the provided permits on construction on the map.</p>

- Public procurement:

⁴ **Open Government Data** allows citizens to monitor data streams and thereby improves the accountability and transparency of government. OGD also allows citizens to be aware of important issues and to be part of the decision-making process to address policy issues (e-participation).

United Nations E-Government Survey – Local Government Questionnaire (LGQ)

https://www.yerevan.am/hy/customs/	Yerevan Municipality website section of tender announcements
https://www.yerevan.am/hy/contests/	Yerevan Municipality website section of procurement contests
www.gnumner.am	Procurement system of Ministry of Finance, where the all tender related documentation is available to the interested parties.
https://www.armeps.am/epps/home.do	Procurement system of Ministry of Finance, through which the bidders apply for tenders.

- Other major portals at the city/municipality level:

https://visityerevan.am/en/	Official city tourism portal of Yerevan including mobile applications (IOS and Android, which contains information about places worth visiting, restaurants, events and all other updates in the city that would interest the tourists.
https://sudipyerevan.am/	Sustainable urban development program website
https://greenyerevan.am/	Greening and environmental protection company website, where ongoing projects, information about the parks and gardens of Yerevan are published.

3. Does your city/municipality have a **Chief Information Officer (CIO)**⁵ to manage its e-Government programs/strategies? - YES

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If yes, is the **city/municipality CIO linked** to any extent to the **national CIO** or with any government agency/department/ministry at the national level in charge of e-government? (by mandate or other type of relation)

The CIO works with the e-Governance Infrastructure Implementatin agency, uses the

⁵ CIO or a similar senior official with a leadership role, sometimes referred as Chief Technology Officer (CTO) or Chief Digital Officer (CDO)

infrastructural solutions such as Government Interoperability Platform, electronic identification and signature solutions.

II. Legal Framework

1. Is there any **legislation/regulations** on **digital government** such as law on digital service provision or on access to information or data privacy at the:

National level? Yes No

Local level? Yes No

If Yes, how do you adopt these in your organization?

Based on the RA Government's 19.12.2019 Decision No. 1849-Ն and RA 18.05.2015 ՅՕ-49-Ն Law we are using the interoperability platform of EKENG CJSC for implementing interconnection with the repositories of state bases.

At the level of the municipality, we have a digital transformation plan we are guided by.

The introduction and use of implemented systems is regulated by the mayor's decisions.

We regulate the access and security matters of the systems with an appropriately developed policy document.

III. Strategy and Implementation

1. Is there a city/municipality **e-Government Strategy** or equivalent? If yes, please provide link and/or further details.

In 2019, the "Smart City" concept, developed with the support of UNDP, was chosen as a landmark of the digital transformation strategy in the city of Yerevan (the document contains sensitive information and is not published).

2. Please check whichever applies to the city/municipal e-Government Strategy or equivalent and provide link, details and/or specific references for the checked area.

has an implementation plan.

is aligned with the national development strategy.

is aligned with the sustainable development goals (SDGs).

is aligned with national digital development strategy.

indicates the existence of shared solutions/platforms provided at the national/regional level.

makes specific reference to SDG 11 (New)

makes specific reference to the Sendai Framework for Disaster Risk Reduction 2015-2030, holistic disaster risk management at all levels (New)

makes specific reference to e-Participation and/or digital inclusion/engagement.

makes specific reference to co-creation mechanisms for citizens.

makes specific reference to social media.

makes specific reference to a local digital ID.

makes specific reference to new technologies such as artificial intelligence, blockchain, big data etc.

United Nations E-Government Survey – Local Government Questionnaire (LGQ)

- provides other specific measures to ensure e-Government is used by the most vulnerable groups⁶.
- provides other specific measures for ICT training and digital literacy by government officials.
- makes specific reference to cyber security.
- makes specific reference to mobile government.

3. Does your city/municipality have a dedicated budget for digital government? Please explain by informing on the percentage compared to the total municipality budget.

year	2015	2016	2017	2018	2019	2020	2021	2022	2023
approx. Municipal budget	77 B	83 B	82 B	89 B	120 B	129 B	113 B	99 B	137 B
approx. IT budget	150 M	170 M	170 M	220 M	220 M	220 M	200 M	200 M	350 M
percentage	0.19%	0.20%	0.21%	0.25%	0.18%	0.17%	0.18%	0.20%	0.26%

4. Do you publish the city/municipality budget online on the portal? Please explain further and provide links.

Yerevan municipality has published the city budget online since 2015.

https://budget.yerevan.am/	Interactive budget of Yerevan enables the citizens to study the budget of the city including current fiscal changes by sections, groups, classes and expenditure lines.
https://www.yerevan.am/am/finance/	The city budget is published in the dedicated section of the website, which also contains archival budget documents.

5. Are there any digital initiatives in place in your city/municipality focused on sustainability issues and/or a green economy? Please explain further and provide links.

There are several digital initiatives and programs focused on sustainability issues and the green economy.

- [Yerevan Green City Action Plan](https://www.yerevan.am/en/yerevan-green-city-action-plan/)
- [EU for Yerevan Solar Community](https://www.yerevan.am/en/eu-for-yerevan-solar-community/)
- [Yerevan Sustainable Energy Development Action Plan](#)

⁶ Poor, immigrants, older persons, persons with disabilities, women, youth, indigenous people

<https://www.yerevan.am/en/erewani-kayown-energetik-zargats-man-gortsoghowt-yownneri-tsragir/>

6. Are there any digital initiatives in place in your city/municipality focused on affordable, accessible, and sustainable transport systems for all, improving road safety, notably by expanding public transport, with special attention to the needs of those in vulnerable situations, women, children, persons with disabilities and older persons? Please explain further and provide links.

Yerevan Municipality pays great attention to the needs of vulnerable groups in the comprehensive improvement plan of the transport system. For this purpose, a number of measures are implemented, including:

- Platforms of public transport concourses are equipped with concave tiles intended for the blind, as well as new generation traffic lights with the possibility of a sound signal are installed.
- New public transport vehicles are equipped with ramps for citizens with mobility problems.
- New buses are equipped with information monitors for the hearing impaired and passenger announcement system for the visually impaired.
- It is planned to adapt the passenger information system platform (website and mobile app.) for visually impaired users.

7. Are there any digital initiatives in place in your city/municipality focused on affordable housing and basic services to the needs of those in vulnerable situations, women, children, persons with disabilities and older persons? Please explain further and provide links.

Yerevan municipality implements a number of programs to meet the needs of vulnerable groups and persons with disabilities.

- <https://www.yerevan.am/en/social-welfare/>

8. Are there any digital initiatives in place in your city/municipality focused on universal access to safe, inclusive, and accessible, green and public spaces, in particular for women and children, older persons and persons with disabilities? Please explain further and provide links.

The new initiatives are implemented with the focus on universal access, safe, inclusive and accessible environment for the habitants and the guests.

9. Does your city/municipality include partnerships with other national or international cities and/or private sector, civil society? Please explain further and provide links.

The Municipality of Yerevan cooperates with more than 50 foreign cities and is a member of 8 international organizations creating a wide contractual field and implementing joint programs. The recent initiatives are aimed at making the cooperation with sister and partner cities of Yerevan more productive and at further expansion of international ties.

- <https://www.yerevan.am/en/foreign-relations/>

IV. Usage of online services

1. What is the percentage of city/municipality services offered online (municipality website)? Please explain and provide links

During the Covid-19 pandemic, provided online services were 100 percent, currently – it is approx. 35 percent.

2. What is the percentage of city/municipality services offered through dedicated mobile means (mobile applications)? Please explain and provide links.

City services are available on the Municipality official website, which is optimized for mobile users. According to Google analytics tool about 61 percent of Municipal website users use mobile devices.

3. Do you collect usage statistics of e-Government services?

Yes No

4. If yes, do you publish the results online and share those with the public institutions concerned?

We are using Google Analytics tool and did not publish the results.

V. User satisfaction

1. Do you measure the satisfaction of citizens with the e-Government services provided?

Yes No

There is a state level Citizen feedback platform that collects citizens' feedback for a number services, including registration of marriage, divorce, and other civil acts registration related services. After receiving the service, the citizens gets a 16-digit code, which can be used to leave feedback about their experience. The data of the feedback is collected and analysed by the dedicated department at

the Office to the Prime Minister.

2. If yes, do you publish the results online and share those with the public institutions concerned? Please explain further.

The statistics is published at www.gnahatir.e-gov.am platform.

3. What is the percentage of the population⁷ satisfied with their last experience of online public services? Please explain further.

The citizens are not yet accustomed to leaving feedback about the services they received. There is feedback about the overall satisfaction for around 1.5 % of all services available in the platform and around 70% of respondents left a positive feedback.

VI. Social Media

1. Do you use social media at the city/municipality level to interact with and engage people in e-government activities? Please explain further.

At the municipality level we use the Facebook, Instagram, YouTube and Telegram channels to interact with citizens.

- <https://www.facebook.com/YerevanCityHall>
- https://www.instagram.com/yerevan_municipality/
- <https://www.youtube.com/@user-zt2ev2fd2i>
- <https://t.me/yerevanmunicipality>

VII. Crisis/Emergency Response and Recovery

1. Is there a specific local government portal or a dedicated section of the city/municipality portal addressing crisis/emergency situations (e.g. natural disasters, pandemics and similar) Please explain further and provide links.

After the end of Covid-19 pandemic the relevant section of the official website is under reconstruction to include other relevant information. .

VIII. Smart City and New Technologies

1. Do you have a specific city/municipality strategy on new technologies? (e.g. Artificial Intelligence, IoT, Blockchain, Smart City, 5G, Virtual/Augmented Reality, Robotics, 3D Printing) If yes, please explain further and provide links.

⁷ Related to SDG Indicator 16.6.2 Proportion of population satisfied with their last experience of public services. See for all indicators: https://unstats.un.org/sdgs/indicators/Global%20Indicator%20Framework%20after%20refinement_Eng.pdf

United Nations E-Government Survey – Local Government Questionnaire (LGQ)

In 2019, the "Smart City" concept, developed with the support of UNDP, was chosen as a landmark of the digital transformation strategy in the city of Yerevan. We are using Blockchain technology in activecitizen.am project, IoT in (GPS, IP cameras, sensors etc.) in different municipal projects.

2. Does your city/municipality strategy plans for the use of big data analytics or AI in their decision-making processes?

Yes No

If Yes, please explain further and provide links.

According to digital transformation strategic plan we are planning to build a 24/7 City Control and Command Center for quality control of provided municipal services and quick response to incidents. At the same time, the Center must collect KPI information from various municipal systems and IoT devices in the BIG DATA platform for data analysis to support decision-making.

IX. Contact and Additional Information

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- Submission Date: _____

Please select whichever applies:

- I am authorized and fully knowledgeable to respond to this questionnaire.
- I did not have the full information to respond to this questionnaire
- I mostly provided my own opinion/assessment rather than official information.
- Other:

Thank you for taking the time to fill out the Local Government Questionnaire (LGQ) 2022.
We appreciate your participation.