Reference Letter

“Smart Municipality” project of RA Ministry of Territorial Administration and Development and “Information Systems Development and Training Center” NGO
2019 United Nations Public Service Awards

Eurasia Partnership Foundation (EPF) is the legacy institution of the Eurasia Foundation in Armenia, a global development organization dedicated to supporting meaningful and lasting change in the communities across Eurasia. We at EPF believe that nations develop best when they have strong local governance, developed small and medium business and satisfied citizenry.

As part of its mission in Armenia, EPF has worked towards local governance development since 2002, when we established a network of 10 Municipal Informational Analytical Centers. The project was enabled through a strategic partnership with the Information Systems Development and Training Center (ISTDC), which created and installed special software in the 10 Centers that generates municipal documentation and developed an online system that facilitates communication between the municipality and local residents. Each Center supported the operating efficiency of the local municipality by providing local residents with up-to-date information on municipal activities, services and spending. The system allowed citizens to access current information on budgets and programs, to receive answers to their questions regarding local government activities, and to bring community problems to the attention of municipal officials.

Installation of the system was revolutionary at the time. Internet penetration rates were very low beyond the capital Yerevan. The project has strongly validated the need for modernization, provoked new approaches and new management thinking in the municipalities. Being the first in its kind, the project was soon upscaled. The second generation of municipal modernization tools suggested by RA Ministry of Territorial Administration and Development and implemented by ISTDC culminated in the introduction of the “Smart Municipality” concept and installation of the nation-wide Municipal Management Information System in 2008-2018.

We believe that innovation needs constant inspiration and appreciation, especially when it happens in a complicated system of public governance. We have supported the idea in its early start-up phase and will be happy to see its transformative impact in the future. Please do not hesitate to contact me, if you have further questions.

Sincerely,

Gevorg Ter-Gabrielyan
Chief Executive Officer