28.11.2017

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

Community Finance Association of Armenia

Our organization has traditionally been the key pillar of the Armenian self-government system. The founders include former MPs and public administration experts, well recognized both in Armenia and far beyond it. The Association serves as a platform of comprehensive professional discussions and dialogues for state bodies, local authorities, civil society and private sector, who make and implement policies in the field of local governance.

We have started with a focus on the finance management aspect of municipal governance, but our mission has expanded considerably since the official registration of the organization back in 1998. Our activity has traditionally implied a close focus on the use of technologies in increasing effectiveness of budget planning and management on the municipal level.

We have assisted the use of e-governance tools in municipality, as part of our on-going efforts to support the use of cutting edge approaches in the public sector. This involved delivering services to the public via the Internet, telephone, public access centers, wireless devices or other communications and information systems. The process of introduction of e-governance tools and smart approaches includes a lot more than the mere technological installation, starting from raising awareness to encouraging the use of new tools both among the citizenry and the municipal managers, as well as adjusting the smart products to meet the local demand.

We extend our full support to the joint application of the Ministry of Territorial Administration and Development and the Information Systems Development and Training Center for the 2019 United Nations Public Service Award. The introduction of the “Smart Municipality” project was an evolutionary leap forward in the development of the local self-government system in Armenia. It made the progress irreversible by empowering citizens to become a part of the power relations with their municipal management and to influence the quality and content of their decisions.

We will be happy to continue our support and mentoring to the hubs running the information systems locally, as well as to extend our political and advocacy support for the advancement of the initiative.

Should you have further question on the initiative, please do not hesitate to contact me.

Sincerely

Chairman

Vahan Movsisyan