

Statement by RA Prime Minister Tigran Sargsyan at the presentation of the new system of e-governance

Dear Colleagues,

Today's presentation has a very important mission, namely to introduce the steps undertaken by the Government of Armenia toward introducing a modern system of governance in the Republic of Armenia. To begin with, I wish to remind you that enhanced public sector efficiency was central in RA President's electoral program. You may have noticed the President repeatedly stating the details of such an improved system during his public speeches. The introduction of the system of e-governance is part of public sector reform. First of all, the new system will help enhance efficiency and productivity in government activities providing for transparency and proper control on the part of society which will get access to public governance. On the one hand, they will be allowed to keep track of decision-making processes and on the other hand, they will have a possibility to follow up and check the status of their letters, petitions, applications, licensing requests at any stage of processing.

This means they will be able to follow online the status of their applications, have the names of those in charge and see through the expected results of consideration. On the other hand, swift outreach will help reduce paperwork within the system of government. While paperwork used to take a lot of time and resources formerly, now we will be able to save both time and money thanks to this newly introduced system. A key asset is that all official documents will be accessible for all the layers of government. Official papers will be kept within reach by our specialists. Databases will be built up to rule out any accessibility-related excuses produced by State functionaries. Any such plea will be deemed as groundless since public servants at all levels of government will have access to full information concerning the circulated documents.

This is the first step on the way to introducing the new system. The program is administered and monitored by Chief of Government Staff David Sargsyan. He is just going to introduce to you the program in all detail, after which you may approach us with your queries. Today's presentation has a basic goal of raising public awareness about the modern methods of public governance. The new system will prove useful only if our citizens learn to use and handle it properly.

Thank you.