DEZA	DIREKTION FÜR ENTWICKLUNG UND ZUSAMMENARBEIT
DDC	DIRECTION DU DÉVELOPPEMENT ET DE LA COOPÉRATION
DSC	DIREZIONE DELLO SVILUPPO E DELLA COOPERAZIONE
SDC	**SWISS AGENCY FOR DEVELOPMENT AND COOPERATION**
COSUDE	AGENCIA SUIZA PARA EL DESARROLLO Y LA COOPERACIÓN

Staatssekretariat für Wirtschaft
Secrétariat d'Etat à l'économie
Segretariato di Stato dell'economia
State Secretariat for Economic Affairs

seco

SWISS REGIONAL COOPERATION OFFICE FOR THE SOUTH CAUCASUS

Embassy of Switzerland

Governance

E-Governance System Armenia 2005-2007

Photo of the project

Background

During the 1st phase of the project (2003-2004), the E-Governance System for Territorial Administration (EGSTA), piloted in the region of Lori in 2002, was further developed and put into operation in all the regions of Armenia. Thus a national network of **e-governance system for territorial administration** has been created in Armenia, consisting of ten regional and one ministerial portals, which provide online public information and a number of public services on the regional level.

General Information

Project region:
Armenia

Project duration:
2005-2007

Total budget:

SDC: CHF 970 000 (1st phase)
CHF 300 000 (2nd phase)

Project partner:
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Objectives

The project aims at creating an E-Governance system at the municipal level. The regional (1st phase) and community (2nd phase) systems will be integrated, making a national e-governance system of territorial administration. The web-based system, accessible through Internet public access centres established by the project during the 1st phase in various communities nationwide, will serve as an interface between the public and the administration to facilitate certain governance processes and provision of public services online. The system has been endorsed by the Prime Minister in December 2005 by the creation of a civil servant's position in all regional administrations, to be in charge of the EGSTA development and maintenance. A second round of public awareness and training campaign in the communities of the 2nd phase will further disseminate the online participation culture among the population and ensure the EGSTA use by the public. The system will create conditions for more efficient public administration, enhanced participation, heightened democratic principles of governance, transparency, and decreased corruption.

Expected results and activities

1. **Community E-Governance System (CEGS)** portals are established and functional at selected communities;
2. The necessary **IT infrastructure,** including LAN, computer equipment, and a public access point are installed and operational at the municipality buildings in selected communities;
3. **Connectivity and Internet access** are established at municipalities to ensure integration of the CEGS portals into the EGSTA;
4. The **capacities of municipalities** to provide online information and services to the public have improved;
5. **Public awareness and training campaigns** on E-Governance have been organised in the communities for the public at large;
6. **Technical, administrative, and methodological support** for the maintenance of EGSTA portals (Phase 1) and VEGS (Phase 2) is ensured.

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