



**MINISTRY OF JUSTICE
OF GEORGIA**

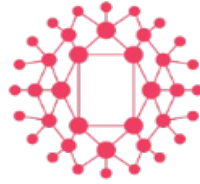
LEPL Public Service Development Agency

“Civil Registry and Digital Transformation – Georgian Experience”

April 28, 2023



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Functions

Public Service Development Agency (PSDA) functioning under the Ministry of Justice
was founded in July 2012



Development of Public Services



Civil Registry



Citizenship and Migration



Apostille and Legalization



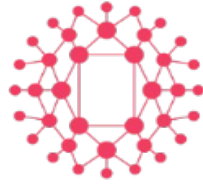
Qualified Trust Services



Support of other Entities





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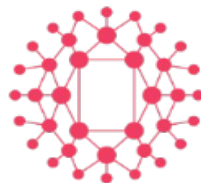
Main activities

Public Administration Reform (PAR)

-  “Public Service Development Strategy 2022-2025” with its Action Plan 2022-2023
-  Improvement of public services countrywide through introducing unified standards in service design, delivery, quality assurance and costing



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Main Activities

■ Digital transformation and electronic services

PSDA is a sole qualified trust service provider throughout the country



eSignature

E-Signature



eSeal

E-Seal



Time Stamp

Time Stamp



**Development of el-
identification/authentication services**

countrywide

Adding other identification tools



Smart ID



Biometric Identification

With the aim of mutual recognition of certificates with EU



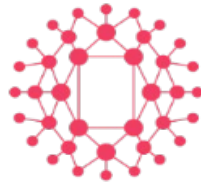
1. ETSI Certification



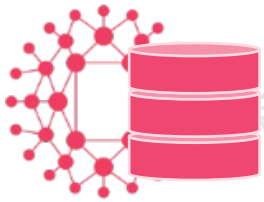
2. Compliance with the eIDAS legislation



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Main Activities



PSDA

ACTS

Civil Acts Registration System

ID Card

ID/Passports issuance system

DCM

Citizenship-Migration Case Management System

ALP

Apostille and Legalization Case Management System

REM

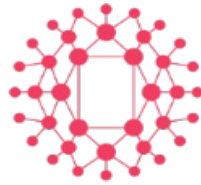
Distance Service System

UMAS

Unified Migration Analytical System



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Main Activities

Service Delivery Channels

13
Territorial Offices



117
Public Service
Halls



Distance
Services 50

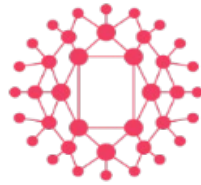


73
Consulates in other
countries worldwide





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Distance Services

2011

PSDA
Distance
Service Unit
(2011)

2011 - 2023

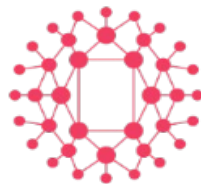
Electronic
platform –
highly secured
and user-
oriented

2023

Increased Distance
Services
(2011 – up to 10
– 2023- up to 50)



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Distance Services



Personal Identification documentation (ID card, Passport)



Civil Acts



Citizenship and Migration



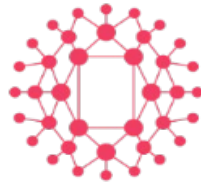
Apostille and Legalization



Registration at the address



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Distance Services



Electronic application is filled in and lodged via PSDA web-site, my.gov.ge; PSH web-site

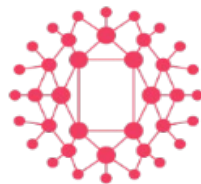
Applicant's consent on processing his/her personal data



Application number and code is sent to applicants' e-mail



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Distance Services

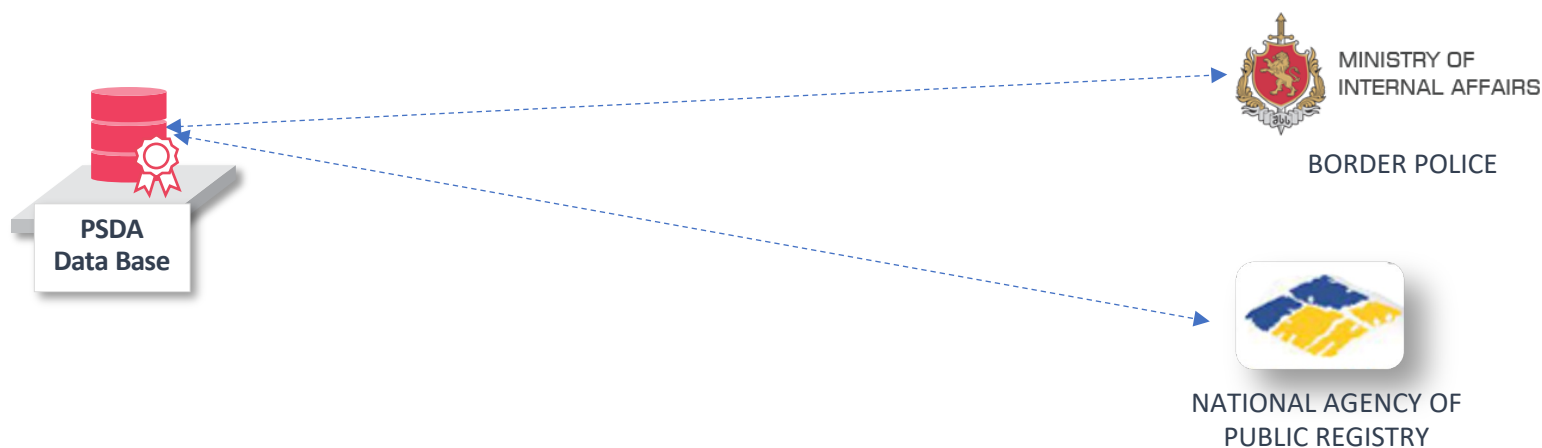


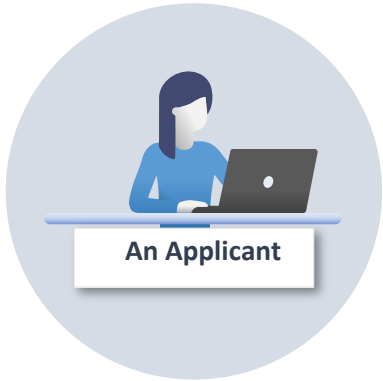
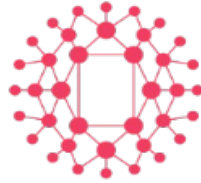
The Distance Services Unit

Connect online with the Distance Services Unit, via direct audio-visual electronic communication

Operator verifies the submitted application and attached documentation

Information is verified against the database of PSDA and other state agencies via electronic services:

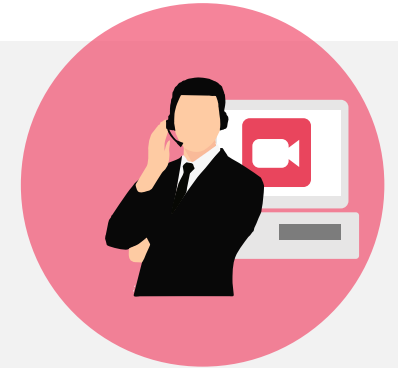




- Identification of applicants by video call
- Identification of an applicant
 - verify submitted photo
 - verify application

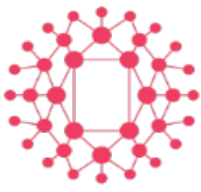
Video call is recorded and kept for 3 years

- Application is electronically sent to the relevant department
- Applicant receives new number and code
- Applicant can check interim and final decisions through the PSDA website

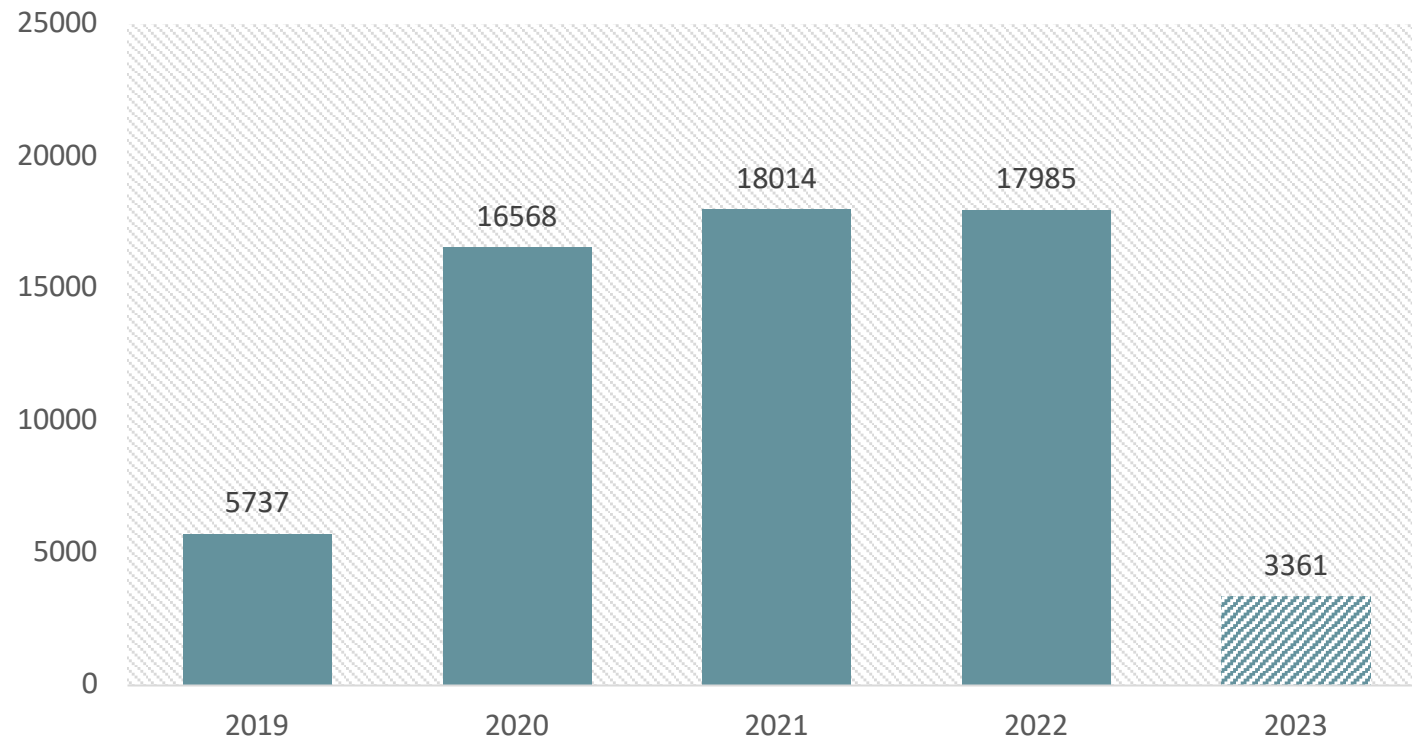




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Distance Services

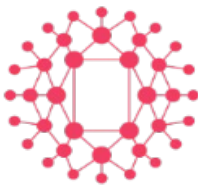


Electronic platform -
highly secured and user-oriented

Increased Distance Services
(2011 – up to 10 – 2023- up to 50)



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Digitalization Project



Civil Acts Digitalization

Digitalization process includes entering birth, marriage, divorce, death, filiation, Establishment of Paternity and change of given name and/or surname data into the Civil Acts Registration System and scanning the material records.

To date:

9 141 765 digitalized acts

10 000 000 acts – target (2024)

Starting date of the Project: 2014



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We Work for the Progress of the Country!

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