



USAID
FROM THE AMERICAN PEOPLE



Research of the Best Practices of Access to Public Information

Civil Service Bureau

*Georgia, United Kingdom (Scotland), United States of America,
Estonia – Comparative Analysis*

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2012

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Introduction

The following study is comparative analysis of Georgian and international legislation the United Kingdom (Scotland), the United States of America, Estonia prepared within the framework of a project – **“Research on the Effectiveness of the FOIA Provisions in Georgia”**, implemented by the Institute for Development of Freedom of Information (IDFI).

The project **“Research on the Effectiveness of the FOIA Provisions in Georgia”** was implemented by IDFI (March-May, 2012) under the **Good Governance in Georgia Program (G3)** of the United States Agency for International Development (USAID).

The goal of the project was to increase the level of transparency and effective governance of the administrative organs (**the Ministry of Justice, Civil Service Bureau, the Competition and State Procurement Agency, Chamber of Control of Georgia, Government of the Autonomous Republic of Ajara**) through studying the best international practice of access to information and overcoming shortcomings in this sphere.

Main objective of the project - **“Research on the Effectiveness of the FOIA Provisions in Georgia”** - was to increase the accountability and transparency of the civil sector of Georgia, through study of the best international practices of access to public information and implementation of recommendations introduced on the basis of research. To achieve this goal, several tasks have been named in the set.

First of all, it was important to make research of the content of information posted in the online resources of the public institutions and forms of their location. For this there were chosen several Georgian target public institutions - **the Ministry of Justice, Civil Service Bureau, the Competition and State Procurement Agency, Chamber of Control of Georgia, Government of the Autonomous Republic of Ajara, Ministry of Finance and Economy of A/R Ajara, Ministry of Health, Labour and Social Care Social Care of A/R Ajara, Ministry of Education, Culture and Sport of A/R Ajara, the Ministry of Agriculture of Ajara A/R.**

At the same time, the project focused on the study of international best practice on access to public information. Foreign government structures, identical to the Georgian target institutions, were used

as the target for. In particular, they stressed the countries with the best practices in proactive publication: the United States, Great Britain/Scotland and Estonia.

The research of international practice demonstrated a significant modern trend. In particular, government agencies, to ensure transparency and accountability of their work, in a proactive mode make available the data of public interest. Development of information technologies gave them opportunity to make information about their activities much available through posting of different types of reports, data and information on official web-sites, that is the most important element to establish effective communication with citizens and to improve public confidence to the public institutions. This trend has been a tradition at the international level. Moreover, in some countries it is already regulated at the legislative level.

The research results revealed that almost in all cases, it is important to publish the following types of information on the official web-site:

- Detailed information about leadership;
- General contact information;
- Description of structure of entity and the rule of activity;
- Strategic and operational plans;
- Projects and programs;
- Action quarterly and annual reports/audits;
- Resolutions;
- Counsultations for individuals and legal entities;
- Access to public information and a detailed description of request procedure;
- The documents proactively published by an institution;
- Detailed information on the financial activities of the body, the budget;
- Openness of administrative costs;
- Access to statistical data;
- General information about the activities, etc.

Competence of the agencies should be considered and therefore specific information and documents posted on the web-site. Publication of information of such type on the web-site, and most importantly, the quality of the material and complete disclosure, is the main basis of assessment of accountability, openness and transparency of public institutions.

The research methodology consisted of three main components:

- Research of proactive posting by target administrative agencies of Georgia, on the basis of the analysis of public information posted on their web-sites;
- Study of the Government's official web-resources to identify the best practices of proactive posting;

- Collaboration of recommendation package in an attempt to increase transparency of Georgian public space.

Civil Service Bureau

Introduction

Civil Service Bureau is deemed to be one of the beneficiaries of the conducted research in connection with proactive publication of public information. It should be noted that in the target countries (USA, Great Britain/Scotland, Estonia) there does not exist a public facility with identical functions similar to the Civil Service Bureau of Georgia. In the study of foreign practice and drawing of parallels, mainly the web-site of similar public agency of the United States, particularly the U.S. General Services Administration - www.gsa.gov. - was used. Within the framework of the research there was analyzed what type of documents, services and data are published on the web-site, that is aimed to study the best international practices and experiences and introduction of adequate services and Georgian reality; in case of already existing ones - further improving. In addition, due to the specifics of the Civil Service Bureau, there was used practice of publication of declarations of members of parliament on the the website of British Parliament (<http://www.publications.parliament.uk/pa/cm/cmregmem/contents.htm>). As well practice of publication of salaries of employes of the White House by the Administration of the President of United States (<http://www.whitehouse.gov/briefing-room/disclosures/annual->

[records/2011](#)) was significant. Research study of practices of employment in public sector was focused upon the US employment state web-site - www.usajobs.gov.

1. References on activity of a public agency in the main field of competence

For fundamental introduction of the activities of a public agency, access to summarizing annual reports or other documents of public policy is important.

American experience might be a good example for the Georgian public space. The following types of information and data are presented in the annual report published on the web-site of General Services of U.S. Administration:

Priorities for public office;

- The public agency's mission, values and goals;
- The plans/objectives of the current year;
- Achievement indicators;
- Projects implemented throughout the year are summarized, as of their statistical and informational standpoint, as well their effectiveness is assessed on the basis of pre-defined indicators and narrative explanation of the indices is presented. **At the same time, the amount spent on each project is specified.**
- There are given measures taken in the scope of e-government initiative and effectiveness of their practice is evaluated.

Equally important is the existing of strategic plan of public agency on the web-site, which will be served by the key goals and objectives for the coming years. This will make working of the agency more transparent and predictable.

LINKING STRATEGIC GOALS AND PERFORMANCE MEASURES TO BUDGET				
Strategic Goals (Dollars in Thousands)				
Business Line Activity	Performance Goals	Performance Measures	FY 2008 Projected	
			Target	Dollars ¹
Stewardship				
PBS (Asset Management)	Increase to 77% the percentage of government-owned assets with a Return on Equity (ROE) of at least 6% by FY 2008.	Percentage of government-owned assets with an ROE of at least 6%.	76.50%	\$ 79,739
	Increase the percentage of government-owned assets with a positive Funds From Operations (FFO) to 85% by FY 2008.	Percentage of government-owned assets achieving a positive FFO.	84.90%	\$ 25,487
	Decrease the vacant (available and committed) space to 5% of the owned inventory by FY 2008 and maintain thereafter.	Percentage of vacant space in the government-owned inventory.	5%	\$ 78,708
	Execute energy conservation goals while increasing GSA's Customer Satisfaction scores to 80% by FY 2008.	Customer satisfaction with government-owned space.	80%	\$ 1,256,408
PBS (Leasing)	Maintain percent of vacant space in leased buildings at less than or equal to 1.5% by FY 2008.	Percent of vacant space in leased inventory.	≤1.50%	\$ 54,357
	Manage the costs of administering leased space so that leased FFO is greater than 0% and no more than 2% of the leased inventory revenue.	Percent of leased revenue available after administering the leased program.	0%-2%	\$ 4,315,776
PBS (New Construction)	By FY 2008, certify 25% of the New Construction program for LEED within 18 months of substantial construction completion.	Percent of New Construction program that is certified for LEED.	25%	\$ 15,140
	By FY 2008, register 75% of the New Construction program for LEED in the same fiscal year design funding is authorized.	Percent of New Construction program registered for LEED.	75%	\$ 15,141
	Verify 35% of newly constructed buildings for achievement of established operational requirements by FY 2008.	Percent of newly constructed buildings independently verified for achievement of established operational requirements.	35%	\$ 184,149
PBS (Real Property Disposal)	Award 95% of public sales within 170 days for fiscal year 2008.	Percent of public sales awarded within 170 days.	100%	\$ 11,455
FAS (Vehicle Acquisition)	Manage program resources to meet its future needs while maximizing program efficiency.	Number of vehicles purchased per full-time equivalent (FTE).	1,320	\$ 2,249
	Maintain 28% or better discount from manufacturer's invoice price.	Percentage discount from invoice price.	>28.70%	\$ 4,847
FAS (Fleet)	Aggressively pursue consolidation opportunities to	Number of vehicles managed per	345	\$ 5,790

Annual report published on the web-site of U.S. General Service Administration

In this regard, American experience should be interesting, as the General Services Administration has published a single document on the strategic plan for the years 2010-2016 on the official web-site, which presents the following types of information:

- agency's mission, strategy, goals, and objectives;
- financial, personnel and software statistical data about public institutions;

Table 1: Agency Summary Table

The following table provides a summary of key statistics that describe the size and scope of GSA operations as of September 30, 2010.

Total number of employees	12,827
Total acres of land managed	144,978
Total number of government-owned facilities operated by GSA	1,530
Total number of private-sector facilities leased by GSA ¹	8,094
Total Gross Square Feet (GSF) of space owned and leased by GSA ¹	414 million
Number of locations throughout the U.S.	9,354
Number of locations outside of the U.S.	0
Total number of motor vehicles used for GSA-internal operations ²	1,225
Total number of motor vehicles exempt from reporting requirements ³	302
Total FY 2010 operating budget	\$26.6 billion
Total number of contracts awarded in FY 2010 ⁴	817,728
Total face value of contracts awarded in FY 2010 ⁴	\$13.5 billion
Total amount spent on energy consumed in FY 2010	\$440 million
Total energy consumed in British Thermal Units per GSF in FY 2010 ^{1,5}	64,804 BTU/GSF
Total gallons of water consumed per GSF in FY 2010 ^{1,6}	14.1 gallons/GSF
Total Scope 1&2 GHG emissions in FY 2008 baseline (in metric tons of carbon dioxide equivalents)	2,270,645
Total Scope 3 GHG emissions in FY 2008 baseline (in metric tons of carbon dioxide equivalents)	156,676

Strategic plan published on the web-site of the U.S. General Services Administration

- The plan and the implementation strategy introduced to achieve the objectives - the plans and strategic objectives are presented for each certain direction;

f. Planning Table. GSA Electronic Stewardship Targets

ELECTRONIC STEWARDHIP and DATA CENTERS		FY 10	FY 11	FY 12	FY 13	FY 14	FY 15	...	FY 20
Percent of electronic product acquisitions (except servers) covered by current Energy Star specifications that must be Energy Star qualified	Plan	100%	100%	100%	100%	100%	100%	...	100%
	Actual	100%
Percent of covered electronic product acquisitions that are EPEAT- registered	Plan	95%	95%	95%	95%	95%	95%	...	95%
	Actual	100%
Percent of covered electronic product acquisitions that are FEMP- designated	Plan	95%	95%	95%	95%	95%	95%	...	95%
	Actual	no data
Percent of agency eligible PCs, laptops, and monitors with power management actively implemented and in use	Plan	100%	100%	100%	100%	100%	100%	...	100%
	Actual	100%
Percent of agency eligible electronic printing products with double-sided printing features in use	Plan	95%	95%	100%	100%	100%	100%	...	100%
	Actual	30%
Percent of electronic assets covered by sound disposition practices	Plan	100%	100%	100%	100%	100%	100%	...	100%
	Actual	100%	100%	100%	100%	100%	100%	...	100%
Percent of agency data centers with advanced meters or sub-meters to determine monthly (or more frequently) Power Utilization Effectiveness (PUE).	Plan	0%	40%	100%	100%	100%	100%	...	100%
	Actual	0%
Aggregate reduction in the number of agency data centers	Plan	base	3	5	7	9	12	...	12
	Actual	0
Percent of agency data centers operating with an average CPU utilization greater than 65%	Plan	base	55%	60%	65%	70%	75%	...	75%
	Actual	no data
Maximum annual weighted average Power Utilization Effectiveness (PUE)	Plan	2.0	1.8	1.7	1.6	1.5	1.4	...	1.4
	Actual	no data

Strategic plan published on the web-site of the U.S. General Services Administration

- Methods/indicators of assessment of progress/achievement;
- The final part of the document summarizes the strategic objectives, logical framework of sustainable development, review of the undertaken activities.

U.S. General Services Administration
 FY 2011-2016 Sustainability Plan

Strategic Goal	Climate Impacts affect on Strategic Goal	Steps already taken to manage the effects of climate change
Innovation: GSA will be an innovation engine for the government. GSA will use its government wide perspective and expertise, centralized procurement and property management role, and unique statutory authorities to take appropriate risk that others are not positioned to take. GSA will test innovative ideas within its own operations and offer those solutions to other agencies through its government-wide contracting and policy-making authorities.	EXTREME EVENTS - wildfire , drought, extreme precipitation, flooding	-Inclusion of GHG emission inventory considerations in FEMA Emergency Response BPA's is a high priority performance goal. - FAS is advancing its supply chain to increase products available for GHG emissions reductions, encouraging (and in some cases requiring) vendors to supply products through multiple awards schedules (MAS) i.e. Schedule 03FAC, Schedule 899, and the CPES BPA -To minimise the destruction from floods, GSA is installing less of its mechanical and electrical equipment in basements. -Emergency generators installed are larger and provide backup service to more equipment. -In addition to servers, the IT infrastructure in buildings has numerous battery backups. -Telework practices are in place for extreme weather events.
	Supplies/Services/Supply Chain: need to offer more products and services which "leap frog" existing technologies by being resilient, robust and low GHG emitting for inventory considerations and an agile supply chain. Workplaces: need to offer workplaces which are resilient- passively survivable to support COOP. Policies: Flexible and adaptable to respond to changing situations, and allow greatest degree of local implementation to meet requirements. Use of telework to mitigate climate impacts.	
	LONG TERM INCREMENTAL CHANGE - sea level rise, subsidence, change in intensity of weather events, permafrost, coastal erosion, storm surge, warmer/colder average temperatures	Supplies/Services/Supply Chain: need to offer supplies and services which "leap frog" existing technologies by being resilient, robust and low carbon for incremental change beyond stop gap response to extreme events.

Strategic plan published on the web-site of the U.S. General Services Administration

Separate section “E-tools” on the web of the U.S. government institution is quite interesting. It gathers and integrates in a single platform all online public services (eg, information on online auctions, job portals, and various trainings and programs, technical services, etc.), provided by the General Services Administration to citizens and businesses.

Gathering them in one panel significantly makes easier for customers to quickly find and use desired service.

e-Tools Overview

GSA's e-Tools web portal provides a one-stop resource where federal and private customers can quickly learn about an array of GSA products and services. From buying paper clips to leasing public buildings, e-Tools allow GSA to better serve its customers by providing an efficient and cost-effective way to do business. For easy navigation each e-Tool has two icons beside it:

- directs you to an expanded explanation of the e-Tool.
- links you directly to the e-Tool.

[Supply and Procurement](#) | [Technology](#) | [Transportation and Vehicles](#) | [HR Management and Careers](#)
[Buildings and Real Estate](#) | [Property Disposal and Auctions](#) | [Travel](#) | [Training](#)

Supply and Procurement

[GSA Advantage!](#)

GSA Advantage!® is the online shopping and ordering system for the government, which provides access to thousands of contractors and millions of products and services.

[eBuy](#)

eBuy is a component of GSA Advantage!®, and is designed to facilitate the request for submission of quotations for commercial products and services.

[eLibrary](#)

The eLibrary e-Tool is the online source for the latest contract award information.

[GSA Global Supply](#)

GSA Global Supply is an online ordering site that offers nearly 400,000 tools, office supplies, computers, and other supplies for government agencies.

[GSA Carbon Footprint Tool](#)

The GSA Carbon Footprint Tool was developed by GSA to assist agencies in managing their GHGs as required by Executive Order (EO) 13514 and recent energy laws.

[Green Products Compilation](#)

The Green Products Compilation is meant as a tool to facilitate the procurement of green products and services.

[FedBizOpps](#)

The FedBizOpps e-Tool serves as the single government point-of-entry for federal government procurement opportunities greater than \$25000.

[Schedule Sales Query](#)

This e-Tool provides sales data, as reported by Schedule contractors, for specific report quarters during the current and past five fiscal years.

Buildings and Real Estate

[Rent on the Web](#)

This e-Tool is where client agencies can view their monthly bills online.

[Inventory of Owned and Leased Properties](#)

This e-Tool provides information about expiring leases and occupancy levels for government buildings.

[Real Estate Disposal](#)

Real Estate Disposal is the process used to liquidate federal property that is no longer needed.

[Sustainable Facilities Tool](#)

Sustainable Facilities Tool is a one-stop online resource to support decision-making regarding sustainable building principles, materials and systems.

Property Disposal and Auctions

[GSAXcess](#)

The GSAXcess® allows federal agencies, authorized nonfederal recipients, and surplus customers to electronically report, search, select, and transfer excess personal property.

[GOVSales.gov](#)

GOVSales.gov is a secure online marketplace that serves as a single-point for the public to find and buy federal assets.

[MySales](#)

This e-Tool affords federal agencies the means to report, modify, and maintain the status of their surplus and exchange/sale property.

[GSA Auctions](#)

This e-Tool offers the general public the opportunity to bid electronically on a wide array of federal assets.

Electronic services section on the web-site of U.S. General Service Administration

Implementation of easier online communication between citizens and the public sector is as well of a great importance. In this regard, experience of the United States General Services Administration is to be mentioned; in particular, full reference directory published on the web-site. In addition, personnel information search system is presented on the web-site, where people can find information according to their names, surnames and business directions.

U.S. General Services Administration

One Constitution Square
1275 First Street, NE
Washington, DC 20417

View [GSA's Leadership Directory](#) to see agency senior officials.

Staff Directory

All GSA employees and contractors who are assigned to GSA are listed.

Not sure how to spell a name? Enter three or more letters and the Directory will return names beginning with them.

Search for: ALL of the following conditions ANY of the following conditions

Last Name: First Name:

State:

Zip Code:

Maximum number of employees returned is 250.

Display names in: ascending descending order

GSA Contacts by Topic

Search for GSA contacts within these topic areas.

Can't find what you are looking for?

Use this form to ask about GSA activities and for technical questions regarding the site. If you provide an e-mail address, someone from GSA's Response Team will reply within two business days.

E-mail address: (required for a response)

Feedback message: (required)

Web-site of the U.S. General Services Administration - Reference search system

1. Access to property declarations

One of the most important functions of the Public Service Bureau is to provide access to the property declarations of public officials. For this purpose online portal www.declaration.gov.ge is created and operates, in spite of the fact that this innovative project may truly be considered as the unique event in the international practice of transparency. Sharing of the best international experience is important for its further improvement and development.

Among the target countries, the UK is an interesting example, where declarations of financial interests of the members of parliament (members of Chamber of the House of Commons and House of Lords) are published in the corresponding registry of the web-site of the country's legislative body.

It is worth noting a few important details, which in terms of publicity, may be considered as an example for the Georgian reality itself. In the declarations of financial interests of British law makers there is described in details the wages earned for various activities, reason and exact date of receiving of amount is defined.

ABBOTT, Diane (Hackney North and Stoke Newington)

2. Remunerated employment, office, profession etc

Fees received for co-presenting BBC's "This Week" TV programme. Address: BBC Television Centre, Wood Lane, London W12 7RJ.

26 May 2011, received £839. Hours: 3 hrs. (Registered 31 May 2011)

July 2011, received £839. Hours: 3 hrs. (Registered 5 July 2011)

20 October 2011, received £839. Hours: 3 hrs. (Registered 8 November 2011)

15 December 2011, received £839. Hours: 3 hrs. (Registered 19 December 2011)

8 March 2012, received £839. Hours: 3 hrs. (Registered 14 May 2012)

Articles written for The Guardian. Address: Guardian News & Media, Kings Place, 90 York Way, London N1 9GU.

June 2011, fee of £1,750 for delivering keynote speech at POLSIS 1st Annual Student Conference, University of Birmingham. Address: School of Government and Society, University of Birmingham, Edgbaston, Birmingham B15 2TT. Hours: 8 hrs. (Registered 5 July 2011)

July 2011, fee of £800 for participating in BBC North East Television feature about former Labour MP for Jarrow, Ellen Wilkinson. Address: BBC North East and Cumbria, Broadcasting Centre, Barrack Road, Newcastle upon Tyne, NE99 1RN. Hours: 12 hrs. (Registered 5 July 2011)

Fees from ITV. Address: ITV Studios Ltd, The London Television Centre, Upper Ground, London SE1 9LT:

August 2011, fee of £300 as a participant on ITV's "This Morning" television programme. Hours: 2 hrs. (Registered 23 September 2011)

November 2011, fee of £300 for interview. Hours: 4 hrs. (Registered 19 December 2011)

November 2011, fee of £300 for participating in BBC Radio 4 programme. Address: BBC Television Centre, Wood Lane, London W12 7RJ. Hours: 4 hrs. (Registered 19 December 2011)

February 2012, fee of £622.92 for a conference presentation, from Institute of Cultural Diplomacy, Ku'damm Karree (Third Floor-Hochhaus) Kurfürstendamm 207-208, Berlin D-10719, Germany. Hours: 8 hrs. (Registered 29 February 2012)

Declarations of financial interests of the officials on the web - site of British Parliament

Information is published about meetings abroad, details about costs and financing of visits of officials and details of financing sources.

AINSWORTH, Bob (Coventry North East)

2. Remunerated employment, office, profession etc

Payments from ComRes, Four Millbank, London SW1P 3JA.. for participation in opinion surveys:
Payment of £275 for 4 surveys. Hours: 4 hrs. *(Registered 16 December 2011)*

Payment of £1,500 for guest appearance on BBC's *Have I Got News For You* on Thursday 14 April 2011. Hours:
approximately 5 hrs. Address: BBC Broadcasting House, Portland Place, London, W1A 1AA *(Registered 13 June 2011)*

Payment of £120 from YouGovStone, 50 Featherstone St, London EC1Y 8RT, for opinion survey. Hours: 1.5 hrs.
(Registered 16 December 2011)

6. Overseas visits

Name of donor: State of Qatar

Address of donor: Embassy of the State of Qatar, 1 South Audley Street, London W1K 1NB

Amount of donation (or estimate of the probable value): approximately £4,500 for air travel and 4 nights' accommodation

Destination of visit: Doha, Qatar

Date of visit: 8-12 May 2011

Purpose of visit: to attend the Doha Forum on Democracy, Development and Free Trade

(Registered 8 June 2011)

Declarations of financial interests of the officials on the web - site of British Parliament

In addition, the declaration states amount of remuneration from non-public sector activities, time and funding source is specified.

In the case of gifts and other benefits, there is specified the source of funding, status and address, value of received gift and a time.

1. Directorships

Director of NGC Networks Ltd, Navigation Court , Calder Park , Wakefield WF2 7BJ. . Supplier of telecommunications products and services to businesses.

27 May 2011, received £500 gross (£300.00 net) for work done in May 2011. Hours: 1 hr. *(Registered 4 August 2011)*

24 June 2011, received £500 gross (£400.00 net) for work done in June 2011. Hours: 1 hr. *(Registered 4 August 2011)*

29 July 2011, received £500 gross (£400.00 net) for work done in July 2011. Hours: 1 hr. *(Registered 4 August 2011)*

26 August 2011, received £500 gross (£400.00 net) for work done in August 2011. Hours: 1 hr. *(Registered 10 October 2011)*

30 September 2011, received £500 gross (£400.00 net) for work done in September 2011. Hours: 1 hr.
(Registered 10 October 2011)

Remunerated directorship ceased with effect from 1 October 2011.

5. Gifts, benefits and hospitality (UK)

Name of donor: John Smith's Brewery, part of Heineken UK

Address of donor : High Street, Tadcaster, LS24 9SA

Amount of donation or nature and value if donation in kind: tickets for the John Smith's Grand National Aintree race meeting and one night's overnight accommodation, both for two people; value £945

Date of receipt of donation: 9 April 2011

Date of acceptance of donation: 9 April 2011

Donor status: Company, registration number SC065527

(Registered 4 August 2011)

Declarations of financial interests of the officials on the web-site of British Parliament

It is interesting that the members of British parliament as well declare not-financial interests (e.g membership of various councils or boards).

MALLOCH-BROWN, Lord

Category 1: Directorships

Chairman, St Leonards Partners (consulting company)

Category 2: Remunerated employment, office, profession etc.

Chairman, FTI Global Affairs (advisory services firm)

Member, Advisory Committee, Vitol (energy trading)

Member, Advisory Committee, Southwest Energy

Category 10: Non-financial interests (b)

Governor, Marlborough College

Category 10: Non-financial interests (e)

Board Member, Save the Children International

Board Member, International Crisis Group

Board Member, Open Society Institute

Board Member, Centre for Global Development

Chairman, Royal African Society

Trustee, Shell Foundation

Declarations of financial interests of the officials on the web - site of British Parliament

Information about employment of close relatives by the members of Parliament in public sector is declared and available.

Publications on the internet

The Register of Members' Financial Interests: Part 2 As at 30 April 2012

[Contents \(Part 2\)](#)

REGISTER OF MEMBERS' FINANCIAL INTERESTS
Part 2
(prepared pursuant to Resolution of the House of 27 March 2008)

Category 12. Family members employed and remunerated through parliamentary allowances

Note: The job titles given are those set out in guidance issued by the Independent Parliamentary Standards Authority: see <http://www.parliamentarystandards.org.uk/IPSAMPs/Pages/HR,-Payroll,-Interns.aspx>. Employment is full-time unless otherwise stated.

AINSWORTH, Bob (Coventry North East)
I employ my wife, Gloria Ainsworth, as part-time Constituency Caseworker.

AMESS, David (Southend West)
I employ my wife, Julia Amess, as part-time Secretary/Caseworker.

BAILEY, Adrian (West Bromwich West)
I employ my wife, Jill Bailey, as part-time Junior/Diary Secretary.

BECKETT, Margaret (Derby South)
I employ my husband, Leo Beckett, as Office Manager.

BELLINGHAM, Henry (North West Norfolk)
I employ my wife, Emma Bellingham, as temporary part-time Parliamentary Assistant/Researcher.

Declarations of not financial interests of the officials on the web-site of British Parliament

Together with the conceptual side of declarations, we should consider the form of publication on the web-site. To upload such documents in Georgia they use only PDF format. In the UK, data is stored in a PDF and HTML formats. This approach is very important in terms of access to information, as the data stored in digital reading format, may be retrieved through a search systems.

Experience of the United States is as well interesting, e.g. on the official web-site of the White House there is published amount of the annual revenues of the staff of presidential administration, indicating their full name and official title.

	Name	Status	Salary	Pay Basis	Position Title
1	Abrams, Adam W.	Employee	\$70,000.00	Per Annum	REGIONAL COMMUNICATIONS DIRECTOR
2	Abrevaya, Sandra	Employee	\$90,000.00	Per Annum	ASSOCIATE COMMUNICATIONS DIRECTOR
3	Agnew, David P.	Employee	\$93,840.00	Per Annum	DEPUTY DIRECTOR OF INTERGOVERNMENTAL
4	Albino, James N.	Employee	\$93,000.00	Per Annum	SENIOR PROGRAM MANAGER
5	Alley, Hilary J.	Employee	\$45,000.00	Per Annum	ASSOCIATE DIRECTOR
6	Anderson, Amanda D.	Employee	\$80,000.00	Per Annum	SENIOR LEGISLATIVE AFFAIRS ADVISOR
7	Anderson, Brooke D.	Employee	\$147,500.00	Per Annum	DEPUTY ASSISTANT TO THE PRESIDENT AND N
8	Apse, Sarah	Detailee	\$108,717.00	Per Annum	POLICY ASSISTANT
9	Arguelles, Adam J.	Employee	\$102,000.00	Per Annum	SPECIAL ASSISTANT TO THE PRESIDENT FOR L
10	Asen, Jonathan D.	Employee	\$45,000.00	Per Annum	LEGISLATIVE ASSISTANT AND ASSOCIATE DIRE
11	August, Hannah M.	Employee	\$70,000.00	Per Annum	PRESS SECRETARY TO THE FIRST LADY

Visualization of report to Congress, published on the web-site of the White House

At the same time online database is multifunctional and allows any user to filter data, e.g. according to salary amount, position, types of compensation and other variables.

The screenshot shows a web interface for a '2011 Report to Congress on White House Staff'. The table lists staff members with columns for Name, Status, Salary, Pay Basis, and Position Title. A dropdown menu is open over the Salary column, showing options: 'Sort Ascending', 'Clear Sort', and 'Filter This Column'. The menu also displays a list of salary values: \$0.00, \$41,000.00, \$42,000.00, \$42,565.00, \$43,616.00, and \$45,000.00.

Name	Status	Salary	Pay Basis	Position Title
1 Barnes, Melody C.	Employee	\$172,200.00		
2 Brennan, John O.	Employee			
3 Carney, James F.	Employee	\$0.00	Per Annum	AS
4 Cutter, Stephanie N.	Employee	\$41,000.00	Per Annum	AS
5 Daley, William M.	Employee	\$42,000.00	Per Annum	AS
6 DeParle, Nancy-Ann Min	Employee	\$42,565.00	Per Annum	AS
7 Donilon, Thomas E.	Employee	\$43,616.00	Per Annum	AS
8 Favreau, Jonathan E.	Employee	\$45,000.00	Per Annum	AS
9 Jarrett, Valerie B.	Employee	\$172,200.00	Per Annum	SE
10 Lane, David J.	Employee	\$172,200.00	Per Annum	AS
11 Lu, Christopher P.	Employee	\$172,200.00	Per Annum	AS
12 Mastromonaco, Alyssa M.	Employee	\$172,200.00	Per Annum	AS

Visualization of report to Congress, published on the web-site of the White House

2. News Section on the web-site

To ensure availability of information about the activities of the institutions, timely publication of news, their contents and form of arrangement on the official web-site is important.

News on the web-site of the Civil Service Bureau of Georgia is arranged in the same form; due to this it can be difficult to find desired information. As for the archive, the information is not sorted by the years, months, subject and detailed search module is not integrated on the web-site.

არქივი
მთავარი » არქივი »



ოქტომბერი 5, 2010. კონკურსი სახალხო დამცველის აპარატში
„საჯარო სამსახურის შესახებ“ საქართველოს კანონის 31-ე მუხლის თანახმად, საჯარო სამსახურის მიურო აცხადებს საჯარო კონკურსს საქართველოს სახალხო დამცველის აპარატის შემდეგ ვაკანტურ თანამდებობებზე.

[გზავლად](#)

ოქტომბერი 4, 2010. სტაჟიორთა კონკურსი თბილისის სააპელაციო სასამართლოში
„საჯარო სამსახურის შესახებ“ საქართველოს კანონის 31-ე მუხლის თანახმად, საჯარო სამსახურის მიურო აცხადებს სტაჟიორთა მისაღებ კონკურსს თბილისის სააპელაციო სასამართლოში.

[გზავლად](#)

სექტემბერი 13, 2010. კონკურსი საქართველოს სოფლის მეურნეობის სამინისტროში
„საჯარო სამსახურის შესახებ“ საქართველოს კანონის 31-ე მუხლის თანახმად, საჯარო სამსახურის მიურო აცხადებს კონკურსს საქართველოს სოფლის მეურნეობის სამინისტროს შემდეგი ვაკანტური თანამდებობების დასაყვებლად.

[გზავლად](#)

აგვისტო 9, 2010. კონკურსი საქართველოს პარლამენტის ეროვნული ბიბლიოთეკაში
„საჯარო სამსახურის შესახებ“ საქართველოს კანონის 31-ე მუხლის საფუძველზე საქართველოს პარლამენტის ეროვნული ბიბლიოთეკა აცხადებს კონკურსს სტრუქტურულ ერთეულებში არსებული შემდეგი ვაკანტური თანამდებობების დასაყვებლად:

[გზავლად](#)

აგვისტო 9, 2010. კონკურსი საქართველოს ეროვნულ ბანკში
„საჯარო სამსახურის შესახებ“ საქართველოს კანონის 31-ე მუხლის თანახმად, საჯარო სამსახურის მიურო აცხადებს კონკურსს საქართველოს ეროვნული ბანკის სპეციალიზირებული რისკების დეპარტამენტის საკრედიტო რისკების განყოფილების მთავარი სპეციალისტის თანამდებობებზე.

[გზავლად](#)

1 2 3 4 5 6 ... > >>

Archive available on the website of the Civil Service Bureau of Georgia

In this regard, the practice of similar public institutions of USA is interesting. On the official web-site of the General Services Administration, in the news division, references are presented in several sections. In particular, the following types of categories are separated:

- **News Releases** – are sorted by dates, relevant information may be found according to the day, month and year.

News Releases

Current Releases (2012) | Archive: [2011](#), [2010](#), [2009](#), [2008](#), [2007](#), [2006](#), [2005](#), [2004](#), [2003](#), [2002](#), [2001](#), [2000](#), [1999](#), [1998](#), [1997](#), [1996](#)

Sign up for GSA updates & alerts

05/21/2012	GSA Seeking Stewards for 12 Historic Lighthouses
05/14/2012	New Smart Building Technology to Increase Federal Buildings Energy Efficiency
05/03/2012	GSA Releases Initial Report on Green Building Certification Systems
04/16/2012	Statement of Acting Administrator Dan Tangherlin Before the Committee on Oversight and Government Reform
04/02/2012	Statement from the U.S. General Services Administration Regarding GSA Inspector General's Report on 2010 Western Regions Conference
03/28/2012	GSA Presents 2011 Evergreen Award to Five Green Businesses
03/22/2012	GSA Offers 30 Federal Buildings for Deep Energy Retrofits
03/01/2012	GSA Announces New E-Waste Policy for Federal Government
02/21/2012	GSA and DISA Expand Partnership to Provide Customized Commercial Satellite Communications Services to Federal Agencies
02/07/2012	GSA Selects the Truims Organization as Preferred Developer for DC's Old Post Office
01/27/2012	Public/private partnership saves energy and tax dollars
01/19/2012	Senior Obama Administration Officials visit Blind Center of Nevada's Recycling Program

Division of news releases on the web-site of the U.S. General Services Administration

- **Official Blog** – information about projects and programs undertaken by the agency is published on the official blog of the public institutions. It is noteworthy that the articles are written by the employees of various structural units of the institutions.

The GSA Blog

thoughts • projects • expertise • information • help • value delivery • government and community impact • links • sponsors

GSA's Smart Buildings: Here's What People Are Saying

Posted by Jack Shapiro, Director of Public Engagement on May 18th, 2012

Earlier this week, GSA announced an exciting new smart buildings initiative that will install new technology in some of our most energy intensive buildings, gathering critical data, allowing more efficient operations, and providing an estimated \$15 million in savings per year. Here's what some leaders in sustainability and our industry partners are saying about this new initiative:

"We know from our research and experience that the marketplace already has the necessary technology and skill sets to reduce energy and operational costs in new ways. Our research and others have shown that information technology could help accomplish these goals. This initiative will allow GSA to demonstrate these findings in practice, demonstrating the potential for significant savings for GSA and the taxpayer."

– Rick Diamond – Lawrence Berkeley National Labs – Science & Technology

"It is with much anticipation that the GSA/PBS [smart buildings] award was announced today. After many years of traveling the world, looking at the smartest, most connected, high performance, intelligent buildings, I am confident that the combined team of IBM and its subcontractors, along with the vision and commitment of GSA/PBS will result in a world-class methodology for owning and operating commercial space. This is much more than just an announcement about a project award, starting today we are much closer to 1) creating real green jobs, 2) operating buildings with extraordinary efficiency, 3) reducing our reliance on energy exports, 4) significantly lowering carbon emissions and 5) creating a solution set that is "Made in the USA" and sold to the rest of the world, showing once again that innovation is alive and well in America!"

– Jim Young – Co-Founder and Producer – Realcomm & IBCON

"LEED recognizes the importance of continual improvement in operational performance and the foundational role of information, communication systems, and analytics in reducing operating costs and the broader impacts of excess energy consumption. GSA's new initiative is an important milestone and another example of their continuing leadership on these critical issues. We are looking forward to learning from their experience to further

Blog section on the web-site of the U.S. General Services Administration. The author of one of the article, position, and exact time of posting is marked out.

- **Official Speeches** – provides texts of speeches by the representatives of the agency management and administration.

Speeches

► Overview

• Speeches by Key Officials

• Speeches by the Administrator

GSA Speeches

11/14/2011

[Remarks by Administrator Johnson at the National Contract Management Association's Conference in Washington, DC](#)

11/10/2011

[Remarks by Administrator Johnson at the Natchez Federal Courthouse World War I plaque unveiling in Natchez, Miss](#)

10/31/2011

[Remarks by Administrator Johnson at the GreenGov Conference in Washington, DC](#)

8/29/2011

[Remarks by Administrator Johnson at the National Institute of Governmental Purchasing Annual Conference and Expo in Maryland](#)

8/8/2011

[Remarks by Administrator Johnson at the GovEnergy Conference in Cincinnati, Ohio](#)

7/26/2011

[Remarks by Administrator Johnson at the FedFleet Conference in Orlando, FL](#)

7/20/2011

[Remarks by Administrator Johnson at the Interagency Electronic Stewardship Event in Austin, TX](#)

6/14/2011

[Remarks by Administrator Johnson at the Bureau of Land Management Ribbon Cutting Ceremony in Washington, DC](#)

5/24/2011

[Remarks by Administrator Johnson at Electric Vehicle Pilot Program Launch Event in Washington, DC](#)

5/11/2011

[Remarks by Administrator Johnson at the Coalition for Government Procurement Dinner in San Diego, CA](#)

5/5/2011

[Remarks by Administrator Johnson at the TechAmerica 21st Annual Federal CIO Survey Release in Washington, DC](#)

Section of official speeches on the web-site of the U.S. General Services Administration.

- **Testimonies** - provides reports sent by the agency to the the legislative body in relation with a variety of issues, including the reports and budgetary requirements by the General Inspector. Archive of such documents is available on the web-site.

Congressional Testimony

Current Releases (2012) | Archive: [2011](#), [2010](#), [2009](#), [2008](#), [2007](#), [2006](#), [2005](#), [2004](#), [2003](#), [2002](#), [2001](#), [2000](#), [1999](#), [1998](#), [1997](#)



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05/08/2012	Green Building Certification
04/18/2012	GSA Inspector General Report and Fiscal Year 2013 Budget Request
04/18/2012	GSA Inspector General Report
04/17/2012	GSA Inspector General Report
04/16/2012	Hearing on "Addressing GSA's Culture of Wasteful Spending"
03/22/2012	"Sitting on our Assets: The Cotton Annex"
03/20/2012	Hearing on "The Proposed Dwight D. Eisenhower Memorial"
02/09/2012	One Year Later: Effectively Utilizing Assets
02/09/2012	GSA success in meeting goals with small business construction projects

Web-site of the U.S. General Services Administration – testimony section

3. E-Governance Implementation

It is interesting that the research target public institutions are involved in E-Governance implementation in their own countries. On the web-site of the Civil Service Bureau there is a separate section for E-Governance. Although on this page there are explained recently implemented events in this direction and innovations implemented in practice, but, unfortunately, the news in the section contains only general information references.

In case of US relevant public agency, in terms of E-Government and IT development, special annual reports have been prepared.

Reports	<h2>E-Government and Cross-agency Reports</h2>
• Overview	The strategic use of information technology has and will continue to transform the way government does business.
• Budget & Performance	Some of the GSA cross-agency IT initiatives and programs include Data.gov, E-Gov travel, govsales.gov, Integrated Acquisition Environment, USA Services, and Financial Management line of business (LoB).
• Fleet Reports	
• Information Quality Guidelines- Sec 515	
▶ Information Technology & E-Gov Reports	<hr/> <p>IT Strategic Plan</p> <hr/> <p>The GSA IT Strategic Business Plan - (2012 - 2015) - The Office of the Chief Information Officer – in partnership with the information technology organizations at the Public Buildings Service, Federal Acquisition Service and GSA Staff Offices – has developed this agencywide strategic business plan for fiscal years 2012 to 2015 to guide IT's support of the business of GSA.</p> <p>The GSA IT community seeks to continually improve services at GSA, taking advantage of advances in technology, while working to provide superior services. All GSA employees are encouraged to read this document.</p> <hr/> <p>Federal Data Center Consolidation Initiative</p> <hr/> <p>2011 Data Center Consolidation Plan and Progress Report - (9/30/2011) - (.DOCX 637 KB) GSA's updated Data Center Consolidation Plan and 2011 Progress Report submitted to OMB September 30, 2011.</p> <hr/> <p>Annual E-Government Status Update</p> <hr/> <p>E-Government Act of 2002 Annual Report (FY2009) - (Word 361 KB) Overview of GSA's efforts regarding: 1) efforts with respect to transparency, engagement, and innovation; 2) information management and information technology activities; and 3) implementation of E-Government initiatives to include efficiency and effectiveness - Submitted by GSA on December 31, 2009.</p> <p>E-Government Act of 2002 Annual Status Update (Fiscal Year 2008) - (Word 303 KB) Overview of GSA's efforts toward implementing initiatives related to the E-Government Act of 2002 - Revision submitted by GSA on February 5, 2009.</p> <p>E-Government Act of 2002 Annual Status Update (Fiscal Year 2007) - (Word 279 KB) Overview of GSA's efforts toward implementing initiatives related to the E-Government Act of 2002 - Revision submitted by GSA on September 21, 2007.</p> <p>E-Government Act of 2002 Annual Status Update (Fiscal Year 2006) - (Word 371 KB) Overview of GSA's efforts toward implementing initiatives related to the E-Government Act of 2002 - Submitted by GSA on October 21, 2005 and revised January 12,</p>
• Inspector General Reports	
• No FEAR Act Library	
• Significant Guidance Documents	
Web-site of the U.S. General Services Administration – reports in E-Government section	

The reports provide different types of data and assessments:

- Reforms/programs implemented in order to introduce transparency, engagement and innovation;
- IT development planned activities;
- Initiatives and their results implemented within the E - Governance;
- Overview of costs incurred on various projects;

EXECUTIVE SUMMARY

The United States General Services Administration (GSA) has prepared this report on E-Government initiatives in response to OMB guidance from Vivak Kundra, November 25, 2009.

Efforts With Respect to Transparency, Engagement, and Innovation:

GSA has undertaken several successful transparency initiatives in the past year and has initiatives planned for the coming year. Results of innovations include:

- Reduced energy consumption by 14.29% over the FY 2003 baseline.
- The number of times GSA provided information to citizens rose to 245 million, exceeding its target by 12%.
- Each of the six initiatives in GSA's policy portfolio selected at the start of the year met or exceeded its designated targets.
- The percentage of key policy stakeholders and Agency users who rate Office of Governmentwide Policy initiatives effective exceeded its designated targets.

GSA has contributed 38 data sets to Data.gov.

In compliance with OMB requirements, the Office of Citizen Services and Communications has encouraged citizen participation and engagement by the use of citizen feedback through USA.gov and dialog.usa.gov.

GSA has met the requirements in M-09-19.

Information and Information Technology Management Activities:

GSA has provided its Information Technology Strategic Business Plan and Enterprise Architecture (EA) Transition Plans for FY2010-2011.

GSA's EA Program is working with Capital Planning and Investment Control (CPIC) and Office of Chief Financial Officer (OCFO) to evaluate and integrate the EA, CPIC, and Performance Management (PMP) processes. GSA has been making incremental effort to integrate the processes to benefit each level of GSA, from policy, to the service organizations, to each business line.

GSA has six business domains that contain 32 individual architecture segments that constitute the span of the GSA enterprise. Of the 32 segments, 27 are aligned with OMB's Standard Segments, 6 are completed, 20 are in progress, 3 are planned, and 3 are notional. For FY2010, the EA Program's goal is to promote 75% of GSA's planned

Web-site of the U.S. General Services Administration – E-Governance annual report

Moreover, some of the initiatives and projects have been displayed in details:

- A brief description;
- Budget;
- Implementation of the initiative;
- Name of the partners involved in the project proposal;
- Indices/indicators of the initiative implementation phase and assessment of effectiveness of the project.

Financial Management Line of Business					
<p>1. Describe the initiative, the methodology for identification of the initiative, and how the initiative is transforming agency operations.</p> <p>The Financial Management Line of Business (FMLoB) is sponsored by the Office of Management and Budget, Office of E-Government and Information Technology, in collaboration with the OMB Office of Federated Financial Management, and is tasked with improving the effectiveness, performance, and efficiency of financial management services available to federal programs.</p> <p>The FMLoB improves the cost, quality, and performance of federal financial management by leveraging shared service solutions and implementing other government-wide reforms that foster efficiencies in financial operations. FMLoB encourages agency migration to these Shared Service Providers (SSPs) at the Department of Interior National Business Center, Department of Transportation Enterprise Services Center, General Services Administration (GSA), and Department of Treasury Bureau of Public Debt. With the GSA as the managing partner, the FMLoB builds on the premise that all agencies will use common systems and standard financial business processes – enabling more efficient and effective federal financial operations.</p>					
<p>2. Quantify the cost savings and cost avoidance achieved through implementing the initiative</p> <table border="1" style="width: 100%;"> <thead> <tr> <th style="text-align: center;">Budgeted Cost Savings (In Thousands)</th> <th style="text-align: center;">Cost Avoidance (In Thousands)</th> </tr> </thead> <tbody> <tr> <td style="text-align: center;">\$2,601,000</td> <td style="text-align: center;">\$0</td> </tr> </tbody> </table>		Budgeted Cost Savings (In Thousands)	Cost Avoidance (In Thousands)	\$2,601,000	\$0
Budgeted Cost Savings (In Thousands)	Cost Avoidance (In Thousands)				
\$2,601,000	\$0				
<p>3. Explain how your agency maintains an ongoing dialogue with interested parties to find innovative ways to use information technology for the initiative.</p> <p>FMLoB maintains ongoing dialogue with interested parties in agencies and among the federal financial community through its governance structure, including the CFO Council, Executive Steering Committee and Transformation Team.</p>					
<p>4. Identify improved performance by tracking performance measures supporting agency objectives and strategic goals</p> <p>Increased Shared Service Provider (SSP) overall customer satisfaction rate from 85% to 90.5%.</p>					
<p>6. Identify external partners who collaborate on the initiative</p> <p>Agriculture, Department of Commerce, Department of Defense-Military, Department of Education, Department of</p>					
<p>Web-site of the U.S. General Services Administration – information about individual programs in the E-Governance annual report</p>					

In addition, IT development business/action plan for 2012-2015 years is remarkable. This might be an interesting example for Georgia, where development and application of modern technologies is being now starting.

The document assesses the achievements of the last years, a list of project goals and project status.

FY10–12 STRATEGIC ACHIEVEMENTS

The GSA IT community achieved many of its planned objectives under the FY10–12 IT Strategic Business Plan, as shown in Figure 4. We responded to new opportunities, customer and technology needs, and federal mandates and initiatives in a flexible and innovative manner.

Figure 4. FY10–12 IT Strategic Achievements

Goals and Objectives	Achieved	Ongoing
FY10- 12 Goal 1: Leverage IT to create a dynamic, learning organization that supports excellence in the business of government		
Develop and implement an IT collaboration strategy	✓	
FY10- 12 Goal 2: Provide effective and reliable IT systems and solutions		
Develop and measure the effectiveness and usability of GSA systems		✓
Improve open access of GSA information and data to citizens and businesses– DATA.GOV	✓	
Develop common services for the GSA acquisition business processes		✓
FY10- 12 Goal 3: Provide governance and resources that enable the use of technology		
Develop and implement an IT human capital plan	✓	
Improve the integration among IT strategic planning, enterprise architecture and portfolio management through GSA IT governance processes		✓
Optimize data center usage		✓
FY10- 12 Goal 4: Provide balanced stewardship of information and technology		
Mature GSA's Section 508 program and conformance to the standard for people with disabilities	✓	
Implement identity and access management as an infrastructure service, including single sign-on, provisioning, authentication, and logical access control using Homeland Security Presidential Directive (HSPD)-12 credentials	✓	

Web-site of the U.S. General Services Administration – IT Technologies Development Strategic Action Plan

In addition, the plan includes strategic objectives, challenges and priorities of the agency, list of corresponding initiatives and a list of projects, their expected outcomes.

Figure 6. GSA IT Challenges

GSA IT Challenges	To implement technology, processes, and data with improved coordination, minimizing stovepipes and duplicated efforts.
	To increase opportunities to share data and applications.
	To set spending priorities through governance processes.
	To provide a clear understanding of the value that GSA IT delivers to customers.
	To identify and adopt common and repeatable processes based on business and IT needs.
	To mature key functions including enterprise and solutions architecture and program, data, customer relationship, and vendor management.
Source: Forrester interviews of 30 GSA IT and business leaders, July 2011	

Figure 7 lists the top six short-term IT priorities that address these challenges and move us toward achievement of our strategic goals.

Figure 7. Priorities as Identified by the GSA CIO

Short Term Priorities	Planning for the move back to 18th & F Street
	GSA Technology Operations (GTO) award and transition
	Presidential transition team planning
	Enterprise deployment of Salesforce and Chatter
	Investment review board process maturation
	Organization design and enterprise workforce practices

Web-site of the U.S. General Services Administration – IT Technologies Development Strategic Action Plan

Figure 10. IT Strategic Goals and Initiatives



Web-site of the U.S. General Services Administration – IT Technologies Development Strategic Action Plan

Table 1. Goal 1 Initiatives

Initiative	Target Architecture Function	Description	Business Value	Expected Outcomes
1. Secure Access	Security	Provide GSA workforce with secure access to GSA's IT resources and systems regardless of how, where, or when they are working	Mobile, engaged, and productive workforce with improved customer service	<ul style="list-style-type: none"> • Approved device list • Enhanced telecommunications infrastructure to meet capacity and availability requirements • Enhanced security for remote access processing
2. IT Service Support Excellence	Enterprise Support Services	Transform the IT service support model, including expansion of self-service capabilities	Self-service resources that are tailored and readily available to meet employees' specific needs at lower cost	<ul style="list-style-type: none"> • Comprehensive, integrated user support channels and tools • Availability of self-provisioned service offerings • Enhanced incident and problem management services

Web-site of the U.S. General Services Administration – IT Technologies Development Strategic Action Plan

4. Functioning of a public institution, which aims to improve legal rights, freedoms and legitimate interests of individuals and legal persons

One of the modern key indicators of accountability and transparency of public institutions can be considered a separate division on the web-site dedicated for public information and freedom of information.

Freedom of information has been attached to a separate area on the web-site of the U.S. General Services Administration. This section provides the relevant legal documents and contact details of the person responsible for public information.

Freedom of Information Act (FOIA)

- Overview
- Contacts
- FOIA Reading Room
- FOIA Requested Records and Documents
- Library
- Online FOIA Request
- Open Government FOIA
- Related Websites
- Status of FOIA Requests

Freedom of Information Act (FOIA)

The 1966 Freedom of Information Act (FOIA) permits any person to request access to federal agency records or information. Federal agencies are required to disclose records upon receipt of a written request, except for records that are protected from disclosure by nine exemptions or three exclusions in the Act. Persons are also able to request documents in an **electronic format** under the 1996 Electronic Freedom of Information Act Amendments (EFOIA).

All FOIA requests for the GSA must be sent to the mailing address or, alternatively, to the email address shown below.

General Services Administration
 FOIA Requester Service Center (ADE)
 1275 First Street, NE, Room 1221A
 Washington, DC 20417
 (202) 501-2727 Fax
[EFOIA: gsa.foia@gsa.gov](mailto:FOIA_gsa.foia@gsa.gov)

All requests for GSA Office of Inspector General (OIG) documents must be sent to the mailing address, fax number or email address shown below.

OIG Freedom of Information Act Officer
 GSA, Office of Inspector General (JC)
 1800 F Street, N.W., Room 5326
 Washington, DC 20405

Via Fax to (202) 501-0414

Via e-mail to OIGFOIA-PrivacyAct@gsaig.gov

If you have any questions concerning GSA OIG FOIA requests, please call
[\(202\)501-1932](tel:(202)501-1932)

Note: If customer is requesting GSA Regional records and knows the region that maintains the records, the request should be directed to that region.

Title	Name/Phone
FOIA Requester Service Center	Sharon Lighton (202) 501-2262 sharon.lighton@gsa.gov
	Kimberly Veach (202) 219-1603 kimberly.veach@gsa.gov

CONTACTS

Sharon Lighton
[\(202\) 501-2262](tel:(202)501-2262)
sharon.lighton@gsa.gov
[View Contact Details](#)

Kimberly Veach
[\(202\) 219-1603](tel:(202)219-1603)
kimberly.veach@gsa.gov
[View Contact Details](#)

ADDITIONAL RESOURCES

[Staff Directory](#)
[Congressional Affairs](#)
[GSA Open Government](#)

In formation about the Freedom of Information Act on the web-site of US General Services Administration

More important is existence of public information online reading room/library (FOIA Library) on the official web-site of a public agency. In this section there is included:

- **Registry of legal acts** – provides a short description of the orders, as well as their contents.

GSA Orders

ADM 5440.645 Changes in GSA Organization (OGP to OAS)	This order announces changes in the organizational structure and assignment of responsibilities within OGP and OAS.
ADM 5440.646 Changes in GSA Organization (OGP)	This order announces changes in the organizational structure and assignment of responsibilities within the Office of Governmentwide Policy (OGP).
ADM 5440.647 Changes in GSA Organization - OCM	This order announces changes in the Office of Communications and Marketing (OCM) within the General Services Administration (GSA).
ADM 5440.648 Changes in GSA Organization re PBS-FAS-CFO financial svcs.	This order announces changes in the organizational structure of budget and financial management responsibilities within PBS, FAS, and CFO.
ADM 5450.158 Designation of GSA Official	This order provides for the designation of the GSA official to serve as indicated below.
ADM 5450.159 Delegation of Authority	Order issues FOIA policy related to the FOIA decisions regarding the release or denial of records and changes the designation of Chief FOIA Officer.
ADM P. 5450.39D GSA Delegations of Authority Manual	This order issues the revised GSA Delegations of Authority Manual.
ADM IL-12-01 Policy on Management and Approval of Conferences and Award Ceremonies	This Instructional Letter (IL) provides internal policy, controls, and procedures for conference and award ceremonies.
OAS IL-12-1 Paid Parking for GSA Employees	This Instructional Letter provides policies & procedures for implementation of paid parking for GSA employees in NCR-owned facilities.
All GSA Directives Issued or Updated in the Last 120 Days	List of GSA Directives created in the last 120 days.

Resolutions/orders published in e-library of the web-site of the U.S. General Services Administration

- **The institution's bulletins** - sectoral reviews and bulletins introduced at different times are published on the web-site.

FMR Bulletins

Real Property Management	
FMR Bulletin 2011-B1 Nursing Mothers in the Federal Workplace [Word]	08/30/2011
FMR Bulletin 2009-B2 Guidelines for Public Access Defibrillation Programs in Federal Facilities [PDF] [Word]	08/14/2009
FMR Bulletin 2009-B23 Guidance to all agencies selling federal personal and real property under the provisions of the eFAS program [PDF] [Word]	01/28/2009
FMR Bulletin 2009-B1 Protecting Federal Employees and the Public from Exposure to Tobacco Smoke in the Federal Workplace [PDF] [Word]	12/11/2008
FMR Bulletin PBS 2008-B6 Announces the redesignations of six Federal buildings [PDF] [Word]	09/30/2008
FMR Bulletin 2008-B7 Announces the release of the Fiscal Year (FY) 2007 edition of the Federal Real Property Report [PDF] [Word]	08/13/2008
FMR Bulletin 2008-B5 Real Property Asset Management Guiding Principles [PDF] [Word]	08/08/2008
FMR Bulletin 2008-B6 POW/MIA Flag Display [PDF] [Word]	05/27/2008
FMR Bulletin 2008-B2 Real Property Federal Asset Sales [PDF] [Text]	04/17/2008
FMR Bulletin 2008-B3 Use of Segways® and Similar Devices by Individuals with a Mobility Impairment in GSA-Controlled Federal Facilities [PDF] [Word]	12/03/2007

Bulletins published in e-library of the web-site of the U.S. General Services Administration

- **Document Search System** - search system for public documents (eg contracts) is provided on the web-site. Data are presented in various formats (PDF, Text, XML).

FDsys > More Information

Search Government Publications [SEARCH](#) [Advanced Search](#) [Retrieve by Citation](#) [Help](#)

PUBLIC CONTRACTS AND PROPERTY MANAGEMENT

Download Files

Entire Issue	PDF (1328 KB) Text (1073 KB) XML (1252 KB)
Descriptive Metadata	MODS
Authenticity Metadata	PREMIS
All Format & Metadata Files	ZIP file

Metadata

Category	Regulatory Information
Collection	Code of Federal Regulations (annual edition)
SuDoc Class Number	AE 2.106/3:41/
Publication Title	Title 41 - Public Contracts and Property Management
Date	July 1, 2001

Document in Context

- Title 41 - Public Contracts and Property Management [Download](#)
 - Parts 50 - 304. July 1, 2001.
 - Table Of Contents [PDF](#) | [XML](#) | [More](#)
 - Subtitle A - Federal Procurement Regulations System [PDF](#) | [XML](#) | [More](#)
 - Table Of Contents [PDF](#) | [XML](#) | [More](#)
 - Subtitle B - Other Provisions Relating to Public Contracts (Parts 50 - 61) [PDF](#) | [XML](#) | [More](#)
 - Subtitle C - Federal Property Management Regulations System (Part 101) [PDF](#) | [XML](#) | [More](#)
 - Subtitle E - Federal Information Resources Management Regulations System [PDF](#) | [XML](#) | [More](#)
 - Subtitle F - Federal Travel Regulation System (Parts 300 - 304) [PDF](#) | [XML](#) | [More](#)
 - Subtitle C - Federal Property Management Regulations System (Continued) (Parts 102 - 128) [PDF](#) | [XML](#) | [More](#)
 - Subtitle D-Other Provisions Relating to Property Management - [Reserved] [PDF](#) | [XML](#) | [More](#)

Documents search system in e-library of the web-site of the U.S. General Services Administration

- **Orders** – the web-site provides registry of executive orders and orders, stating their numbers and titles, and the most important is that any document is provided also in HTML format.

Executive Orders

Executive Order 12999	Educational Technology: Ensuring Opportunity for All Children in the Next Century
Executive Order 13006	Locating Federal Facilities in Historic Properties
Executive Order 12024	Transfer of Certain Advisory Committee Functions
Executive Order 12838	Termination and Limitation of Federal Advisory Committees.
Executive Order 13061	Federal Support Of Community Efforts Along American Heritage Rivers
Executive Order 13093	This executive order amends EOs 13061 and 13080.
Executive Order 11593	Protection And Enhancement Of The Cultural Environment
Executive Order 12038	Relating To Certain Functions Transferred To The Secretary Of Energy By The Department Of Energy Organization Act
Executive Order 10579	Regulations related to the establishment and operation of interagency motor-vehicle pools and systems.
Executive Order 13005	Empowerment Contracting
Executive Order 13166	Improving Access to Services for Persons with Limited English Proficiency
Executive Order 12375	Motor Vehicles
Executive Order 13160	Nondiscrimination on the Basis of Race, Sex, Color, National Origin, Disability, Religion, Age, Sexual Orientation, and Status as a Parent
Executive Order 12889	Implementation of the North American Free Trade Agreement
Executive Order 13057	Federal Actions in the Lake Tahoe Region
Executive Order 13089	Coral Reef Protection
Executive Order 13141	Environmental Review of Trade Agreements
Executive Order 13150	Federal Workforce Transportation
Executive Order 13158	Marine Protected Areas
Executive Order 13175	Consultation and Coordination With Indian Tribal Governments
Executive Order 13186	Responsibilities of Federal Agencies To Protect Migratory Birds
Executive Order 13211	Actions Concerning Regulations That Significantly Affect Energy Supply, Distribution, or Use

Executive orders in e-library of the web-site of the U.S. General Services Administration

Executive Order 12838

Summary: Executive Order 12838 applied to the Federal Advisory Committee Act

TERMINATION AND LIMITATION OF FEDERAL ADVISORY COMMITTEES

By the authority vested in me as President by the Constitution and the laws of the United States of America, including the Federal Advisory Committee Act ("FACA"), as amended (5 U.S.C.App.), it is hereby ordered as follows:

Section 1. Each executive department and agency shall terminate not less than one-third of the advisory committees subject to FACA (and not required by statute) that are sponsored by the department or agency by no later than the end of fiscal year 1993.

Sec. 2. Within 90 days, the head of each executive department and agency shall submit to the Director of the Office of Management and Budget, for each advisory committee subject to FACA sponsored by that department or agency: (a) a detailed justification for the continued existence, or a brief description in support of the termination, of any advisory committee not required by statute; and (b) a detailed recommendation for submission to the Congress to continue or to terminate any advisory committee required by statute. The Administrator of General Services shall prepare such justifications and recommendations for each advisory committee subject to FACA and not sponsored by a department or agency.

Sec. 3. Effective immediately, executive departments and agencies shall not create or sponsor a new advisory committee subject to FACA unless the committee is required by statute or the agency head (a) finds that compelling considerations necessitate creation of such a committee, and (b) receives the approval of the Director of the Office of Management and Budget. Such approval shall be granted only sparingly and only if compelled by considerations of national security, health or safety, or similar national interests. These requirements shall apply in addition to the notice and other approval requirements of FACA.

Sec. 4. The Director of the Office of Management and Budget shall issue detailed instructions regarding the implementation of this order, including exemptions necessary for the delivery of essential services and compliance with applicable law.

Sec. 5. All independent regulatory commissions and agencies are requested to comply with the provisions of this order.

WILLIAM J. CLINTON
THE WHITE HOUSE,
February 10, 1993.

Text of one of the executive orders in e-library of the web-site of the U.S. General Services Administration

- **Proactively published public information** - in order of proactive publication of records and documents requested in accordance with the Freedom of Information Act, there is created a separate section (FOIA Requested Records and Documents), where there are uploaded documents and data most requested by the society (eg, information about the

public servants attending the exhibitions or trainings organized by the agency, certain original contracts, etc.).

home | newsroom | Regions | Staff Directory | Careers | Forms | e-100IS | QuickLinks

GSA U.S. General Services Administration

Search This Site SEARCH

WHAT GSA OFFERS DOING BUSINESS WITH GSA LEARN MORE BLOG

Home > About GSA > Reference > Freedom of Information Act (FOIA) > FOIA Requested Records and Documents

Freedom of Information Act (FOIA)

- Overview
- Contacts
- FOIA Reading Room
- **FOIA Requested Records and Documents**
- Library
- Online FOIA Request
- Open Government FOIA
- Related Websites
- Status of FOIA Requests

FOIA Requested Records and Documents

GSA is making FOIA records and documents available to the public in the interest of transparency and working toward a more open government.

- **2012 GSA Expo Attendee List as of March 22, 2012**
- 2012 GSA Expo Exhibitor List as of March 22, 2012
- 2011 GSA Expo Attendee List as of February 28, 2012
- 2011 GSA Expo Exhibitor List as of February 7, 2012
- Manpower Personnel Training and Analyses Support (COI Number 9Q9SDBIS013)
- Order Number: GS09Q08BH0015
- Proposal to Lease Space: GS-09B-02196
 - Supplemental Lease Agreement, No. 1 (GS-09B-02196)
 - Supplemental Lease Agreement, No. 2 (GS-09B-02196)
 - Request for Authorization of Additional Classification Rate (GS-09B-02196)
- **Contract Number GS09Q10DF00506**
- GSA Infrastructure Technology Global Operations, Client Order ID Numbers: A06S47T0040 and 9T8NDWIS002
- Contract Number GS-09P-98-KSD-0017 (Elevator Services)*
- "DOD Freedom of Information Act Program," September 1998, version 1*
- "DOD Freedom of Information Act Program," September 1998, version 2*

CONTACTS

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(202) 501-2262

- sharon.lighton@gsa.gov
- View Contact Details

Information published proactive on the web-site of the U.S. General Services Administration

- **Freedom of Information Act Annual Reports Archive** - detailed reports provide statistical data processed by the office in relation with access to public information, - number of received, satisfied, partially or completely rejected applications. It specifies grounds for rejection, the number of administrative discussions and detailed information about following the terms prescribed by the legislation.

Name	Format	Size	Publish Date
GSA Fiscal Year 2011 Annual FOIA Report	DOC	177k	2/1/2012
GSA Fiscal Year 2011 Annual FOIA Report	XML	32k	2/1/2012
GSA Fiscal Year 2010 Annual FOIA Report	PDF	203k	
GSA Fiscal Year 2009 Annual FOIA Report	PDF	55k	
GSA Fiscal Year 2009 Annual FOIA Report text version	Text	25k	
GSA Fiscal Year 2008 Annual FOIA Report	Word	231k	
GSA Fiscal Year 2007 Annual FOIA Report	Word	98k	
GSA Fiscal Year 2006 Annual FOIA Report	Word	1055k	
GSA Fiscal Year 2005 Annual FOIA Report	Word	80k	
GSA Fiscal Year 2004 Annual FOIA Report	Word	68k	
GSA Fiscal Year 2003 Annual FOIA Report	Word	65k	
GSA Fiscal Year 2002 Annual FOIA Report	Word	60k	
GSA Fiscal Year 2001 Annual FOIA Report	Word	53k	
GSA Fiscal Year 2000 Annual FOIA Report	Word	49k	
GSA Fiscal Year 1999 Annual FOIA Report	Word	41k	

Archieve of FOIA reports on the web-site of the U.S. General Services Administration

B. (1) Disposition of GSA FOIA Requests – All Processed Requests

	Number of Full Grants	Number of Partial Grants/ Partial Denials	Number of Full Denials Based on Exemptions	Number of Full Denials Based on Reasons Other than Exemptions									TOTAL
				No Records	All Records Referred to Another Component or Agency	Request Withdrawn	Fee-Related Reason	Records not Reasonably Described	Improper FOIA Request for Other Reason	Not Agency Record	Duplicate Request	Other *Explain in chart below	
Agency Overall	1033	226	37	75	63	114	2	5	3	30	15	0	1622

Statistic data in the annual FOIA report on the web-site of the U.S. General Services Administration

- **Public Information Guide** - Guide contains detailed description of the procedures for requesting public information, terms, fees, appeal procedures, guidelines for filling in the application and other useful information.

[Back to top](#)

[Public Information Handbook](#)

Name	Format	Size	Publish Date
Public Information Handbook GSA makes information available to the public through an extensive electronic home page and at other internet sites listed in this handbook.	Word	48k	2/12/2009

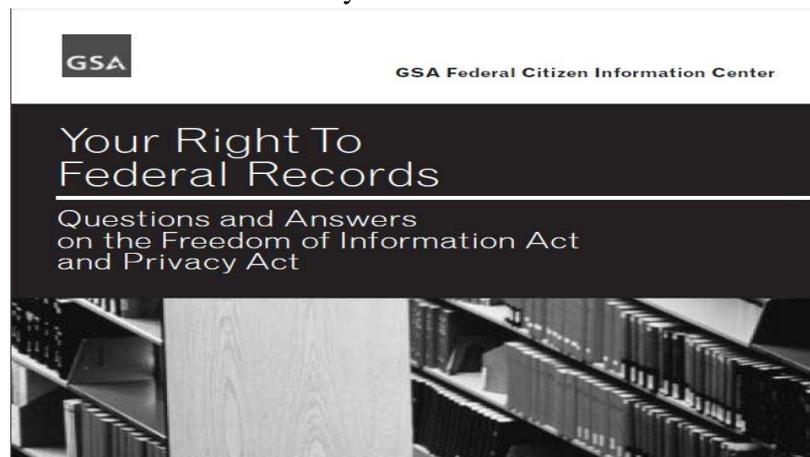
[Back to top](#)

[Your Right to Federal Records](#)

Name	Format	Size	Publish Date
Your Right to Federal Records	PDF	283k	

Guides about public information and federal records on the web-site of the U.S. General Services Administration

- **Guide to access federal records** - In addition, the section includes detailed references about federal records request. The documents describe state policies for access to official documents and relevant legislation is reviewed. In particular, it defines interconnection mechanisms of the FOIA and the Privacy Act.



Guide of access to the federal records in the e-library on the web-site of the U.S. General Services Administration

- **Public information online request form** – public information online request form is given on the web-site, by means of which any interested person may online send a letter of request for public information.

Online FOIA Request

GSA's Central Office FOIA requests may be made by letter, fax or by completing following the online request form.

GSA Central Office FOIA Online Request

Under the Freedom of Information Act, 5 U.S.C. subsection 552, I am requesting the following information:

Online FOIA Request

Name:

Address:

Address:

City: State: Zip:

Country:

Phone:

Fax:

Email:

Fees: (check one)

- If there are any fees for searching or copying these records, please inform me before filling my request.
- Please send me the records without informing me of the cost unless the fees exceed \$, which I agree to pay.

If you deny any or all of this request, please cite each specific exemption you feel justifies the refusal to release the information and notify me of appeal procedures available to me under the law.

I would prefer to be contacted by: (check one)

- Telephone Fax Email

Public information online request form on the web-site of the U.S. General Services Administration

Public Information Registry - Registry provides following types of information on applications for public information:

- Application identification number;
- Application registration date;
- Information disclosure deadline stipulated by the law;
- The current status (issued, under treatment, rejected);
- Public information disclosure date.

**U.S. General Services Administration
Status of FOIA Requests
(The next status update will be posted on or about June 15, 2012.)**

Request ID	Received Date	Due Date	Request Status	Completion Date
FOIA 208226	11/03/2011	1/27/2012	Closed	01/18/2012
FOIA 213068	02/26/2013	3/26/2012	Closed	05/08/2012
FOIA 211467	12/05/2012	2/29/2012	Closed	03/01/2012
FOIA 212467	12/02/2012	2/16/2012	Closed	02/06/2012
FOIA 210708	10/24/2012	2/2/2012	Closed	02/02/2012
FOIA 207132	10/10/2012	2/10/2012	Closed	02/07/2012
FOIA 220227	05/30/2012	5/25/2012	Pending	
FOIA 218408	05/16/2012	5/28/2012	Pending	
FOIA 220487	05/15/2012	6/13/2012	Pending	
FOIA 220447	05/13/2012	6/12/2012	Pending	
FOIA 220367	05/11/2012	6/8/2012	Pending	
FOIA 220347	05/11/2012	6/11/2012	Pending	
FOIA 220467	05/11/2012	6/12/2012	Pending	
FOIA 220387	05/11/2012	6/11/2012	Pending	
FOIA 220507	05/11/2012	6/13/2012	Pending	
FOIA 220427	05/11/2012	6/12/2012	Pending	
FOIA 220407	05/11/2012	6/12/2012	Pending	
FOIA 220327	05/10/2012	6/11/2012	Pending	
FOIA 220287	05/10/2012	6/8/2012	Pending	
FOIA 220292	05/10/2012	6/8/2012	Pending	
FOIA 220293	05/10/2012	6/8/2012	Pending	
FOIA 220291	05/10/2012	6/8/2012	Pending	
FOIA 220290	05/10/2012	6/8/2012	Pending	
FOIA 220289	05/10/2012	6/8/2012	Pending	
FOIA 220288	05/10/2012	6/8/2012	Pending	
FOIA 220307	05/10/2012	6/11/2012	Pending	
FOIA 220107	05/09/2012	6/6/2012	Pending	

Information on the web-site of the U.S. General Services Administration

Public information registry

At the same time, the information submitted in the registry is regularly updated. The web-site as well specifies update uploading date.

- **Visitor registry of public institutions** - in terms of transparent and accountable public activity a very important and interesting practice is established in the United States. In particular, administrative authorities make available the details of the guests and visitors visited the institution's central offices. The practice is intended to make public the quality of involvement of representatives of business or lobbyist sector in the central government activity. In particular, the registry specifies the guest's name and surname, given the company's or organization's details, date and exact time of visit, length of visit and the registration number.

Visitor Report



EasyLobby SVM

Created on 9/1/2011 at 6:27:24AM

Visitor Report

Name \ Title \ Company	Phone \ Email \ Cell	Employee \ Reason \ Category	Clearance \ Cust Id \ Reg By
Date & Time	Type	Station	Operator
MARGUERITE DANIEL			
8 TH FL			10279173
		Visitor-ESCORT	GSA-Visitor
8/9/2011 10:27:24AM	CheckIn	Lobby	One Consitution Square GSA-Visitor
MARGERY JONES			
2ND FL			10277725
		Visitor-ESCORT	GSA-Visitor
7/25/2011 3:53:01PM	CheckIn	Lobby	One Consitution Square GSA-Visitor
7/25/2011 5:31:37PM	CheckOut	Lobby	One Consitution Square GSA-Visitor
WAI PONG			
10 TH FL			10276268
		Contractor	GSA-Visitor
7/7/2011 8:38:41AM	CheckIn	Lobby	One Consitution Square GSA-Visitor
7/13/2011 8:35:32AM	CheckOut	Lobby	One Consitution Square GSA-Visitor
CHRISTOPHER POSLUSZN			
2 ND FL			10280119
		Visitor-ESCORT	GSA-Visitor
8/18/2011 8:19:50AM	CheckIn	Lobby	One Consitution Square GSA-Visitor
8/18/2011 8:37:36AM	CheckOut	Lobby	One Consitution Square GSA-Visitor

Visitor registry on the web-site of the U.S. General Services Administration

5. Staffing of public institutions

It is important to have information about the terms and conditions of employment, vacancies and procedure of internship completion on public agency web-site. This makes recruiting process in a government agency more transparent and open, at the same time promotes competition and raising the level of employees' qualifications.

Experience of the United States in this area is as well significant. Separate section "career" is operating on the web-site of the U.S. General Services Administration, which provides the detailed list of job positions in the public institution, information about open vacancy in the institution, there are explained the procedures for submission of application. In addition, it also provides information about employment benefits (vacation, insurance, and other additives. etc.).

Careers at GSA	<h2 style="margin: 0;">Employee Benefits Information</h2> <p>GSA offers its employees a wide range of benefits. We offer a variety of health insurance plans including dental and vision coverage. Employees can also enroll in a Flexible Spending Account which enables them to set aside pre-tax funds to pay for a wide range of common, out of pocket health and dependent care expenses. Our retirement plan outpaces the private sector. And, to help employees set aside additional money for retirement, they can enroll in the Thrift Savings Plan which functions similar to a 401k. With so many benefits, it's no surprise that we're sought after by many as their employer of choice.</p> <p>Getting Started The links below provide background about benefit programs and other useful information.</p> <ul style="list-style-type: none"> ▪ Acronyms ▪ Contacts ▪ Dental and Vision Benefits ▪ Designating a Beneficiary ▪ Flexible Spending Accounts ▪ Forms ▪ Health Benefits ▪ Leave ▪ Life Insurance ▪ Long-Term Health Care ▪ Other Benefits ▪ Retirement Plans ▪ Thrift Savings Plan <p>In addition, the Office of Personnel Management's website offers you more information about federal employee benefits.</p>
• Overview	
• Apply for a GSA Job	
• Careers FAQ	
▶ Employee Benefits	
Acronyms	
Contacts	
Dental and Vision Benefits	
Designating a Beneficiary	
Flexible Spending Accounts	
Forms	
Health Benefits	
Leave	
Life Insurance	
Long Term Care Health Care	
Other Benefits	
Retirement Plans	
Thrift Savings Plan	
• Employee Survey Reports	
• Hiring Reform	
• New Hire Resources	
• Where the Jobs Are	
• Who is GSA Looking For?	
• You Can Do That Here!	
Employee Benefits Information on the web-site of the U.S. General Services Administration	

Interactive map is interesting, also, where the vacancies currently available across the country are given. Employment information may be retrieved by the desired region or state.

Careers at GSA

- Overview
- Apply for a GSA Job
- Careers FAQ
- Employee Benefits
- Employee Survey Reports
- Hiring Reform
- New Hire Resources
- ▶ Where the Jobs Are
- Who is GSA Looking For?
- You Can Do That Here!

Where the Jobs Are

GSA has offices across the country in 11 major cities and overseas. We offer exciting career opportunities in an environment that helps you learn and grow. Our workforce includes: architects, engineers, information technology professionals, contracting officers, human resources specialists, and budget analysts. With such a diverse range of job opportunities and offices across the country and overseas, GSA is an exciting place to build your career.

Select a STATE, TERRITORY or GLOBAL AREA

Information where the jobs are on the web-site of the U.S. General Services Administration

It is important that the Civil Service Bureau (www.hr.gov.ge) provides development of integrated portal for Georgian public-sector employment, which includes information about vacancies in the public service. Even more welcome is the fact that the citizens can post their own data on the web-site. It is also very important that the web-site guest can find a job related information stating an employer, location, desired salary amount, employment time.

მოძებნე სამსახური

დამსაქმებელი: ამოიჩიეთ
 კატეგორია: ამოიჩიეთ
 ადგილმდებარეობა: ამოიჩიეთ
 ხელფასი: დან მდე
 სამუშაოს ტიპი: ამოიჩიეთ

არქივში **მოძებნე სამსახური**

დასახელება	სულ (12)	დამსაქმებელი	ბოლო ვადა	ნაწახია
ეკონომიკური დეპარტამენტის მატერიალურ-ტექნიკური უზრუნველყოფის სამმართველოს მრჩველის - იუსტიციის სახლის სამეთრნეო სამსახურის მენეჯერის პოზიცია - თელავი		საქართველოს იუსტიციის სამინისტრო	3 ივნ	401
თელავის იუსტიციის სახლის მენეჯერი		საქართველოს იუსტიციის სამინისტრო	4 ივნ	955
საქართველოს იუსტიციის სამინისტროს ანალიტიკური დეპარტამენტის სოციოლოგი (მრჩვეული)		საქართველოს იუსტიციის სამინისტრო	11 ივნ	1759
რევეჯიის მენეჯერი (გამაჯანსაღებელი ცენტრი)		ქ. თბილისის მერიის დასაქმების პროგრამა	30 მაის	1944

E-Portal on the web-site of Civil Service Bureau of Georgia

To improve the implemented service, it will be as well interesting, to share American experience, where the electronic portal (www.usajobs.gov) serves the same function as the Georgian one. A number of services implemented on this web-site may be introduced useful to the Georgian reality.

Along with job search systems, the portal includes guides for job seekers, tips and recommendations, which help job seekers in correct preparation of cover letters, biography or applications, as well as to prepare interview.

Interviewing Tips



Successful Interviewing

The interview is designed for one purpose: to find the "best" person for the job. Getting an interview is only a start. You must know how to win at interviewing. Follow these four interviewing strategies.

- [The One-Minute Resume](#)
- [Positive Attitude](#)
- [Dress the Part](#)
- [Write a Thank You Letter](#)

4 Winning Tips for a Successful Interview:

1. The One-Minute Resume

The first question most interviewers ask is "tell me about yourself." How you answer this question will set the tone for the rest of the interview. That is why you develop a one-minute resume. Describe where you are from, your education, and what you have to offer.

→ One-Minute Resume Example:

"I grew up in rural Western Michigan and I was active in sports and student government in high school. In addition to having the skill, talent and experience you're looking for, my life as a military spouse also reflects my being the right person for this job. The experiences I have had as a military spouse have boosted my education, provided learning experiences I've enjoyed through traveling and expanded my experience in relating to people of varying backgrounds and cultures."

→ Develop and Practice Your One-Minute Resume

You should do this for three reasons:

1. It shows you are comfortable with yourself. This puts both you and the interviewer at ease.
2. If you have a polished one-minute resume, YOU begin to control the interview.
3. A well-delivered one-minute resume will draw the interviewer in to you.

Interview tips on the web-site of US State Employment web-site

The procedure of creation of statements for all types of employer, qualification requirements, testing process, recruiting opportunities, recruiting benefits, candidate development programs and other possibilities are explained in details.

Federal Employment Information Fact Sheets: Senior Executive Service

The Senior Executive Service (SES)

The SES is a corps of men and women who administer public programs at the top levels of the Federal Government. Positions are primarily managerial and supervisory. The SES is a gradeless system in which salary is linked to individual performance. Basic annual salaries range from \$119,554 to \$165,300; however, an agency with a certified SES performance appraisal system can set basic pay at rates up to \$179,700. Members of the SES are not eligible for locality pay. Additional recruitment incentives may be offered when filling some SES positions. These incentives are described below. The SES web page contains additional information and resources (www.opm.gov/ses/index.asp).

How SES Jobs Are Filled

Each Federal agency determines the qualifications required for its SES positions and whether to consider only current Federal civil service appointees or all qualified candidates.

There are two methods of entry into the career SES:

- Apply directly to a Federal agency for a specific SES position.
- Apply for a Federal Agency's SES Candidate Development Program (SES CDP), which can lead to eligibility for a career appointment to an SES position without further competition. (See "Candidate Development Programs" below).

Qualifications Requirements

An applicant must meet two types of qualifications for any SES position:

- The Executive Core Qualifications, which apply to every SES position; and
- Specific, professional/technical qualifications (if any) for the position being advertised.

The Office of Personnel Management (OPM) has identified five Executive Core Qualifications (ECQs) common to all SES positions. The ECQs are:

- Leading Change
- Leading People
- Results Driven
- Business Acumen
- Building Coalitions

The full text of the ECQs can be viewed at www.opm.gov/ses/recruitment/ecq.asp.

Agencies may also identify specific professional/technical qualifications for the position being filled. The qualification standards for an advertised SES position are listed in the agency's job announcement. Applicants need to obtain a copy of the agency's job announcement to respond to these requirements.

Examination Process

The Federal agency:

- reviews, rates, and ranks applicants based on the executive qualifications and the professional/technical qualifications (if any) listed in the vacancy announcement;
- makes a final selection from among the best-qualified applicants, and
- submits a case to OPM for Qualifications Review Board (QRB) certification of the selectee's Executive Core Qualifications.

OPM convenes Qualifications Review Boards to determine whether agency selectees have the executive qualifications required for the SES. An agency may not appoint the selectee unless a QRB has certified that the candidate has the broad leadership skills to be successful in a variety of

US Employment Web-Site

Also, a variety of standard and non-standard forms are uploaded on the web-site: application forms, questionnaires, sample contracts, additional requirement forms.

Form	Title	Format	File Size
SF 15	Application for 10-Point Veteran's Preference	 FILLABLE	1.22 MB
SF 39	Request for Referral of Eligibles	 FILLABLE	388.58 KB
SF 39A	Request and Justification for Selective Factors and Quality Ranking Factors (<i>Attach to SF 39</i>)	 FILLABLE	668.31 KB
SF 50	Notification of Personnel Action	 FILLABLE	335.25 KB
SF 52	Request for Personnel Action	 FILLABLE	
SF 59	Request for Approval of Non-Competitive Action	 FILLABLE	70.19 KB
SF 61	Appointment Affidavits	 FILLABLE	52.15 KB
SF 62	Agency Request to Pass Over a Preference Eligible or Object to an Eligible	 FILLABLE	381.31 KB
SF 75	Request for Preliminary Employment Data	 FILLABLE	340.31 KB
SF 85	Questionnaire for Non-Sensitive Positions	 FILLABLE	354.59 KB
SF 85P	Questionnaire for Public Trust Positions	 FILLABLE	513.33 KB
SF 85P-S	Supplemental Questionnaire for Selected Positions	 FILLABLE	68.25 KB
SF 86 2008	Questionnaire for National Security Positions Effective October 1, 2011, continued use of the 2008 edition is permitted when an exception is warranted and approved by OPM. (Reference Federal Investigations Notices 11-03 , Revised Standard Form 86 Implementation)	 FILLABLE	1.23 MB
SF 86 2010	Questionnaire for National Security Positions	 FILLABLE	6.98 MB
SF 86A	Continuation Sheet for Questionnaires SF 86, SF 85P, and SF 85	 FILLABLE	896.11 KB
SF 86C	Standard Form 86 Certification	 FILLABLE	669.52 KB
Forms on the US Employment Web-Site			

6. Funding and cost (budget) of public institution

To ensure a high level of transparency in a public institution, it is important to publish detailed information about its financial operations.

Web-site of the Civil Service Bureau of Georgia supports the following types of financial documents:

- The budget of 2011 of the Civil Service Bureau - given the amount of revenues and expenses, there is not shown details of disposal of financial assets;

სსიპ საჯარო სამსახურის ბიუროს 2011 წლის ბიუჯეტი

ლარებში

დასახელება	თანხა
სსიპ საჯარო სამსახურის ბიურო	
საგარეულო შემოსავლები	-
ბიუჯეტიდან მიღებული დაფინანსება	600,000.00
სახელმწიფო ბიუჯეტი	600,000.00
კანონმდებლობით ნებადართული სხვა შემოსავლები	-
გადასახდელები	
შრომის ანაზღაურება	378,587.53
საქონელი და მომსახურება	203,103.23
სოციალური უზრუნველყოფა	750.00
სხვა ხარჯები	2,200.00
არაფინანსური აქტივების ზრდა	11,952.38
ვალდებულებების კლება	1,000.00

The budget of 2011 of Civil Service Bureau of Georgia

- Funding received from the state budget (2009-2011 yy);
- Simplified procurements conducted by the Bureau;
- Tenders conducted by the Bureau.

ფინანსური ანგარიშგება

მთავარი > ჩვენ ვისახებ > ფინანსური ანგარიშგება >



ამ გვერდზე თქვენ ნახავთ საჯარო სამსახურის ბიუროს გასული წლის ბიუჯეტს, სახელმწიფო ბიუჯეტიდან მიღებულ დაფინანსებებს, ბიუროს მიერ განხორციელებულ გამარტივებულ შესყიდვებსა და ჩატარებულ ტენდერებს.

1. საჯარო სამსახურის ბიუროს 2011 წლის ბიუჯეტი.
2. სახელმწიფო ბიუჯეტიდან მიღებული დაფინანსებები. (2009-2011წწ.)
3. ბიუროს მიერ განხორციელებული გამარტივებული შესყიდვები.
4. ბიუროს მიერ ჩატარებული ტენდერები.

Web-site of the U.S. General Services Administration provides financial statements stating the following information:

- Strategic objectives of agencies;
- The budget adopted by public agencies within the last two years, financial liabilities, expenses, income from various operations;

PRINCIPAL FINANCIAL STATEMENTS

U.S. General Services Administration
Consolidating Balance Sheets
 As of September 30, 2011 and 2010
(Dollars in Millions)

	FEDERAL BUILDINGS FUND		ACQUISITION SERVICES FUND		OTHER FUNDS		LESS: INTRA-GSA ELIMINATIONS		GSA CONSOLIDATED TOTALS	
	2011	2010	2011	2010	2011	2010	2011	2010	2011	2010
ASSETS										
Intragovernmental Assets:										
Fund Balance with Treasury (Notes 1-D, 2)	\$ 9,451	\$ 11,254	\$ 1,224	\$ 1,155	\$ 607	\$ 657	\$ -	\$ -	\$ 11,282	\$ 13,066
Accounts Receivable - Federal, Net (Note 4)	558	479	1,474	1,262	4	3	25	22	2,011	1,722
Prepaid Expenses and Advances - Federal	5	-	1	1	-	-	-	-	6	1
Total Intragovernmental	10,014	11,733	2,699	2,418	611	660	25	22	13,299	14,789
Inventories (Note 1-E)	-	6	207	215	-	-	-	-	207	221
Accounts Receivable - Public, Net (Note 4)	21	20	105	97	25	25	-	-	151	142
Other Assets (Note 12)	105	48	-	16	-	7	-	4	105	67
Property and Equipment (Notes 1-F, 5)										
Buildings	34,068	32,509	-	-	-	-	-	-	34,068	32,509
Leasehold Improvements	319	257	30	29	-	-	-	-	349	286
Telecommunications and ADP Equipment	-	-	89	91	-	-	-	-	89	91
Motor Vehicles	-	-	4,849	4,654	-	-	-	-	4,849	4,654
Other Equipment	162	133	232	213	141	129	-	-	535	475
Less: Accumulated Depreciation and Amortization	(18,062)	(16,881)	(1,973)	(1,836)	(108)	(89)	-	-	(20,143)	(18,806)
Subtotal	16,487	16,018	3,227	3,151	33	40	-	-	19,747	19,209
Land	1,547	1,628	-	-	-	-	-	-	1,547	1,628
Construction in Process and Software in Development	4,426	2,828	20	14	-	-	-	-	4,446	2,842
Total Property and Equipment, Net	22,460	20,474	3,247	3,165	33	40	-	-	25,740	23,679
Total Assets	\$32,600	\$32,281	\$ 6,258	\$ 5,911	\$ 669	\$ 732	\$ 25	\$ 26	\$ 39,502	\$ 38,898
LIABILITIES AND NET POSITION										
Intragovernmental Liabilities:										
Accounts Payable and Accrued Expenses - Federal	\$ 65	\$ 54	\$ 26	\$ 27	\$ 11	\$ 12	\$ 25	\$ 22	\$ 77	\$ 71
Judgment Fund Liability	405	360	-	-	-	-	-	-	405	360
Intragovernmental Debt (Notes 6, 11)	1,898	1,973	-	-	-	-	-	-	1,898	1,973
Other Intragovernmental Liabilities (Notes 9, 11)	46	35	19	24	33	63	-	4	98	118
Total Intragovernmental	2,414	2,422	45	51	44	75	25	26	2,478	2,522
Accounts Payable and Accrued Expenses - Public	1,388	1,235	1,264	1,119	22	23	-	-	2,674	2,377
Environmental and Disposal Liabilities (Notes 5, 10, 11)	112	99	-	-	100	105	-	-	212	204
Capital Lease and Installment Purchase Liability	385	408	-	-	-	-	-	-	385	408
Workers' Compensation Actuarial Liability (Notes 7, 11)	87	89	29	31	16	15	-	-	132	135
Unamortized Rent Abatement Liability	241	222	-	-	-	-	-	-	241	222
Annual Leave Liability (Notes 1-G, 11)	56	55	34	33	22	22	-	-	112	110
Deposit Fund Liability	-	-	-	-	42	39	-	-	42	39
Other Liabilities (Notes 9, 11)	36	71	8	20	51	50	-	-	95	141
Total Liabilities (Note 10)	4,719	4,601	1,380	1,254	297	329	25	26	6,371	6,158
NET POSITION (Note 14)										
Cumulative Results of Operations	25,142	23,002	4,878	4,657	277	287	-	-	30,297	27,946
Unexpended Appropriations	2,739	4,678	-	-	95	116	-	-	2,834	4,794
Total Net Position	27,881	27,680	4,878	4,657	372	403	-	-	33,131	32,740
Total Liabilities and Net Position	\$ 32,600	\$ 32,281	\$ 6,258	\$ 5,911	\$ 669	\$ 732	\$ 25	\$ 26	\$ 39,502	\$ 38,898

Financial Statement of the US General Services Administration

- Summarizes current initiatives;
- Shows the budgetary balance, the exact amount of money spent on various services;
- Describe the budgetary resources;

	FBF – MAIN ACCOUNT		FBF – ARRA		FBF TOTAL	
	2011	2010	2011	2010	2011	2010
Budgetary Resources:						
Unobligated Balance, Net – Beginning Balance	\$ 5,584	5,138	\$ 352	\$ 4,152	\$ 5,936	\$ 9,290
Prior Year Recoveries	212	233	80	7	292	240
Budget Authority:						
Appropriations	-	538	-	-	-	538
Spending Authority:						
Earned Revenue	11,026	10,442	-	-	11,026	10,442
Change in Unfilled Customer Orders	738	906	-	-	738	906
Previously Unavailable	1,032	604	-	-	1,032	604
Resources Temporarily Not Available	(2,239)	(1,032)	-	-	(2,239)	(1,032)
Transfers	(96)	(166)	-	-	(96)	(166)
Total Budgetary Resources	16,257	16,663	432	4,159	16,689	20,822
Status of Budgetary Resources:						
Obligations Incurred						
Direct						
Category B	8	-	429	3,808	437	3,808
Reimbursable						
Category A	-	-	-	-	-	-
Category B	11,006	11,078	-	-	11,006	11,078
Unobligated Balance – Available	4,680	4,702	3	351	4,683	5,053
Unobligated Balance – Unavailable	563	883	-	-	563	883
Total Status of Budgetary Resources	16,257	16,663	432	4,159	16,689	20,822
Change in Obligated Balance:						
Obligated Balance, Net – Beginning Balance						
Unpaid Obligations, Oct 1	4,297	3,820	4,284	1,347	8,581	5,167
Less: Uncollected Customer Payments, Oct 1	(4,265)	(3,361)	-	-	(4,265)	(3,361)
Obligations Incurred	11,014	11,078	429	3,808	11,443	14,886
Less: Gross Outlays	(10,791)	(10,369)	(1,873)	(863)	(12,664)	(11,232)
Less: Recoveries of Prior Year Unpaid Obligations, Actual	(212)	(233)	(80)	(7)	(292)	(240)
Change in Uncollected Customer Payments (Increase) / Decrease	(808)	(904)	-	-	(808)	(904)
Obligated Balance, Net – End of Period:						
Unpaid Obligations	4,308	4,296	2,760	4,285	7,068	8,581
Less: Uncollected Customer Payments	(5,073)	(4,265)	-	-	(5,073)	(4,265)
Net Outlays						
Gross Outlays	10,791	10,369	1,873	863	12,664	11,232
Less: Offsetting Collections	(10,956)	(10,444)	-	-	(10,956)	(10,444)
Net Outlays	\$ (165)	\$ (75)	\$ 1,873	\$ 863	\$ 1,708	\$ 788

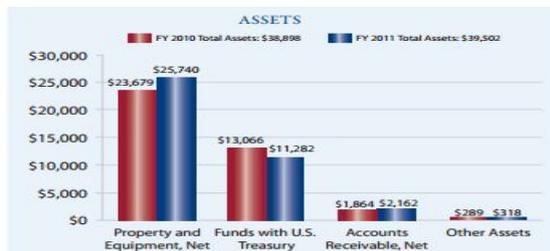
Financial Statement of the US General Services Administration – budgetary resources

- Along the statistical and quantitative data, the report provides a narrative explanation of the financial transactions.

CONSOLIDATED FINANCIAL RESULTS

GSA Assets

GSA assets include federal buildings, motor vehicles, and office equipment (Property and Equipment); cash balances held in the U.S. Treasury (Fund Balance with Treasury); and debts owed to GSA (Accounts Receivable) from other federal agencies, primarily for sales transactions or rent that was not collected at the end of FY 2011. Property and Equipment, represent 65 percent of total assets of over \$39.5 billion. Overall, Property and Equipment increased by \$2 billion. Buildings account for the largest increase of \$386 million (net of depreciation), driven by building modernization and alteration projects funded by the Recovery Act. In addition, Construction in Process and Software in Development increased by 56 percent or \$1.6 billion. These line items are expected to increase in the coming years as work continues on over \$2.7 billion in remaining contracts for Recovery Act projects.



GSA Liabilities

GSA liabilities are primarily amounts owed to commercial vendors but not yet paid (Accounts Payable) and amounts GSA owes to other federal entities (Intragovernmental Debt). From FY 2010 to FY 2011, Accounts Payable and Accrued Expenses increased by \$303 million primarily because of a \$297 million increase in amounts owed to vendors. Additionally, the "All Other Liabilities" category decreased by \$15 million.

Narrative explanation of budget imposing in the financial report of the US General Services Administration

Recommendations

On the one hand, through research of the challenges in Georgian reality and the official website of the Civil Service Bureau and on the other hand, based on the analysis of selected international examples of the best practice, recommendation package was created for the named Georgian agency. These recommendations aim to increase the level of accountability of Georgian public space, through practical implementation of e-transparency.

The gradual implementation of the proposals and recommendations will much improve the degree of transparency of the Civil Service Bureau, in terms of web-site improvement. Also, it will be possible to improve already implemented services on the official portal and implement innovative electronic services.

- **Description of the functions of a public institution:** it is desirable to have detailed information about the functions of the institution in the web-site section "About us", which includes references to the governmental agency mission, its goals and authority. This component will give the citizens an idea of the activities and responsibilities of the institution.
- **Information about the head of the institution:** It is preferable if the official web-site of a government institution, along with biographical data, provides competence, authority, statements and reports of its head person. Also, it is important to publish variety of publications, documents, memorandums, statements, public speech texts in relation to his/her activity.
- **Public institution structure:** it is desirable if the web-site provides names for all structural subdivisions and the internal unit structure of the ministry and description of their activities that will make clearer the inner structural and functional hierarchy. In addition, it is advisable to be able to find related legal documents, competence, description of activity and other additional information in each section of structural unit.
- **Information about the structural units of public institution:** official website of the Civil Service Bureau should provide contact details for the head or deputy head of all structural subdivisions of the Ministry and its internal structural units: e-mail address, telephone and fax numbers of the reception. Contact information of other employees should be made available.

- **Strategic plan of public institution:** to evaluate goals and objectives of a public agency, it is desirable if its official website provides strategic plan of the agency, which will determine within several years the government agency's:
 - The main objectives;
 - Activities planned to meet the objectives;
 - The challenges faced to the agency;
 - The description of the planned programs and projects - **name of the planned programs/projects, their goals, the program status (for example: "Current"), submission dates for their completion and final report, name of the unit in charge;**
 - The amount required for planned programs and projects;
 - Indicators for measuring the effectiveness of the implementation of planned programs and projects.

Along with the content of this document its location form should be considered. It is advisable to upload according to subheadings in expanded form, including HTML format and if the interested person may see the desired sub-clause, without downloading the entire document.

- **The public institution's annual report:** to ensure public access to the information about general activities of the public institution, on the web-site there should be placed annual reports of the institution, which will evaluate implementation of general activities, projects and initiatives. The reports should provide assessment of the effectiveness of the projects and their execution quality. In addition, it is important to have information on the implementation of the budget, assets and liabilities, various types of expenses, such as assignments, transfers. Report should include a number of details:
 - Priorities for public agency;
 - The public agency's mission, values and goals;
 - The plans/objectives for current year;
 - Achievement Indicators;
 - Both statistical data and narrative explanations of the projects implemented throughout the year as - based on pre-defined indicators to assess their effectiveness. There must be specified the amount spent for each of implemented project;
 - Measures within the competence of public institutions and evaluation of the effectiveness of implementation in the practices;
 - Individual project funding sources, the amount of funds spent for specific purposes;
 - Compare data of the last two years and trends and reasons for the changes of similar spendings;
 - Percentage appraisal of performance plans.

As international experience shows, tradition of estimates of the annual reports by the independent auditors, error detection in the financial balance and introduction of recommendations and further proactive disclosure is to be considered. It is desirable to introduce the same practice of public space of Georgia. It provides involvement of civil, experts and non-governmental sectors in assessment of activities of institutions.

- **Budget of the public agency:** to ensure transparency of a public institution, it is important to publish financial transactions and budget execution report on the official website. All the projects, the event, which has been implemented or are being planned, must be named in the document. There must be specified all types of financial expenses (administrative, personnel and etc.) spent for the execution, the financial liabilities and revenues from other operations. Current initiatives and their implementation reports should be summarized. It is necessary to show budget balance, the exact amounts of money spent on various services. It is also important to describe budgetary resources in the document. It is preferable to include narrative explanations of the financial operations in the report, along with statistical and quantitative data.

Proactive disclosure of some kind of information is as well important:

- Changes in the budget due to unexpected obligations and the fund sources for these activities;
- Information about the balance sheet of real estate of the Ministry;
- Amount of originally requested and finally approved assignments;
- Funds for various state programs set according to a specific direction and objectives, special purposes of distribution.

It is important to publish on the official website of the Public Service Bureau the draft budget presented to the Parliament and its implementation plan. In addition, the draft budget should be attached by recommendations and comments introduced in relation with the draft budget.

- **Access to Public Information/open governance:** contemporary indicator of transparency and accountability of public institutions are the references to the information proactively published on the web-site. Preferably, separate pages related to open governance should be created on the web-sites of the Civil Service Bureau, where should be published:
 - Detailed references regarding the procedures for public information;

- Freedom of Information Guide, which describes the basic procedures for requesting the information, terms, fees, an administrative application guidelines, contact details about the person responsible for public information and other information;
- Glossary of wording related to the request for public information or administrative procedures;
- Question-answer section concerning the basic procedures and access to information;
- In order to simplify the procedures for obtaining public information, public information requests in electronic form. It will save time and resources both of a citizen and a public institution itself. It will further simplify bureaucratic procedures related to public information;
- Relevant statistical data about requested, issued and rejected requests. Interactive map is desirable to be placed on the web-site, which will help a user to be able to compare the statistical data of an institution, according to contents of answers, and other categories;
- Public information e-reading space (database) should be available on the web-site, where proactively published information is arranged by categories. They should be able to search by both, keywords and according to the dates and topics.
- In the database section of the proactively published information should be placed the following proactively published information about the administrative costs:
 - Wage rates and supplements of the Officials;
 - Information about the bonuses received by officials;
 - Officials property declaration;
 - Institution total expenses and detailed description of the financial resources management;
 - Travel costs of officials stating the travel time and travel cause;
 - Information about formal meetings, receptions, gifts, stating the identity of the visitor, purpose of visit, the amount of the expenditure, the type of the gift.

In general, it is desirable to classify the information published in this section by categories. In particular, proactively published data related to the agency activities, costs, priorities, decision making, and work results and so on should be separated. Preferably, the web-site should provide search system for proactively published documents, where the relevant information is available according to the type, time of registration, number, department, and stating any reference word.

- In the same section, shall be placed renewable registry of the submitted statements and answers for request of public information - electronic registry of public information (application content, response status).
- In the same section, there must be published reports addressed by the public agency to the President of Georgia and the Parliament of Georgia, dated December 10 and the archive of the reports.

- On the web-site in a section devoted to public information, there should be a sub-section related to appropriate legal proceedings. On this page it is desirable to provide electronic forms for administrative appeal due to claims related to rejected public information. In addition, it is necessary to apply the procedure for the above-mentioned application types. As well, here should be placed references about court appeals and court decisions related to the request of public information. In order to find the information easily, they should be arranged according to subject and decision-making date (see Appendix 1).
- **Publications:** a section "Publications" should be provided on the web-site of the public agency where reports by all structural units of the agency, investigations concerning matters within their competence will be published. It is better to be a few different types of reports and research materials to be arranged by categories, which simplifies to find the desired information for the user. In the same section, there may be published statistical data related to their activities and the reviews.
- **Section of public reviews:** To implement effective communication with citizens and improve their involvement in the activities of the office, for Civil Service Bureau it will be useful to implement appropriate platform of electronic communication. Integration of the platform enables the society to establish interactive communication with the public agency responsible persons, express their opinions and suggestions, declare the problems. It is desirable to develop a report based on the conducted public discussions, where public and government agencies will summarize the issues identified by the society and set the ways of solutions.
- **News section:** All public institutions, in order to inform people about their working, create news section on their web-site. However, their form and arrangement is reflected in the possibility to easily find the desired information by stakeholders. Preferably the references placed in the news section on the web-site of the Civil Service Bureau should be classified and categorized (eg, through creating sections of press releases, speeches, statements).

As for the information about individual activities, they should be ranked according to the structural units responsible for their implementation. As a result, in the news section the news will be presented as a unified format, as well according to various structural units. Structurization of the news archive on the web-site is also very important.

- **Public agency staffing:** In order to ensure transparency of personnel policy, the web-site of the Public Service Bureau should provide competition applications for different

public vacancies. It is important to describe in detail the obligations of the position, qualification requirements for the vacant position and wage rate and deadlines determined for sending the application. Must be possible to fill the application online.

Web-site preferably includes references about current positions in public office and detailed information about the various positions and the rights and responsibilities defined for these positions.

In addition, it is desirable to find information in government electronic resources about the position of a government institution, benefits, health and social insurance, working mode, vacation conditions. Another important detail is the job search system on the web-site, which enables a user to find a vacancy in a public office, stating salary amount, position and any reference word.

At the same time it is important to make available finding of information about internship. There must be described in detail in the qualification requirements and other relevant information necessary for the completion of the internship. Qualification requirements, and other relevant information required for internship will be described here in details.

- **Cooperating with other countries:** Due to the activity of the Civil Service Bureau, application of foreign expertise is often important and for this purpose, some meetings, trainings and various types of events are often held with representatives of foreign countries and organizations and partners. Similar information, in most cases is located in the news section. Considering foreign examples, it is desirable to display the following types of information:
 - Information about the visits, the exact date and the host organization;
 - Information about goals/purpose of meetings;
 - A detailed description of the matters considered at the meeting;
 - References about signed treaties and memorandums between the parties, if any;
 - Information about the results of the visits;
 - Information about the projects and trainings conducted together with international organizations;
 - Information about the reports designed by international organizations related to the activities of the agency.

- **Reports of independent organizations:** Preferably practice of assessment of effectiveness of public institutions should be conducted by external, non-governmental actors. The survey has revealed that several independent organizations once a year make assessment of effectiveness of the activities of foreign institutions, accuracy of the financial operations and quality of the tasks facing them.

- **Property declarations:** To improve and achieve more transparency of information about income and property presented by the officials in the property declaration, it is desirable to categorize the information presented in these documents:

- Remuneration received by officials from different types of activities, the reason and the exact date when such amount was received;
- Costs spent by officials for missions or official visits and full contact details of financing;
- Gifts and other benefits received by public officials - must specify the source of funding, status and address, value of received a present, a kind, time of reception.

Along the conceptual side of the declarations, we should consider the form of displaying on the web-site. Such documents will be uploaded both in a PDF and HTML formats.

At the same time, to ensure higher level of availability of information, multi-functional electronic database can be created, where every user has the ability to make data filtering, for example, the amount of salary, position, remuneration type, and other variables.

- **Development of employment electronic portal:** To raise the level of awareness of citizens and for more information about personnel policy of public agencies it is preferable to display guides, advice and recommendations introduced for jobseekers on the portal. It will help them how to properly fill out cover letters, a biography, and interview. Also, it is desirable to construe a procedure for compiling applications with all types of employers, qualification requirements, testing process, recruiting opportunities, recruiting benefits, candidate development programs. In addition, it is desirable to upload various types of standard and non-standard forms on the web-site: application forms, questionnaires, sample contracts, forms for additional requirements.

Appendix 1: Example of the structure of public information page of institutions

The image shows a screenshot of the website www.justice.gov.ge/foi in a Mozilla Firefox browser. The page is titled "საქართველოს იუსტიციის სამინისტრო" (Ministry of Justice) and "საქართველოს იუსტიციის სამინისტროს საჯარო ინფორმაცია" (Public Information of the Ministry of Justice). The page features a navigation menu, a search bar, and a list of links including "გაცემაზე პასუხისმგებელი პირები", "FoI - გზამკვლევი", "FoI კანონმდებლობა", "ლიაზის პოლიტიკა", "FoI ანგარიშები", "FoI სტატისტიკა", "საჩივარი და სარჩელი", and "FAQ".

Annotations on the page provide the following information:

- საჯარო ინფორმაციის გაცემაზე პასუხისმგებელი პირთა სახელები, გვარები, თანამდებობები და საკონტაქტო ინფორმაცია:** Points to the "გაცემაზე პასუხისმგებელი პირები" link.
- საჯარო ინფორმაციის გამოთხოვასთან დაკავშირებული ახსნა-განმარტებითი ინფორმაცია და ინტერესებულ პირთათვის:** Points to the "FoI - გზამკვლევი" link.
- საჯარო ინფორმაციის ლიაზისათან დაკავშირებული სრული სამართლებრივი აქტები და შესაბამისი ამონარიდები:** Points to the "FoI კანონმდებლობა" link.
- დაწესებულების მიერ ინდივიდუალურად შემთავებული ლიაზის ყოველწლიური სტრატეგიული დოკუმენტი:** Points to the "ლიაზის პოლიტიკა" link.
- საჯარო ინფორმაციასთან დაკავშირებული ანგარიშები მათ შორის მ.შ. პრეზიდენტისა და პარლამენტისათვის წარსაღდგენი ანგარიშები და ამ ანგარიშების არქივი:** Points to the "FoI ანგარიშები" link.
- საჯარო ინფორმაციის მოთხოვნის/გაცემის ყოველკვარტალური და ყოველწლიური სტატისტიკური მაჩვენებლები:** Points to the "FoI სტატისტიკა" link.
- საჯარო ინფორმაციის ადმინისტრაციულ ორგანოში გასაჩივრების და სასამართლოსათვის მიმართვის წესის პროცედურების ტექსტური აღწერა და ის სასამართლო აქტები, რომლებიც ერთ-ერთ მხარეს წარმოადგენს საჯარო დაწესებულებას:** Points to the "საჩივარი და სარჩელი" link.
- ხშირად დასმული შეკითხვები:** Points to the "FAQ" link.
- შესული ვებხელმძღვანის წიგნები (შინაინსი, თანადი, გაცემული ინფორმაციის გვერდების ნაიდენობა, დაკვიფილიდა/უარი ვუქვა):** Points to the "საჯარო ინფორმაცია" menu item.
- გაცემული საჯარო ინფორმაციის დოკუმენტები (ლოკუტრების მონაცემთა ბაზა (შესაბამისი HTML/PDF ფაილების არქივი)):** Points to the "საჯარო ინფორმაცია" menu item.
- საჯარო მონაცემთა ელექტრონული ბაზა (საკ-ის 35-ე მუხლით განსაზღვრული საჯარო წიგნები):** Points to the "საჯარო ინფორმაცია" menu item.
- სახელმწიფო და კომერციული საიდუმლოების მკეთებელი ინფორმაციის მონაცემთა ბაზა (ინფორმაცია საჯარო ინფორმაციის გაცემაზე უარის საფუძვლების შესახებ, ინფორმაცია სახელმწიფო და კომერციული საიდუმლოებად მიჩნევის შესახებ ცნობები):** Points to the "საჯარო ინფორმაცია" menu item.
- საჯარო ინფორმაციის მოთხოვნის ელ. მოდული, გაცემაზე პასუხისმგებლის ჩამოსატვირთი და გასაგზავნი ფორმები და ინსტრუქცია:** Points to the search bar area.

Statistical analysis of the public information requests

For statistical analysis of fulfillment of obligation by the target public institutions, as defined in the Chapter 3 of the Administrative Code of Georgia, the Institute for Information Freedom Development, first of all applied to own databases. In 2010-2011 IDFI regularly requested public information from target institutions. At the same time, in order to conduct a comprehensive survey, IDFI requested from the state institutions the submitted applications for public information request during the years 2009-2012 and the responses. And also they requested reports for 2009, 2010 and 2011 on freedom of information compiled by the agencies in accordance with the General Administrative Code, Article 49 and sent to the Parliament and the President's administration of Georgia (so called reports of 10 December).

As a result of the analysis there was compiled statistical analysis for fulfillment of obligations in recent years prescribed by the General Administrative Code, Chapter 3 by the Government of Ajara A/R, the Ministry of Finance and Economy of Ajara A/R, the Ministry of Agriculture of Ajara A/R, the **Ministry of Health, Labour and Social Care** of Ajara A/R, Ministry of Education, Culture and Sports of Ajara A/R, the Ministry of Justice of Georgia, the Control Chamber of Georgia, the Civil Service Bureau, the Competition and State Procurement Agency.

At the same time, as the result of the analysis of public information, there are revealed several issues that the public is most interested in due to the activities of the target public institutions. Accordingly, by establishing the most demanded public information, it was possible to identify a list of issues that was recommended for proactive publication.

After analyzing the responses to public information requests by the administrative bodies, there are identified the gaps that hinder transparent and citizen oriented activity of target public institutions.

Research Methodology

Description of Analysis

To achieve the above-mentioned objective, within the scope of the project, applications for public information submitted to 9 public institutions of Georgia in 2009-2010-2011years (and in some cases included the year of 2012) were analyzed. The study covered the statements sent both by the Institute for Development of Freedom of Information within the project "Public Information Database" and the statements by other individuals or legal entities, which were provided by the public institutions.

Methods

The analysis includes statistical and qualitative components. The number of inquiries received over the years, the importance of compliance with the terms/violation of answers was statistically counted. There was analyzed the content of responses issued by a public agency for each request, in order to find out if the answers meet the requirements. In this regard, four main categories have been allocated: complete response, incomplete response, denial and ignorance (the evaluation system for several years has been approved in the scope of the project by the Institute for Development of Freedom of Information - "Public Information Database").

Response categories are defined depending on: a) the content, and b) the answer, c) liabilities and restrictions prescribed by the legislation in force. Given all this, if the information completely meets the requirements (including the form of delivery of required information), it is considered to be complete; partially satisfied answer is deemed to be incomplete; If the basis for denial is explained in a letter - a reasonable denial; In case, if requested public information is not mentioned in the answer - ignore. These categories are also grouped according to the following answers: according to years, actuality and the terms.

Also noteworthy is the fact that in the process of statistical research various requirements (issues) listed in one application of request for public information, have been considered as separate requirements.

Analysis of the reports of December 10 of the project target public institutions

In accordance with the General Administrative Code of Georgia (hereinafter referred to as GACG), Article 49 – a public agency shall prepare reports on release of public information once a year and on December 10 of each year submit to the Parliament and the President of Georgia. Content of the report is defined in the GACG, Article 49. It should reflect the quantity of public information requests, number of decisions about the demand satisfaction or waiver, the identity of the person who makes the mentioned decisions, information on the legal acts applied by the institutions in decision-making process and the data about information processing, issuance and denial, appeal expenses and court penalties.

Submission of the report prescribed by the GACG, Article 49 ables and simplifies to control access to public information both from the side of the government (Parliament of Georgia and the President of Georgia), and the society. Within the project " Institute for Development of Freedom of Information ", in order to study compliance with the requirements of the Article 49, reports of December 10, sent by the administrative authorities in 2009, 2010 and 2011 years were requested from 9 target public institutions (Ministry of Justice, the government and of the ministries of Ajara, competition and

government procurement agency, Chamber of Control, the Public Service Bureau). Unfortunately, this information was not received from the State Procurement and Competition Agency.

Civil Service Bureau

As the letters by the Civil Service Bureau prove, public institution in 2009, 2010 and 2011, submitted the reports on release of public information only to the President of Georgia, which is a violation of law regulations. Public institution, in accordance with the GACG, Article 49, is accountable to both the executive and the legislative government. Reports by the Civil Service Bureau were submitted in accordance with the deadline. Letters are dated 7, 9 and 10 December.

According to the information given in the report sent to the President in 2009, 465 applications requesting the public information were submitted to the Civil Service Bureau, 460 of them are satisfied, not satisfied - 2, 3 of them - in treatment process at the submission time. There is no information contained in the report about the costs incurred by the institution for processing and issuance of information, the decision-maker is not identified, and no ground for rejection, there are not stated particular set of legislative acts, which were applied as the basis for refusal. Says nothing about whether appeal for the rejection had been made.

The letter states that there are found 33 applications dated 2009, requesting amendment of public information. But in this case, the person making the decision has not been identified.

As for the liability prescribed by the GACG, Article 49 - paragraph "c" on " collection, processing, maintenance and transfer of personal data by public databases and public agencies", the report of the Civil Service Bureau found that the bureau on a regular basis, every quarter makes processing of the information (including personal data), but it not provides the quantity of processed information.

It is clear that the data in the report less reflects the real picture of access to public information and unfortunately, is only formal in nature.

Basis for such conclusion was further reinforced by the fact that neither in subsequent years, submitted reports not eliminates deficiency and inconsistency with the law. Report on access to public information in the years 2010-2011 was again sent only to the President. In accordance with the Civil Service Bureau in 2010 all applications from total 45 were satisfied. In 2011, total 43 applications were satisfied.

Number of requirements was minimized as the result of creation of an electronic database that will allow any interested person to acquire property declarations of officials online.

In 2010-2011 there was no case of request for correction of public information, a denial or appeal, nor the transfer of personal data to anyone else.

Therefore it was not necessary to reflect the data in the report which are defined under other clauses of the GACG. But this time there is not given information on a decision-making person and the

quantity of data processed by the Bureau about the workers employed in the public service. No data are included about processing public databases and the cases of disciplinary punishment against of violation of the requirements of GACG.

Conclusion

As a result of the analysis, we see that most of the public institutions less consider requirements of the Article 49 of the GACG in writing the report of December 10. It can be said that each institution has own standard of reports. Reports submitted by one public institution for the three years, are alike. Some sections are selected with standard answers.

There are just two sections from the 7 ones prescribed by the Article 49 of the GACG which provides information in all the reports studied by institute – number of release of public information request and the issue to make correction in public information.

Comparison of the reports of 2009-2011 years revealed that from year to year mainly quantitative data of requested information are being changed and existed errors are not improved. Data reflected in the reports are not complete in most cases, do not correspond GACG requirements and therefore less likely to reflect the real situation regarding freedom of information.

There is an impression that the report about freedom of information from the public institution is a just formality and superior institutions are not provided with complete information. Unfortunately, the controlling authorities are less serious to this issue because neither the President nor the administration responds to the incompletely prepared reports; they are not studied and are not in compliance with the law.

We think that the main factor causing the problem is missing of a standardized form and way out of a situation may be a legal act issued by the public officials on approval of such a form.

Recommendation

Form to be approved for the report of December 10, on the basis of the normative legal act by senior officials of public institutions.

**Report form of providing access to information defined in the Article 49 of the
General Administrative Code of Georgia**

To the President of Georgia / Chairman of the Georgian Parliament

Mr / Mrs

Public agency

Name

a. Data on provision of public information

Total number of requests for public information	Number of complied requirements	Decision-making public servant (name, position)	Information processing and issuance related costs

b. Data on failure to provide of public information

Number of failed requests	Basis for refusal (relevant legislative acts)	Decision-making public servant (name, position)	Appeal-related costs	Amount charged by the court for the benefit of Claimant

C. Data about amendments in Public Information

Number of requests for amendments to the Public Information	Decision-making public servant (name, position)

D. Data on public databases

List of public databases	The database description

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E. Data about decisions made on closing meeting of collegial public agency

Number of decisions made on closing of meetings of the collegial public agency	Basis for closing the meeting - the relevant legislative acts	Appeal-related costs	Amount charged by the court for the benefit of Claimant

F. Data about the number of violations of requirements under the GACG by the public servants and the disciplinary punishment against responsible persons

Number of violations of requirements under the GACG by the public servants	Number of disciplinary punishment against responsible persons

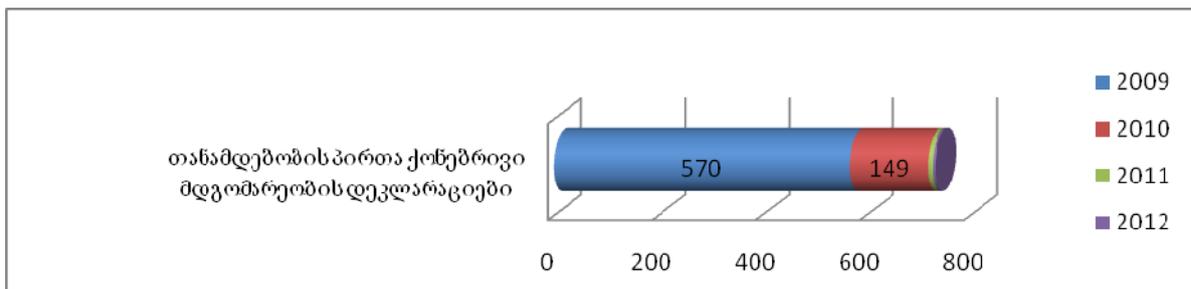
Signature:

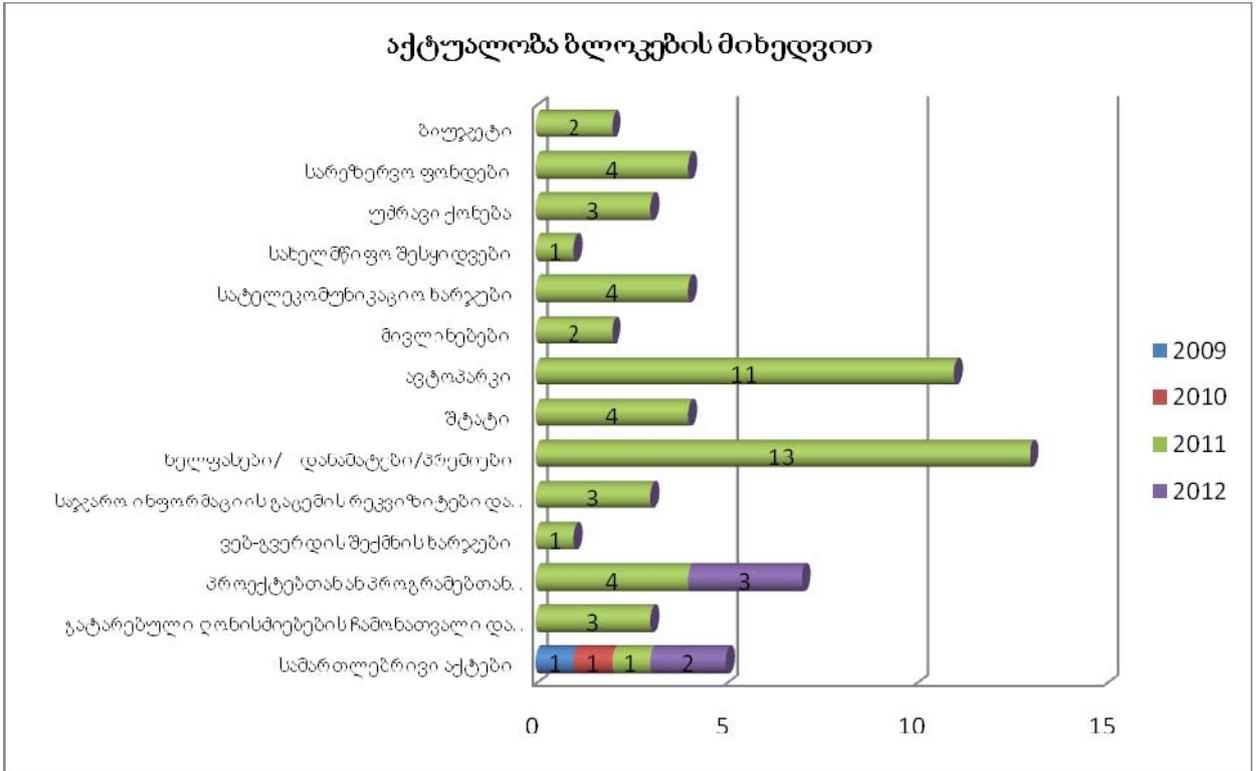
Date:

Civil Service Bureau - Public Information Requests 2009-2012.

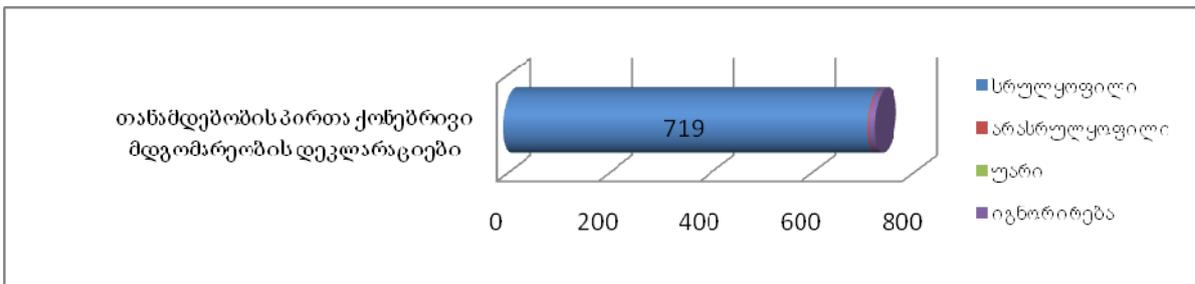
Civil Service Bureau within four years (2009-2012 yy.) was addressed for 796 issues of public information requests, total of 119 persons/organizations. Most of the requests were related to the officials' property declaration - total 733 requests. Most of the declarations are requested by the citizens; especially the applicants were requesting property declarations of the employees of force structures. It is interesting that most of these requests - 570 of them - cover the year of 2009, when property declaration was not yet available online. And since 2010, after the Civil Service Bureau replaced a paper system with online declarations at www.declaration.gov.ge, the requests has been reduced to 149. In 2011 and 2012 only 9 and 5 requests, accordingly, were sent to the Civil Service Bureau. This is one of the most visible example of the fact that when actual information is available proactively, there is significantly lower number of requests for public information.

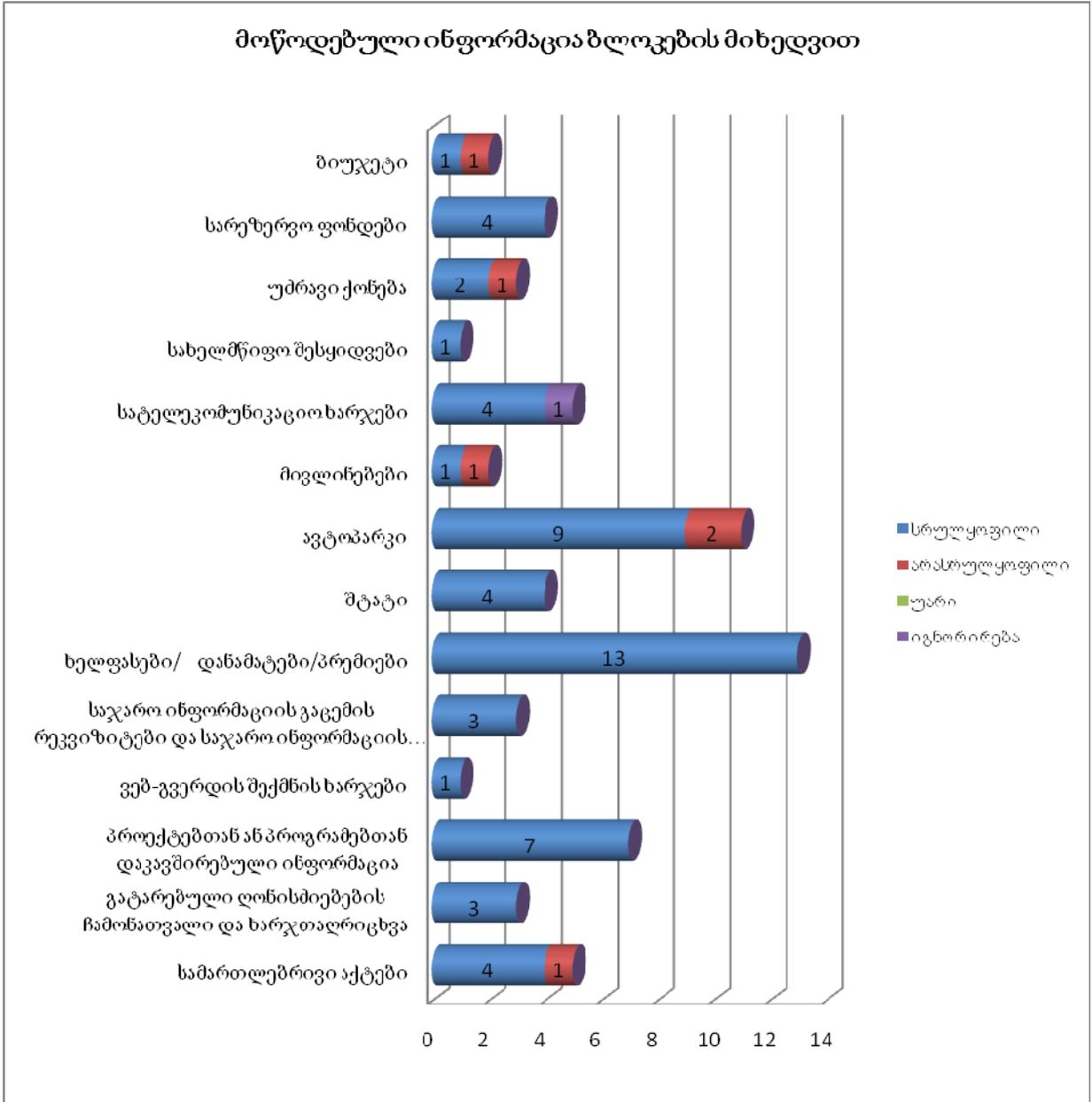
The most sought one after property declarations, during the last four years of the research, is information about wages, salaries and bonuses and the information about the fleet falls slightly behind. Both were the most topical in 2011 (in 2011 it coincided with the request of information on the administrative costs from the Civil Service Bureau in the scope of the project "Public Information Database" implemented by the Institute for Development of Freedom of Information). It is interesting that the information related to the projects and programs became topical during the 2011-2012 and legal acts were equally topical since 2009, and in 2012 was slightly more demanded.





It should be noted that the overwhelming majority of responses given by the Civil Service Bureau is perfect, which means that it fully meets the requested information. Only in 9 of the 796 cases were issued in the form of incomplete responses, while 11 cases remained as ignored issues. Presumably, such a high rate is due to the high degree of issuance of financial declarations - from total 719 cases, in 733 cases information was given in full. Incomplete responses by categories are distributed as follows: budget, real estate, travel, fleet and legal acts.

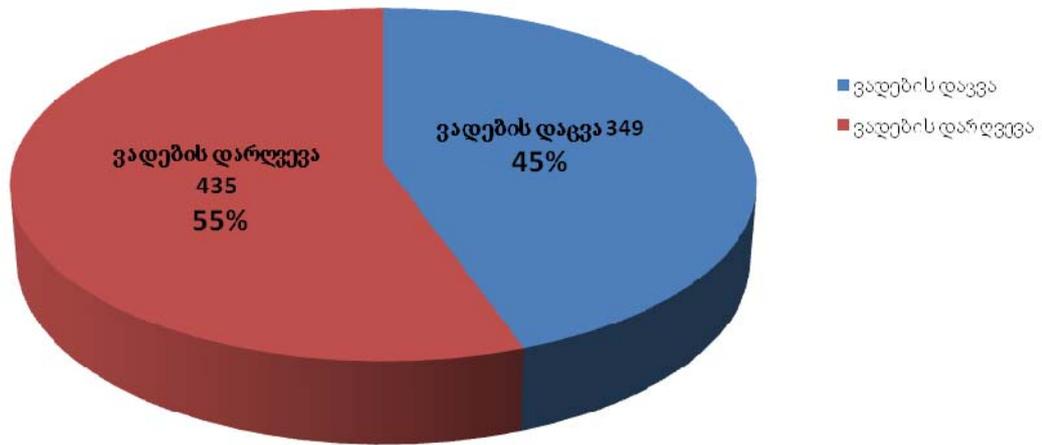




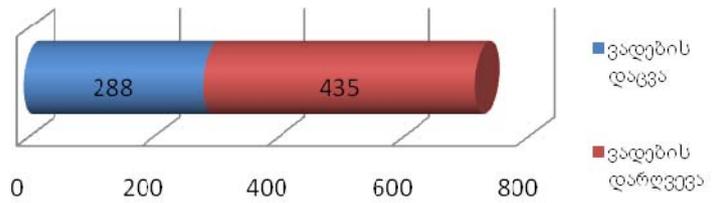
In point of view of content, various reasons caused incomplete answers. For example, was not provided the detailed balance, was not separated per diem for local and abroad business trips, was not separated fleet costs incurred by the officials and employees, regarding property declarations you are forwarded to the web-site and information is not issued in compliance with the request form, even in case of legal acts web-site is a reference.

As for the deadline of issue, 55% of responses were issued in violation of the terms, most of which are connected to the property declaration - 435 applicants from 733 received response in violation of the terms.

ინფორმაციის მოწოდების ვადები



თანამდებობის პირთა
ქონებრივი მდგომარეობის
დეკლარაციები



Public information request registry: Civil Service Bureau

Civil Service Bureau		
Requested Information Category	Sub-category of Requested Information	Comment
1. Budget	1.1. Detailed information of spending of budget allocations	The second quarter of 2011: There is no detailed balance of budget.
2. Reserve Funds	2.1. Information of the amount of funds allocated for public institutions	
	2.2. In the case of allocated funds, a copy of the relevant act.	
3. Real estate	3.1. Listing of real estate existing on the balance of public institution	
	3.2. Market Value of real estate existing on the balance of public institution	
4. The State Procurement	4.1. Detailed list of state procurement (tenders, competitions and other types of state procurement)	
5. Telecommunication costs	5.1. Information about telecommunication costs of officials for telephone (calls to mobile operators, international and local calls).	The second quarter of 2011: The amount of money spent by officials for telecommunications is provided by months. There is no information about expenditures for mobile operators, international and local calls.

	5.2. Costs of telephone conversations (calls to mobile operators, international and local calls) of employees.	
	5.3. All system expenditures (calls to mobile operators, international and local calls).	
6. Business trips	6.1. Information about travel expenses incurred by officials for official and business visits outside the country and locally (separately).	The second quarter of 2011: There is not indicated the expenditures for business trips (separately) outside the country and locally.
7. Fleet	7.1. The list of motor vehicles registered for the name of the officials and other public servants.	
	7.2. The personal distribution of motor vehicles to the officials and other public servants.	
	7.3. Actual fuel consumption by the oOfficials	
	7.4. Fuel type consumed by officials.	
	7.5. Total actual cost of fuel consumption by the employees of the whole system.	
	Monthly limit and fuel type consumed by the employees of the whole system.	

	7.7. The amount of money spent from the budget by officials for auto service (repairs, depreciation)	The second quarter of 2011: There is provided the total expenditures of officials and employees. The information about officials is not provided separately.
	7.8. The amount of money spent from the budget for auto services of the whole system (repairs, depreciation).	
8. Staff	8.1. The total number of staff	
	8.2. Total number of freelance employees.	
	8.3. List of public officials carrying out the duties and responsibilities (name and position title).	
	8.4. Full name and contact details of authorized person responsible for public information .	
9. Salaries / supplements / bonuses	9.1. Salaries issued to officials.	
	9.2. Number of additives issued to officials.	
	9.3. The salaries issued to the whole system.	
	9.4 Additives issued to the whole system.	
	9.5. Salaries issued to the employees	
	9.6. Additives issued to the employees.	
	9.7 Bonuses issued to the officials.	

	9.8. Amount of granted bonuses to whole system employees (all structural units, territorial and other systems within the body of the unit)	
	9.9. Amount of charged bonuses to the employees	
10. References for issuing public information and public information registry	10.1. The list of legal acts, which includes a response or refusal to meet the public information with the data reference (without copies of documents).	
	10.2. Copy of public information of public registry and/or an electronic version.	
11. Costs for creating of web-site.	11.1. Information about the costs (if any) incurred for creation of official web-site of a Public agency.	
12. Information related to the projects or programs	12.1. List of projects (social, targeted, research, scientific, educational, directed towards the development of certain fields, etc..)	
	12.2. The amount of money spent for each project.	
	12.3	

	12.4. Information about HR management reform implemented within the scope of anti-corruption action plan of Georgia; copies of introduced documents; implementation of employee assessment and promotion system in the ministries and other public agencies; copies of introduced documents;	
	12.5. Training for persons responsible for public information, copies of introduced documents	
	12.6 Information about the date of development and approval of the rule for training of public servants and local government;	
13. The list of arrangements and estimates	13.1. List of implemented activities (commercial, cultural, educational, scientific, social, etc.)	
	13.2. The amount spent for each activity.	
14 Property declarations of Officials	14.1. Property declarations of Officials	Most of declarations are requested by the citizens, especially applicants requested property declarations of employees of law enforcement agencies.
	14.2. How many public officials didn't present property condition and financial declaration.	

	14.3. Whether sanctions were imposed for not filling the declaration prescribed by the law.	
	14.4. Whether any appeal was filed against the order on imposing penalties.	
	14.5. How many public official were imposed sanctions for the incomplete property declaration.	
	14.6. Why is not there placed property condition and financial returns of the officials of law enforcement bodies on the web-site?	Reference to the web-site and the information has not been issued in accordance with the request form.
	14.7. Whether the heads of the Ministry of Internal Affairs and the heads of Department of Constitutional Defence and the heads of Criminal Investigation Department must submit property and financial declarations within the term prescribed by law.	
	14.8. Mayor of Batumi, D. Chkhaidze, who resigned from his position, in order to participate in the local elections on May 30, whether was obliged to fill in a property declaration before May 30.	

	14.9. Criteria determining for incomplete filling of property declaration.	
	14.10. Research methods for study of corruption issues by responsible public officials.	
15. Resolutions/Legislative acts	15.1. "Civil service code" draft project.	Reference to the web-site and information has not been issued in accordance with the request form.
	15.2. The matter of instruction of certain points in the text of the order about official release, according to the "Public Service Law,".	
	15.3. Legal acts regulating using of facsimile signatures in the public sector.	
	15.4 A copy of the charter of Public Service Bureau.	
	15.5.The identity of the Chairman of Commission of Chamber of Control of Georgia and appointment time.	

Results of Focused Discussions

[“Institute for Development of Freedom of Information”](#) in order to fully implement the research in the scope of the project has conducted focused discussion with representatives of non-governmental organizations and the media.

The discussion aimed exchange of information and sharing of experience in connection with requests of public information, the analysis of the practice of requesting public information from the target public institutions and establishment of content of the information mostly interested by the society.

Meetings were held in the town of Batumi as well as in Tbilisi. Journalists of non-governmental organizations, internet media and the print media, acting in Georgia, as well as studio Monitor participated in the meeting, who have a good practice in requesting information and in the scope of their activities are asking for public information from G3 partner institutions.

The discussions revealed, the practice of requesting public information from target institutions, namely the Ministry of Justice and the Control Chamber is ambiguous, because the information often depends on the contents of the request. On the one hand, the Ministry of Justice always issues information in treated form and within the deadline, but on the other hand, if the request relates to the "sensitive" topics, such as bonuses or business trips, it gets difficult to get information. Information request practice is the same in the Chamber of Control. Media representatives often submit letters to the Chamber of Control and request information, in their opinion it is desirable to publish a list of inspected establishments on the web-site. This will allow the journalists to request specific documents, which will speed up and simplify to get information. Publication of the budget balance on the web of public institutions is a must.

According to representations of the representatives of non-governmental organizations, it is easy to get information from the Procurement Agency; level of informative transparency of the Agency official web-site is high. However, journalists still have to request in writing procurement operations and annual reports filed by public institutions. The only recommendation from the side of participants of the discussion concerned timely reflection of legislative changes on the web-site.

The journalists say it is easy to get information from the Public Service Bureau. However, opinions of regional and central government media about Ajara A/R do not coincide with each other. As Batumi media considers, it is often difficult to obtain complete information from the Government of Ajara A/R; whereas, representatives of non-governmental organizations and the media in Tbilisi consider that obtaining of information from the Administration Office of the Government of Ajara is introduced in compliance with the law.

As for the subject of the requested information, most frequently non-governmental organizations and media representatives are interested in the issue if the state budget is properly spent and the information of financial nature. Often they ask for information about the reserve funds, procurement, staff, budget, salaries and bonuses, social programs, projects, travel, communication and car fleet costs, as well as other legal acts.

At the meeting, representatives of non-governmental organizations and the media discussed the general problems that actually exist and that they faced from the side of both as public institutions and the Court when requesting public information. Often there are cases of violation of the terms prescribed by the Administrative Code. Often public institutions need ten days to issue simple information. Sometimes responses are inadequate and do not meet the specific requirements. Often they refer to web-site. All this underlines once again the need of proactive publication of public information on official website.

List of information, availability of which and publication on the official web-site of public institutions, as the journalists and NGOs believe, is a must, is quite extensive and includes the following topics:

1. Software budget balance;
2. Information about the legislative changes (Procurement Agency);
3. A list of establishments inspected by the Control Chamber;
4. Agreements signed on the basis of negotiations with one person;
5. Agreements on the property disposed at auction;
6. Agreements on privatization of large facilities;
7. Identities of shareholders with voting rights in joint stock companies;
8. Information about subcontractors in the case of negotiation with one person;
9. International agreements concluded by the Georgian side;
10. Presidential decrees and orders;
11. Information relating to the expenditure of state funds by not profit not commercial legal entities;

The representatives of the media consider that government sessions must be open for them.

Recommendations

As the result of statistic and content analyzis of public information obtained from 9 target public institutions (the Government of Ajara A/R, the Ministry of Finance and Economy of Ajara A/R, the Ministry of Agriculture of Ajara A/R, the **Ministry of Health, Labour and Social Care** of Ajara A/R, Ministry of Education, Culture and Sports of Ajara A/R, the Ministry of Justice of Georgia, the Control Chamber of Georgia, the Civil Service Bureau, the Competition and State Procurement Agency) issued during the years of 2009, 2010, 2012 and in some cases during 2012, it was revealed issues of topic interest by the society and the recommendations were introduced for these institutions.

Since commitment of liability prescribed by the 3rd chapter of the General Administrative Code, is equally required for all administrative bodies of Georgia, the following recommendations of general nature are introduced, which are based on common trends revealed in the detailed analysis of activities of the nine target institutions, and that equally concerns all these institutions. Moreover, it is possible to further recommendations to the public institutions, which are not included in the target group.

Proactive Publication of Public Information

It should be noted that within the framework of the research, the Ministry of Finance of Ajara A/R from total 9 institutions is the only one with just 18% of indication of issuance of complete information in 2009-2011. In case of five institutions, percentage of complete responses is particularly high 87% -98%. Although these data give hope, it must be kept in mind that a response for each individual request, especially timely response, requires consumption of human, financial and time resources. For example, share of information issued in accordance with the terms by the Civil Service Bureau amounts to 45%, while the Ministry of Finance of Ajara A/R have not replied to any request in compliance with the terms. It is true that in public institutions there are persons responsible for providing public information, but the process of internal bureaucracy, responding incoming and outgoing messages and finally obtaining the necessary information often needs more than one day and requires involvement of more than one person. For evidence, the Civil Service Bureau in 2009 had lost 60 working days to respond to the requests of property declarations. Within three months – in September, October and November – the bureau was working almost every day for the public information incoming requests. In addition, only a number of unique days is counted – e.g. if a request was made on September 7 and have been answered on September 9, and the request was received on September 8 and was answered on September 9, the days which were covered (8 and 9 September), were counted only once - but in reality in these days, loading would be much. If you collect the days spent for each request separately (without taking into account calendar days), the rate will be twice or three times increased, as the cases when more than one request was to be responded in a short period of time, is quite often.

September 2009							Days used for the processing of documents relating to property
Mon	Tue	Wed	Thu	Fri	Sat	Sun	
	1	2	3	4	5	6	0
7	8	9	10	11	12	13	4
14	15	16	17	18	19	20	5
21	22	23	24	25	26	27	5
28	29	30					3
							17

October 2009							Days used for the processing of documents relating to property
Mon	Tue	Wed	Thu	Fri	Sat	Sun	
			1	2	3	4	2
5	6	7	8	9	10	11	5
12	13	14	15	16	17	18	3
19	20	21	22	23	24	25	2
26	27	28	29	30	31		4
							16

November 2009							Days used for the processing of documents relating to property
Mon	Tue	Wed	Thu	Fri	Sat	Sun	
						1	0
2	3	4	5	6	7	8	2
9	10	11	12	13	14	15	5
16	17	18	19	20	21	22	5
23	24	25	26	27	28	29	5
30							1
							18

December 2009							Days used for the processing of documents relating to property
Mon	Tue	Wed	Thu	Fri	Sat	Sun	
	1	2	3	4	5	6	2
7	8	9	10	11	12	13	1
14	15	16	17	18	19	20	1
21	22	23	24	25	26	27	0
28	29	30	31				0
							4
Sum							55

Since 2010, when the Civil Service Bureau implemented online system for property declarations, the request number was reduced from 570 to 149 (2009). This is one of the best examples of how a proactive publication of public information will simplify the work of public institutions.

Therefore, it is desirable that public institutions proactively, before receiving the requests of public information, will publish such information publicly, which is potentially of great interest and importance for public. During the conducted research, as the result of the detailed analysis, key categories of information may be selected which are commonly asked for and demanded in the case of practice of nine institutions.

Financial transparency and accountability of public institutions - mostly, requested information is related to administrative costs of a public institution, knowledge of which is necessary to make people aware of the disposition of public resources. Such information mainly includes but is not limited to the following categories:

- **Information about the budget** (budget balance, budget amendments, non-budget revenues, etc.);
- **Information about the reserve funds** (the amount of funds allocated from the reserve funds, activities financed with allocated amounts, report of spending of reserve funds, copies of relevant legal acts, etc.);
- **Information on Government Procurement** (list of procurement, the amount of money spent on each purchase, procurement plans, information about procurement legal entities and/or individual entrepreneurs, reports of agreements fulfilled as the result of tenders, etc.);
- **Information about telecommunication costs** (funds spent by officials, the full system, the telephone conversations, costs incurred for procurement of telephones, etc.);
- **Information about travel expenses** (details of official visits, costs allocated for business trips according to the years, etc.);

- **Information on car fleet costs** (number of cars on the balance, purchase date, cost, funding source, purchase forms, list of cars to the balance of officials/administration other public employees and the personal distribution, actual consumption of fuel, consumed fuel type, fuel monthly limit, amount of money spent from the budget for vehicle services, source of origin of funding for purchase of a car, etc.);
- **Information on wages, salaries and bonuses** (officials' salaries, supplements and bonuses, quarterly amounts spent for employees' salaries, bonuses and supplements, salaries of the staff, amount of money for the premium for a premium fund, etc);
- **Information about a public agency owned facilities** (listing and price of the real estate on the balance, number of alienated objects, address, selling conditions and documentation, information about the assets transferred for symbolic value, information about possession and disposal of facilities, etc.);
- **Information about credit and debit** - time of debt and causes the accumulation, accompanied with relevant documentation;
- **Different types of costs** (information about the money spent for official visits and presents, etc.).

➤ **Information about a public institution** - often society is interested in a kind of static information relating to the activities of a public institution. Proactive publication of such information on the web-site will avoid an institution from unnecessary demands on a standard issues, such as:

- **Information about persons employed in public institution** (total number of employees in staff and non-staff people, list of positions according to the employed persons, contact information, information about selection rules and the competitions, information on paid vacation – identity of officials, vacation time, duration, amount of compensation, etc.);
- **Information about structural units under the jurisdiction of a public institution** (list of structural units, legal entities of public law and not profit not commercial legal entities, the status and responsibilities, relevant legal acts, which defines structural functions of the units (name of protocol, name of issuing authority, date of issue and number), list of subunits, addresses and names of management personnel, information about a registered non-profit legal entities (number, list of legal entities, including address and phone of manager and web-site, etc.)
- Here should be separated, which structural unit includes liability of commitment of public information, defined by the GACG and contact details of the structural unit. Name and contact information of persons responsible for the public information.

➤ **Information about the projects and activities of public institutions** - society often is interested in current and implemented events and projects, that makes obvious activities of public agency and disposal of funds allocated for these activities. Preferably, a public institution should publish detailed information about the current and planned projects and activities on their official web-site. In particular, the following types of information:

- **Information about the current and planned and implemented projects by the public institution** (list of social, targeted, research, scientific, educational programs, oriented to development of certain areas and alike., list of projects, amounts spent for each project, copies of the documents developed within the project, information on the project development and approval date, information about target information implemented in the current year, information on current and planned programs, reports on implemented projects, program start date, etc.);
 - **Information about implemented, current and planned activities by institution** (list of advertising, cultural, educational, scientific, social and other activities, copies of documents of accounting documentation stating amounts spent for each event, funding sources of current events, copies of relevant documents, etc).
- **Information about legal acts – Society** often is interested in official documents related to public agency, such as orders, regulations, and ordinances, financial and legal documents reflecting implemented work, cooperation memorandums and copies of the documents of other legal content.
 - **Public information request renewable registry** - preferably, a public institution should place a public registry on the web-site with references on incoming requests and responses, filed requests and answers about personnel and the administrative - list of the legal acts, which includes responses to public information requests, or refusal, with references to details, etc.. Disclosure of such information would reduce the number of many individual requests for one issue and saves resources of public institution.
 - **Consultation questions - FAQ** - public agencies are often applied not only with public information requests, but also with some questions of consultation type, such as references to contract signing, etc. It should be noted that in many cases public agency provides proper answers to such questions. However, in order to saved the time, human and financial resources, spent by the public agency, it is desirable that such kind of information to be displayed on the web-site in FAQ (Frequently Asked Questions - FAQ) format.

Avoid Incomplete Responses

Research has revealed that share of incomplete responses is large. For example, only 18% of responses by the Ministry of Finance and Economics of Ajara A/R are fully consistent with requested information. When a public agency does not completely respond to the requested information, even if it is responded, it is considered to be incomplete response. Therefore, it is desirable that a public agency to respond to a request for public information appropriately and in case of refusal, provide evidence.

Also it is quite frequent when instead of provision of information they redirect to the web-sites, which also is not a perfect answer, as According to the General Administrative Code of Georgia, Article 37, everyone has the right to request public information about its physical form and

condition of preservation and choose a form of obtaining public information ". It is desirable to provide a public information in the form, as it is required, but if not available, substantiate own action. It should also be noted that the proactive publication does not create a basis for a public agency to respond to requests for public information by redirecting to the web-site. In this case, proactive disclosure only reduces the number of potential claims, as the persons interested in public information further will first check the web-site and only then they will request specific information, if it will not be posted on the web-site.

Disclosure of public information in accordance with the terms

According to Article 40 of the General Administrative Code of Georgia, "public agency shall provide public information immediately or not later than 10 days, if the answer to the request for public information requires:

- A) search and processing of information in its sub-divisions or any other public institution from other urban areas;
- B) search and processing of various certain documents of significant volume, which are not related to each other;
- C) consultation with its structural sub-division or other public agency located in other urban areas.

If disclosure of public information needs 10 days period, the public agency shall notify the applicant upon request".

In 55% of responses issued by the Civil Service Bureau, 10 day period, provided for under the Article 40 of the General Administrative Code of Georgia, is violated. Preferably, public information should be disclosed immediately or at least be in compliance with the 10-day period.

Ignored and rejected issues

Cases when the request for public information referred to in the statement is totally ignored by the public agency, is ranging up to 1-8% of the total number of responses.

However, in two cases number of such responses is alarmingly high - 20% of the responses given by the Government of Ajara is ignored, and in case of the Ministry of Finance of Ajara A/R rate of such responses reaches 58%. Preferably, the public agency needs to read carefully received requests and thoroughly respond to each item. In case, if the information can not be issued, refusal should be substantiated – with a reference to the relevant legal regulation.