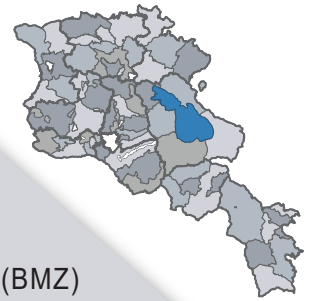


# GOOD GOVERNANCE FOR LOCAL DEVELOPMENT SOUTH CAUCASUS PROGRAMME



Commissioned by: German Federal Ministry for Economic Cooperation and Development (BMZ)

Co-financed by: Swiss Agency for Development and Cooperation (SDC)

Political partner: Ministry of Territorial Administration and Infrastructure of the Republic of Armenia

## OBJECTIVE OF THE PROGRAMME

The regional programme "Good Governance for Local Development South Caucasus" aims at strengthening the capacities of public institutions to the effect that they are better able to provide citizen-oriented services.

## OUR MANDATE IN ARMENIA

We advise partner institutions at national and local levels on designing and implementing national reform processes, particularly the **Territorial and Administrative Reform** in Armenia (TARA) and further **decentralisation**



We support the elaboration of strategies and instruments for **local economic development** and strengthen the capacities of local governments to better manage local development, to provide a business-friendly environment and to make better use of resources and potentials



We promote the **empowerment of women** by strengthening the capacities of female leaders in politics and administration at the local level and encouraging the participation of women in local development processes as well as the introduction of gender-responsive practices in local government



We provide support to partner municipalities to implement their **key steering and management functions** more effectively and efficiently and in line with the principles of transparency and accountability



To improve the quality and accessibility of **services** for citizens, we support the modernisation of municipal administration by introducing Citizen Offices according to the single-window approach and innovative **e-governance** tools such as Municipal Management Information System (MMIS)



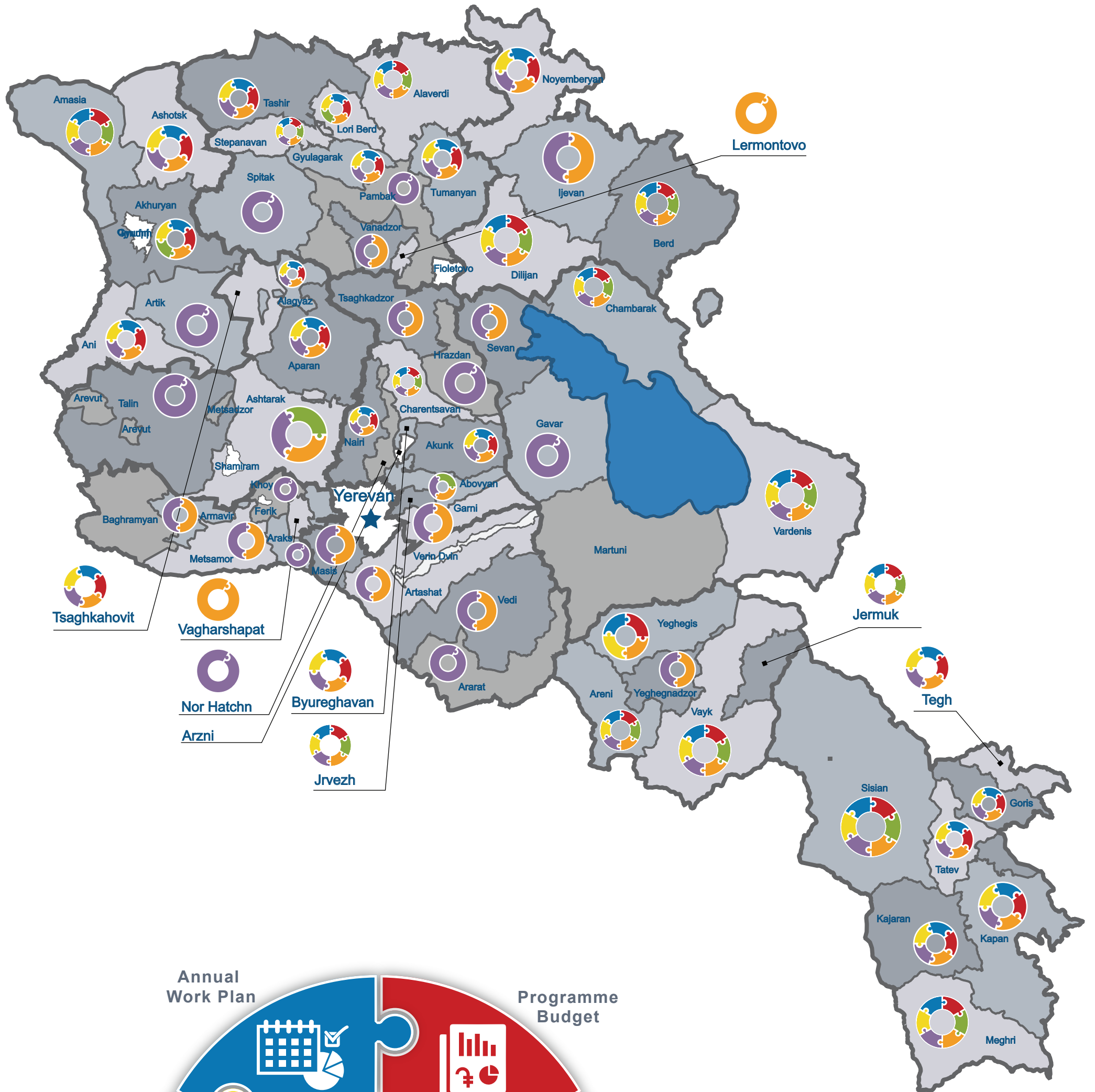
We promote professional **exchange of knowledge** and experiences between the countries of the South Caucasus



To increase transparency and accountability of local governance, we advise on the introduction of **citizen participation and complaint mechanisms** and support awareness raising for citizens



# ACHIEVEMENTS IN PARTNER MUNICIPALITIES



# RESULTS

## EFFECTIVE AND EFFICIENT STRUCTURES AT LOCAL LEVEL

Viable structures were created for more effective and efficient local self-government and service delivery to citizens.

Since 2015, the number of municipalities has been reduced

from **915** ↓ to **71**

resulting in

**64**

consolidated multi-settlement municipalities.



## IMPROVED SERVICES FOR CITIZENS IN THE REGIONS



**74**

**Citizen Offices** have been established in 54 municipalities across Armenia offering better accessibility to services for citizens at one single location

MMIS has been introduced in ca.

**700**

settlements fostering digitalisation and online service delivery at local level.

Today more than

**1,600,000**

residents (ca. 86% of the population outside Yerevan) receive more effective and efficient public services in Citizen Offices



## MORE TRANSPARENCY AND ACCOUNTABILITY OF PUBLIC FUNDS



**34**

consolidated municipalities developed their **annual work plans** and **programme budgets**



allowing for more

- + result orientation
- + citizen participation
- + transparency
- + accountability
- + needs-based use of public resources
- + coherent and consistent planning

**19 municipalities**

integrated gender perspectives in their programme budgets through Gender-Responsive Budgeting.



## IMPROVED LOCAL CAPACITIES TO PROMOTE ECONOMIC DEVELOPMENT

**34**

consolidated municipalities analysed their socio-economic potential and defined their development priorities in local economic development plans

which allow them to

- identify investment needs and priorities
- develop targeted project proposals
- attract more public and private investments

thus providing stimulus for growth and employment

