

Stages of E-Government Development using the Example of Tbilisi Municipality Local Self-Government Property Management

Valerian Gvatua

(ML Valerian Gvatua, Head of the Tbilisi City Hall Property Management Agency)

1 ABSTRACT

On April 2010 the Tbilisi City Hall legal entity of public law 'Property Management Agency' was created in order to provide a simple and effective service for our citizens. A number of reforms have been carried out. The agency implemented structural changes, launched some new services and simplified others.

The main functions and responsibilities of the Property Management Agency are: preparing Tbilisi City hall-owned property (mainly real estate) for auctions; planning and coordinating pre-auction activities; conducting auctions and recording results; accounting and monitoring the transactions related to the management of Tbilisi city hall-owned local property; providing paid and/or expediting services according to regulations; managing enterprises owned (wholly or partly) by Tbilisi City Hall within the framework of delegated authenticity given to Property Management Agency by the partner.

2 IMPLEMENTED REFORMS

2.1 Comprehensive and comfortable service – Single Window Principle

The Single Window Principle was implemented on 1st July 2010. The agency has already determined the link amongst different participants of the privatization process (National Agency of Public Registry, other structural entities of the Tbilisi City Hall). For the perfection of the real estate procurement process in Tbilisi, the agency itself started to provide various kinds of pre-procurement services. Furthermore, the agency is also responsible for issuing the official documentations necessary for creating official agreements and/or contracts related to the privatization of Tbilisi City Hall-owned property. Thus today, as a result of the aforementioned implemented reforms, effective and complete services can be received at the Property Management Agency through a "Single Window Principle". This service is both free and prompt.

Evidence of positive results of the reforms is as follows:

The agency has introduced expedite paid services related to the property managing procedures and the obtaining of official permissions. The system is tailored for the needs of the customer. At present, the concerned entity can get an official property ownership certificate or permission for the implementation of different works. The agency also grants permission for the commencement of any kind of work on the territory owned by Tbilisi city Hall. At the same time free services remain in force and depend on the terms determined in advance.

Currently the Property Management Agency is preparing an on-line system of payment. This will enable all kinds of monetary operations to be implemented through our website:

There will be no such need to bring payment confirmation to the agency. Therefore property acquisition and permission processes will be much simpler.

3 E-GOVERNANCE

3.1 E-map and On-line auction

A simplified privatization procedure has been introduced. This process has become much more comfortable and flexible for the concerned entities in the sphere of real estate in Tbilisi. Without additional procedures you can simply mark the desired land plot from home through the online map provided. Through this service the applicant can complete the online application remotely from any part of the world.



Fig. 1: Mark land plot on the E-map and apply on-line.

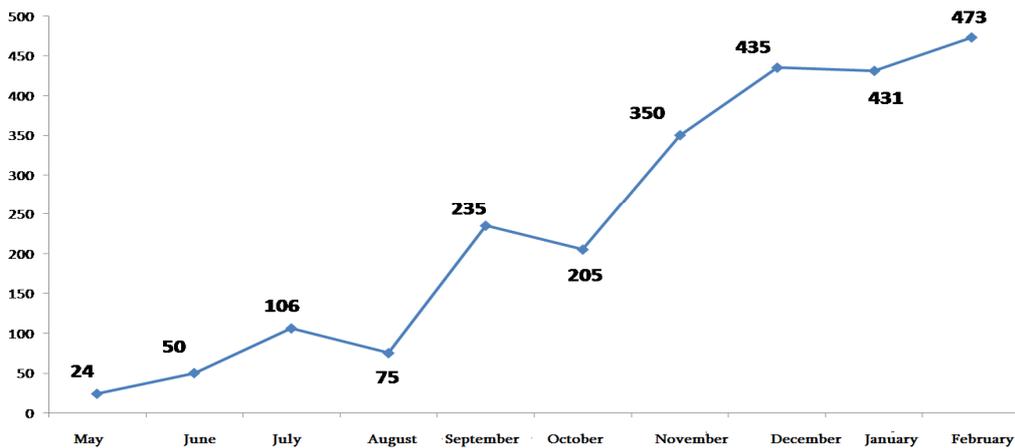


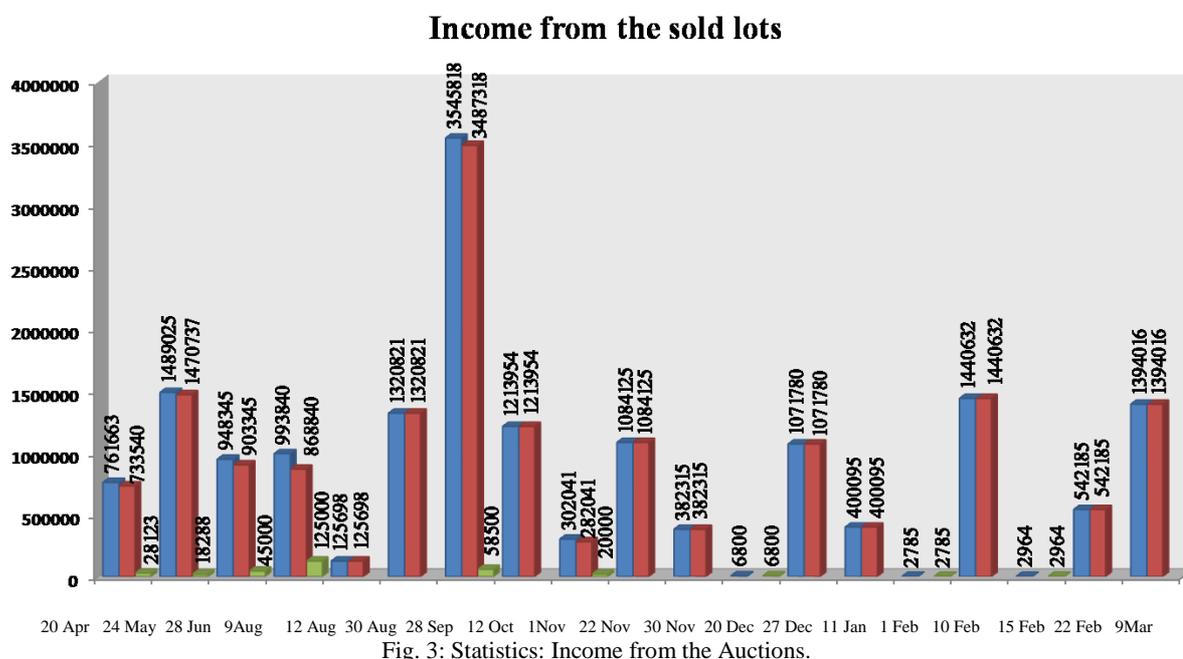
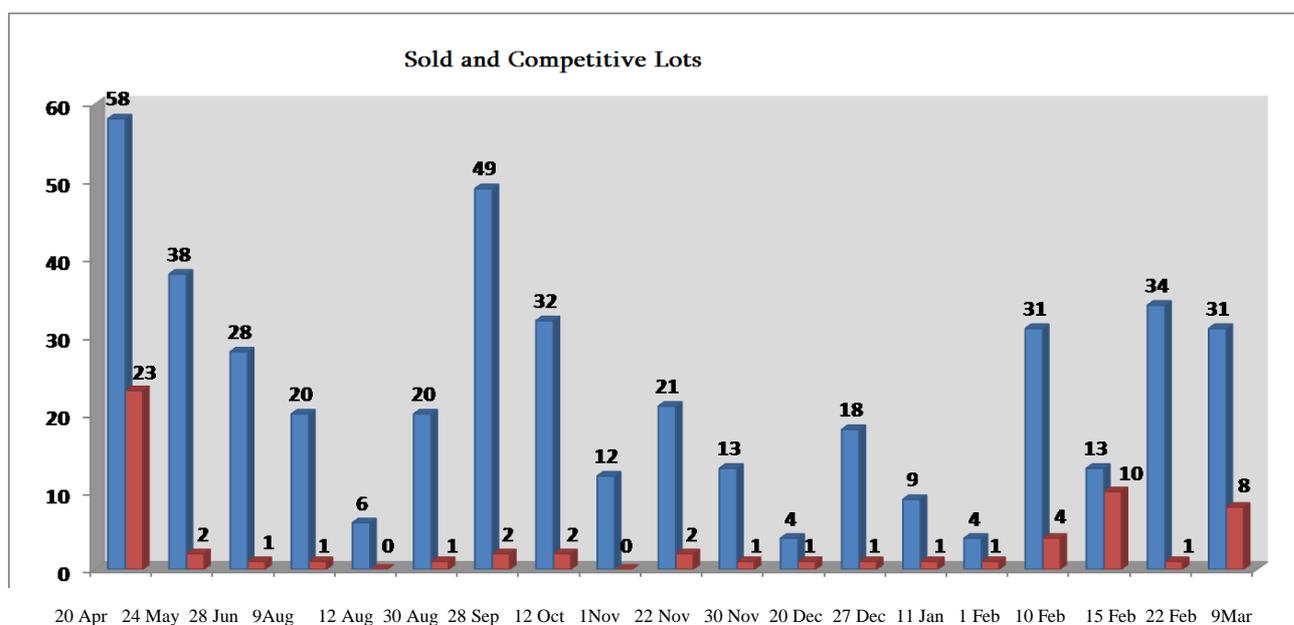
Fig. 2: Statistics: Applications on land plot acquisition.

Therefore, to receive this service the applicant does not have to visit Tbilisi City Hall. Before this online service was introduced these procedures took from 10 days to 1 month.

After receiving the application, the Special Commission discusses the issue regarding putting the land plot up for auction. Should the outcome be positive preparatory works begin. The land plot undergoes several stages before the auction takes place. For instance, after receiving an application, the Property Management Agency informs the Ministry of Economy and Sustainable Development of Georgia about the registration of the marked land plot. Meanwhile, the land plot is being registered at the Public registry. The next stage involves the agency addressing the Architecture Agency of the City Hall for permission to sell the marked land plot.

After permission is granted, the Special Committee determines the selling price of the property according to the normative prices, payment and terms of the auction. The buyer then receives all the relevant information about every single stage of the process via e-mail.

After that auction is announced the interested entity can take part in the E-auction from any part of the world and purchase the desired property.



Banking guarantees rather than prepayment has also been introduced. Furthermore, the auction winner can buy the object on credit (interest-free for 30 days; for each additional month 0.5% of the purchasing price).

3.2 Future plans

3.2.1 Internal E-management

In order to improve the effectiveness of the agency we are preparing an internal e-management programme. This will include the modernization of the office programme and the addition of new and exciting opportunities. For instance, an automatic monitoring system of contracts and commitments will be launched. This means that consumer will be able to:

- Control the contract terms and check the implementation of financial and other conditions of responsibilities;
- Create new contracts, indicate subject and object of the contract, add any other information;
- Describe the contractual obligations, implementation schedule, payments and amount of imposed sanctions in the case of breach of contract obligations;
- Generate and print out the text placed in the database;

- Generate the statistical reports and search for the concerned contracts;
- Access the system from our website, browse contracts and get the electronic reference regarding fulfilled obligations;
- Pay for the aforementioned services via the website with credit card, that will be posted to the user's account; print out or send the reference via e-mail;

3.2.2 Characteristics of the E-management program

E-management system will be equipped with the following:

- Financial obligations will be controlled automatically by means of banking transaction monitoring.
- Obligations automatically will be considered as fulfilled after transferring the money to the agency's bank account.
- In the case of a violation of obligation, a programme has to recalculate contract financials (including the penalties);
- 5 days before the deadline of obligation implementation the system will send an electronic reminder (sms and e-mail);
- In the case of obligation infringement the system has to send an automated electronic notification about penalties and following terms (via sms and e-mail) to the subject of the contract.
- The agency's executives have to be able to control all processes and get involved if necessary.
- The system must be integrated with the already implemented programmes (online auction and e-map).
- The programme will be equipped with a protection mechanism and no other person can penetrate and/or influence it;
- Dates and volume of the information kept in the system have to be unlimited and protected from possible damage.

4 CONCLUSION

In sum, we assert that the adoption of E-governance aims to improve greatly the level of satisfaction for the users of our service. This is the key priority of the Tbilisi City Hall Property Management Agency.

