Clarification note

| **N** | **Question** | **Clarifications (EKENG)** |
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| **I-3** | Is there a subnational government interoperability framework? | The government interoperability framework is the same for central and subnational governments. Recently in the scope of EaP Trust and Security Network shared a comprehensive report about the compliance of the interoperability framework of Armenia with EU standards. The report is attached to the e-mail. |
| **I-12** | Is there a subnational e-Procurement portal? | The portal for procurement is similar to the system for central government, it has actively been used by SNGs for almost 8 years |
| **I-19** | Is there a subnational online public service portal? (also called "One-Stop Shop" or similar) | There is a single unified platform for citizens to submit and follow the process of their requests, complaints, and suggestions to their regional governments. Which is done through the platform mentioned in the survey (e-request.am). Meanwhile, the subnational government entities’ websites are built and designed identical to each other and have sections for submissions of letters. At the same time, it’s worth noting that submitted applications are registered in a similar manner in the same information system. |
| **I-19.5** | Can residents start a business through an online service portal? | There is a central system in-use to register businesses, regardless of the chosen geographical location for its implementation. |
| **I-19.6** | Can individuals establish an e-residency through an online service portal? | The residency on the basis of work permits is processed via a special platform starting in 2022 January. |
| **I-23** | Is there a Customs online service portal (single window) at subnational level? | Custom online services are available at the central government level. And the absence of custom regulations between regions allows the use of the same system for SNG and central government. |
| **I-30** | Are there subnational platforms that allow citizens to participate in policy decision-making? | The portal where all the citizens of The RA can participate in policy decision-making is unified at the central and subnational governmental levels (e-draft. am, e-petition.am). However, there are also separate platforms, which refer to specific communities (Yerevan) and the links are provided accordingly.  A special tool to enable participatory budgeting in communities is already developed and is ready to be operated and initiated by the Ministry of territorial administration and Infrastructure. By 2024 the tool will be implemented in all 78 communities. |
| **I-22, I-24,**  **I-25** |  | Those indicators which are mentioned in the survey, all do exist at the central level. Having internet acceptability more or less across the country allows every citizen regardless of their geographical location to use all those digitized services. |
| **I-31** | Are there subnational platforms that allow citizens to provide feedback (e.g., complements, complaints, suggestions, info requests) on service delivery? | Besides the platform which is used at the central and subnational level, there are also several online platforms provided by Yerevan municipality, dedicated for suggestions, requests and complaints.  <https://activecitizen.yerevan.am/>  <https://arcanc.yerevan.am/> |
| **I-35 I-46**  **I-48** |  | It should be noted that there is no separate digital Transformation Strategy for SNGs, but the country's digitalization strategy includes parts where it describes steps to increase digitalization of subnational governments. Also ensures support for Govtech startups from all over the country regardless the geographical location. |