



PROJECT DOCUMENT REVISION
[Turkmenistan]

Project Title: "Promoting the development of digital public services in Turkmenistan"

Project Number: 00125269

Implementing Partner: United Nations Development Program in Turkmenistan

Key National Partner: Ministry of Adalat of Turkmenistan

Start Date: 10.08.2021

End Date: 31.12.2022

Brief Description

The previous project "Promoting the development of digital public services in Turkmenistan" signed on August 10, 2021, with a total budget of 359,797 US dollars, funded by United National Development Program.

Taking into account the decision made by Project Board members, the meeting which, took place on the 29th of March 2022 and with the purpose of effective implementation of the project, it is proposed to introduce revision to the Project Document as follows:

- the validity of the Project Document to be extended until 31.12.2022 for effective implementation of all activities planned within the framework of the project.
- other terms and provisions of the Project Document to remain unchanged.

<p>Contributes to the achievement of outcome 1 of the UNSDCF UN-TKM 2021-2025: By 2025, people have access to more effective, innovative, and transparent public administration based upon the rule of law, human and labor rights, gender equality, and quality data.</p>
<p>Output 1.2 CPD State institutions have improved public administration system with electronic government systems and digital public services for the population, with a special focus on services for vulnerable groups.</p>
<p>Gender marker: GEN2</p>

Total resources required:	359,797.00 US dollars	
Total resources allocated:	UNDP:	359,797.00 US dollars

Agreed by:

<p>Ministry of Adalat of Turkmenistan</p>	<p>United Nations Development Program (UNDP) Office in Turkmenistan</p>
<p>Merettagan Taganov Minister of Adalat of Turkmenistan</p>	<p>Narine Sahakyan UNDP Resident Representative in Turkmenistan</p>
<p>Date: 09.06.2022</p>	<p>Date: 06.06.2022</p>



I. DESCRIPTION OF THE SITUATION

The rapid development and ever-increasing availability of information technology have facilitated the conversion of civil registration and vital statistics processes from paper to electronic formats. However, success requires an elaborate design and implementation process.

Information and communication technologies (ICT) can provide transformational improvements in civil registration and vital statistics systems based on their ability to expand registration coverage, standardize and streamline civil registration and vital registration processes, and integrate data from multiple systems into one and securely store data at any scale, all in real-time and cost-effectively. When used correctly, ICT can make a significant contribution to the achievement of universal civil registration, provide legal documentation on civil registration required to confirm identity, civil status, and subsequent rights, and compile accurate, complete, and timely statistics on these records and natural population movements.

Following the Concept of Development of the Digital Economy in Turkmenistan for 2019-2025, the Government of Turkmenistan in February 2021 adopted the State Program of Development of the Digital Economy for 2021-2025. Following this Program, it is planned to transfer public services to a digital format for all ministries and departments of Turkmenistan, as well as to actively introduce the principles of a single window in the provision of public services to the population and commercial enterprises.

Starting from July 1, 2020, a new edition of the Law of Turkmenistan "On acts of civil status" entered into force in Turkmenistan. The Law regulates the procedure for state registration of acts of civil status and determines the organizational, legal basis for the activities of bodies carrying out state registration of acts of civil status. Article 10 of this Law requires the creation of a unified register of civil status acts, with the date of entry into force from January 1, 2022.

Currently, the civil registration system of citizens is implemented by the departments of civil registration (hereinafter - the registry offices-ZAGS) of the khyakimliks of cities with the rights of the velayat, etraps, cities with the rights of an etrap, etraps in the city, towns in the etrap (hereinafter - the departments of the registry office), gengeshes and consular departments of the embassies of Turkmenistan abroad (hereinafter referred to as the registry office), in paper format with subsequent collection of data in paper format by the registry office and the Central Archive under the Ministry of Adalat of Turkmenistan (hereinafter referred to as the Central Archive of the Civil Registry Office-ZAGS). There is no real-time data transmission system.

Using the resources provided by the UNDP system within the framework of financing to overcome the consequences of the global pandemic (Rapid Financing Facility), a pilot project is proposed to digitize the civil registration system with the connection to it of the Central Archive of the Civil Registry Office and Civil Registry Offices (ZAGS) in Ashgabat and the institutions of the Ministry of Health and Medical Industry of Turkmenistan.

In parallel with the above, the UNDP project will analyze the systems and processes of interaction between several government bodies responsible for work on civil registration.

The main advantages of the digital civil registration system of citizens are:

Functional benefits:

- Provides optimization and automation of procedures related to the registration of acts of civil status, performed by all interested state bodies.
- contributes to the creation and commissioning of the "Unified State Register" (hereinafter the pilot digital system is referred to as the Unified Register of Civil Status Acts), as required by Article 10 of the law "On Civil Status Acts".
- Improves the quality and reduces the time for the provision of public services and increases the transparency of these services.
- Potentially, this system can serve as a foundation for further digitalization of the provision of public services and serves as a prototype for a single-window system.
- Enables implementation of relevant international standards and recommendations, including those under the 17 SDGs (Goal 16: Promote peaceful and inclusive societies for sustainable

development, ensure access to justice for all and build effective, accountable, and participatory institutions at all levels).

Technical advantages:

- Ensures scalability of the system and minimizes costs of connecting new departments (system participants).
- Provides the ability to work with different categories of users.
- Works in several languages.
- Incorporates robust security features.

The most important advantage of the proposed solution and related technical assistance and training is the creation of the foundation for the implementation of principles for the creation of a "Single Window for State Civil Registration Services for the Population", with the subsequent transfer of this pilot project to the ownership of the Ministry of Adalat of Turkmenistan and its independence from external support in the operation, administration and maintenance of the system.

After successful implementation of this project on piloting digital public services of civil status, it is expected to prepare and implement the next phase of the project for a wider functional and geographical coverage of the digitalization of public services of civil status at the national level.

II. STRATEGY

The UNDP supports the strategic vision and initiatives of the Government of Turkmenistan to digitize all areas of the economy, including the provision of public services. This strategic vision will allow the government of Turkmenistan to significantly increase the efficiency of all economic processes, while simultaneously reducing their cost and significantly increasing efficiency and transparency.

The digitalization of the provision of public services in general, and registration of the civil status of a citizen in particular, is an especially important condition that lays the necessary foundation for the digitalization of the entire range of public services, including education, health care, and security.

This project will contribute to the implementation of the Concept of Development of the Digital Economy for 2019-2025 and the State Program of Development of the Digital Economy for 2021-2025. The project will contribute to improving the quality of the provision of public services for all residents of Turkmenistan with universal coverage of the population following the best international practices.

The project will be implemented based on three fundamental principles:

1. The processes in the project will be carried out in parallel with the existing procedures for registering civil status acts, without changing the processes of this public service. This is done to speed up the coordination procedure between different departments.
2. To avoid difficulties with the further operation of the information system, it is recommended to conduct joint activities to improve the competencies of the relevant employees of the Ministry of Adalat of Turkmenistan and the Central Archive of the Civil Registry Office (ZAGS) for a smooth transfer of knowledge and experience.

3. This project does not imply any infrastructural changes but will focus on creating new, better methods of working with the use of information technology for the provision of civil registration services. Also, the roadmap will conduct a study of the existing ICT infrastructure and recommendations for the development of the ICT infrastructure of the Central Archive of the Civil Registry Office (ZAGS) and other interested departments.

III. RESULTS AND PARTNERSHIPS

Expected Results

Result №1

A plan (roadmap) has been prepared for the implementation of a digital system - the Unified Register of Civil Registry Office (ZAGS) on a national scale.

- The analysis of the existing legal framework and the existing system of registration of acts of civil status has been carried out.
- A plan (roadmap) has been prepared for digitizing the system.

Result №2

The pilot digital system - Unified Register of Civil Registry Office was developed, tested, and put into operation. Some existing, electronic, and/or paper vital registration records have been digitized.

- A pilot system of the Unified Register of Civil Registry Office (ZAGS) was developed and put into operation, which will be the core of the future national system of the Unified Register of Civil Registry Office. This pilot system will include up to 3 types of civil registration records (birth certificate, death certificate, marriage certificate) and will be implemented in a selected area as part of a pilot project.
- The technical feasibility of digitizing existing civil status records (in electronic and/or paper format) will be studied and a selected number of existing civil status records will be digitized. The received digital records of acts of civil status will be translated into an appropriate format and entered into the Unified Register of the Civil Registry Office (ZAGS).

Resources Required to Achieve the Expected Results

Taking into account the nature of the project, the main resources required to achieve the expected results will mainly consist of payments to experts and consultants who will provide analytical and technical support to the project, the costs of meetings and workshops, educational and awareness-raising activities, and contractual services in support of the project activities.

Also, expenditure items of the project budget will be the costs of providing the Central Archive of the Civil Registry Office (ZAGS) with material and technical resources and equipment.

Partnerships

To accomplish the project's objectives, UNDP will work closely and build relationships with the key international and national partners. The main national partner of the project will be the Ministry of Adalat of Turkmenistan. In addition, the project will involve such ministries and departments as:

- Khyakimlik of the city of Ashgabat and Civil Registry Offices (ZAGS)
- "Turkmenaragatnashyk" Agency
- Ministry of Health of Turkmenistan
- Ministry of Internal Affairs of Turkmenistan
- State Committee on Statistics of Turkmenistan
- The State Migration Service of Turkmenistan
- United Nations Children's Fund (UNICEF)

It is proposed to consider additional methods for improving the qualifications of the technical staff of the Ministry of Adalat of Turkmenistan. This will be done by increasing the period of maintenance of the system by its developers, sequential transfer of functions for maintaining the system to employees of the Ministry of Adalat of Turkmenistan, as well as considering additional methods of stimulating technical staff by the leadership of the Ministry of Adalat, as indicated in paragraph 21 of the State Program of Development of the Digital Economy for 2021 - 2025.

Efficiency and effectiveness

To ensure the efficiency and effectiveness of the project, some approaches were used, in particular:

- The key result of the project is the creation of a pilot system for registration of acts of civil status, with the working title "The Unified State Register of Records of Civil Status".
- The project activities will be synchronized with other projects implemented by various UN agencies, as well as with the corresponding state programs and national development strategies realized during the project implementation period, and their results.
- The project will help improve coordination mechanisms between various government departments of Turkmenistan, including those on sensitive topics such as the merging of archives, exchange of critically important data, in some cases, personnel and procedural changes, delegation of tasks between departments.
- The project will actively participate in the transfer of knowledge and experience from international and national partners to the technical team of the Ministry of Adalat of Turkmenistan. This will be done through joint work from the very beginning of the project, which will serve to improve the qualifications of employees of the Ministry of Adalat, civil registry offices (ZAGS), and other involved organizations.

IV. PROJECT MANAGEMENT

The project team will include UNDP experts and national consultants, as well as the staff from the Adalat Ministry of Turkmenistan. The project team will be based in the Adalat Ministry of Turkmenistan in the city of Ashgabat.

The project management system consists of 3 levels:

1. Strategic management.
2. Operational management and coordination.
3. Monitoring and evaluation system.

The project document will be registered following the established procedure with the Ministry of Finance and Economy of Turkmenistan.

In this project, in addition to the project team, the operational control of the project implementation and ensuring the relationship of the project with other similar initiatives and projects will be carried out by the program officers of the UNDP Country Office: UNDP Assistant to Resident Representative and the Programme Analyst.

in addition to the services of program officers, the UNDP country office will also provide administrative services. UNDP Turkmenistan will oversee and manage the overall project budget, as well as be responsible for monitoring project implementation and for timely reporting. In addition, UNDP, in agreement with the Adalat Ministry of Turkmenistan, will maintain coordination and cooperation with other ongoing initiatives and organizations in the country.

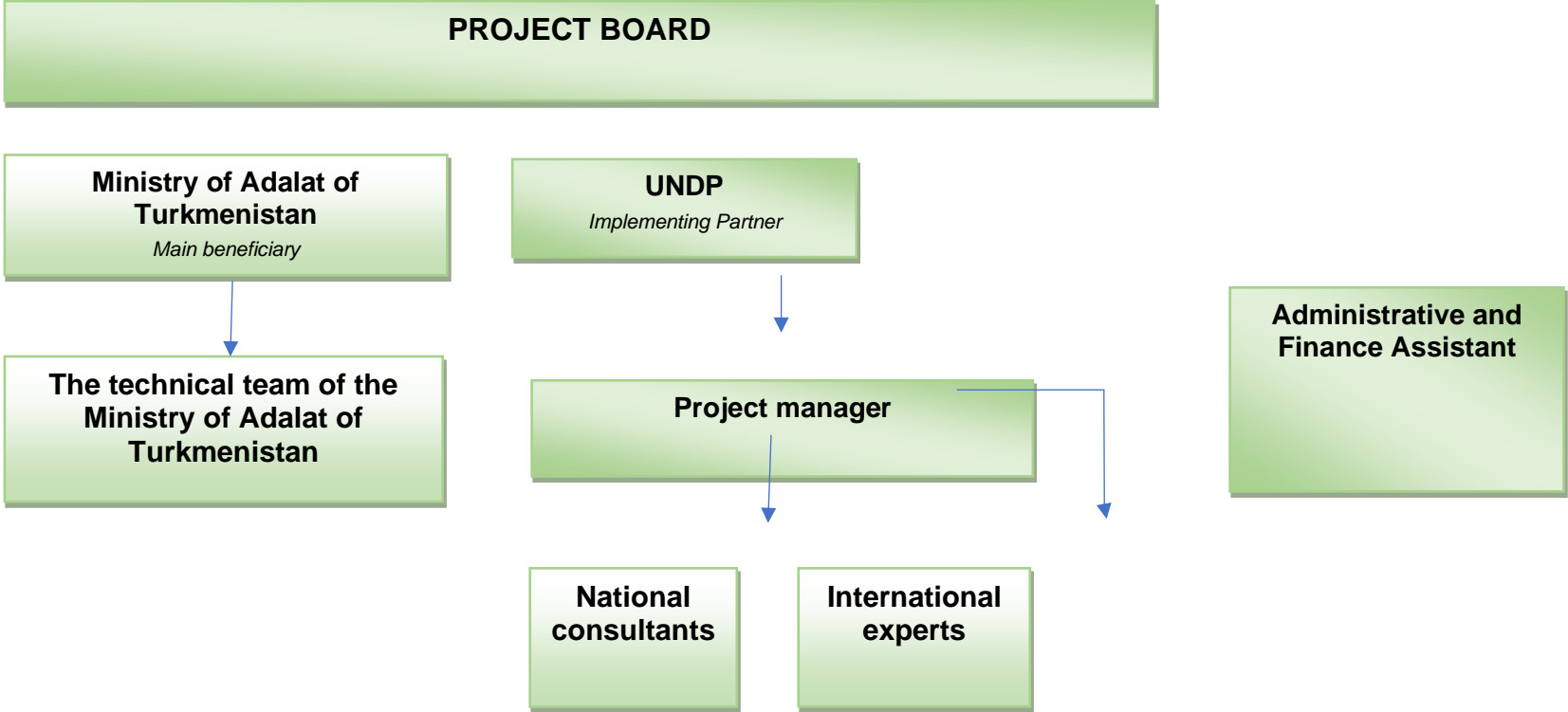
V. RESULTS FRAMEWORK

ID	Indicator	Baseline level	Goal	Data source:	Goal achievement schedule:
1	Digitization of existing civil registration records	There is no digitalization process. The current system is paper-based and does not have a digitization process.	Digitization of existing civil registration acts, for 1 etrap, for 3 months, for 3 different types of records.	Project report	31 December 2022
2	The digital civil registration system	Exist only in paper form. Data is not transmitted in real-time.	To launch a pilot digital system (software and hardware) for civil registration.	Project report	31 December 2022
3	National identification number	Not used	The NIN is identified and used internally in the civil registry system.	Project report	31 December 2022
4	Preparation of a roadmap for the digitalization of public services of the civil registration system	Absent	A roadmap for the digitalization of public services of the civil registration system has been prepared.	Project report	31 December 2021

VI. MULTI-YEAR WORK PLAN

Expected results	Planned activities	Timeframe						Responsible party	Budget		
		2021		2022					Source of financing	Budget description	Amount in USD
		Q3	Q4	Q1	Q2	Q3	Q4				
Outcome 1 A roadmap has been prepared for the implementation of a full-fledged digital system - the Unified Register of Civil Registry Office (ZAGS) on a national scale.	<i>1.1 Conducting assessments to identify gaps in legislation and the need to stimulate digital solutions for public services (the basis for the introduction of a unique citizen number), development, and implementation of gender-sensitive recommendations for improving the regulatory framework.</i>							UNDP	UNDP	The work of an international expert and the UNDP team	9,797
	<i>1.2 Preparation of a roadmap for the digital transformation of the civil registration system.</i>							UNDP	UNDP	The work of an international expert and the UNDP team	10,000
Outcome 2 Pilot digital system - Unified Register of Civil Registry Office (ZAGS) tested and put into operation. A certain number of existing paper-based civil registration records have been digitized.	<i>2.1. Preparation of technical specifications for a pilot project and software development support.</i>							UNDP	UNDP	The work of an international expert	20,000
	<i>2.2. Development of software for a pilot project.</i>							UNDP	UNDP	The work of national consultants	50,000
	<i>2.3 Procurement and installation of server hardware for a pilot project.</i>							UNDP	UNDP	The cost of equipment	150,000
	<i>2.4. Preparation and implementation of targeted measures to increase the capacity of national partners.</i>							UNDP	UNDP	The work of international experts, national consultants, and the UNDP team	40,000
	<i>2.5. Digitization of existing vital records.</i>									The cost of equipment	30,000
Project management	<i>Project management by the UNDP Turkmenistan team.</i>							UNDP	UNDP	The work of the UNDP team	50,000
Total											359,797

Project Organisation Structure



PROJECT BOARD
TERMS OF REFERENCE Duties and responsibilities:

The Project Board manages the project and oversees its implementation.

The main functions of the Project Board are:

- Overall monitoring of project implementation to achieve the goals and results of the project and ensuring their compliance with national development goals.
- Strategic leadership and coordination of the activities of all members of the project board.
- Providing access to the necessary information.
- Resolution of disagreements arising during the implementation of the project.
- Supporting the institutional, legal, and regulatory aspects concerning the Government and the Turkmen society necessary to ensure the success of the project.
- Consideration and approval of the Work Plan and reports on the work done.
- Approval of project management mechanisms.
- Approval of any changes to the project strategy due to a change in circumstances.

Composition

To ensure proper coordination and involvement of key stakeholders, the project board will be co-chaired by UNDP and the Ministry of Adalat of Turkmenistan. The Ministry of Adalat of Turkmenistan, as a key national partner, will ensure appropriate participation of other government agencies following their mandates. The project board may also include representatives of other ministries and departments involved in the implementation of the project. Other participants may be invited to the meetings of the project board by decision of the board.

Funds related to the activities of the project board are considered as voluntary contributions by UNDP and the government or other project partners in kind to the project and are not paid separately by the project. The project board members are also not eligible for any monetary compensation for their work as experts or project advisors.

Meetings

It is expected that the Project Board will meet regularly at least twice a year, or more often if necessary. The preliminary agenda for the meeting of the project board will be agreed, as well as the work plan for the project, and all representatives of the project board must be notified in writing 14 days before the agreed date of the meeting. The meeting will be organized on the condition that the Executive Partner, UNDP and at least 2/3 of the other members of the project board can confirm their participation. The Project Manager must send all materials related to the agenda of the meeting no later than 5 business days before the start of the meeting.