

Public Service Hall

Hub of Public and Private Services

Everything in One Space



Before



Corrupted system



Lack of financial resources



Shabby offices



Lack of computers



Unmotivated Staff



Bureaucracy

Corrupted System

Besides paying 35 GEL for getting a passport, plus

 **100 \$**

**During deficit
3 times expensive**

 **60 \$**

Central Body

300 \$

 **10 \$**

Operator

 **20 \$**

Head of Unit

 **10 \$**

Head of District
Police


Store
House


Head of
Structural Unit


Minister

Corrupted System

+ 50 GEL

ID is needed



Shabby Offices



Bureaucratic Barriers

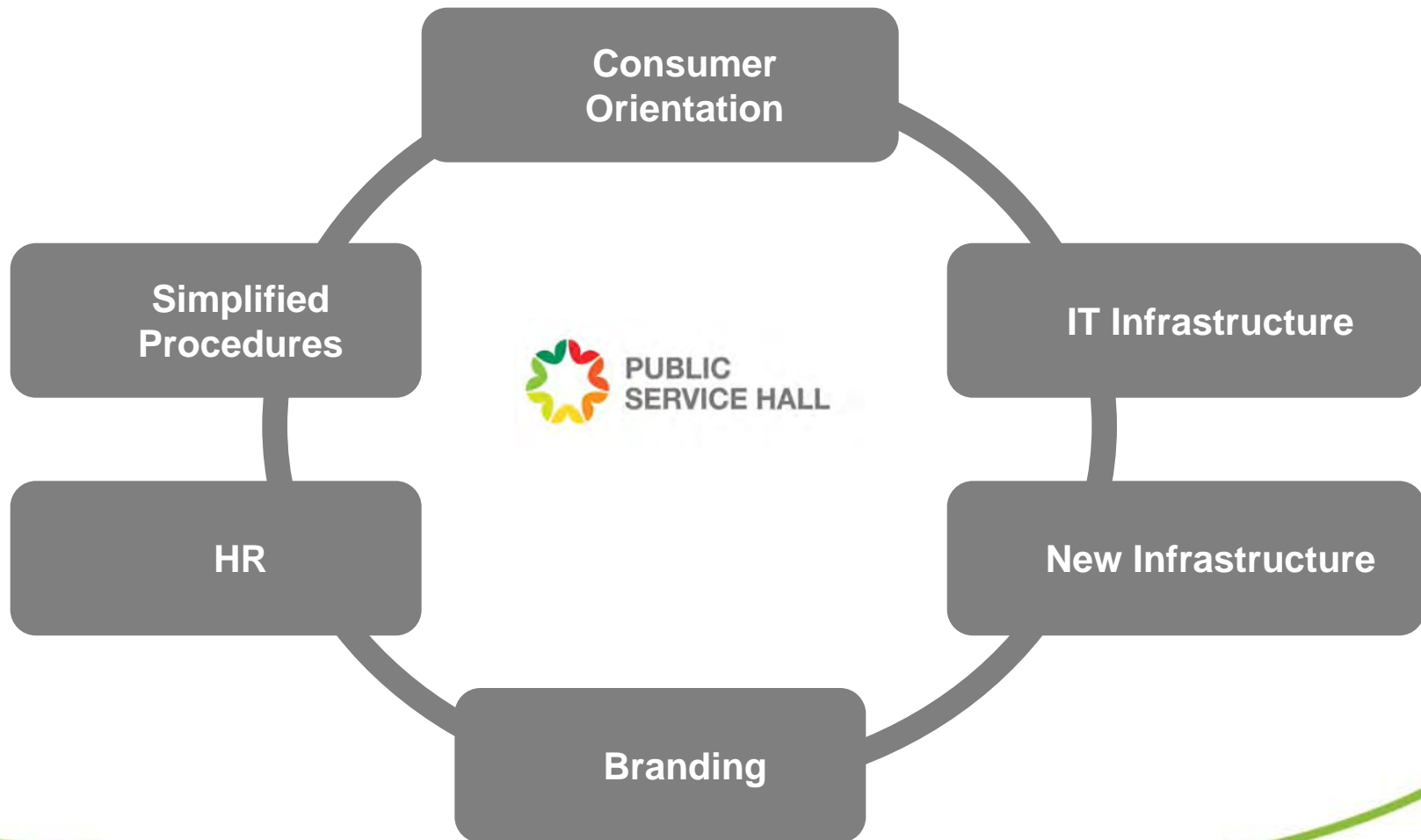
Property Registration

37 GEL+

Unmotivated Staff



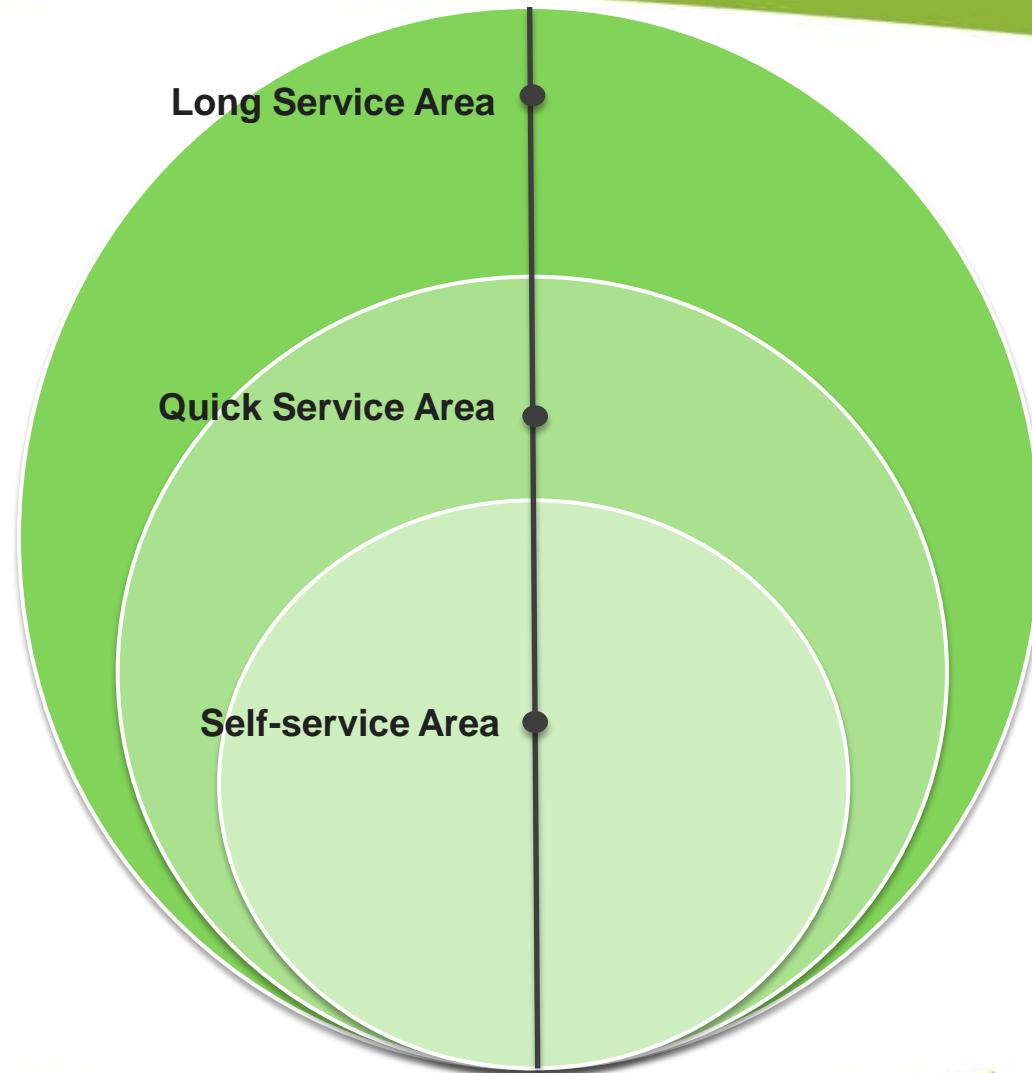
6 Factors toward the SUCCESS



Delivering 300 Services



Service Delivery Concept





TBILISI

ARCHITECT: FUKSAS

BUILDING: 27500 m²

STAFF: 2013

OPENING DATE: SEPTEMBER 2012

Tbilisi Public Service Hall



5 000 sq. m Area

15 000 Transactions

Up to 500 Services

Service Delivery Statistics

Average Consumer Number

23 000

Average Waiting Time

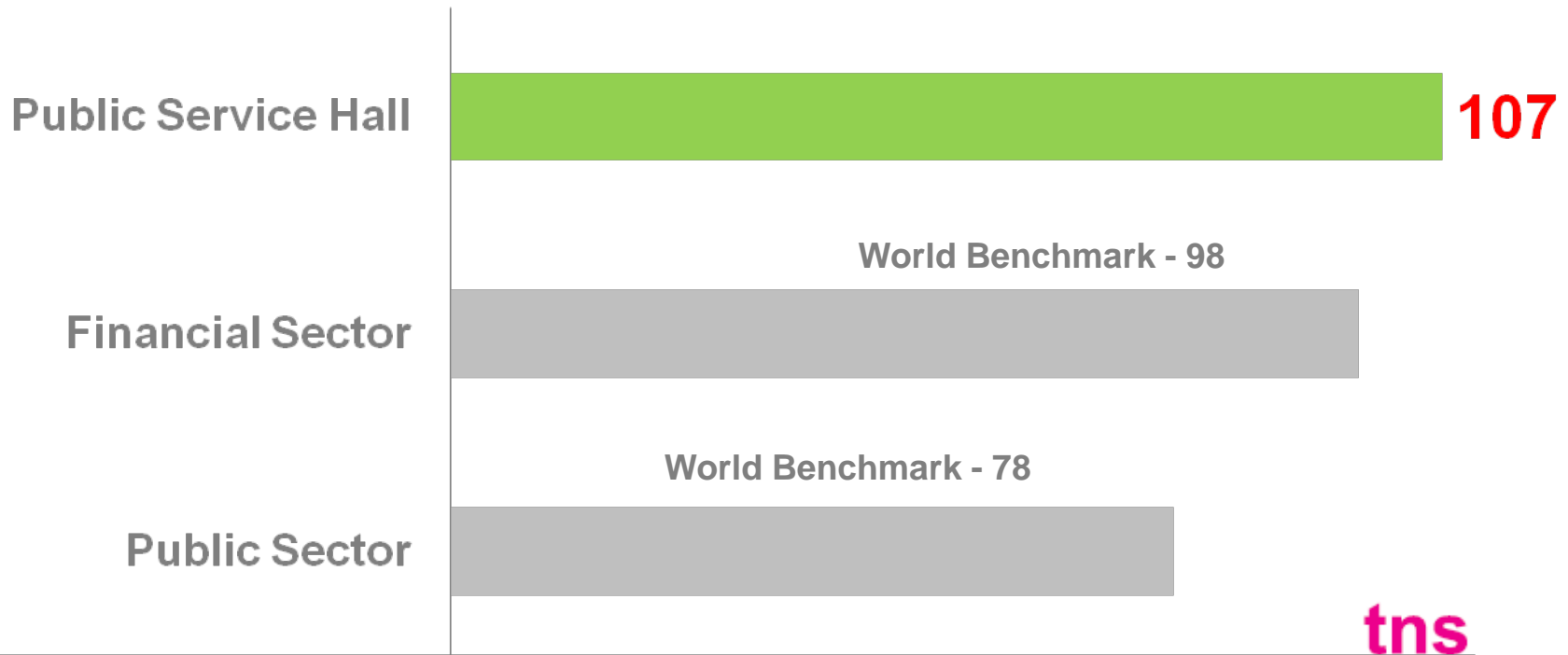
0.45
min.

Average Service Delivery Time

3.47
min.

Consumer Satisfaction

Consumer Satisfaction Index- TRI*M



Source: TNS 2012

International Recognition



“...Public Service Hall, This is a testament to the positive changes that Georgia has made for the last 20 years” – **Hilary Clinton, US Secretary of States**



“...Creative and impressive progress; When we arrived only 15 minutes later we were all presented with replica Georgian passports. This was just one example of their speed and user-friendly approach.”, **Lord Harries of Pentregarth**

Service Delivery Innovative Methods



Service Delivery Innovative Methods

JUSTdrive 

JUST DRIVE will ensure consumers to receive ready documents using drive-through principle of service delivery.



Future Public Service Halls



Consulate Services in accordance to PSH model



Sharing Success

Interest towards reforms in Georgia has been growing with over 300 delegations, 2000 delegates and different foreign TV channels from more than 40 countries already visited Georgia in the past few years.

Acting as a focal point between Georgian and foreign government agencies in exporting Georgia's successful reforms and importing best practices.

Cooperating with foreign donor organizations to source funding, with interested country to understand needs and adapt action plan for the reforms, and Georgian institutions to provide aggregate knowledge and expertise





Thank You.

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