



TECHNOLOGY AND INNOVATION

TO ADVANCE ACCOUNTABILITY AND PUBLIC SERVICES DELIVERY
IN EUROPE AND CENTRAL ASIA DURING COVID-19

BEYOND RECOVERY: TOWARDS 2030



GEORGIA

Rustavi Municipality, with support from UNDP, has developed a **C-Bot**, AI-powered chat-engine, which responds to citizens' online queries 24/7.



UNDP-supported CSOs have developed a platform which notifies citizens/farmers/entrepreneurs in high mountainous settlements with COVID-19 related prevention measures via **text messages**.



36 new digital services have been added to the citizen online portal www.my.gov.ge, as well as, e-learning platform developed with UNDP support.



UNDP is supporting the Parliament of Georgia in developing **Business Continuity Management (BCM)** system and capacities to ensure the Parliament is able to respond more effectively to similar challenges in future.



KAZAKHSTAN

UNDP has **trained 200 civil servants** on the distance working skills, including on people management, public services delivery etc.



UNDP has enrolled **450 volunteers** that will work in the regions and assist to increase the **digital literacy** of the users of public services and decrease the workload of one-stop shops during the next 6 months.



KOSOVO*

UNDP is supporting authorities to develop **Database for Intelligence Based Investigations of Corruption, Organized Crime and Financial Crime**.



MOLDOVA

Doctors can now blow a whistle using **online platform** if they see any violation of law and regulations in the healthcare sector.



MONTENEGRO

UNDP with the Government organized an **online Hackathon (www.coronathon.me)**, aimed at offering solutions to help the country to quickly adapt, respond and recover.

UNDP supported the Ministry of Education to launch **digital enrollment of children into schools and kindergartens**, where 90% of children were enrolled via this e-service in the first week of system deployment.



SERBIA

In partnership with the government UNDP has developed a **platform**, which enables individuals, who wish to **volunteer and assist** their local communities, to register online.



UNDP helped the Office of IT and eGovernment to launch the **open data sets** regarding the COVID-19 daily statistics on testing, self-isolation, hospitalization etc.



UZBEKISTAN

Supported the government to conduct **corruption risk assessment** in the health sector to mitigate integrity risks during and post-COVID19.



UKRAINE

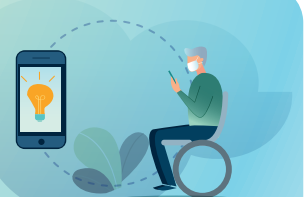
UNDP in coordination with WHO developed a **web-based dashboard for the Prime-Minister's Office** to coordinate and map all public procurement needs related to COVID-19 and analyse their coverage by the state/local budgets or development partners.



UNDP has developed **e-learning course** with the National Agency on Civil Service and the Parliament on the specificities of work of the public institutions under the quarantine and assisted the local authorities with procurement of Zoom licenses.



UNDP is supporting a provision of online and offline legal support to the representatives of **vulnerable groups** and hard to reach population in Ukraine.



To support **public services delivery**, UNDP has delivered 4 mobile administrative service centers to target communities, including to the most vulnerable groups; 12 more to go in the following 1,5 years.

To **mitigate corruption risks**, UNDP is supporting NGOs to monitor ProZorro public procurement online portal during COVID-19 crisis in the Eastern Ukraine.



* References to Kosovo shall be understood to be in the context of Security Council Resolution 1244 (1999).

More info



<https://bit.ly/3OP5jrA>