

# ARMENIA

## Republic of Armenia rolls out service improvements

The State Committee of the Real Property Cadastre is implementing a new electronic evaluation system across its network of regional offices following a successful pilot in the Armenian capital, Yerevan.

The initiative enables citizens to assess the quality of service provided to drive improvements, identify possible gaps and deliver appropriate solutions. It is part of a series of complex and continuous reforms which are increasing the transparency of the system and simplifying administrative processes.

During 2016, the State Committee also introduced a new mobile registration system for queue management. This creates a virtual ticket through an app downloaded to a mobile phone or tablet so that users can queue for service without the need to visit an office. Users can select a specific service office, service, date and time, as well as create a tag and receive a reminder. In addition, the system enables citizens to choose the time most convenient to them to receive services whilst also allowing the State Committee to ensure the efficient use of its resources.

Improving service quality and delivering new solutions continue to be key objectives for the organisation.



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