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E-Government Implementation on the Example of Georgia

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Abstract: The term 'digitalization' of public administration, used as a synonym for 'e-government,' first implies the implementation of fast, secure procedures by an administrative body. E-governance, or as it is more recently termed, digital governance, involves the introduction of innovations and technologies in public governance/administration. It can be argued that the digitalization of public administration against the background of contemporary social challenges may be the key of opportunities for both the state and members of the society. Despite its certain conditionality, the electronic governance index (since 2003, the United Nations has issued a comparative index of countries' e-governance every two years, based on three main indicators) proficiently reflects the dynamics of countries' efforts in introducing innovations in public administration and involving citizens in the process of e-services, which ultimately contributes to bringing citizens closer to modern digital administration.

The article refers to the legal aspects of using digital means in e-government on the example of Georgia. The reform of public administration in Georgia started in 2015, after the Association Agreement was signed between Georgia and the European Union. Georgia has already fulfilled several commitments in the framework of this program in terms of striving for more transparent governance, but despite this, the mentioned reform faces challenges on this path. The article examines aspects of e-government such as e-services, e-participation, personal data protection, and the impact of e-government implementation on the efficiency of public administration. Since the mentioned issue

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is complex in nature and extends in several directions, the article discusses the regulation of electronic administrative proceedings and the effectiveness of its use in the process of implementing public administration, stages of modernization of state governance, types of electronic proceedings, possibilities of legitimate governance from the administrative body, and prospects for its implementation on the example of Georgia.

Keywords: *digitalization, e-government, e-participation, e-proceeding, Georgian administrative law, public administration*

1. Understanding modern state governance

1.1 Modernization of state governance and possibilities of implementation

In recent decades, technological development has helped transform public life all over the world and meet its needs and requirements posed by contemporary challenges. Following the universal spread of information and communication technologies, especially internet technologies, various forms of electronic government have been introduced in many countries around the world. Legal discourse related to the 'digitalization' of public administration, and the subsequent 'automation' or 'mechanization' (Herold, 2019, p. 25) has been developing since 1950. The process of digitalization and automation should be approached separately, since digitalization, which is the same as digital governance, is an important prerequisite for automating the public administration process. This issue has been actively discussed in the literature over the past decade (see, e.g., Guckelberger, 2019, p. 1; Eifert, 2006, p. 20; Bär, Grädler & Mayr, 2018, p. 313; Tropp *et al.*, 2022).

It is notable that one of the directions of a public administration reform in a legal and democratic state should be the demand for reduced bureaucracy, simplification of procedures, and mobile and fast (accelerated) decision-making. Achieving this, of course, requires the development of necessary digital skills about the information infrastructure, telecommunications, and human capital. It should also be noted that an important factor for the success of e-governance is additionally providing citizens and businesses administration in the form of electronic services, offering accelerated, less costly, and improved quality services from the administrative body.

The main goal of the study of administrative law is the relationships that are formed in the process of state governance. Modern public administration aims to create a flexible structure capable of providing different services. Therefore, in administrative science, the focus is not only directly on the process of governing decision-making, but also on the behavior of the participants in this relationship (Erichsen, 2005, p. 185). Accordingly, various interdisciplinary approaches are actively involved in management science along with purely legal methods. Administrative science explores the real scenarios and complex management structures, striving to predict the behavior of management subjects and the likely results of management decisions (Khubua & Kalichava, 2018, p. 37). Since the social context came to the fore in the process of state governance, it is, accordingly, not enough to evaluate legal dogmatics alone, but it is also important to study the art of management and its practical aspects in modern administrative science (Khubua & Kalichava, 2018, p. 37). The function of a legislative act is not to regulate practical aspects, but a significant aspect of regulating is to manage the possibilities of its use in order to make it more flexible.

Modernization of state government, first of all, is related to such directions or spheres that are directly associated with the wide use of information-technological means by state management (Lenk, 2002, p. 94). It is important for the mentioned state, both from the political and economic point of view, to adapt to changes quickly, effectively, and successfully, to adapt to changes in the market, taking into account the needs of consumers and citizens. E-commercialization and e-business are more and more embedded in everyday life, and their development and promotion pose an important challenge for the state and forms part of the agenda.

Accordingly, the process of modernization of state government is developing in different directions. The main goal of modernization is to establish citizen- and service-oriented management structures, where the bureaucratic state should gradually be replaced by a service-oriented state. This does not mean that bureaucracy should be dismantled. This trend focuses not on the complete replacement of bureaucracy, but on the improvement of the quality of services provided by the bureaucracy (Khubua & Kalichava, 2018, p. 38).

The digitization of daily processes and the transition from oral and especially written communication to electronic forms is taking place in accordance with the development and demands of society. More and more people use electronic means of communication in their personal and professional lives, but it should be taken into account that computer-supported actions emerge

with some delay in the processes provided by the state. It could be said that the practice of state procedures is still far from social reality (Glaser, 2019, p. 263).

The global spread of the novel coronavirus (COVID-19) has forced the world to face a new and highly essential challenge. The stopping of all spheres of public life imposed a heavy burden on the state, since the state had to be able to reflect isolation measures on its activities and the population in the least painful way possible, the functioning of governmental organs should have been continuous and efficient, and the interested persons should had received unlimited services. Thus, connecting with interested parties electronically through technological innovation became a significant challenge.

E-government opens up unprecedented potential for public sector service delivery, people's participation, and public administration efficiency. Consequently, the term 'e-governance' is becoming more and more significant. However, every day we come across different interpretations and definitions regarding the content of the term. In legal literature, terms such as 'electronification' and 'automation' are discussed, referring to the automated decision-making of an administrative body without the intervention of human resources (Zeidler, 1959, p. 15). Albeit the most common definition is the so-called Speier's definition, according to which e-governance is the conduct of proceedings by the administration using innovation and technology (Reinermann & Lucke, 2002, p. 1).

E-government refers to the implementation of public administration activities across all three branches of government—legislative, executive, and judicial authorities—using information and communication technologies. E-government represents not only an important tool for public administration but is also essential for the economy, international reputation, and for the purpose of serving citizens.

In response to public and social demands, many countries have prioritized starting the process of digitization of public administration and bringing it to a certain level. But it should also be noted that there are differences between public administrations, which react differently to modernization trends and, therefore, to the process of automation.

1.2 Electronification of public administration

It is crucial to recognize that the electronification of public administration implies the aspiration of different countries to establish a modern administration; however, despite the desire for novelty, it is difficult to predict the practical effectiveness of the complex changes in the field of public administration, as this may be related to the specifics of public administration activities.

Recently, in terms of e-government development, similar problems and approaches have been identified in many countries. In particular, although the public sector offers more and more online services to citizens, progress in this direction is slow. Therefore, in order to fully utilize and realize the potential, it should be transferred to the national and international strategic level.

Since 2001, the United Nations Department of Economic and Social Affairs has been publishing research on e-government. Over the last ten years, this research has provided an assessment of the level of e-government development in all UN member countries, demonstrating the effectiveness and importance of e-government. At the same time, the research serves to identify the strengths and weaknesses of e-government and to take measures to support the development of relevant policies.

According to the 2020 e-government development index (ranking countries according to the following three factors 'Online Service Component,' 'Telecommunication Infrastructure Component,' and 'Human Capital Component'), countries such as Denmark, Estonia, Sweden, and Finland are in the leading positions (UN, 2023).

In general, the main characteristic of e-governance is that the government communicates with the public electronically, enabling interested parties to go through important and difficult procedures electronically, saving them time.

2. E-governance and the digitalization process: The case of Georgia

2.1 Georgia on the path to digitalization

The reform of public administration in Georgia started in 2015 following the signing of the Association Agreement between Georgia and the European Union. The agreement, signed on June 27, 2014, titled 'Association Agreement between the European Union and the European Atomic Energy Community and their Member States, of on the one part, and Georgia, of the other part,' obligated the country to undertake the responsibility to carry out reforms in public administration and public service.

The government of Georgia, with the support of foreign partners, is actively implementing the public administration reform project. The implementation of the reform is supported by the European Union, the EU–OECD Governance and Management Improvement Project (OECD/SIGMA), the United Nations Development Program (UNDP), and the USAID Democratic Governance Initiative Project (GGI), the purpose of which is to create a national development action plan, which will contribute to the country's European integration through a more efficient, professionally trained, unified and independent public administration, and will ensure the implementation of public services with greater accountability and response in terms of the needs of citizens (UNDP, 2023).

In the case of Georgia, it can be noted that the government is trying to meet international standards in the areas of e-governance and online transparency. Georgia has already fulfilled several commitments within the framework of this program in terms of striving for more transparent governance. This is reflected in the results of international reports on e-government in Georgia. According to the 2014 United Nations e-government study (UN, 2014), Georgia improved in the overall ranking to the 24th position, compared to the data in 2012. In the e-Government Development Index (EGDI), Georgia stands at 0.6 (on a scale of 0 to 1.0), with its online service component scoring 0.59, indicating significant progress in this area. However, despite this significant progress, Georgia still ranks low in the EGDI among all measured countries (IDFI, 2015). This was especially evident after Georgian government joined the international forum Open Government Partnership (OGP), which unites more than 60 countries. Importantly, among other things, this initiative aims to make governments more open, accountable, and responsible to their citizens through the development and use of

modern technologies. The government of Georgia recognizes the strategic importance of the public administration reform (PAR) for its overall reform aspirations and the effective implementation of EU–Georgia agreements. The government has adopted several strategies addressing various aspects of the public administration reform process. However, it should be mentioned that interventions to date have been varied, temporary in nature, and lack a systematic approach (European Union, 2023; Napetvaridze & Chochia, 2019).

Several successful projects have been implemented in the process of digitalization of public services in Georgia, mainly involving the implementation of good governance principles and the provision of electronic services for citizens. The e-services available in Georgia cover many areas such as public finances, e-procurement, e-budgeting, e-treasury, e-revenue services, e-auctions, etc. In addition, electronic administration is implemented in the public sector concerning human resources, voters' register, and other official documents (e.g., driver's license, registration of first-graders at school).

Since the concept of open data has a special place both in open government and in modern models of e-government, the open data portal www.data.gov.ge was created in Georgia to ensure electronic democracy and accessibility. Open data is data in electronic format that can be made public by law and can be easily published. The open data portal ensures the publication of open data of government institutions in open, computable, and accessible formats, allowing citizens, businesses, mass media representatives, and non-governmental and governmental institutions to seamlessly use said data, utilize it to create applications and electronic services, and receive other types of benefits.

Georgia has also launched an electronic petition portal www.ichange.gov.ge. The purpose of the petitions platform is to ensure public involvement in policymaking, the transparency of the decisions and activities of the Georgian government, and facilitate the rapprochement between the Georgian government and the public. The Georgian government's administration assumed the obligation to create it according to the action plan of Open Government Partnership of Georgia by creating an electronic portal for submitting electronic petitions (www.ichange.gov.ge) and approval of the rules and conditions for using this portal (Resolution no. 245 of the Government of Georgia). With the help of the portal, any adult Georgian citizen and/or group of citizens can draw the attention of the Georgian

government to the issue they consider particularly important through a petition. If the relevant criteria are met, the government of Georgia is obliged to consider the issue described in the petition and respond to it in an official manner.

The main function of the E-Signed Docflow System (ESDS), implemented in Georgia, is to transmit electronic documents directly between the sender and the recipient, without third-party involvement. Using the ESDS, it is possible to access only the electronic document, signed in accordance with the technical model and security level defined and approved by the National Bank. The ESDS allows transmitting a separate document both directly to the signatory and to a third party named by him, who is considered together with the signatory as a "person authorized to receive the document."

The most important channel among e-services is the citizens' portal www.my.gov.ge. The portal was created in 2012 to consolidate electronic services across various public and private sectors. There are more than 400 electronic services available through the portal and up to 60 are available to portal users on a single-window principle. Users of the portal can electronically request public information from various state agencies, as well as submit applications for various services, if necessary, use a qualified electronic signature/stamp on it, send the completed applications to the addressee(s), and receive a response through the portal. It should be noted that through www.my.gov.ge, a person can access a number of electronic services of the state sector: business registration, payment of fines, budget debt settlements, and electronic requests for public information from state institutions and others.

2.2 Legal foundations of e-governance on the example of Georgia

As mentioned, the introduction of e-government in Georgia is a novelty. The first instance of electronic communication from an administrative body was documented in an amendment to Article 106(4) of the General Administrative Code of Georgia, which obliges the administrative body to publish the draft of the normative administrative-legal act on its website (Law of Georgia General Administrative Code of Georgia, 2009), to which the administrative body was given the opportunity to publish the draft of the normative act in electronic format. Primarily, this aims to ensure the involvement of interested persons by allowing them to express their opinions. According to Article 106(4) of the General Administrative Code

of Georgia, everyone has the right to submit their opinion regarding the draft of the normative administrative-legal act of the administrative body. In addition, the duty of consideration of the presented opinions rests with the administrative body, although it is not mandatory to respond to them (Law of Georgia General Administrative Code of Georgia, 2009). Interested persons have the opportunity to submit opinions both on the website of the administrative body in the appropriate format, as well as on the official website of the *Legislative Herald* (at www.matsne.gov.ge), where the drafts of normative acts are published. On this portal, the user can leave a comment regarding the presented normative project.

It is important to outline the current situation in Georgia regarding the proactive publication of public information. The Government Resolution on Requesting Public Information in Electronic Form and Publishing It Proactively (Resolution 219 of the Government of Georgia) defines which institutions are required to proactively disclose information and also describes the procedure according to which public institutions should publish information.

The Resolution defines the standard for proactive publishing of public information, the procedure for requesting public information in electronic form, and the list of proactively published public information. It also establishes the obligation of an administrative body to proactively publish the public information provided in the annex of this Resolution on its respective electronic platform. According to Article 2(3), proactively published public information is open and equally accessible to any person (Resolution 219 of the Government of Georgia).

In 2017, changes were made in the legislative acts. Article 35(1) of the General Administrative Code of Georgia, which refers to integrated automated tools for records management, forms the basis for an administrative body to use various automatic means of software and management both for proceedings and for dissemination of information, which implies the possibility of document transfer in electronic form between the administrative body and the citizen. Also, the administrative body is authorized to issue any information and/or documents using the unified automated management means. A document sent electronically has the same legal force as a document issued in physical form—on paper.

In addition, it is worth mentioning the Law of Georgia 'On Electronic Document and Electronic Trust Services,' adopted in 2017, which regulates

the legal bases of electronic documents, electronic signatures, and electronic trust services. The Law outlines the concept of an electronic document and the meaning of the legal force of its use. According to Article 4 of the Law on Amendments to the General Administrative Code of Georgia, the use of an electronic document shall be permitted in all cases where a tangible document in a written form is required, unless otherwise determined by law. Furthermore, an electronic document has the same legal force as a physical document, if it has been certified and/or verified by a person responsible for signing or an authorized person provided for by the legislation of Georgia and/or an electronic seal. Also, all copies of an electronic document shall be considered as originals.

In the administrative legislation of Georgia, according to the changes made in the General Administrative Code of Georgia in March 2021, the possibility of issuing an individual administrative act in electronic form was regulated, with electronic form introduced among the individual administrative legal forms—in addition to oral and written form, the term "electronic individual administrative act" appeared for the first time among the definitions of the terms. According to the legal definition of Article 2(1(d1)), an electronic individual administrative act is a type of act that is issued through automated management means (Law of Georgia General Administrative Code of Georgia, 2009).

The above regulations apply only to cases of electronic communication between the administrative body and the parties, but it is possible to refer here to cases where the legislation requires the issuance of a document in written form (this does not apply to verbally issued acts). For example, Article 51 of the General Administrative Code of Georgia, which regulates the form of an individual administrative act, defines its issuance in two forms—written and verbal—wherein documents published in written form may also be published in electronic form. Also, according to Article 52(1) of the General Administrative Code of Georgia, it is possible to issue a normative administrative act in electronic form if it meets the requirements established by the laws of Georgia on "normative acts" and "electronic documents and electronic trust services."

3. Electronic participation in the implementation process of public governance

3.1 The importance of electronic participation

It is important to mention the recent changes to the Constitution of Georgia, which introduced the person's right to "good governance" in the catalogue (Tskhadadze, 2017) of basic rights of the Constitution of Georgia, one of the crucial components of which is indeed the implementation of e-governance. As a result of the implemented constitutional reform, citizens' involvement in the realization process of public administration became a constitutional guarantee.

One of the legal manifestations of a democratic state is the involvement of interested parties in administrative proceedings. Democracy, in the immediate sense, implies the rule of the people, therefore, it itself implies the right of citizens to participate in both the formation of the government and its implementation. It is essential when involving the general public in the discussion and decision process concerning the issues that affect their interests. The goal of shared decision-making should be to increase the efficiency of administrative proceedings, ensure transparency and balance the interests of interested parties in the processes.

It is worth mentioning that electronic participation is one of the main aspects of governance and a basis of sustainable development. According to the 2020 e-Governance Report published by the United Nations, the 2030 Agenda for Sustainable Development emphasizes the importance of participatory processes. Within the framework of the study, e-participation is evaluated based on the characteristics of national e-government portals and other government websites related to the provision of information to citizens; consultation and decision-making procedures (UN, 2020).

Based on the above, in e-governance, significant attention should be paid to the electronic involvement of interested parties through various forms. In addition, the involvement of people should be ensured at all stages of important administrative proceedings. This concerns both the informing/notifying stage (publication of information about the start of proceedings); the stage of conducting direct consultations (bilateral exchange and sharing of information); and the stage of direct participation/involvement in the formation of the legal act. E-democracy will be achieved only by observing the mentioned elements.

Therefore, for the development of e-democracy, it is vital to ensure the involvement of interested parties in electronic proceedings to realize administrative bodies' transparency and the core principles of democracy concerning citizens' participation/involvement in decision-making processes, in terms of balancing private and public interests.

3.2 Citizen engagement policy

3.2.1 Petitions

Petition stands for a written collective request, a collective motion sent to the highest authority or head of government, or to another person or institution.

In the past decade, the online practice of using public appeals, campaigns, and petitions by activists and various initiative groups has gained great popularity all over the world. In different countries, platforms have been created that allow citizens to collect signatures on pressing issues, distribute the said petition or campaign on social media, and deliver the content of the request to the addressee. Addressees of petitions are usually state bodies—both executive (ministries, agencies) and legislative branches (parliament) of the central government, as well as local self-government bodies, and in some cases, large business companies and other similar organizations.

The Georgian government administration, as well as the parliament of Georgia and local self-governments operate online petition portals in Georgia.

Online petition portals are important both in terms of accountability on the part of state bodies and engagement of citizens in the process of public policy formation. Within the framework of the Second Action Plan of Open Government Partnership of the Decision no. 557 of September 18, 2014 (Government of Georgia), the government of Georgia, in particular the administration of the government, undertook the responsibility to uphold the fundamental principles of the Open Government Partnership, ensuring government's openness, transparency, accountability to the public and citizen involvement in the decision-making process. For that an online petition portal would be created, through which the involvement of the public in public policy would be improved, the transparency of the decisions and activities of the Georgian government would be ensured, and the rapprochement of the Georgian government and society would be facilitated (Kardava, 2021, p. 102).

Petitions of local self-governments in Georgia. According to Article 86 of the Amendment to the Code of Local Self-Government of Georgia in 2015, at least 1% of the constituents registered in the territory of a municipality can file a petition to the municipal council. In accordance with paragraph 24 of the same Article, the municipality can determine the procedure for submitting the petition in electronic form. Unfortunately, electronic platforms are implemented only in a few municipalities. The process is developing unevenly in different regions of Georgia, and, in these days, the so-called "digital inequality" in different regions still remains the biggest challenge in the country's development, with e-governance unevenly developed at the level of central and local government.

The website of the Tbilisi City Hall (available at https://idea.municipal.gov.ge/home) features an electronic tool for proposing ideas to the City Hall, which is used by both citizens and representatives of civil society and non-governmental organizations.

Petitions of the Parliament of Georgia. In 2019, an electronic page for submission of legislative initiatives and petitions was launched within the framework of the Open Parliament project of the Parliament of Georgia (https://esignature.parliament.ge/), the main goal of which is to improve and strengthen such an important institution of democracy as the right of people's initiative—involvement of the population and society in parliamentary activities. The electronic platform allows citizens to submit three types of initiatives: initiatives supported by at least 200,000 voters, initiatives supported by at least 25,000 voters, and petitions. After collecting the signatures, the initiatives are forwarded to the Parliament for consideration.

3.3 Submission of opinions

Article 116 of the General Administrative Code of Georgia refers to the publication of the notice on submitting documents for public access, according to which an administrative body shall publish a notice, under the procedure determined by this Code, on submitting documents for public access. Although Article 117 defines the list of documents to be submitted for public review, according to which everyone has the right to freely review the documents submitted for public access at the administrative body where the administrative proceedings are conducted. Also, where so provided for by law or by a justified decision of the administrative body, the documents of public administrative proceedings may be submitted for public access to another administrative body with the consent of the latter. Accordingly, the

publication of documents for public information by the administrative body is an important step for the interested parties, since for them it becomes a source of information, on the basis of which they will be able to get involved in the mentioned case, express and state their opinion, etc. The publication of information by the administrative body is directly proportional to the issue of involvement of interested parties. According to Article 106(4(2)) of the General Administrative Code of Georgia, each opinion on a draft normative administrative act must be reviewed by a respective collegial administrative body.

4. Electronic governance and personal data protection

Ensuring the protection of personal data is an important part of the process of digitalization of public governance. With the introduction of new technologies in e-government daily, it is essential to develop a data protection policy so that the potential of digitalization can be fully exploited.

According to the decision of the European Commission, the data traffic within the European Union should be strengthened so that the data can be used without institutional barriers, with guarantees of protection of personal data and IT security. The Draft Data Governance Act, which was presented by the European Commission in November 2020, will enable cross-sectoral use and sharing of data within the EU (Bundesministerium für Wirtschaft und Energie, 2021, p. 16).

It is clear that today protection of personal data and addressing the risks in this field is not an easy task, especially when new technologies and models of e-government are introduced almost every day. That is why it is important to develop and implement regulations and technologies aimed at data protection. Accordingly, the legal requirements and the organizational-technical solutions derived from them, recommended for the protection of personal data, are also becoming increasingly complex.

A central component of data protection law is a person's consent to the collection, processing, and use of personal data about him. This represents a person's independent and voluntary decision regarding access and use of their personal data.

In the process of developing a new product or service in e-government, it is important to adhere to data protection standards from the moment of their

creation throughout the entire process, which means that data protection rules must be integrated/embedded into systems, processes, or products related to data processing.

Data protection by default means that a data processor must adopt appropriate technical and organizational measures to process only the bare minimum of personal data necessary for the specific purpose of the processing. Privacy by default means that the "privacy-first" approach will be implemented as the default setting in the system. It should be noted here that the data protection by design and by default approach applies not only to electronic or automatic data processing systems, electronic services and products, but it is relevant to any system affecting personal data processing and protection (Kardava, 2021, p. 102).

Effective protection of personal data is one of the cornerstones of the digital society. Yet, the main challenge facing the regulatory policy in this issue is to effectively protect people's legitimate interests in their private information, as well as to adopt data protection law in a way that promotes innovation in the digital world and does not excessively hinder the welfare-promoting aspects of the data strategy (Bundesministerium für Wirtschaft und Energie, 2021, p. 16).

5. Conclusion

E-government is not only about providing services but it plays an important role in strengthening digital literacy, digital integration, and digital communication. Although countries around the world are trying to further develop and advance e-government, most of them face challenges, such as limited resources, lack of digital infrastructure, data protection, and cyber security. It should be mentioned that since the beginning of 2020, the global COVID-19 pandemic has strengthened the role of e-governance. As the need for electronic communication is replacing the use of traditional public services, intensive and strategic efforts in this regard are an important factor in the governance of that country.

Georgia is at a relatively low level of development in terms of information digitization and electronic governance. The country has strong positions in issues regarding human resources but is facing serious challenges in the introduction and use of the latest technologies, services to citizens, and their

involvement in the governance process. However, it could be said in favor of Georgia, for example, that "the concept of the House of Justice was recognized as one of the successful models of state service delivery" (UN, 2014). Also, in 2017, the electronic petition portal was launched. The ESDS represents a web system that provides secure online access to electronic documents in the financial sector, where the delivery of an electronic document to a "person authorized to receive the document" by a financial institution is carried out through a direct and secure connection.

Digital technologies also enable governments to make rapid policy decisions based on real-time data and analysis, enabling local governments to improve coordination and deliver evidence-based services to those who need them most.

In conclusion, it can be stated that Georgia has made significant progress in terms of public spending through access to public data and other related information through several initiatives. Despite this progress, both local and international surveys and studies have shown gaps in this area, which need due attention from the government.

Thus, the current situation in Georgia is still far from ideal. Despite the existing technological capabilities, participatory e-democracy in Georgia still needs to be achieved in order to ensure real participatory justice.

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