CEC

ELECTION ADMINISTRATION
OF GEORGIA

ELECTION ADMINISTRATION OF GEORGIA 2020 ACTION PLAN

INTRODUCTION

The Election Administration Action Plan is a set of activities defined by the Central Election Commission of Georgia for 2020 and is based on the Strategic Plan of Election Administration 2020-2023.

This Action Plan has been developed in accordance with the Election Administration's planning, reporting, and monitoring rules to ensure that a modern, effective and transparent system is established in election administration.

The Election Administration's 2020 Action Plan was formulated with a new structure and as a short-term document focused heavily on strategic tasks' implementation. It clearly outlines the indicators of the outcome of the strategic tasks, the activities planned to achieve them, the performance indicators and the timeframes for implementation. The structural unit / training centre is responsible for reporting the activities carried out, which is listed in the action plan under "Responsible for Performance and Reporting". Reporting is performed quarterly and annually in accordance with the approved rule.

The action plan is drawn up with the involvement of the CEC officials, members, structural units and the LEPL Electoral Systems Development, Reforms and Training Centre for in collaboration with the International Foundation for Electoral Systems (IFES). In addition, members of the CEC Working Group on Ethnic Minorities and Persons with Disabilities were involved in the development of the Action Plan.

Implementation of the activities envisaged in the Action Plan, on the one hand, contributes to the achievement and sustainability of the strategic goals of the election administration, and on the other hand, to the high level of organization / administration of the Parliament of Georgia to be held in 2020.

ACRONYMS, ABBREVIATIONS AND DEFINITION OF TERMS

Election Administration	Central Election Commission of Georgia (CEC) and its office, Supreme Election Commissions (SEC) of Autonomous Republics of Abkhazia and Adjara and its offices, District and Precinct Election Commissions
CEC	Central Election Commission of Georgia
Training Centre	LEPL Electoral Systems Development, Reforms and Training Centre
DEC	District Election Commission
IFES	International Foundation for Electoral Systems
ACCEEEO	Association of European Election Officials
PWDs	Persons with Disabilities
MIA	Ministry of Internal Affairs
ISO 9001:2015	Quality Management International Certificate ISO 9001:2015
HR	Human Resources
CEC Working Group	Working group created by the CEC Chairperson's order from the CEC staff and/or Training Centre for planning and implementing a specific project

1.	Strategic Pillar	Electoral Culture and Education
		Informing voters and other stakeholders through efficient and innovative educational programs that will strengthen electoral culture, increase the possibility of making informed choices for voters
1.1.	Goal	Voters and other stakeholders informed/educated
1.1.1	Objective	Define and implement effective educational programs
	Objective Outcome Indicator	Participants of voter educationional programs have an increased awareness of electoral issues The cumulative number of participants in educational programs has increased Majority of participants positively assess educational program

N	Activity	Performance Indicator	I	II	III	IV	V	VI	VII	VIII	IX	X	XI	XII	Responsible Body/Unit
1.1.1.1	Conduct informational-learning program for XI-XII graders at public schools	Concept of activity and study material are prepared Training of trainers (ToT) is conducted Number of municipalities, public schools and participants	▢	▢	▢	▢	▢								Training Centre
1.1.1.2	Conduct the learning course "Electoral Law" at higher education institutions	Study material is prepared Number of higher education institutions and participants			▢	▢	▢					▢	▢	▢	Training Centre
1.1.1.3	Carry out study program "Electoral Development School"	Working group is created Project is developed Training of trainers (ToT) is conducted Number of municipalities, public schools and participants	▢	▢	▢	▢	▢	▢	▢	▢					CEC Working Group
1.1.1.4	Carry out pilot project "Youth Camp"	Working group is created Concept is created Project is piloted Number of participants		▢	▢	▢	▢	▢	▢						CEC Working Group
1.1.1.5	Carry out an informational-learning program focused on the electoral capacity enhancement of observer organizations	Study material is prepared Number of participants									▢	▢			Training Centre
1.1.1.6	Carry out an informational-learning program focused on the electoral capacity enhancement of representatives of election subjects	Study material is prepared Number of participants									▢	▢			Training Centre
1.1.1.7	Carry out an informational-learning program focused on the electoral capacity enhancement of representatives of media outlets	Study material is prepared Media outlets participating in the program are identified Number of participants									▢	▢			Training Centre Public Relations Department
1.1.1.8	Carry out an informational program "Organizing election processes in detention facilities" for representatives of the penitentiary system	Study material is prepared Number of participants									▢	▢			Training Centre

1.1.2	Objective	Define and implement innovative information campaign
	Objective Outcome Indicator	Novelties are defined and implemented during the information campaign

N	Activity	Performance Indicator	Term of Implementation												Responsible Body/Unit
			I	II	III	IV	V	VI	VII	VIII	IX	X	XI	XII	
1.1.2.1	Elaborate a distance information program "Election Campaign and Administrative Resources" for public servants	The concept of activity is prepared Distance information program is developed Number of state entities							▓	▓	▓	▓			Training Centre Legal Department Electoral Information Technology Department
1.1.2.2	Develop a distance information program "Polling Day Procedures" for interested persons using video/audio	The concept of activity is prepared Distance information program is developed and available Public is informed about the distance information program									▓	▓			Training Centre Electoral Information Technology Department Public Relations Department
1.1.2.3	Implement innovative public campaigns within the framework of the "Talk to the Voters" information campaign	Working group is created Project is ready Campaign is carried out		▓	▓	▓	▓		▓	▓	▓	▓	▓	▓	CEC Working Group
1.1.2.4	Prepare and distribute a print edition on election issues	Content of the edition is defined and design created The edition is printed and distributed				▓	▓	▓	▓						Public Relations Department
1.1.2.5	Planning / Implementing an incentive campaign for first-time voters at age of 18	The concept of activity and plan are developed and implemented							▓	▓	▓	▓			Public Relations Department

1.2.	Goal	Ethical norms and civil dialogue strengthened
1.2.1	Objective	Support the cooperation with electoral stakeholders based on mutual respect and professionalism
	Objective Outcome Indicator	Cooperation mechanisms have been developed and offered to the electoral stakeholders

N	Activity	Performance Indicator	Term of Implementation												Responsible Body/Unit
			I	II	III	IV	V	VI	VII	VIII	IX	X	XI	XII	
1.2.1.1	Sign a Code of Ethics with Local Observer Organizations	Working group is created Code of Ethics text is developed and coordinated with parties The document is signed							▓	▓	▓	▓			CEC Working Group
1.2.1.2	Develop "Ethical Principles" for Election Subjects	Text for ethhical principles is developed and coordinated with parties The document is signed Public is informed about the document		▓	▓	▓	▓	▓							Public Relations Department

1.2.2	Objective	Support adherence to ethical norms by employees of election administration
	Objective Outcome Indicator	Ethical norms are developed, recognized and followed by employees of election administration

N	Activity	Performance Indicator	Term of Implementation												Responsible Body/Unit
			I	II	III	IV	V	VI	VII	VIII	IX	X	XI	XII	
1.2.2.1	Develop a Code of Ethics for election commission members	Code of Ethics for election commission members is prepared Code of Ethics is signed by CEC members Code of Ethics is signed by DEC and PEC members							▓	▓	▓	▓			Human Resources Management Department Department of Relations with Election Commissions

1.2.3	Objective	Increase awareness of electoral stakeholders about elections free from electoral violence and hate speech
	Objective Outcome Indicator	International experience in electoral violence and hate speech, recognized standards are shared and needs are addressed

N	Activity	Performance Indicator	Term of Implementation												Responsible Body/Unit
			I	II	III	IV	V	VI	VII	VIII	IX	X	XI	XII	
1.2.3.1	Conduct working meetings about elections free from electoral violence and hate speech	Working meeting is planned and conducted Number of participants					▓	▓							Public Relations Department

2	Strategic Pillar	Electoral Integrity and Security Develop and implement effective mechanisms together with electoral stakeholders to ensure a secure, credible electoral environment
2.1.	Goal	Confidence in the election administration and electoral processes promoted
2.1.1	Objective	Support the development and implementation of mechanisms aiming at addressing disinformation and fake news
	Objective Outcome Indicator	Response mechanism against disinformation and fake news is created Number of responses against disinformation and fake news

N	Activity	Performance Indicator	Term of Implementation												Responsible Body/Unit
			I	II	III	IV	V	VI	VII	VIII	IX	X	XI	XII	
2.1.1.1	Elaborate special instructions for election administration staff on responding disinformation and fake news	Instruction is developed and responsible persons are informed		■	■	■	■	■	■	■					Public Relations Department
2.1.1.2	Cooperate with the civil sector to respond to the dissemination of false information damaging the electoral process	Number of participants and meetings conducted		■	■	■	■	■	■	■	■	■	■		Public Relations Department

2.1.2	Objective	Support the development and implementation of mechanisms reducing fake observation impact
	Objective Outcome Indicator	Number of mechanisms developed for reducing fake observation impact

N	Activity	Performance Indicator	Term of Implementation												Responsible Body/Unit
			I	II	III	IV	V	VI	VII	VIII	IX	X	XI	XII	
2.1.2.1	Conduct an informational-learning course for local NGOs on "The role of observation organizations in the electoral process"	The concept of activity and study material are prepared Number of participants				■	■	■							Training Centre
2.1.2.2	Conduct legal analysis of applications / complaints	The application / complaint handling method has been developed and the analysis document has been developed The analysis document is available for electoral stakeholders				■	■	■			■	■	■	■	Legal Department

2.1.3	Objective	Strengthen cooperation with electoral stakeholders
	Objective Outcome Indicator	Formats of cooperation with stakeholders are supported by participants

N	Activity	Performance Indicator	Term of Implementation												Responsible Body/Unit
			I	II	III	IV	V	VI	VII	VIII	IX	X	XI	XII	
2.1.3.1	Conduct meetings of working groups (PWDs, ethnic minorities) at the CEC	Number (PWDs, ethnic minorities) of meetings, participants and issues discussed						▓				▓			Coordination, Planning and Reporting Department
2.1.3.2	Conduct meetings within the framework of "Discuss Together" with CSOs	Number of meetings, organizations, participants and issues discussed		▓	▓	▓	▓	▓	▓	▓	▓	▓	▓	▓	Public Relations Department
2.1.3.3	Conduct meetings within the framework of technical working group (TWG) meeting	Number of meetings, organizations and participants	▓	▓	▓	▓	▓	▓	▓	▓	▓	▓	▓	▓	Public Relations Department

2.1.4	Objective	Ensure transparent electoral processes
	Objective Outcome Indicator	Election information is proactively publicised, public data is issued and reporting ensured Transparency of electoral processes is positively assessed in the reports of observer organizations

N	Activity	Performance Indicator	Term of Implementation												Public Relations Department
			I	II	III	IV	V	VI	VII	VIII	IX	X	XI	XII	
2.1.4.1	Carry out information-image campaign	Action plan of the communication strategy is renewed and implemented The amount of material on television, radio, print media and the internet Number of information campaigns	▓	▓	▓	▓	▓	▓	▓	▓	▓	▓	▓		Public Relations Department
2.1.4.3	Prepare reports on election administration activity		▓	▓	▓								▓		Coordination, Planning and Reporting Department

2.1.5	**Objective**	Strengthen international cooperation and support													
	Objective Outcome Indicator	Number of international cooperation formats and information mechanisms Number of positive assessments regarding election administration activities by international partners													

N	**Activity**	**Performance Indicator**	**Term of Implementation**												**Responsible Body/Unit**
			I	II	III	IV	V	VI	VII	VIII	IX	X	XI	XII	
2.1.5.1	Conduct information meetings on elections with the staff of foreign embassies and representations in Georgia	The concept of activity and information material are prepared Information meetings are held Number of participants						▓	▓						Training Centre
2.1.5.2	Improve mechanisms to inform international organizations and diplomatic missions accredited in Georgia	Needs research is conducted The research results are analyzed and considered	▓	▓	▓										Public Relations Department
2.1.5.3	Prepare and distribute an English-language digital publication on election administration activities	Publication is prepared At least two digital publications have been sent to diplomatic missions accredited in Georgia, international organizations, Georgian missions abroad and election administrations of other countries				▓	▓	▓	▓	▓	▓	▓	▓		Public Relations Department
2.1.5.4	Participate in conferences, workshops, observation missions	Visits of representatives of Election administration abroad are organized Number of organized visits abroad Number of participants Visits reports are submitted	▓	▓	▓	▓	▓	▓	▓	▓	▓	▓	▓		Public Relations Department
2.1.5.5	Organize the 10th annual meeting of EMBs	Theme of the conference (meeting) is defined Number of participating organizations and representatives Logistics (material resources) for the conference (meeting) are provided	▓	▓	▓										Public Relations Department Finance Department
2.1.5.6	Conduct meeting of the Executive Committee of the Association of European Election Officials (ACEEEO) and the 29th Annual International Conference of the Association of European Election Officials	Conference topics are defined Number of participating organizations and representatives Logistics (material resources) for the conference (meeting) are provided	▓	▓	▓			▓	▓	▓	▓				Public Relations Department Finance Department

2.1.6	Objective	Ensure prompt/timely publication of election results
	Objective Outcome Indicator	Preliminary results of the elections and summary protocols are made public and available in the shortest possible time

N	Activity	Performance Indicator	Term of Implementation												Responsible Body/Unit
			I	II	III	IV	V	VI	VII	VIII	IX	X	XI	XII	
2.1.6.1	Publicise preliminary results of elections	Preliminary results of elections is processed and publicised											▓		Department of Relations with Election Commissions Electoral Information Technology Department

2.2.	Goal	Secure election environment promoted
2.2.1	Objective	Implement effective mechanisms that ensure uninterrupted and safe administration of the electoral process
	Objective Outcome Indicator	Number of security-related incidents and effective responses against them

N	Activity	Performance Indicator	Term of Implementation												Responsible Body/Unit
			I	II	III	IV	V	VI	VII	VIII	IX	X	XI	XII	
2.2.1.1	Implement information - learning course "Security of the voting process" for DEC/PEC members	Study material is prepared Number of participants									▓	▓			Training Centre
2.2.1.2	Implement information - learning course "Security of the voting process" for electoral stakeholders	Study material is prepared Number of participants									▓	▓			Training Centre
2.2.1.3	Keep track of election-related security incidents and analyze	Incidents are analyzed										▓	▓	▓	Department of Relations with Election Commissions

2.2.2	Objective	Strengthen cooperation with law enforcement agencies with the aim of holding peaceful elections
	Objective Outcome Indicator	Cooperation mechanisms are established and preventive activities are implemented

N	Activity	Performance Indicator	Term of Implementation												Responsible Body/Unit
			I	II	III	IV	V	VI	VII	VIII	IX	X	XI	XII	
2.2.2.1	Enhance coordination with law enforcemenet agencies	Memorandum with MIA is updated and signed									▓	▓			Legal Department
2.2.2.2	Conduct training course for law enforcemenet agencies	Training course is updated and implemented Number of participants									▓	▓			Training Centre

2.3.	Goal	Capacity of the election administration to prevent cyber security threats increased
2.3.1	Objective	Improve information security policy
	Objective Outcome Indicator	Number of mechanisms developed for information security

N	Activity	Performance Indicator	Term of Implementation												Responsible Body/Unit
			I	II	III	IV	V	VI	VII	VIII	IX	X	XI	XII	
2.3.1.1	Develop/update information security policy and related documents	Documentation of information security management system is developed and complies with legislative/regulatory requirements.		▓	▓	▓	▓	▓	▓	▓	▓	▓	▓	▓	Information Security Manager

2.3.2	Objective	Improve cybersecurity
	Objective Outcome Indicator	Number of prevented cyber incidents

N	Activity	Performance Indicator	Term of Implementation												Responsible Body/Unit
			I	II	III	IV	V	VI	VII	VIII	IX	X	XI	XII	
2.3.2.1	Upgrade cybersecurity and update licenses	Cybersecurity and licenses are updated	▓	▓	▓	▓	▓	▓	▓	▓	▓	▓	▓	▓	Electoral Information Technology Department
2.3.2.2	Conduct trainings for CEC staff on Cyber-hygiene	Training program is defined Training-centre is selected Training is held Number of participants	▓	▓	▓	▓	▓	▓							Information Security Manager

3	Strategic Pillar	Electoral Services and Technologies													
		Implementation of innovative, effective technologies and modernization of electoral services to improve electoral process													
3.1.	Goal	Electoral services improved and modernized													
3.1.1	Objective	Providing electoral services, standardization and optimization of operations													
	Objective Outcome Indicator	Uniform application is adopted													

N	Activity	Performance Indicator	Term of Implementation												Responsible Body/Unit
			I	II	III	IV	V	VI	VII	VIII	IX	X	XI	XII	
3.1.1.1	Organize/conduct elections	Electoral procedures are implemented					X	X	X	X	X	X			All Department
3.1.1.2	Standardize the logistical support of electora operations	The document to standarduze the logistical support of electoral operations is developed	X	X	X										Department of Relations with Election Commissions
3.1.2	Objective	Improvement of electoral infrastructure													
	Objective Outcome Indicator	The election administration infrastructure provides the opportunity to carry out electoral operations and respond to new challenges and demands													

N	Activity	Performance Indicator	Term of Implementation												Responsible Body/Unit
			I	II	III	IV	V	VI	VII	VIII	IX	X	XI	XII	
3.1.2.1	Introduce electronic management of CEC sessions	Electronic voting by CEC members is technically and programmatically provided				X	X	X	X						Registration and Administrative Department
3.1.2.2	Improve infrastructure of election administration	The repair works in DECs are carried out Ongoing repar works of CEC infrastructure is carried out	X	X	X	X	X	X	X	X	X	X	X	X	Finance Department
3.1.2.3	Purchase (including for PWDs) necessary inventory/material for conducting elections	Needs research is conducted Procurement is done Inventory is distributed	X	X	X	X	X	X	X	X	X	X			Finance Department Department of Relations with Election Commissions
3.1.2.4	Cooperate with state agencies to locate polling stations	Communication with relevant entities is made Information on locating polling station is retrieved				X	X	X	X						Department of Relations with Election Commissions
3.1.2.5	Organize certification for election administration officials	At least one certification exam has been conducted Electronic software is improved Statistical data is processed	X	X	X	X	X	X	X	X	X	X	X	X	Training Centre

N	Activity	Performance Indicator														Responsible Body/Unit

3.1.3 — Objective: Simplify participation in the electoral processes for voters and other stakeholders

Objective Outcome Indicator: Electoral stakeholders express their satisfaction with the simplified services offered
Number of services offered to stakeholders

N	Activity	Performance Indicator	Term of Implementation												Responsible Body/Unit
			I	II	III	IV	V	VI	VII	VIII	IX	X	XI	XII	
3.1.3.1	Create new opportunities for registration of election subjects and their representatives	Working group is created The technical task is prepared Changes are made to Election Process Management System (EPMS)	▓	▓	▓	▓	▓	▓	▓	▓	▓	▓	▓	▓	CEC Working Group
3.1.3.2	Process the voter lists, improve accessibility and analyze	The data received from the relevant agencies is processed The analysis is done Voter lists using various services are available DECs have verified the data and the gaps have been eliminated	▓	▓	▓	▓	▓	▓	▓	▓	▓	▓	▓	▓	Voters List and Electoral Processes Management Department

3.2. — Goal: Tools for voter and stakeholder awareness through technologies promoted

3.2.1 — Objective: Improve electronic services

Objective Outcome Indicator: Consumers positively assessed E-services

N	Activity	Performance Indicator	Term of Implementation												Responsible Body/Unit
			I	II	III	IV	V	VI	VII	VIII	IX	X	XI	XII	
3.2.1.2	Update an online program of complaints registry and enhance the registry	Complaints registry is modernized Number of participants and trainings conducted for DECs	▓	▓	▓	▓	▓	▓	▓	▓	▓				Legal Department Electoral Information Technology Department
3.2.1.2	Improve an online program for processing and publishing preliminary election results	Changes are made to the online program New possibilities for processing published results are created	▓	▓	▓	▓	▓	▓	▓	▓	▓	▓	▓	▓	Electoral Information Technology Department

3.2.2 — Objective: Use information resources and communication channels effectively

Objective Outcome Indicator: Customer satisfaction has increased

N	Activity	Performance Indicator	Term of Implementation												Responsible Body/Unit
			I	II	III	IV	V	VI	VII	VIII	IX	X	XI	XII	
3.2.2.1	Improve Call Center service	The concept of activity is created Functioning of Call Center is ensured Statistical data is processed	▓	▓	▓	▓	▓	▓	▓	▓	▓	▓	▓	▓	Coordination, Planning and Reporting Department
3.2.2.2	Create the possibility to evaluate information services	Working group is created Consumer services are identified and evaluated		▓	▓	▓	▓	▓	▓	▓	▓	▓	▓	▓	CEC Working Group

3.3.	Goal	Improvement and uniform application of legislative framework supported
3.3.1	Objective	Implement electoral system, legislative news and support uniform understanding of the legislative framework
	Objective Outcome Indicator	The uniform practice of decisions made by the election administration regarding electoral stakeholders is not named as a problem and challenge in the reports of local and international organizations

N	Activity	Performance Indicator	Term of Implementation												Responsible Body/Unit
			I	II	III	IV	V	VI	VII	VIII	IX	X	XI	XII	
3.3.1.1	Conduct meetings regarding legislative topics and electoral disputes	Materials are prepared Meetings with DECs and electoral stakeholders have been held Number of participants				▓	▓	▓	▓	▓	▓				Legal Department
3.3.1.2	Update the Disputes Handbook and Uniform Practices Document with electoral stakeholders concerning relevant legislative changes	Handbook is updated Number of meetings conducted Number of participants				▓	▓	▓	▓						Legal Department
3.3.1.3	Strengthen the capacity of administrative proceedings related to the disputes of the CEC and the DEC	Instruction is updated Trainings are conducted Number of participants and trainings conducted				▓	▓	▓	▓	▓	▓				Legal Department Training Centre

4	Strategic Pillar	Inclusive Electoral Environment Creating an equally accessible environment for everyone, promoting the involvement of all actors in the electoral process													
4.1.	Goal	Access of vulnerable groups to electoral processes improved														
4.1.1	Objective	Promote participation of ethnic minorities in the electoral processes by providing accessible information														
	Objective Outcome Indicator	Number of mechanisms used to promote the involvement of ethnic minorities in electoral processes														

N	Activity	Performance Indicator	Term of Implementation												Responsible Body/Unit
			I	II	III	IV	V	VI	VII	VIII	IX	X	XI	XII	
4.1.1.1	Translate election documentation and other informational material in Armenian and Azerbaijani languages	Number of election documentation and other informational material in Armenian and Azerbaijani languages Relevant documentation / materials are available at polling stations								▓	▓	▓			Coordination, Planning and Reporting Department Department of Relations with Election Commissions
4.1.1.2	Ensure an access to CEC informational/ advertising materials in Armenian and Azerbaijani languages	Number of informational/advertising materials in Armenian and Azerbaijani languages An informational video ad on services available to ethnic minority voters has been prepared Number of news media used								▓	▓	▓	▓		Public Relations Department
4.1.1.3	Organize meetings with small ethnic groups	At least 3 informational meetings have been held (Roma community, Kists, Osetians and others).									▓	▓			Coordination, Planning and Reporting Department
4.1.1.4	Organize grant competition	At least one grant competition is held Number of funded local non-governmental organizations	▓	▓	▓	▓	▓	▓	▓	▓	▓	▓	▓	▓	Training Centre

4.1.2	Objective	Promote participation of persons with disabilities and other target groups in the electoral processes													
	Objective Outcome Indicator	Number of mechanisms used for promoting participation of persons with disabilities and other target groups in the electoral processes													

N	Activity	Performance Indicator	Term of Implementation												Responsible Body/Unit
			I	II	III	IV	V	VI	VII	VIII	IX	X	XI	XII	
4.1.2.1	Considering fully the needs of persons with disabilities in the process of equipping polling stations	Tactile ballot guide is available for blind voters in all polling stations Two magnifying sheets are available for persons with vision impairment in all polling stations Information poster is available for deaf persons and beneficiaries of support in all polling stations Special voting booth is available for wheel-chair users at adapted polling stations								▓	▓	▓			Department of Relations with Election Commissions
4.1.2.2	Provide persons with disabilities with the CEC informational/ advertising materials	CEC informational/advertising video ads are accompanied by sign language Video ad on services available to persons with disabilities is prepared Number of video ads								▓	▓	▓	▓		Public Relations Department
4.1.2.3	Retrain the election administration staff to support independent participation of voters with disabilities in elections	The concept of e-learning curriculum has been developed The program is created Number of users	▓	▓	▓	▓	▓	▓	▓	▓	▓	▓	▓		Coordination, Planning and Reporting Department Training Centre Electoral Information Technology Department
4.1.2.4	Implement the legislative changes related to participation of wheelchair voters	Information on adapted polling stations is retrieved from the responsible agencies and is processed The meeting with responsible agencies is held The information retrieved from the responsible agencies is processed Statistical data about wheelchair users requesting adapted polling station is processed				▓	▓	▓	▓	▓	▓	▓	▓		Coordination, Planning and Reporting Department Department of Relations with Election Commissions
4.1.2.5	Organize grant competition	At least one grant competition is conducted Number of funded local non-governmental organizations	▓	▓	▓	▓	▓	▓	▓	▓	▓	▓	▓		Training Centre

4.2.	Goal	Equal election environment supported
4.2.1	Objective	Implement activities to ensure gender equality
	Objective Outcome Indicator	Number of activities to promote gender equality

N	Activity	Performance Indicator	Term of Implementation												Responsible Body/Unit
			I	II	III	IV	V	VI	VII	VIII	IX	X	XI	XII	
4.2.1.1	Create an information portal for posting gender-sensitive electoral information	A new information resource has been created and information is being posted	▓	▓	▓	▓	▓	▓	▓	▓	▓	▓	▓		Coordination, Planning and Reporting Department
4.2.1.2	Consider the recommendations indicated in the Gender Audit Report of the Election Administration in 2019	The recommendations are discussed and shared	▓	▓	▓	▓	▓	▓							Gender Equality Council

4.2.2	Objective	Promote women participation in the electoral processes
	Objective Outcome Indicator	Number of mechanisms used to promote women participation in the electoral processes

N	Activity	Performance Indicator	Term of Implementation												Responsible Body/Unit
			I	II	III	IV	V	VI	VII	VIII	IX	X	XI	XII	
4.2.2.1	Organize grant competition	At least one grant competition is conducted Number of funded local non-governmental organizations	▓	▓	▓	▓	▓	▓	▓	▓	▓	▓	▓		Training Centre
4.2.2.2	Support capacity development of women to exercise passive suffrage	Target group is identified and relevant trainings are conducted Number of participants					▓	▓	▓						Coordination, Planning and Reporting Department Training Centre

5	Strategic Pillar	Effective Management and Institutional Strengthening Delivery of quality services to electoral stakeholders as a result of increased effective management and institutional excellence													
5.1.	Goal	Management efficiency and quality control constantly improved													
5.1.1	Objective	Develop quality management standard(ISO)													
	Objective Outcome Indicator	Develop quality management standard(ISO) is maintained and control auditis succesfully completed													

N	Activity	Performance Indicator	Term of Implementation												Responsible Body/Unit
			I	II	III	IV	V	VI	VII	VIII	IX	X	XI	XII	
5.1.1.1	Update the documents related to quality management	Number of meetings of Coordination Council for the Development and Implementation of a Quality Management System The updated documents are agreed and approved		▓	▓	▓	▓	▓							Coordination Council for the Development and Implementation of a Quality Management System

5.1.2	Objective	Improve risk and crisis management capability													
	Objective Outcome Indicator	Risks are identified and crisis management mechanisms are developed													

N	Activity	Performance Indicator	Term of Implementation												Responsible Body/Unit
			I	II	III	IV	V	VI	VII	VIII	IX	X	XI	XII	
5.1.2.1	Update risk management document	Risk management document is updated				▓	▓	▓							Human Resources Management Department

5.1.3	Objective	Develop management efficiency via electronic tools													
	Objective Outcome Indicator	Electronic capacity is created and adopted													

N	Activity	Performance Indicator	Term of Implementation												Responsible Body/Unit
			I	II	III	IV	V	VI	VII	VIII	IX	X	XI	XII	
5.1.3.1	Implement an electronic planning and reporting program	Program is piloted Gaps are revealed and eliminated Changes are made into the rule of activity planning, reporting and monitoring of election administration The CEC Structural Units and Training Centre's I, II and III quarterly reports are presented Consolidated quarterly report is submitted to the CEC	▓	▓	▓	▓	▓	▓	▓	▓	▓	▓	▓	▓	Coordination, Planning and Reporting Department Electoral Information Technology Department

5.1.4		Improve institutional efficiency													
	Objective Outcome Indicator	Supportive mechanisms for institutional efficiency are improved													

N	Activity	Performance Indicator	Term of Implementation												Responsible Body/Unit
			I	II	III	IV	V	VI	VII	VIII	IX	X	XI	XII	
5.1.4.1	Define necessary mechanisms for monitoring and evaluating the election administration's strategic and action plans	Working group is created Documents for monitoring and evaluation are prepared and used		▓	▓	▓	▓	▓	▓	▓	▓	▓	▓	▓	CEC Working Group
5.1.4.2	Develop DEC activity plan	Plan is developed and approved by the order of CEC Chairperson		▓	▓										Department of Relations with Election Commissions
5.1.4.3	Improve financial management, state procurement, accounting and financial reporting in District Election Commissions (DECs)	DECs textbook in financial management is updated DECs employees were trained in financial management						▓	▓	▓	▓				Finance Department
5.1.4.4	Ensure an access to election-related expenditure	The reports are prepared and uploaded to the portals according to standard											▓		Finance Department
5.1.4.5	Perform an internal audit of the organization subject to state control by the election administration and the CEC	Internal audit conducted in at least 2 structural units and at least 5 DECs Relevant recommendations are prepared and presented	▓	▓	▓	▓	▓								Internal Audit and Workforce Security Department
5.1.4.6	Develop appropriate recommendations and monitor performance as required by internal audit	Monitoring of the implementation of recommendations made in 2019 has been conducted			▓	▓	▓	▓	▓	▓	▓	▓	▓		Internal Audit and Workforce Security Department

5.1.5	Objective	Enhance existing mechanisms for internal communication													
	Objective Outcome Indicator	Timely access to information is ensured													

N	Activity	Performance Indicator	Term of Implementation												Responsible Body/Unit
			I	II	III	IV	V	VI	VII	VIII	IX	X	XI	XII	
5.1.5.1	Improve election administration's electronic internal communication network - HR Portal	Questionnaires on business process analysis are developed in DECs Business processes in DECs are processed and posted on the portal Business processes are identified and accounting implemented in DECs		▓	▓	▓	▓	▓							Human Resources Management Department Department of Relations with Election Commissions