

Reporting Agency: UNDP
Country: Armenia

STANDARD PROGRESS REPORT¹

No. and title: 00107774/00107958 E-governance as a Tool for Facilitating the Government to Attract Foreign Investments

Reporting period: 1 January – 31 March 2019

I. PURPOSE

The United Nations Development Programme in Armenia (UNDP Armenia) is striving to introduce good democratic and economic governance system to achieve an improved business environment, allowing for civil society, local businesses and other stakeholders to influence policy making and to contribute to economic diversification in Armenia.

The overall **objective** of the project is to improve the investment and doing business environment in Armenia, leading to strengthening of Armenia's competitiveness.

The anticipated **project results** are the following:

- At least 18 procedures related to investment are publicly accessible online in Armenian, Russian and English (such as land lease or acquisition - purchase of, or investment in, existing companies - construction permits - business licenses - work permits, Environmental Impact Assessment, etc.)
- Local counterparts publish new procedures and administer the system autonomously.
- Local experts able to map procedures and present it on the portal.
- Simplification proposals are made for 4 priority procedures.
- Local experts able to analyze procedures to identify redundancies and bottlenecks.
- One or various local counterparts are able to simplify procedures using the eRegulations system and applying UNCTAD's "10 principles to simplify administrative procedures".

The **theory of change** of the project is: *IF doing business environment is improved and business processes are simplified in Armenia, THEN this will lead to a gradual, but sustainable improvement of the investment climate in Armenia, leading to strengthening of the country's competitiveness.*

Project board has agreed to extend the project (no cost extension) till **31st Dec 2019**. The application for no cost extension has been submitted to ADA for review and decision.

Implementing partner is **Business Armenia** (former Development Foundation Armenia DFA).

¹ The report shall be evidence-based, short but informative. It shall be on the level of statements rather than providing a description of inputs and processes. Add up information through monitoring cycles. The final report will contain all years of the project. Use results language to indicate the change vis-à-vis the baselines and targets. Financial performance to be indicated CDR-based (i.e., actual) not commitment-based. *Monitoring actions through the year (i.e., SPR): Q1 planning - 20 January; Q2 - 15 April; Q3 - 15 July; Q4 provisional - 15 November; final 20 January.*

II. RESOURCES AND FINANCIAL PERFORMANCE

	Total Project Budget	Current Year (2019)			All Years Delivery as of SPR date (USD)	All Years Delivery rate as of SPR date (%)
		Annual Budget	Delivery as of SPR date (USD)	Delivery rate as of SPR date (%)		
ADA	355.068	138,237	13,634	10%	224,484	63%
Total	355.068	138,237	13,634	10%	224,484	63%

III. RESULTS, PROGRESS

Output 1: Business procedures related to investment are publicly accessible online in Armenian, Russian and English

Creation of the local team

The project staff was recruited in February 2018. The project staff and office costs are partly covered by UNDP ENPARD project by its end in November 2018. The costs are shared because both: the Project Coordinator and Project Assistant are responsible for ENPARD project implementation too until mid-November 2018. This allowed UNDP to save on project implementation and operational costs.

Contractual arrangements are finalized with Business Armenia (BA, former DFA) and UNCTAD's Business Facilitation programme.

With Business Armenia it was agreed that part of the local expertise and PR activities budgets will be provided to BA as a Micro-credit grant and will be implemented by them directly. Part of the local expertise was commissioned by UNDP Armenia directly as Individual Consultants.

David Mirzoyan completed his duties at UNDP on the 30th November 2018 and handed the project over to the new Project Coordinator Artak Poghosyan, starting 5 December 2018.

1.1 In-depth needs assessment to determine the main priority areas

To determine the main priority areas, Business Armenia (BA) prepared a survey and sent it to state authorities and private sector representatives. Additionally, they contacted them to inform about the survey and request filling it. Check the survey link by following this link - <https://www.surveymonkey.com/r/ZX5QXD7>.

Total of 14 answers were received and analyzed – forming the final list of procedures.

Survey was prepared based on the requests receive from foreign investors on a daily bases at BA. The initial list of the procedures changed after analyzing the results and receiving number of comments. Also, during information collection with international experts, it was discovered that additional procedures from the same sphere needed to be documented as well. For instance, initially it was decided only to document how to start a LLC, but while doing the field visits it was concluded that it is also important to document procedures like becoming an individual entrepreneur, starting a joint stock company or starting a branch of foreign company. With the same logic, the rest of the

procedures can also be divided into number of different procedures, which are important to document and present on the portal.

As a result, BA will be documenting 16 procedures instead of 12. Based on their experience, these 16 procedures are investment-related and the most requested ones from foreign investors. As the portal will remain under BA's maintenance, in future they can document and present specific, sector-related investment procedures upon request.

1.2 Definition of the list of procedures to be documented

Business Armenia, in consultation with UNDP and UNCTAD drafted the list of investment related business procedures which will be documented and shared on-line in e-Regulations portal. For the needs assessment purposes, the list was electronically shared with various stakeholders, such as state agencies, business associations and selected foreign investors in order to get their suggestions or comments.

The final list is currently available, which reflects the results of the needs assessment and subsequent presentation to and discussion with the stakeholders during a workshop. The final list of selected 16 procedures for the project is as follows:

1. Start a Company (LLC) – *published online*
2. Become an Individual Entrepreneur– *published online*
3. Start a Company (Joint Stock) – *published online*
4. Start a Branch of Foreign Company– *published online*
5. Temporary Residency Permit– *published online*
6. Permanent Residence Permit– *published online*
7. Trademark Registration – *published online*
8. Industrial Design Registration – *published online*
9. Acquisition and Lease of Real Estate – coming soon
10. Become a Resident of Free Economic Zone – coming soon
11. A Certificate for European Union – coming soon
12. ST-1 Certificate for The Commonwealth of Independent States (CIS) – coming soon
13. Construction Permit – coming soon
14. Subscription Contracts with Utility Providers - Getting Electricity – coming soon
15. Subscription Contracts with Utility Providers - Getting Gas – coming soon
16. Subscription Contracts with Utility Providers - Getting Water – coming soon

1.3 Information collection through field visits

In the meantime, to facilitate the process, it was agreed with UNCTAD that the first four procedures, i.e. the company registration (including registration of LLC, JSC, Sole Entrepreneur and Branch of a Foreign Company), out of the final draft list will be documented and presented on-line during their first mission in June 2018.

The experts are now finalizing documentation of the fifth procedure, i.e. Obtaining Residency Status which will be online early December.

1.4 Completing the content management system's configuration and launching the e-Regulations portal

The newly launched Armenia e-Governance portal with 5 procedure description can be found using the following links:

<http://armenia.eregulations.org/?l=en>

This portal has also been added on existing government websites, such as <http://investmentprojects.am> and on the global website of UNCTAD's Business Facilitation Programme: <https://businessfacilitation.org>. This will ensure global promotion and access to the Armenian e-Governance portal.

1.5 Quality control of the information registered in eRegulations

The quality control is performed by UNCTAD's Business Facilitation Programme on an on-going basis. All the changes are communicated by the responsible expert of Business Armenia and are reviewed by UNCTAD. The expert also prepares brief weekly reports to UNDP and UNCTAD about the work done during the week, reflecting the following information:

1. The procedure(s) working on and, for each procedure:
 - the total number of steps, out of which
 - the number of steps documented by more than 50%
 - the number of steps documented by less than 50%
 - the number of consistency review tickets still pending
2. If any, the problems faced during the week.
3. The objectives of the following week.

1.6 Information validation by concerned agencies

The company registration procedures were presented to the State Registry of Legal Entities and finalized after being approved by them.

Once the business registration procedures are completed, Arman from Business Armenia will make a presentation to the Vice minister of Justice.

Output 2: One or various local counterparts are able to publish new procedures, to administer the portal and to simplify procedures using the e-Regulations system (by applying UNCTAD's "10 principles to simplify administrative procedures").

2.1 Training of the local team on data collection and registration

Business Armenia's staff and the Project Coordinator were trained and jointly documented the first four procedures, i.e. registration of various forms of legal business entities and presented them on-line.

2.2 Launching the e-Regulation portal

The portal has now been designed and launched by Business Armenia, with 5 procedures presented in step-by-step format for users to follow.

Business Armenia has received Global Enterprise Registration (GER.co) award for the quality of online information portals that provide detailed, up-to-date information on creating a business, during UNCTAD's World Investment Forum in Geneva, Switzerland. eRegulations Armenia portal has received the highest grade – 10 points out of 10.

2.3 Implementing communication campaign to promote the use of the portal

Business Armenia has prepared and received approval from UNDP communications team a flier, which will be printed and distributed according to communications campaign strategy (200 fliers).

2 video clips have also been commissioned and produced – one being animation about the portal and its functionalities, and second comprising of interviews with partners, funders and implementing organization. The 2 video clips will be used on the portal and social media. Total 9 Articles & press releases have been published until now

2.4 Updating and extension of the portal

Two new procedures have been mapped and updated on the portal. Updates on existing information has also been applied.

2.5 Devising of a strategy to ensure the portal's financial sustainability

Work is underway to develop porta's financial sustainability strategy.

2.6 Training of the local team on simplification techniques and applying UNCTAD's 10 principles to simplify administrative procedures.

This training will be organized in the second quarter of 2019 when all 12 procedures have been listed on the portal and fully functional. UNCTAD will provide necessary information and organise the training.

Official stats on the 3 SDGs have been requested and awaiting information from SDG lab.

The project contributes to **SDG 8**: Promote sustained, inclusive and sustainable economic growth, full and productive employment and decent work for all; **SDG 9**: Build resilient infrastructure, promote inclusive and sustainable industrialization and foster innovation; and **SDG 16**: Promote just, peaceful and inclusive societies:

Within the framework of SDG 8 the project contributes to the achievement of the following targets: Achieve higher levels of economic productivity through diversification, technological upgrading and innovation.

Promote development-oriented policies that support productive activities, decent job creation, entrepreneurship, creativity and innovation, and encourage the formalization and growth of micro-, small- and medium-sized enterprises.

Contribution to SDG 9 is through the following targets:

Support domestic technology development, research and innovation in developing countries, including by ensuring a conducive policy environment.

Significantly increase access to information and communications technology.

Whilst contribution to SDG 16 is through the provision of access to justice for all, and building effective, accountable institutions at all levels.

Results and Resources Framework

		2018	2019 (Current Year)										
		Actual	Planned					Actual Status					
Activity/Output	Expected Results	Total USD	Q1	Q2	Q3	Q4	Total	Q1	Q2	Q3	Q4	Total	Comments
Output 1: Business procedures related to investment are publicly accessible online in Armenian, Russian and English.	1.1: number of procedures mapped and presented online	14,261	115	240	5,740	115	6,210	746				746	
Output 2: One or various local counterparts are able to publish new procedures, to administer the portal and to simplify procedures using the e-Regulations system.	2.1: Number of experts trained in procedure mapping 2.2: Number of experts trained in portal administration 2.3: Number of experts trained in procedure simplification	174,655	3,962	14,100	22,262	7,575	47,898	3,040				3,040	
Output 3: Redundancies, bottlenecks and formality simplification options are identified and recommendations are made for at least 4 priority procedures.	3.1: Analysis to identify redundancies and bottlenecks is made 3.2: Number of simplification recommendations	1,030	561	17,152	11,561	1,062	30,337	0				0	Information mapping exercise has taken longer than first anticipated. Simplification process to follow after all information mapping is complete.

IV. GENDER MAINSTREAMING RESULTS

To the extent possible, gender balance was kept during the expert team formation. Three men and three women were trained. Besides, the staff was trained to pay special attention to varying gender needs and issues while going through the selected business processes during the information gathering stage. Currently there are various projects (mainly EU funded) in Armenia targeting women entrepreneurs, such as subsidizing their business loans, provision of advisor services, etc. Also, there are various women business and other associations. These projects and organizations will also be reached to communicate information on the portal and encourage their beneficiaries/members to use it during the information campaign in Quarter 2.

V. RISKS, CHALLENGES, LESSONS LEARNED

#	Description	Date identified	Type	Impact and probability	Countermeasures / Management response
1	Low interest of the Armenian Government and the state bodies/agencies in project activities	November 2017	Operational	I = 4 high P = 2 low	<p>The project activities are implemented in close collaboration with the Armenian Government. Prior to designing the project activities, consultations were held with the main Government stakeholders to identify the real needs of the country and reflect those in the project and its outcomes.</p> <p>On 29 January 2019 the project coordinator met with Vahagn Lalayan, head of Investment Policy Department at the Minister of Economic Development and Investments, who expressed a strong support to the project and possibilities for cooperation within the project were discussed.</p> <p>Also, a meeting took place with the deputy minister Avag Avanesyan, presenting the progress of the project and reiterating the value of the portal for the ministry and the government.</p>
2	Insufficiency of funds due to: fluctuations of currency exchange rates, increase of prices for services and equipment.	February 2018	Financial	I = 3 medium P = 3 medium	<p>No major fluctuations have happened since the beginning of the project.</p> <p>Scaling-up the project to attract additional funds from other donors and government, including in-kind contribution. Leveraging funds with other organizations / projects operating in the same area.</p>

					Budget for 2019 was revised to adjust funds in accordance with the factual expenses of 2018, reallocate the residual amount of 87,842.94 USD from 2018 into the Year 2019 budget and decrease overall budget by 5,982.09 based on USD-Euro exchange rate applied to the actual contributions from ADA.
3	Potential Investors might not be interested in the Armenian market	February 2018	Operational	I = 3 medium P = 3 medium	<p>The project activities are implemented in close collaboration with the state agencies and other stakeholders to secure proper utilization and targeted distribution of materials on promotion of investment.</p> <p>The Minister of Economic Development and Investments has proposed organizing a platform consisting existing and potential investors to discuss issues related to investment and doing business environments. This proposal is fully in-line with the project objectives and can be easily implemented within the project.</p>
4	The project will duplicate similar activities and results implemented by other international or local organization and/ or state agency	February 2018	Operational	I = 3 medium P = 2 low	<p>Prior to designing the project activities, consultations were held with the main stakeholders to identify the real needs of the country and reflect those in the project and its outcomes as well as to avoid any duplication and complement other projects/ programs implemented.</p> <p>One of the Project's main counterparts, the Ministry of International Economic Integration and Reforms is the main co-ordination body for all donor funded activities. Jointly with the UN Resident Representative the Ministry is convening regular donor co-ordination meetings and maintains a database of all donor funded</p>

					projects, which reduces the risk of duplications.
5	Undermined long-term ownership and sustainability of the developments implemented by the project due to lack of adequate management and financial resources, after the project completion.	February 2018	Operational	I = 3 Medium P = 3 medium	<p>UNCTAD has already granted a license of use unlimited in time for a fee in the amount of USD 50,000. The information registered in the system belongs to Business Armenia. In terms of the human resources, Business Armenia has assigned the requested number of paid employees to maintain and update the portals.</p> <p>Business Armenia is capable to maintain the system after project completion. A strategy will be devised jointly with Business Armenia during the project implementation to ensure the portal's financial sustainability.</p>
6	The Government formed in May 2018 may close Business Armenia and significantly restructure it.	August 2018	Operational	I = 4 Medium P = 3 medium	<p>The Government has arranged significant restructuring at Business Armenia in October-November 2018. The former CEO has resigned. However, the Aftercare Department of BA, which is responsible for the project cooperation has remained unchanged. The meeting with the Minister of Economic Development and Investments on 22 November was also helpful to learn the BA will continue as a "going concern".</p>

The project has hired 2 experts on IC terms who are responsible for collecting the information, mapping and presenting it on the e-regulations portal. The process is very time consuming and has demanded more time than originally allocated. Also there are now 18 procedures to be presented instead of 12, as some procedures require splitting up, for example utilities for businesses has 3 procedures, gas, water and electricity.

The project board held a Board Meeting on the 27th of Feb 2019 with representatives from implementing partner Business Armenia, the donor and the UNDP. The board agreed to submit a no cost extension request to ADA, donor, requesting extension till 31 Dec 2019.

Micro Capital Grant to Business Armenia was only partly spent in 2018, giving \$7000 residual resources. During the Board Meeting on the 27th Feb 19, it was also agreed that the second tranche scheduled for 2019 will no longer be required and the residual amount will be spent for PR activities planned for 2019. It has been formally agreed with Business Armenia.

The project budget has been adjusted to account for the underspent from 2018 budget and reallocated to be spent until 31st Dec 2019. The formal process has begun to ask ADA for no cost extension and budget reallocation.

VI. COMMUNICATION AND PARTNERSHIPS

The project coordinator has held meetings with other UNDP projects to introduce the portal and agree areas of cooperation and integration where possible.

The first attempt to open communication channels with outside Armenia was tested, a small interview with Georgian online newsletter, which published the interview on their site.

A local media workshop is scheduled for Q2, where economic journalists will be presented with the project and the portal. Following budget reallocation approval, a detailed PR and Communications strategy/plan will be compiled, with local and international communication and partnership details.

VII. EVALUATIONS

N/A

VIII. PRODOC CHANGES, HORIZON SCANNING

A small change has taken place in the name of the implementing partner: in the ProDoc they are listed as Development Foundation Armenia. In summer of 2018 DFA changed its name to Business Armenia.

No-cost extension has also been requested from ADA: original project end was 31 August 2019, the new date has been requested to be 31 Dec 2019.

IX. VALIDATION OF RESULTS (FIELD VISIT) AND QUALITY ASSURANCE

Annual validation of results will be provided with Q2 SPR.

X. FUTURE ACTIONS, WORK PLAN

The planned activities till 31 Dec 2019 will include but not limited to the following:

- To document and input in e-regulations portal 10 new procedures (8 out of 18 are available);
- Conduct training of Business Armenia's team on simplification techniques and applying UNCTAD's "10 principles to simplify administrative procedures";
- Implementing communication campaign to promote the use of the portal (production of promotional materials and videos once the procedures are ready for publication.) Consider asking institutions involved in procedures, embassies of Armenia overseas to put links in their websites pointing to eRegulations.;
- Simplification of 4 priority procedures are done by identifying unnecessary steps which are possible to eliminate from each procedure, ensuring relevant legislation allows such changes.

Annual Multiyear Work Plan

E-Governance as a Tool for Facilitating the Government to Attract Foreign Investments

Project Duration: 2018 - 2019

Project ID: 00107774/00107958

EXPECTED OUTPUTS And baseline, associated indicators and annual targets	PLANNED ACTIVITIES List activity results and associated actions		Resp Party		Fund	Donor ID	Funding Source	Budget Description	Account	2018 USD	2019 USD	TOTAL USD	
OUTPUT 1.1. Investment and doing business environments in Armenia are improved Output Indicator 1: Number of procedures mapped and presented online; Output Indicator 2: Number of experts trained in procedure mapping; Output Indicator 3: Number of experts trained in portal administration; Output Indicator 4: Number of experts trained in procedure simplification; Output Indicator 5: Analysis to identify redundancies and bottlenecks is made; Output Indicator 6: Number of simplification recommendations. Baseline: Output Indicator 1:0 Output Indicator 2:0 Output Indicator 3:0 Output Indicator 4:0 Output Indicator 5:0 Output Indicator 6:0 Targets 2018: Output Indicator 1:6 Output Indicator 2:6 Output Indicator 3:2 Output Indicator 4:4 Output Indicator 5:6 Output Indicator 6:2 Targets 2019: Output Indicator 1:6 Output Indicator 2:0 Output Indicator 3:0 Output Indicator 4:0 Output Indicator 5:6 Output Indicator 6:2	Activity 1. Business procedures related to investment are publicly accessible online in Armenian, English and Russian												
	1.1 In-depth needs assessment to determine the main priority areas	UNCTAD	001975	30000	11266	ADA	International consultants	71200	2,544.09	0.00	2,544.09		
		UNDP	001981	30000	11266	ADA	Local consultants	71300	2,500.00	5,500.00	8,000.00		
	1.2 Definition of the list of procedures to be documented	UNDP	001981	30000	11266	ADA	Travel	71600	376.00	0.00	376.00		
	1.3 Information collection through field visits	UNDP	001981	30000	11266	ADA	Information Technology Equipment	72800	0.00	0.00	0.00		
		UNCTAD	001975	30000	11266	ADA	Information Technology Equipment	72800	6,500.00	0.00	6,500.00		
	1.4 Completing the content management system's configuration	UNCTAD	001975	30000	11266	ADA	Miscellaneous Expenses	74500	0.00	0.00	0.00		
	1.5 Quality control of the information registered in eRegulations	UNDP	001981	30000	11266	ADA	Miscellaneous Expenses	74500	1,284.64	250.00	1,534.64		
	1.6 Information validation by concerned agencies	UNDP	001981	30000	11266	ADA	F&A	75100	1,056.38	460.00	1,516.38		
	Total Activity 1										14,261.11	6,210.00	20,471.11
	Activity 2: One or various local counterparts are able to publish new procedures, to administer the portal and to simplify procedures using the e-Regulations system												
	2.1 Training of the local team on data collection and registration	UNDP	001981	30000	11266	ADA	International consultants	71200	152,209.41	0.00	152,209.41		
							Local consultants	71300	3,840.92	6,000.00	9,840.92		
	2.2 Launching the e-Regulations portal												
	2.3 Implementing communication campaign to promote the use of the portal	UNDP	001981	30000	11266	ADA	Visual&Print Prod Costs/Translation	74200	4.17	4,050.00	4,054.17		
2.4 Updating and extension of the portal	UNDP	001981	30000	11266	ADA	Audio Visual&Print Prod Costs	74200	4,000.00	4,550.00	8,550.00			
2.5 Devising of a strategy to ensure the portal's financial sustainability	UNDP	001981	30000	11266	ADA	Miscellaneous Expenses	74500	1,663.84	250.00	1,913.84			
2.5 Devising of a strategy to ensure the portal's financial sustainability	UNDP	001981	30000	11266	ADA	Training, Workshops	75700	-0.04	29,500.00	29,499.96			
2.6 Training of the local team on simplification techniques and applying UNCTAD's "10 principles to simplify administrative procedures"	UNDP	001981	30000	11266	ADA	F&A	75100	12,937.46	3,548.00	16,485.46			
Total Activity 2										174,655.76	47,898.00	222,553.76	
Activity 3: Redundancies, bottlenecks and formality simplification options are identified and recommendations are made for at least 4 priority procedures													
3.1 Conducting analysis of selected 4 priority procedures	UNDP	001981	30000	11266	ADA	Int. consultants	71200	0.00	12,840.00	12,840.00			
3.2 Preparation of simplification recommendations for 4 priority procedures	UNDP	001981	30000	11266	ADA	Local consultants	71300	0.00	9,000.00	9,000.00			
3.3 ICT Equipment	UNDP	001981	30000	11266	ADA	Travel	71600	820.00	3,500.00	4,320.00			
						IT Equipmt	72800	0.00	2,500.00	2,500.00			
3.4 Travel	UNDP	001981	30000	11266	ADA	Miscellaneous Expenses	74500	133.78	250.00	383.78			
						F&A	75100	76.30	2,247.20	2,323.50			
Total Activity 3										1,030.08	30,337.20	31,367.28	
Activity 4: Project implementation													
1. Staff (NPC and Assistant, both SC holders)	UNDP	001981	30000	11266	ADA	DPC	64300	0.00	1,000.00	1,000.00			
2. Information and communication services	UNDP	001981	30000	11266	ADA	Contractual services/individuals	71400	17,930.73	38,400.00	56,330.73			
						Communic & Audio Visual Equip	72400	231.38	850.00	1,081.38			
3. Office supplies	UNDP	001981	30000	11266	ADA	Supplies	72500	2,740.36	2,057.08	4,797.44			
						Prof Services - Evaluation	74100	0.00	7,000.00	7,000.00			
						Miscellaneous Expenses	74500	0.00	500.00	500.00			
						F&A	75100	0.00	3,984.57	3,984.57			
Total Activity 4										20,902.47	53,791.65	74,694.12	
Total Output 1										210,849.42	138,236.85	349,086.27	

GMS ADA

8%

24309.91

Results Framework

Intended Outcome as stated in the UNDAF/Country Programme Results and Resource Framework:

OUTCOME 1. By 2020, Armenia's competitiveness is improved and people, especially vulnerable groups, have greater access to sustainable economic opportunities

Outcome indicators as stated in the Country Programme Results and Resources Framework, including baseline and targets:

Indicator 1.1: Number and quality of policies to ensure decent work and an improved business environment in line with sustainable development principles.

Baseline: Insufficient adequate policies *Target:* Policies improved

Indicator 1.2: Global Competitiveness Index improved *Baseline:* 85 (2014) *Target:* 80 (2020)

Indicator 1.3: Poverty rate decreased *Baseline:* 32 (2013) *Target:* 18 (2020)

Indicator 1.4: Unemployment and employment rates disaggregated by sex, age and regions, improved. *Baseline:* unemployment rate: 16.2 unemployed-by sex- Male: 14.4 unemployed-by sex-Female: 18.1

unemployed-by urban/rural-Urban: 23.4 unemployed-by urban/ rural-Rural: 6 Youth (15-24) unemployment rate-33.1 (2013) *Target:* unemployment Rate:13 Unemployed- Female: 15 Unemployed- Male: 12 Unemployed-by urban/ rural-Urban: 19 Unemployed-by urban/ rural-Rural: 5 Youth- 30 (2020)

Indicator 1.5: Income level of rural population increased *Baseline:* Average monthly income per capita: AMD 41,514 (2013) *Target:* AMD 51,500 (2020)

Applicable Output(s) from the UNDP Strategic Plan:

OUTPUT 1.2 National capacities strengthened to develop and implement policies and practices harmonized with international standards to generate employment and enhance livelihoods

Project title and Atlas Project Number: E-governance as a Tool for Facilitating the Government to Attract Foreign Investments 00107774/00107958

EXPECTED OUTPUTS	OUTPUT INDICATORS	DATA SOURCE	BASELINE		TARGETS (by frequency of data collection)				DATA COLLECTION METHODS & RISKS	
			Value	Year	Year 2018		Year 2019			FINAL
					Planned	Actual	Planned	Actual		
Output 1: Business procedures related to investment are publicly accessible online in Armenian, Russian and English	1.1 number of procedures mapped and presented online	<ul style="list-style-type: none"> Respective portals; Project implementation reports 	0	2017	6	6	12		18	<ul style="list-style-type: none"> Project annual report Low interest of the Armenian Government in project activities; Insufficient funds for implementation of the project

<p>Output 2: One or various local counterparts are able to publish new procedures, to administer the portal and to simplify procedures using the e-Regulations system</p>	<p>2.1: Number of experts trained in procedure mapping 2.2: Number of experts trained in portal administration 2.3: Number of experts trained in procedure simplification</p>	<ul style="list-style-type: none"> • Project implementation progress and final reports. 	0	2017	6	4	2		6	<ul style="list-style-type: none"> • Project annual report • Low interest of the Armenian Government in project activities; Insufficient funds for implementation of the project
<p>Output 3: Redundancies, bottlenecks and formality simplification options are identified and recommendations are made for at least 4 priority procedures</p>	<p>3.1 Analysis to identify redundancies and bottlenecks is made 3.2 Number of simplification recommendations</p>	<ul style="list-style-type: none"> • Project implementation progress and final reports. • Simplification recommendations report 	0 0	N/A	2	0	10		10	<ul style="list-style-type: none"> • Project annual report • Low interest of the Armenian Government in project activities; Insufficient funds for implementation of the project