

# Public Service Development Agency

Citizenship and Migration Electronic Management System  
DCM

Ada Tabatadze

# Citizenship and Migration Electronic Management System - DCM

**Software system was developed in 2009**

## **The goals:**

- Centralized system and Effective administrative proceedings
- Decision-making based on real data
- Reduced timeframe of verifying the information
- Receive and review applications online
- Unified and secured database
- Involve other institutions
- Avoid paperwork

# Processing statistical information

**Option to store, arrange and analyze relevant information processing statistical information by different filter types:**

- Residence permit type
- Citizenship type
- Date
- Gender
- Age
- Nationality
- Place of birth

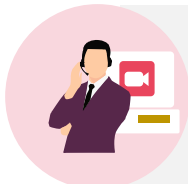
## Provided services – Citizenship and Migration Unit

- **Residence Permits**
- **Granting Citizenship**
- **Termination of Citizenship**
- **Establishing Legal Bond to Georgia**
- **Establishing Status of Stateless Person**
- **Granting Status of Compatriot Residing Abroad**

## Submitting application



**Application may be submitted to the authorized officials via Public Service Halls and the relevant consular posts**



**E-application may be filled via PSDA web-site (PSDA Distance Services Unit)**



**Accepted and verified applications with attached documents are registered and sent electronically to the Citizenship and Migration Unit for consideration**

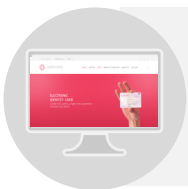
## Submitting application



**After registering the application to the system, Applicant receives registration number and code word (memory card)**



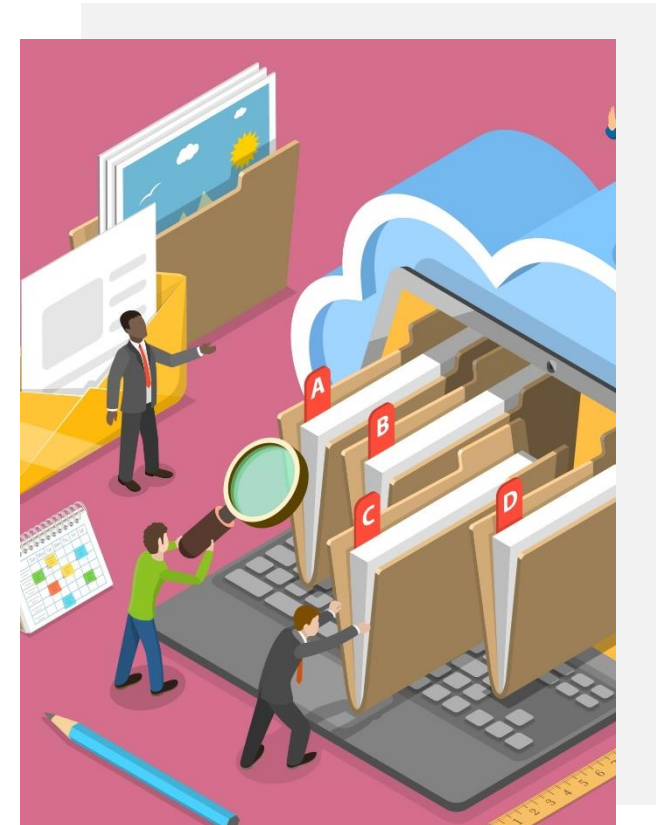
**Interim and final decisions regarding the case are published at the PSDA web page automatically**



**Applicants can find any information related to the case on the PSDA website**

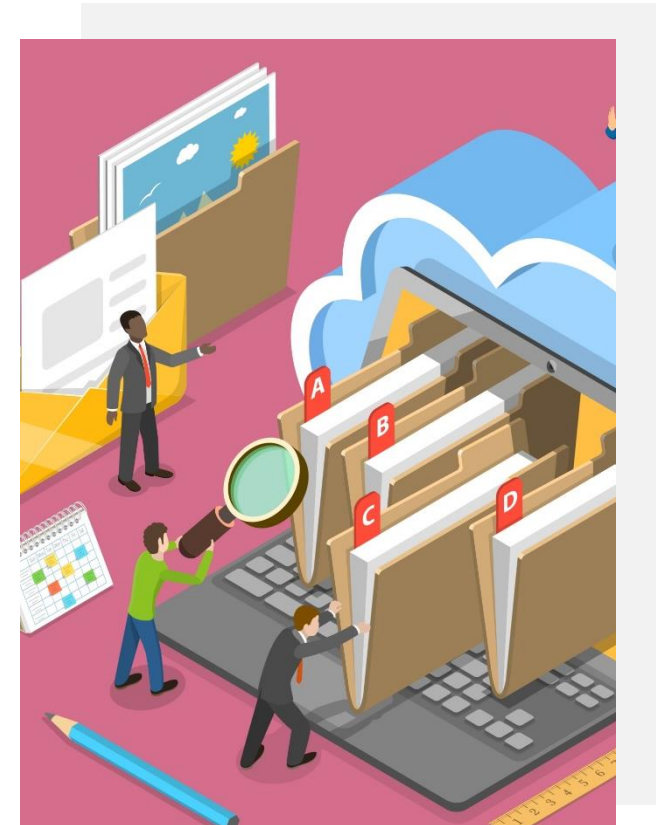
# Consideration of the case

- Registered application and attached documents are forwarded electronically to the involved administrative bodies
- Relevant information is verified with the database of PSDA and other state bodies
- Receive the required information electronically
- A certain type of conclusions regarding cases automatically applies to the case



# Consideration of the case

- Information is sent and received electronically via DCM
- Interim and final decisions are made electronically and published to the PSDA website
- Integrated protocols of case monitoring systems
- Integrated messaging system:
  - Applicants receive automatic text messages informing them about termination of the case or ending of consideration process.
  - Option to send messages to involved administrative bodies and applicants



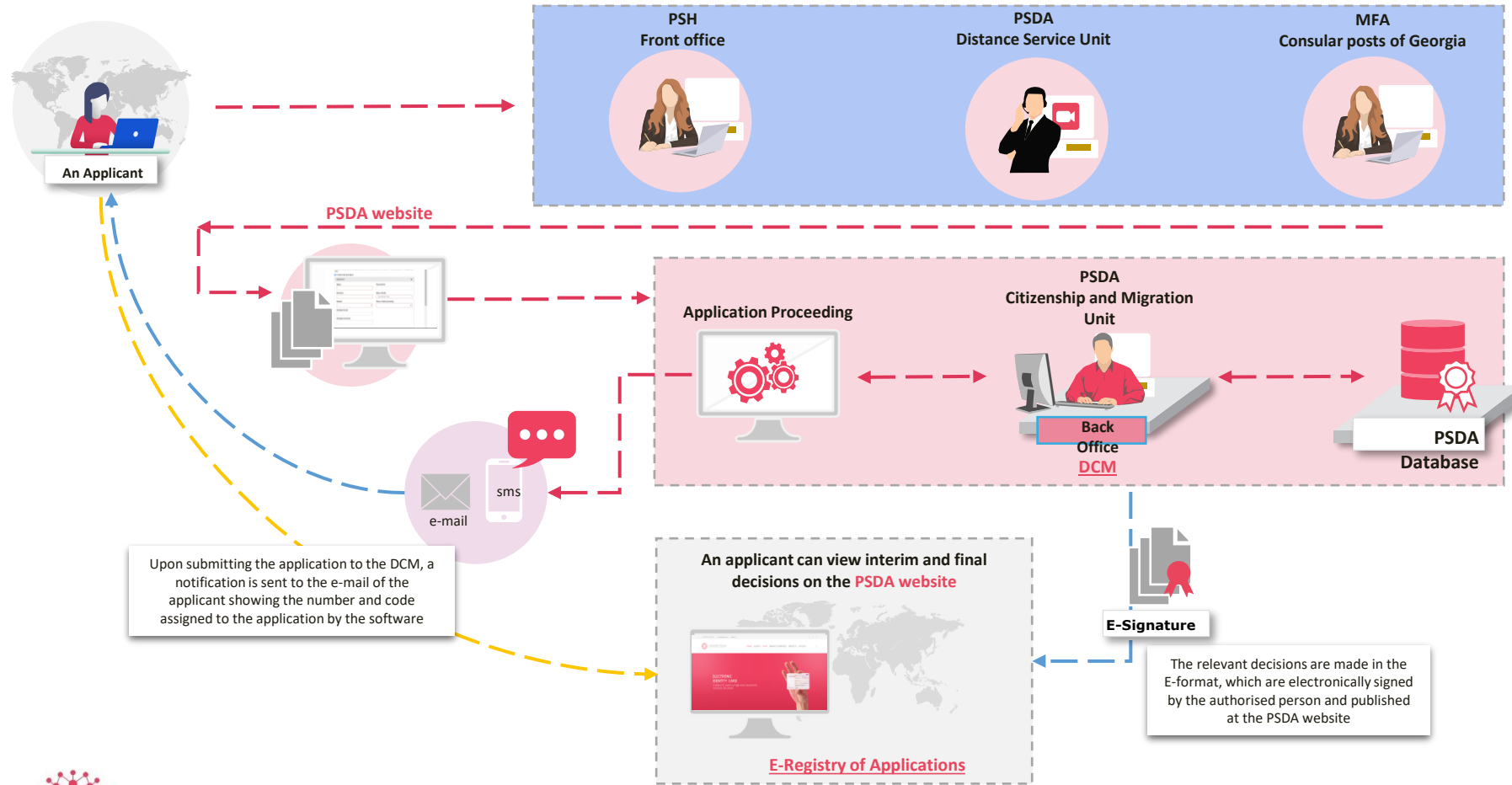


# Institutions involved in Administrative Proceedings

- Ministry of Internal Affairs
- Ministry of Foreign Affairs
- State Security Service
- Commission on Citizenship Issues
- Administration of the President
- Prosecutors Office
- Revenue Service
- National Agency of Public Registry



# E-administration of the residence permit and citizenship applications



## Current and future activities

- **Continuous development of the system**
- **Improving information exchange electronic systems**
- **Permanent coordination with partners**
- **Involving new state institutions**

# Thank You!



Ada Tabatadze

Senior specialist of the Citizenship and Migration Unit of PSDA



[www.ec.europa.eu/emn](http://www.ec.europa.eu/emn)



EMNMigration



european-migration-network



Funded by the  
European Union

# Ministry of Foreign Affairs Consular Department

Consular Service Management Electronic System  
(GeoConsul)

Maia Bartaia



Home Affairs



Funded by  
the European Union

## Consular Department

- ❖ Undertakes appropriate measures to ensure protection of the rights and legal interests of Georgian citizens and legal entities abroad
- ❖ Examines issues related to the migration of Georgian citizens abroad and participates in the management of migration processes within the scope of competence
- ❖ Issues directives and methodological instructions in the realm of consular affairs
- ❖ Coordinates the actions of consular personnel and monitors the consular activities of Georgian missions abroad
- ❖ Drafts proposals regarding the consular policy, etc.



# Consular Functions

**The consular functions are defined by the Law of Georgia on Consular Activities, being divided into main and delegated consular functions**

## Main consular functions

- Issuing certificates for returning to Georgia
- Issuing Georgian visas
- Legal protection
- Consular legalisation
- Performing notary actions
- Provision of consultations
- Providing administrative assistance to administrative bodies of Georgia
- Providing consular services for maritime, air, motor and railway transport facilities
- Joint monitoring of the fulfilment of treaties and international agreements in the consular sphere, etc.

## Delegated consular functions

- Issues related to Georgian citizenship and migration
- Issues related to the registration of citizens of Georgia and issuing identification documents
- Issues related to the registration of civil status acts
- Other functions determined by joint order of the Minister and the Minister for Justice of Georgia.

Note: As of today, Georgia has 75 diplomatic representations and consular posts abroad, including 10 Consulate General



# Consular Service Management Electronic System - Geoconsul

The Consular Department launched the Consular Service Management Electronic System ([www.geoconsul.gov.ge](http://www.geoconsul.gov.ge)) on January 1, 2014.

## The goals:

- Improvement of quality of consular service
- Electronic procession of consular cases
- Rising the effectiveness and efficiency of the consular activities
- Minimization of bureaucratic procedures
- User-friendliness of the program for wider public





## Basic services provided by Geoconsul

- Consular registration
- Travel Document for Return to Georgia
- Visa of Georgia
- Consular activities, in the framework of main and delegated consular functions
- Scheduling an appointment to the consular office
- Travel advice, and others



## Electronic Visa Portal - e-Visa Portal

- e-Visa portal allows short-term visitors to get a visa in effortless way
- Prospective travelers have a possibility to obtain the short-term visa without visiting Georgian Embassy or Consular Office
- e-Visa can be obtained easily anywhere with an internet connection and it grants the same right to enter Georgian territory as ordinary sticker-visa in the passport
- It takes 5 working days to make a decision on a visa application



## Readmission Case Management Electronic System - RCMES

- The system was introduced as a technical support and implementation tool for the Agreement Between Georgia and the European Union on the Readmission of Persons Residing Without Authorization (entered into force on March 1, 2011). It was introduced to EU member states in 2013.
- The system is web-based ( no need for installation), working language is English
- Menu is user-friendly, includes Help and Video Lessons
- Video Call Feature, added for performing interview from distance by means of video call
- Electronic Travel Document for Return to Georgia can be issued, when the application is submitted via RCMES
- 22 EU member states are involved into RCMES system



## Update of the Geoconsul System

Currently the Geoconsul system is subject to a large-scale update, which is financially supported by German Agency for International Cooperation (GIZ)

The system update is designated at further simplification of service and information procedures, namely:

- interface of the web-site, as well as search logics will be updated
- procedure for submission of application and booking a visit will be renovated
- feature of personal space will be introduced
- web-site will be adapted for visually impaired persons
- Geoconsul mobile App. will be launched for both Android and IOS users



## Statistical information during 2021

Total amount of applications registered on geoconsul.gov.ge	39156	
E-Visa applications	7760 (March-December 2021)	
Statements on arrested or convicted persons	2571	
Legalization applications	Consular Offices	800
	Consular Department	1383
Travel Document for Return to Georgia	3179	
Consular registration	1424	
Civil Status Acts	2414	
ID cards	1496	
Ordinary Passports	15868	
Notary Services	2261	

# Thank You!



Maia Bartaia

Deputy Director of Consular Department, Ministry of Foreign Affairs of Georgia



[www.ec.europa.eu/emn](http://www.ec.europa.eu/emn)



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