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Regional Seminar on MRTDs and Traveller Identification Management  
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# IDENTIFICATION MANAGEMENT IN GEORGIA: IMPLEMENTING AN E-ID SYSTEM

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## Public Service Development Agency

- LEPL Public Service Development Agency - an entity under the Ministry of Justice of Georgia
- Established in 2012, based on Civil Registry Agency

## General Goals of the Agency

- Maintain Civil Registry
- Support the development of innovative public services
- Support reforms in Georgia



# Formation

# Agency

ID Card,  
Passport and  
Registration

Citizenship  
and  
Migration



INNOVATION



## MAIN PROBLEMS

- Paper
- Means
- Destruction
- Biased



uments



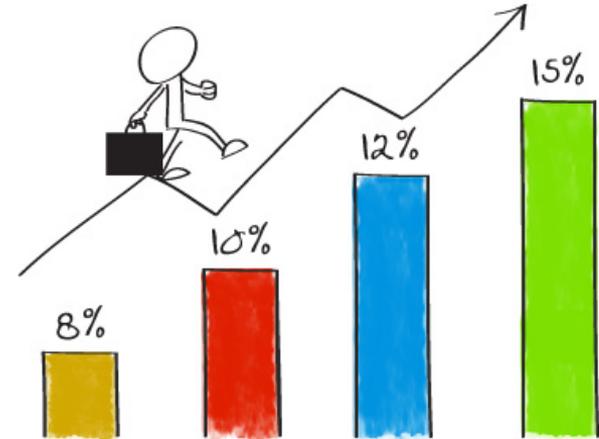
## MAIN PROBLEMS

- Negligence of impeding circumstances / cheating
- Problems with the birth registration
- Problems with the death registration
- General problems of registration



## PSDA TODAY

- Unified database
- Recording/logging every activity
- 68 regional offices working online
- Accurate reporting and statistics
- Standardized procedures
- Remote user control and data analysis
- Opportunity for constant improvements and development





# Provide Public and Private organizations with Citizen Identification Services





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## EVERYTHING IN ONE SPACE

### PUBLIC SERVICE HALL

➔ Public Service Hall – brings government services in one space

➔ Simplifies delivery of public services

➔ Offers more than 300 types of services and serves 8000 to 10 000 customers per day

➔ Operates in 12 major cities





# EVERYTHING IN ONE SPACE

## PUBLIC SERVICE HALL

### Average waiting time:

- 5 minutes

### Average service time:

- 6-7 minutes

### The most popular services:

- Electronic identity card
- Registration of marriage
- Passport
- Birth registration
- Property Registration





## HOW WE WORK

Front Desk



Back Office





## SIMPLIFIED SERVICES

**Just Café** - serving food and documents



**Just Drive** – a drive th



## DEALING WITH OLD DOCUMENTS – INTRODUCTION OF E-ID

Need for a trustworthy proof of identification to avoid:

- Financial fraud
- Fraud during elections
- Other types of identity theft



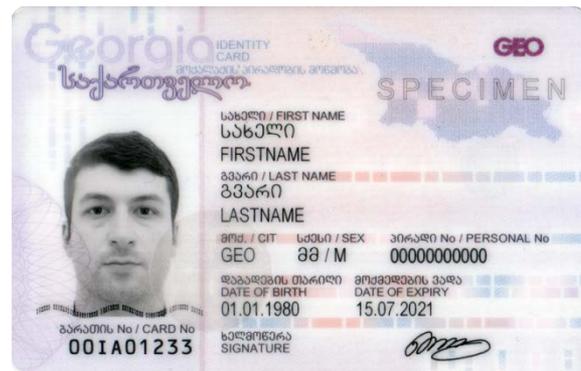


# Old and new ID

## Before



## After



IDGE000IA0123350000000000<<<<  
8001014M2107154GE0<<<<<<<<<<<<8  
LASTNAME<<FIRSTNAME<<<<<<<<<<<<<<

## DUAL-INTERFACE CHIP

### MIFARE 1k Classic (Emulated)

- MIFARE Application Directory
- Citizen's Social Status data (if applicable)
- Any 3<sup>rd</sup> party data can be deployed

### ICAO LDS

- Compliant with ICAO 9303
- Personal Data Storage
- Secured with BAC (Basic Access Control )



contactless



## Functional advantages

- Can provide proof of identification in physical as well as virtual space
- Can substitute other cards (transportation card, student card, etc.) upon the request of the card owner
- Can be used to perform qualified electronic signature (As defined by European e-signature directive 1999/93/EC)
- Can be used as a travel document (Currently eID holders can travel to Turkey without passport)



## FUNCTIONAL ADVANTAGES

Student Card



cash withdrawals

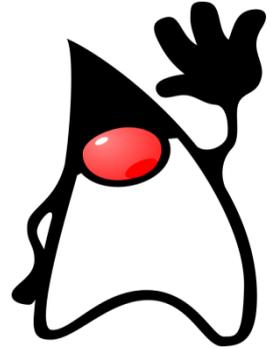


## ONLINE IDENTITY VERIFICATION

Embeddable component for web sites

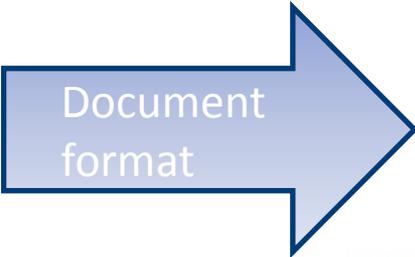


Identity Verification Service





# DIGITAL SIGNATURE



PDF as document format



PADES (ETSI TS 102 778) signatures



 ID Card  
Digital signature Portal

[Home](#) [About Portal](#) [Contact us](#)

Digital signature Portal

## Signature Tools

- Web-based signing



- Desktop-based signing



- Fees



## Electronic signature

- Started as joint project of National Bank of Georgia and PSDA



- The project will allow commercial banks in Georgia to introduce electronic signature through sign-pads capturing handwritten biometry



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## PHOTO GALLERY





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PUBLIC SERVICE  
**DEVELOPMENT AGENCY**

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