



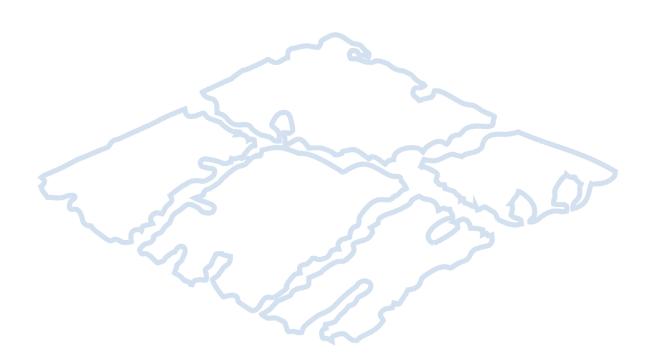
REPORT

National Agency of Public Registry









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The National Agency of Public Registry is a public organisation that creates products and services tailored to society's needs through innovative approaches and modern technologies. The agency's organisational culture and implementation of strategic goals and objectives are based on the following values: fairness and equality, transparency, innovation orientation, proactivity, unity and respect, efficiency, and effectiveness.

The mission of the National Agency of Public Registry is to provide reliable and high-quality services for users and relevant persons. By implementing innovative and high-tech systems, the activities of the Public Registry are aimed at creating public good.

The document presents the 2024 activity report of the National Agency of Public Registry, which was developed with the involvement of the structural divisions of the Agency and its structural units.

The Agency's annual plans take into account the future visions and capabilities of each structural unit, which ensures the Agency's continuous development and progress.



Systematic Land Registration Reform

2022 – 2025 years.

The National Agency of Public Registry has been implementing a systematic land registration reform since January 1, 2022, which is underway in 59 municipalities across the country. From October 1, 2023, systematic land registration began in areas determined by the Tbilisi City Hall.

In parallel with the reform of systematic registration, sporadic registration of land plots continues, which is carried out based on applications from interested persons.

Within the framework of the Systematic Land Registration Reform, the state is registering both owned and used land plots and arbitrarily occupied land plots. Citizens use the reform services completely free of charge without having to visit an office. As part of the reform, not only will unregistered plots be registered, but incorrect registrations and additions made 15-20 years ago will also be corrected.



More than 1,638,041 land plots (968,264 ha) have been measured since the project started, and ownership rights have been registered for more than 1,237,683 land plots (887,514 ha).

688,151 land plots (185,035 ha) were measured, out of which **603,931** land plots (647,787 ha) have already been registered.

On average, **3,500** land plots are measured daily, and the same number are registered.

More than **1,000** people were trained and employed.

There are mobilised: **232** off-road vehicles and **4** minibuses, **407** tablets, **407** sets of high-precision geodetic equipment GNSS receivers (GPS), **12** Tachymeters and **9** drones.



More than **5,660 immovable properties** were inspected on site as part of the review of sporadically submitted registration applications.

The National Agency of Public Registry has determined and/or corrected the boundaries of more than 30,000 registration blocks.

The excess area or overlap of about **40,000 real estate properties** has been corrected, which is one of the ways to resolve neighborhood disputes.

The registration process has been completed in 38 municipalities.

The data of more than **1,000,000 subjects** systematically processed for the public registry by the National Archives and the Adjara Archival Department was verified.

For the purpose of quality control, the compliance of the decisions made with the applicable legislation was continuously verified.

As part of the information campaign, information meetings were held with representatives of the municipalities of Akhaltsikhe, Zugdidi, Terjola, Martvili, Tkibuli, Kareli, Keda, Kobuleti, Tskaltubo, Khelvachauri, Gori, Gurjaani, Telavi, Sighnaghi, Tsageri, Tsalenjikha, Chiatura, Bolnisi, Dmanisi, Ninotsminda and Tsalka.

Consultation/information meetings were held with citizens in the municipalities of Adigeni, Oni, Zestaponi, Dedoplistskaro, Sagarejo, Gardabani, Tetritskaro and Kazbegi.

"Mobile Public Service Hall" services were organized in **25 municipalities** to offer services to the population.

Subsequent registration of rights to immovable property



Considered - **380 922**



Successfully completed 300 151

Registration of restrictions and rights



Considered - 160 240



Successfully completed 134 844

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During the registration process, the registrar contacts the applicant in each case and explains the content of the decision through telephone consultation, helping to eliminate any gaps in the documentation, which improves the quality of service and simplifies the registration process.

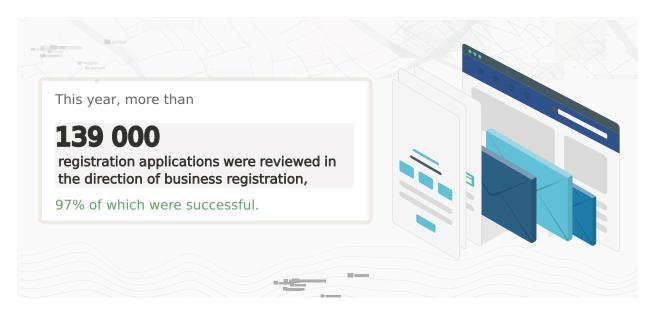




Registration of Entrepreneurs and Legal Entities

There are 1,002,000 entities registered in the Register of Entrepreneurs and Non-Entrepreneurial (Non-Commercial) Legal Entities (as of December 2024), including 399, 500 legal entities.

More than 367,600 legal entities were created for the purpose of carrying out entrepreneurial activities, and more than 31,800 were created for the purpose of fulfilling non-entrepreneurial (non-commercial) goals.





There are **267 political parties.** in the Register of Citizens' Political Unions (Parties).

Addressed Georgia

The Addressed Georgia reform, which included the systematic naming of streets and numbering works of immovable property in unaddressed villages, was completed at the end of 2023.

Textual and geographic data of more than 800 newly named and renamed geographic objects have been registered in the unified electronic database of the Address Registry.

Regarding the newly named streets, the existing addresses were verified, clarified if necessary, and unaddressed objects were numbered for up to 450 geographic objects (streets, lanes, alleys, exits).

More than 20,600 decisions were made regarding applications submitted by citizens requesting the assignment of a number, its change, and clarification of the address in the document proving ownership.

Based on the clarification of building and land number, the address records of more than 90,000 real estate items were corrected.









Geodesy and Geoinformation Systems Management

Aerial Photography of the southwestern part of the country, approximately 11,000 sq. km, was carried out. Orthophotos and a digital elevation model were prepared. Orthophotomaps and digital high-resolution models were created.

Aerial Photography of the southwestern part of the country

11,000 sq. km,

was carried out



Aerial photography of the populated areas of Ozurgeti, Lanchkhuti, Tsalenjikha, Zugdidi, Kobuleti and Kazbegi municipalities, which is approximately **80,000** hectares, was carried out using unmanned aerial vehicles (drones), and high-resolution orthophotomaps were prepared.

Work on the manual of conventional symbols for topographic maps at scales of 1:500, 1:2000, 1:100, and 1:500 has been completed.



The existing buildings, road network and hydrographic objects in the territory of Kakheti were drawn using the stereophotogrammetric method - more than **66,500** polygons, more than **36,800** km of linear and more than **17,000** point objects.

3,500 orthophotogrphy plans and 25 fragments of topographic maps from different years were prepared and issued by the State Geodetic and Cartographic Fund.

The State Geodetic and Cartographic Fund has issued information about the administrative ownership of about 100 real estate properties.

Work was underway on maps of the physical, topographic and administrative territorial organization of Georgia with the involvement of experts.

The names of more than **5,000 geographical objects stored** in a centralized database were checked and reflected on the maps in Georgian and English.

Interactive map of Georgia- maps.gov.ge

The Public Registry is one of the largest producers of spatial data in Georgia and coordinates the process of sharing spatial data between agencies. For this purpose, an interactive map of Georgia - maps.gov.ge - was created in 2021, which combines cadastral data, addresses, orthophotos, and other basic geospatial data.



The website is popular and has received up to

8,947,000 VIEWS.

Street Photography in 360 degrees

360-degree panoramic photography of streets is a popular Google product that allows for three-dimensional visualization of streets and various objects on Google's interactive map at their geographically relevant locations.



Data for Tianeti, Marneuli, Sighnaghi, Sagarejo and Tsalka municipalities were prepared. The length of the covered road is more than **11,800 km**;

The number of 360-degree panoramic photos is **more than 380,000 units.** In total, street data from 10 municipalities has been uploaded, which includes highways connecting municipalities, access roads to tourist, cultural-historical and other types of facilities, monuments, as well as large and small streets in cities and villages.

Photos of the public registry published within Google Street View are very popular and have been viewed **up to 33,000,000 times.**



Google Maps

The National Agency of Public Registry cooperates with Google within the framework of the Map Content Partners Program, which involves an authorized body systematically uploading data to Google's interactive map, Google Maps.

This year, geodata from the territories of Tsalka, Telavi, Sighnaghi and Gurjaani municipalities was uploaded to the application, including: road network, buildings, addresses, data on lakes, reservoirs and rivers, and 18 different categories of Points of Interest (Pol).

The following were updated using the digitalization method:

Hydrographic network - more than 4,700 km.

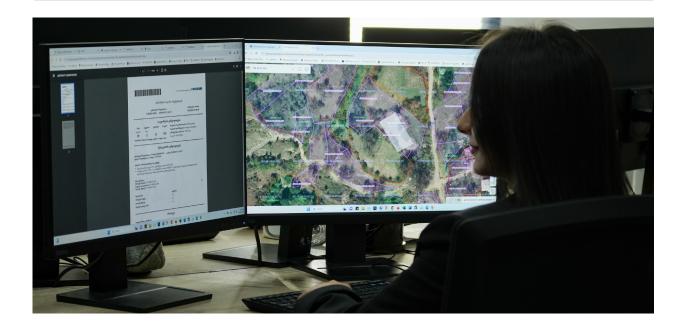
Road infrastructure - more than 124,800 km.

Buildings - more than 197,600 units.

Addresses - over 119,000 units.

Objects of interest - more than 6,200 units.

Thematic maps of the entire territory of Georgia were created in the public registry.



Agency Archive and Data Processing

As of 2024, the number of documents physically presented in the repositories of the Public Registry **exceeds 398,000.**

More than **45,900** applications for the issuance of electronic copies of documents stored in the Public Registry Archive and more than **18,000** applications regarding access to the original electronic copies of documents kept in the Public Registry archive were satisfied.

About **7,000 applications** for the return of original documents submitted to the Public Registry were satisfied.

More than **121,600** pieces of information have been issued within the framework of the Access to Protected Information Act, including more than **380** pieces of statistical data.

More than **124,900** extracts from the public registry were updated, including more than **6,000** in English.



Technological development



A Google Maps navigation link has been added to the interactive map of Georgia maps.gov.ge, which means easy access to navigation to the cadastral plot. As a result of optimizing the layers' performance, the website usage speed has increased.



A flexible layer loading mechanism has been added, providing a quick and flexible way to add layers of different standards to the map.



The official website of the Public Registry - napr.gov.ge - was updated and its monitoring was ongoing. See also:

- Information about certified planners has been posted on the website. The process of automatically updating the data of certified planners posted on the Public Registry website has been completed.
- The innovative product "Smart Contract" page was added.

An updated and secure Cloud Share application has been created, which ensures the sharing of geographic and other types of files with other agencies.



A new IT infrastructure architecture was created, with a plan to increase optimization, performance, and efficiency.



Technical specifications for the modernization of server, network infrastructure and data management centers were created.



A database systems monitoring system was introduced, which allows for instant incident response and provides performance statistics.

Administrative Complaints

The agency reviewed approximately **7,500** administrative complaints, **24%** of which were resolved in favour of the citizen, fully or partially.

Within the framework of the review of the administrative complaint, more than **1,000** oral hearings were held at the Public Registry and, if necessary, on-site inspections were scheduled.

Based on the application of an interested person, about **1,000** legal explanations were prepared.



Relations with the courts

Up to **2,500** lawsuits and/or clarified lawsuits were submitted to the Public Registry from Common Courts, for which reasoned responses were prepared.

More than **3,700** court hearings were held in Common Courts with the participation of the Public Registry.

Regarding the activities of the Agency, about **1,600** decisions/rulings have been adopted by Common Courts, of which about **1,100** are in favour of the Public Registry.



From the decisions made in favor of citizens, **322** cases were not appealed to a higher instance.

Legislative changes

In 2024, in coordination with various structural units and government agencies, a number of draft subordinate normative acts were developed.

A draft amendment to the Instruction "On the Public Registry" was developed, which entered into force on March 26, 2024. As a result of the amendments, the procedure for registering buildings and their units, the documentation required for registering rights to immovable property under construction and completion, as well as the types of obligations that are subject to registration in the Register of Rights to Immovable Property were clarified.

The Instruction "On the Public Registry" has been adjusted in accordance with the amendments made to the law.

A draft of the Rules for Performing and Documenting Internal Measurement Work of a Building and a Building Unit has been developed, which reflects the concept of "internal measurement drawing", the obligations of the person performing internal measurement works, general technical conditions for compilation, form, detailed instructions for compiling paper and digital versions (with reference to samples). The project also regulates the rules for measuring a building/building unit.

Administrative direction



From September 1, 2024, it has been determined that it is mandatory to have a cadastral planning drawing prepared by a certified person.



For registration purposes, the agency collected information about certified survey-



More than 600 certified surveyors' data has been updated.









In accordance with the Law of Georgia on Personal Data Protection, data of about 300 certified surveyors was reflected on the official website of the Public Registry, napr.gov.ge.



About 2 900 official documents from administrative proceedings were made public on the agency's official website www.napr.gov.ge.



About 3,200 official documents were made public in the Houses of Justice and territorial bodies of the Public Registry.



✓ The new unified nomenclature of the Public Registry has been approved.



More than 14,000 pieces of correspondence were entered into the electronic document circulation system in physical form, more than 270,600 were distributed, and more than **73,900** pieces of correspondence were sent by mail.



The Public Registry actively conducts consultation meetings with interested parties. \checkmark) The agency has reviewed more than **1,100** requests, and held about 500 meetings or telephone consultations.



Relevant explanations were issued regarding more than 700 requests received at the Public Registry's consultation email address - konsultacia@napr.gov.ge.



Public Administration Reform (PAR)

Within the framework of the Public Administration Reform (PAR), to create state services in the country, develop the direction of delivery, and introduce unified approaches/principles, the Agency is working on improving the delivery of state services, which is one of the priority directions of the Ministry of Justice of Georgia.

The National Agency of Public Registry is one of the first organizations to successfully implement all four directions of public service delivery, which include service creation (design), service delivery, quality assurance, and service evaluation. Events envisaged by the public service delivery cycle are held annually.

Within the reform the following were prepared:



A catalogue of services, which describes in detail the forms of receiving and providing services, deadlines and fees (2023);



Internal procedural document for the implementation of approaches to the creation (design) and delivery of public registry services;



A document determining standards for conducting a public registry user satisfaction survey.

Ensuring service quality, in turn, includes customer satisfaction surveys and the implementation of a Common Assessment Framework (CAF).

A survey of customer satisfaction with state services was conducted, in which more than 1,600 respondents participated. Users of the Gori, Khashuri, Mtskheta and Sagarejo regional offices and LEPL Public Service Halls were interviewed. A report was prepared based on the survey. The average overall satisfaction rate of respondents is 86%.

Within the framework of the Common Assessment Framework (CAF), a systematic and comprehensive self-assessment of the current situation in the organization has been conducted, and a future action plan has been developed to improve the results obtained.

The Working Group of Common Assessment Framework (CAF) assessed the activities of the Public Registry according to 9 criteria and 28 sub-criteria, as a result of which about 300 strengths and 35 actions for improvement were identified. From the actions to be improved, 11 core activities (to be improved actions) and 5 quick wins were selected. Work on the quick wins has been completed.

International Direction

Representatives of the National Agency of Public Registry participated in various international events, conferences and workshops, within the framework of which they presented reports on the achievements and successes of the agency. Including the following:



EuroGeographics General Assembly;



March 17-19, 2024



Sevilla, Spain





Geospatial World Forum



May 13-16, 2024



Rotterdam, Netherlands





UN World Public Service Forum



June 24-26, 2024



Incheon, South Korea





On February 27-29, 2024, a study visit was conducted in Ankara, Turkey, to the Land Registry and Cadastre Office of the Ministry of Environment, Urbanization and Climate Change of the Republic of Turkey.

With the support of the World Bank's "Resilient Agriculture, Irrigation and Land" project (Component 2.2 "Improving Land Administration Services and Creating Digital Governance Infrastructure"), representatives of the Agency participated in the following international conferences:

On May 19-24, 2024, in Accra (Ghana), at the International Federation of Surveyors 1.) (FIG) Conference, the Agency presented two topics: "Electronic Minutes Application - A Catalyst for Systematic Land Registration in Georgia" and "Smart Contract - A New Era for Real Estate Registration in Georgia".





Agency delegation to Ghana

On May 13-17, 2024, at the World Bank Land Conference held in Washington, D.C., 2.) the agency participated in a panel session, where it presented a presentation: "Land Registration Reform in Georgia - Innovative Solutions."



First Deputy Minister of Justice Mrs. Tamar Tkeshelashvili speaking at the panel session

On June 5-7, 2024, the 15th International LANDNET Workshop of the Food and Agriculture Organization of the United Nations (FAO) was held in Middelburg, the Netherlands, with the participation of a Georgian delegation.



Representatives of the Georgian delegation during the presentation of the report

On August 7-9, 2024, the fourteenth Session of the United Nations Committee of 4.) Experts on Global Geospatial Information Management (UN-GGIM) was held in New York, in which representatives of the Public Registry participated.



Representatives of the Georgian delegation at the plenary session

On November 21-22, 2024, an International Land Conference was held in Kampa-5.) Ia, Uganda, at the initiative of the World Bank. The Ministry of Lands, Housing and Urban Development of Uganda invited representatives of the National Agency of Public Registry Agency to participate in the plenary sessions.



Representatives of the Georgian delegation at meetings held at the Ministry of Housing and Urban Development and the Lira Zonal Office.

The representatives of the Public Registry remotely participated in more than 10 online meetings or events on real estate registration issues, together with representatives of the Ministry of Justice of Georgia, organized by the Ministry of Foreign Affairs.

Within the framework of the European Union TAIEX, a study visit of public registry representatives to the Land Registration, Cadastre and Cartography Agency (Kadaster) was held in Zwolle and Apeldoorn, the Netherlands, on May 14-17, 2024.

In order to share experience and best practices, the Public Registry hosted representatives from about 10 different agencies.

The Public Registry participated in more than 10 different international studies and/or completed questionnaires developed within the framework of studies, in the areas of real estate and business registration, geospatial data, and other areas.

The report "Readiness for Business" of the World Bank has been published, in which, taking into account the successful results of systematic land registration, the agency's services received the best rating and are ranked first.

Analytical direction

In order to strengthen research directions across the system of the Ministry of Justice of Georgia and to facilitate priority and planned regular research on actual topics, the Analytical Service of the Administrative Department was established in the Agency in 2024.

This year, the agency carried out thematic and sectoral research works, searching for best practices, analyzing and developing recommendations.

A number of research documents were prepared as part of the research activities, including:



"Research on the needs of persons with disabilities at the National Agency of Public Registry".

The accessibility of the agency's headquarters was assessed, taking into account the Resolution of the Government of Georgia on the Approval of the Technical Regulation - "National Accessibility Standards".



More than 20 recommendations were developed in the areas of awareness-raising, accessibility, labor/employment, and inclusion.

A guide to communicating with persons with disabilities in the public registry has been prepared. Work is underway on a simplified version of the guide.



An innovative project has been initiated - "The digital assistant of the LEPL National Agency of the Public Registry, under the jurisdiction of the Ministry of Justice of Georgia - Chatbot Listens to You". As part of the research, the feasibility of automating communication with interested parties in the public registry through a digital assistant (chatbot) was assessed and an action plan for its implementation was determined.

Public Relations

This year, the agency's resources have produced about 100 informational, graphic and image videos, including about 20 informational meetings with representatives of various municipalities and citizen consultation days.



As part of the land registration reform, about **1,000,000** voice messages were sent to citizens announcing the start of surveying work.

About **30 images and advertising videos** for the land systemic registration reform were produced and distributed on both central and regional television stations, as well as through the Public Registry's social networks (Facebook, YouTube, Linkedin).

Around **30 information billboards** were placed in the central spaces of various administrative units across Georgia.



Representatives of the Public Registry participated in about 20 programs on central and regional radio and television stations, where they discussed the progress and results of the reform.

More than **100** information cards and short videos (so-called Reels) about current news in the Public Registry, progress of projects, and participation in international events were distributed through social networks (Facebook, Youtube, Linkedin). About **150,000** information brochures, leaflets, and posters were distributed.

At an event dedicated to Georgia's Independence Day held in the city of Poti on May 26, the Public Registry presented the results of the land systemic registration reform.

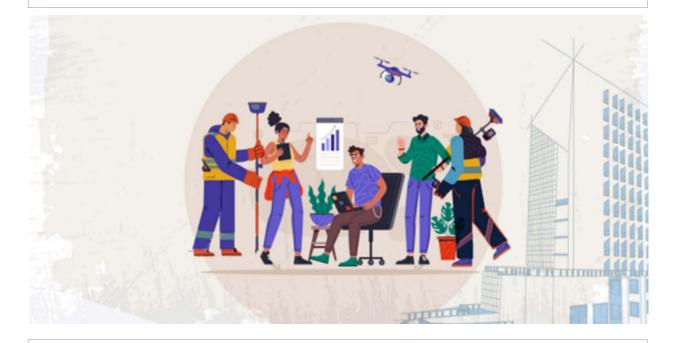




On November 9, an event to summarize the results of the land systemic registration reform was held at the Saakadze Training Base of the Training Center of Justice.

Human Resources

Information about more than **70** competitions for various vacant positions and internship programs was published on the official website of the Civil Service Bureau, **Hr.gov. ge.** As a result of the competitions, **235** employees were hired.



To improve employee qualifications, **more than 110** training courses in social, legal, and professional areas were organized in cooperation with the Training Center of Justice.

Theoretical and practical training was conducted for individuals authorized to perform cadastral surveys of real estate. Certificates were issued based on exam results.

An employee performance evaluation process was conducted, during which **2,043** employees were assessed. A professional development plan was also established for staff.

To promote a healthy lifestyle among employees, the agency participated in various sports activities.

New structural subdivisions were established: the Financial Monitoring Department and the Financial Declaration Department.

Personal data protection

Since April 2024, the Agency has appointed a Data Protection Officer who is a member of the International Association of Privacy Professionals (iapp).

Working meetings were held with the heads of all structural divisions and units of the Public Registry. During these meetings, information was provided regarding the deadlines and compliance obligations established by the Law of Georgia on Personal Data Protection.

Changes were made to workflows and registration programs to ensure compliance with the new Law of Georgia on Personal Data Protection.

The "Policy on the Processing of Personal Data by the LEPL - National Agency of Public Registry" was developed and regularly updated. It is available on the official website of the Public Registry at **napr.gov.ge**. Additionally, the Rules for the Implementation of Audio and Video Monitoring by the LEPL – National Agency of Public Registry were also developed and are periodically updated.



"Resilient Agriculture, Irrigation and land project" of the World Bank

(Component 2.2 "Improving Land Administration Services and Creating Digital Governance Infrastructure")

Since the end of 2023, the component 2.2 - "Improving Land Administration Services and Creating Digital Governance Infrastructure" - of the World Bank's Resilient Agriculture, Irrigation and Land Project has been underway at the Public Registry.

Within the framework of this component, the Public Registry will develop the architecture of key information technology systems, including the Immovable Property Registration System (IPRS) and its associated software. Additionally, selected electronic services will be created, and the spatial data infrastructure will be designed, developed, and implemented.

Update of the Immovable Property Registration System (IPRS)

A vision document for the renewal of the Immovable Property Registration System has been developed, covering the following areas:

•	Systematic and sporadic registration;
•	Public legal restrictions;
	Addressing;
	Subsequent registrations;
•	Geodesy and cadastre;
•	3D cadastre.

Smart Contract

A new and innovative product, the Smart Contract, has been introduced. This service enables citizens to buy or sell real estate remotely—from anywhere in the world—without the need for intermediaries.

A presentation event for the Smart Contract was held, during which the Minister of Justice introduced the concept of the new service to members of the executive branch, the President of the National Bank, and representatives of financial institutions. The Chairman of the National Agency of Public Registry provided a detailed presentation of the system to the event participants.





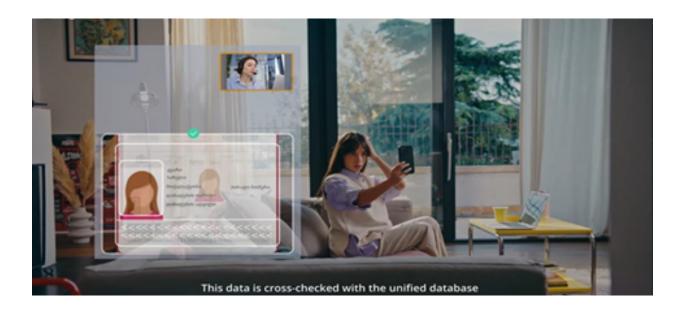
An innovative new service—the virtual meeting booking function—has been launched on the official website of the Agency: www.napr.gov.ge. The website also contains and makes available to users an informative video on smart contracts, instructions for booking a session, instructions for concluding a transaction, and the terms of service of smart contracts in the format of frequently asked questions.

Georgian citizens residing in Sweden, Israel, and the United States have already used the Smart Contract service to purchase real estate and register ownership rights remotely.





English-language version of the Smart Contract booking service has been developed and published on the official website of the Public Registry. This allows visitors from any country to book the service and access official information about the product in English.



Development of a national spatial data infrastructure

On November 16, 2023, the Parliament of Georgia adopted the Law of Georgia "On National Spatial Data Infrastructure." The adoption of this law was driven by the need to establish, operate, and develop a National Spatial Data Infrastructure (NSDI). It aims to define national standards for spatial data and metadata, including data formats, as well as procedures for the collection, storage, updating, and sharing of digital information. The law also outlines the strategic goals, objectives, and priorities of the country's unified geoinformation policy.

The National Spatial Data Infrastructure Coordination Council (hereinafter referred to as the Coordination Council) was established.

Its composition was formally determined, and the Regulation governing the Coordination Council was approved.

An information meeting of the members of the National Spatial Data Infrastructure Coordination Council was held.



First Deputy Minister of Justice Mrs. Tamar Tkeshelashvili and Chairman of the Agency Mr. Davit Devidze at an information meeting

Organizational, technical, informational, and intellectual support for the activities of the Coordination Council is provided by the Coordinator of the National Spatial Data Infrastructure—the National Agency of Public Registry.

The agency has developed drafts of the National Spatial Data Infrastructure Development Strategy for 2025-2028, along with the 2025 Action Plan and nine sectoral specifications and technical regulations. The aforementioned documentation was shared with each agency included in the Coordination Council and was revised based on their suggestions and comments. The documents were subsequently approved by the Coordination Council.



The Chairman of the Agency, Mr. Davit Devidze, the First Deputy Minister of Economy and Sustainable Development of Georgia, Mrs. Nino Enukidze, and the Deputy Chairmen of the Agency, Mrs. Eliso Gelashvili and Mr. Vakhtang Bokhashvili at the information meeting.

A visit by international consultants to Georgia was conducted, during which individual meetings were held with representatives of NSDI entities. A total of 50 representatives from 14 organizations, members of the NSDI Coordination Council, participated in the meetings with the consultants.

A joint interagency meeting was held in Tbilisi, with the participation of heads of geographic data producing agencies, contact persons and international experts. The participants presented a report on the importance of the national spatial data infrastructure and future plans for its development.



Agency representatives at a joint interagency meeting

The National Spatial Data Infrastructure (NSDI) is multi-sectoral in nature. Its development will contribute to the spatial and territorial organization of the country, as well as the regulation of transport, tourism, environmental issues, and the management, planning, and efficient operation of sectors such as agriculture, defense, infrastructure projects, emergencies, communication systems, land management, government services, utilities, investment attraction, and overall economic activity. Consequently, the establishment of a National Spatial Data Infrastructure system will bring significant benefits to society.

