

Measures taken for the normal functioning of the civil service system in the conditions of the epidemic

Since the discovery of the coronavirus in the Republic of Armenia and the declaration of a state of emergency, the public administration system has taken a number of measures aimed at implementing public administration in line with the state of emergency. In this context, a number of measures have been taken in the civil service system of the Republic of Armenia, which were aimed at ensuring maximum efficiency, the implementation of public administration as much as possible in the context of the epidemic and the state of emergency. In these measures, priority was given first of all to the maintenance of human health, and then to the organization of the normal process of work. Below will be mentioned the most important measures.

1. The part of work of civil servants has been organized in online regime where it possible.
2. A duty has been established in the units whose work is directly related to the citizens' service delivery and cannot be organized from the place of isolation.
3. All civil servants are provided with appropriate protective and disinfection equipment.
4. Various online and e-government platforms are being used for citizens' service delivery and reduce human contact.
5. For the purpose of communication and document circulation of civil servants, the "Mulberry" system is widely used, which is an effective electronic tool, especially for similar force majeure situations.
6. The Civil Service Office was able to effectively organize and continue the organization of competitions for civil servants, which are carried out in accordance with all health standards. The participants of the competition, the members of the commissions, the test supervisors are provided with the necessary protective and disinfectant means, and a social distance is necessarily maintained between them.
7. The Civil Service Office has developed and used online training platforms which give a chance to maintain the process of continuing education of civil servants.

8. The planned work with international partners continues in online regime.