

Baseline Questionnaire— Community Profile

Tumanian

GENERAL FEATURES OF COMMUNITY

Tumanian is located approximately 147 kilometers from Yerevan on Highway M-6, about 60 km south of the Georgian Border in Lori *marz*.



General Executive Summary

The political leadership of Tumanian is stable. Mayor Levon Zavarian is in his third term, and all but one of the seven council members was reelected. The city administration has a staff of 18.

Tumanian's population is 2,284 in 643 households. The city's economic base is primarily agricultural. Approximately 23 percent of the city's population works outside the city and in other countries, primarily Russia. Although the official local unemployment of the city is 18 percent, the local administration stated that it believes the real number is three to four times greater.

Tumanian's fiscal resources are very limited. The city's budget is relatively stable, but annual fund transfers from the central government have been unpredictable and uncertain. However, the city's land and property tax collection is steadily increasing, and the tax database has a low level of error at 10 percent. The city does not have an asset management system in place. Tumanian does not publish public announcements of procurements nor does it publish winning bidders. Additionally, the city does not have an internal control system or appointed internal auditor.

Tumanian's water and wastewater system is operated by the Armenia Water and Sewerage Company (AWSC), a national-government-owned enterprise.¹ However, one of the city's three districts for water service has been privatized. The city provides the following services: a kindergarten, art school, sports school, a community center, a library, and a historical museum. A private entrepreneur provides management and maintenance to the large apartment buildings. Also, a private entrepreneur provides solid waste collection and street cleaning services.

The city is not served by a local TV or radio station. There is a *marz* newspaper that provides some local news. The city has designated the secretary of staff to be the public relations representative for the city. Although the staff of the city has not received training on Armenia's Freedom of Information (FOI) Law, they stated that they were generally familiar with its requirements. Of the ten average monthly inquiries, requests for service, or complaints, the city responds to more than 90 percent within the timeframes stipulated in the FOI Law. City Hall does not have a

¹ In 2005, the AWSC signed a 5-year management contract with the French company SAUR.

directory to municipal offices or a listing of council members and contact information.

The local council has established a set of rules of procedures, but they are only a restatement of the relevant articles of the Law on Local Self Government (LLSG), which is vague and general in many areas of council affairs. The local council members have not received training on the roles and responsibilities of a council. The city does not post council meeting times and agendas for the public, nor does it post minutes of the meetings. Council does meet with constituents on a daily basis, even though there is no space at City Hall for such regular meetings. The local council has not carried out oversight hearings of municipal operations.

Table 1-1. Key Contacts

Position	Name	Telephone
Mayor	Levon Zavaryan	(0253) 2-29-94; (093) 31-00-61
Deputy Mayor	Yervand Shakaryan	(0253) 2-29-94
Chief of Staff	Mirhan Kochinyan	(0253)2-29-94

Table 1-2. General Information

Item	Number	Yes	No
Population, 2002 census	2,284		
Number of households	643		
Area (est.)	351 Hectares		
Certification of boundary			X
Term of mayor (1 st, 2nd, etc.)	3rd Term		
Number of local council members	7		
Number of local council members reelected	6		

Table 1-3. Gender Mix of Council and City Staff

Office	No. of Males	Percent of Total	No. of Females	Percent of Total
Mayor	1	100	0	0
City council	5	71	2	29
Finance Department	-	0	4	100
Out of the total staff	8	44	10	56

Figure 1-1. Organization Chart of Local Government

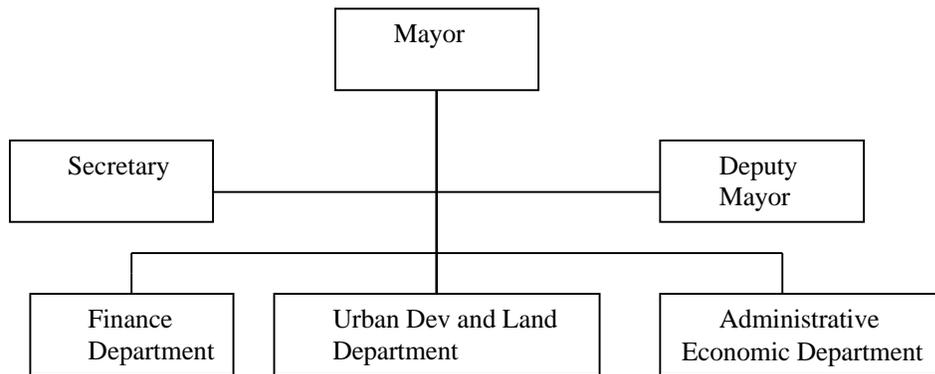


Table 1-4. Economic Base of City

Sector	Estimated Percentage of Local Activity
Agriculture	40
Transportation	15
Tourism	0
Industry (Light and Heavy)	10
Services	5
Small Commercial	20
Other	10
Total	100

The estimated unemployment rate for the city is 80 percent (people who own land are not considered unemployed). An estimated 529 residents are working temporarily in other countries (23 percent of the total current population).

Figure 1-2. Tumanian Economic Activity by Sector

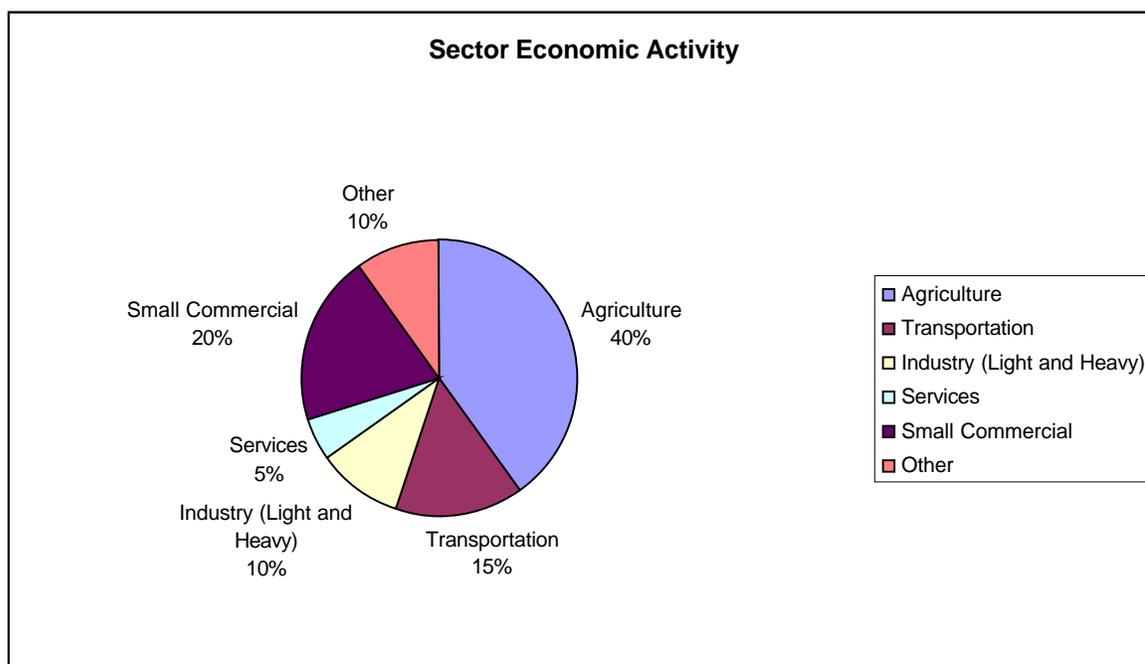


Table 1-5. Computer and Office Equipment of Local Government

Equipment Type	Number	Yes	No
Notebook computers			X
Desktop computers	2		
Servers	1		
Networked		X	
Copiers	1		
Fax machines	0		
Internet service		X	

Table 1-6. Computer Software in Use

Software Function	Yes	No
Word processing	X	
Microsoft Excel	X	
Specialized budget		X
Oracle (tax collection)	X	

Software Function	Yes	No
Geographic information system (GIS)		X
Citizen registry	X	
Office Works by Information Systems Development Training Center (ISDTC)	X	

Table 1-7. USAID or Other Donor Programs Active in Community

Donor	Type of Program
Save the Children	Potable water pipeline repair; construction of a public bath
World Food Programme (WFP)	Overflow creek cleaning and repair

USAID = United States Agency for International Development

Table 1-8. Active Nongovernmental Organization or Civil Society Organizations

NGO or CSO	Type of Cooperation or Service with Local Government
Veteran's Council	Consultative

CSO = civil society organization; NGO = nongovernmental organization

Table 1-9. How the City Receives Information about Adopted Legislation

Source	Yes	No
IRTEK (Legal Information Center)		X
Union of Communities	X	
<i>Marzped</i>	X	
National Assembly Web site		X
Other (newspapers, TV , etc.)	X	

COMPONENT TWO

LOCAL GOVERNMENT FINANCIAL MANAGEMENT SYSTEMS

Executive Summary

Tumanian’s fiscal resources are very limited. The city’s budget is relatively stable, but annual transfers from the central government have been unpredictable and uncertain. However, the city’s land and property tax collection is steadily increasing, and the tax database has a low level of error at 10 percent. The city does not have an asset management system in place. The city does not publish public announcements of procurements nor does it publish winning bidders. Additionally, the city does not have an internal control system or appointed internal auditor.

Table 2-1. Revenues and Expenditures, 2003–2005—Planned

Fiscal Year	Revenues in AMD	Per Capita Revenues (AMD)	Expenditures in AMD	Per Capita Expenditures* (AMD)
2005	19,428,700	8,506	19,450,200	8,516
2004	16,948,500	7,421	16,948,500	7,421
2003	20,017,200	8,764	20,017,200	8,764

AMD = Armenian drams
 Budget numbers include both operating and capital budgets .
 *Based on census population figures

Table 2-2. Revenues and Expenditures, 2003–2005—Actual

Fiscal Year	Revenues in AMD	Per Capita Revenues (AMD)	Expenditures in AMD	Per Capita Expenditures* (AMD)
2005	23,938,600	10,481	24,274,800	10,628
2004	15,756,200	6,899	15,559,800	6,813
2003	25,017,200	10,953	18,000,100	7,881

AMD = Armenian drams
 Budget numbers include both operating and capital budgets .
 *Based on census population figures

Table 2-3. Property Tax Collections, 2003–2005

Fiscal Year	Property Tax	Per Capita
2005	1,654,200	724
2004	1,604,500	702
2003	599,100	262

AMD = Armenian drams

Budget numbers include both operating and capital budgets .

*Based on census population figures

Table 2-4. Property Tax Collection Process

Activity	Amount	Description
Percentage error in property tax data	10%	Aggregate database error
Who collects the property tax ?		City Finance Department
Tax collection commissions		Not applicable
Tax collection problems		This is one of the poorest communities in Armenia , and the payments are sometimes made in installments. Local residents working outside the country and not paying taxes are a source of collection difficulty.

Table 2-5. Budget Process

Activity	Amount	Yes	No
Borrowed money from a bank			X
Citizen participation in the formation of the budget			X
Citizen participation in the adoption of the budget			X
Produced a budget in brief			X
Funding for projects in the community development plan			X

Table 2-6. Asset Management

Activity	Amount	Yes	No
Asset management plan developed			X
Local legislation regulating sale or lease of property			X
Public announcement of sale or lease of property		X	
Sale or lease of municipal property	450,000 AMD by auction	X	
Number of responses were received	2		
City has real estate market information for sale or lease of property		X	

AMD = Armenian drams

Table 2-7. Anticorruption Effort

Activity	Description
Who do citizens report suspected corruption to?	Mayor or <i>Marzped</i>
Have there been any reports of possible corruption ?	No
Are procurement bids published?	No
Are the advertisements posted in locations and in ways to solicit the maximum number of competitive offers?	No
How many bids are sought ?	Minimum of two
Are bid evaluation committees staffed with professionals to review offers?	Yes, Department Heads
Are the winning bids announced publicly?	Yes
What is the most useful criterion used by the city for accepting an offer for goods or services ?	Highest price in sale or lease of assets; lowest price in purchase of goods and services
Is an internal control system in place ?	No
Who is the internal auditor and who does he report to?	Finance Director and reports to the mayor
How is the collection of cash handled?	Locally, numbered cash receipts are used and deposits are made in the Alaverdi branch of the Armeconom Bank every 3 days.

COMPONENT THREE

PUBLIC SERVICE DELIVERY

Executive Summary

Two districts of Tumanian’s water and wastewater system is operated by the Armenia Water and Sewerage Company (AWSC), a national-government-owned enterprise.² The third was privatized earlier by the city. The city provides the following services: a kindergarten, art school, sports school, a culture house, a library and a historical museum. A private entrepreneur provides management and maintenance to the multi-apartment buildings. Also, a private entrepreneur provides the following services: solid waste collection and street cleaning.

Table 3-1. Basic Services Provided by the City

Mandatory Service	Service Provider	Approximate No. of People Served	Number of Employees	Funding Source
Kindergarten (1)	City budget org.	20	6	89% budget; 11% fee
Library	City budget org.	Entire city	2	100% budget
Sports school (1)	City budget org.	90	7	100% budget
Art school (1)	City budget Org.	28	7	78% budget; 22% fee
Historical museum	City budget Org.	Entire city; nearing completion	1	100% budget
Solid waste collection	Private entrepreneur: Samvel Veranian	820 families	5	100% fee
Street cleaning	Private entrepreneur Samvel Veranian	Entire city	Same as solid waste collection	100% budget
Apartment building maintenance	Private entrepreneur	328 apartments	4	100% fees

² In 2005, the AWSC signed a 5-year management contract with the French company SAUR.

Table 3-2. Environmental Operations

Service or Activity	Cited or Fined	Not Cited or Fined
Water treatment and supply		X
Wastewater collection		X
Solid waste collection		X

Table 3-3. Collection Rates for Services

Service	2003	2004	2005	Remarks
Apartment building maintenance	80%	80%	80%	Fees are charged by the private entrepreneur providing the management and maintenance
Solid waste collection	65%	70%	80%	Collection rate is for the fee portion of providing the service

COMPONENT FOUR

STRENGTHENING LOCAL GOVERNMENT PUBLIC RELATIONS

Executive Summary

The city is not served by a local TV or radio station. A *marz* newspaper provides some local news. The city has designated the secretary of staff to be the public relations representative for the city. Although the staff of the city has not received training on Armenia’s Freedom of Information (FOI) Law, they were generally familiar with its requirements. Of the ten average monthly inquiries, requests for service, or complaints, the city responds to more than 90 percent within the timeframes stipulated in the FOI Law. City Hall does not have a directory to municipal offices or a listing of council members and contact information.

Table 4-1. Access to Local Media

Media Type	Yes	No
Television		X
Radio		X
Newspaper	X (<i>marz</i> level)	

Table 4-2. Local Government Public Relations Responsibility and Capacity

Activity	Amount	Yes	No
Established public relations responsibility		X	
Aware of the FOI Law		X	
Received training on FOI Law			X
Established an information center			X
Track citizen requests for information or service, or complaint		X	
Manual tracking system		X	
Average monthly inquiries, service requests, and complaints	10		
Timely response to FOI requests	90%		
City has an information board		X	
City Hall has a directory			X
City staff has access to citizens (TV, public meetings, etc.)			X

Activity	Amount	Yes	No
City produces a newsletter for residents			X
City presents the budget to citizens			X
Youth involvement in local government activities			X
City collaborates with local nongovernmental organizations (NGOs)		X	
City Hall office numbers are published or otherwise made available to citizens		X	

FOI = freedom of information; NGO = nongovernmental organization

COMPONENT FIVE

ASSISTANCE TO LOCAL COUNCILS

Executive Summary

The local council has established a set of rules of procedures, but they are only a restatement of the relevant articles of the Law on Local Self Government (LLSG), which is vague and general in many areas of council affairs. The local council has not received training on the roles and responsibilities of a council. The city does not post council meeting times and agendas for the public, nor does it post minutes of the meetings. The council does meet with constituents on a daily basis even though there is no space at city hall for such regular meetings. The local council has not carried out oversight hearings of municipal operations.

Table 5-1. Local Council Composition and Contact Numbers

Council Member	Gender	Contact Information
1. Susanna Beglaryan	F	(0253) 358
2. Gekhair Melkonyan	M	(0253) 254
3. Meruzhan Khochoyan	M	(0253) 603
4. Seyran Shahverdyan	M	(0253) 239
5. Anahit Ramazyan	F	(0253) 330
6. Nerses Shahverdyan	M	(0253) 496
7. Roman Gorginyan	M	(0253) 224

Table 5-2. Council Training and Selected Practices

Item or Activity	Yes	No
Are established rules of procedures in place?	X	
Have council members received training on the role and responsibilities of the council?		X
Do newly elected council members receive any training ?		X
Do council members receive meeting agendas 3 days prior to public meetings ?	X	
Are meeting agendas and time and place publicized prior to the meetings ?		X
Do citizens actively participate in council meetings ?		X
Are minutes of the council meetings open to public?		X

Item or Activity	Yes	No
Does the council participate in the strategic planning for the city ?		X
Does the council conduct service oversight hearings ?		X
Have council members participated in publicizing issues ?		X
Are council members knowledgeable of city operations ?	X	
Does the council receive legal guidance on passing local laws ?		X
Do council members meet with constituents regularly ?	X	
Is there a place at City Hall where council members can meet with constituents ?		X
Has the council used advisory committees, focus groups . or special problem workgroups ?		X
Does City Hall have a place for council members to receive mail or other communications ?		X