



MINISTRY  
OF INTERNAL  
AFFAIRS OF GEORGIA

2020  
REPORT



MINISTRY OF INTERNAL  
AFFAIRS OF GEORGIA

SERVING GEORGIA



The 2020 year was truly a year of unexpected and complex challenges.

The world found itself in a completely different reality in the face of the new Covid-19 pandemic. Georgia was no exception in this regard. The pandemic completely changed the agenda of the Georgian Government, therefore, ours as well. A large team from the Ministry of Internal Affairs, consisting of all departments, worked in emergency mode throughout the year. Due to the created situation, in coordination with the government, the Ministry implemented the decisions made by the Coordination Council on a 24-hour basis.

Despite the pandemic, we did not stop for a moment in the uncompromising fight against crime, which has been reflected in specific figures. In this report you will get familiarized with the activities implemented in 2020 and the future priorities of the Ministry.

Vakhtang Gomelauri

Minister of Internal Affairs



## PRIORITIES FOR 2020

- CRIMINAL POLICE REFORM
- FIGHT AGAINST ORGANIZED CRIME
- FIGHTING THE COVID-19 PANDEMIC
- IMPROVING THE HUMAN RIGHTS PROTECTION STANDARD
- DEVELOPMENT OF SERVICES
- ROAD SAFETY
- BORDER MANAGEMENT AND MIGRATION
- EMERGENCY SITUATIONS MANAGEMENT
- DEVELOPMENT OF INTERNATIONAL POLICE COOPERATION
- RAISING THE QUALIFICATION OF THE EMPLOYEES OF THE MINISTRY
- INCREASE POLICE EFFICIENCY AS A RESULT OF LEGISLATIVE CHANGES
- ENSURING A SAFE ENVIRONMENT FOR ELECTIONS
- IMPLEMENTATION OF ONGOING AND PLANNED PROJECTS
- DEVELOPMENT OF INFRASTRUCTURE
- STRATEGIC COMMUNICATIONS AND PUBLIC RELATIONS







## CRIMINAL POLICE REFORM

Criminal police reform is the basis of policing. As a result of the criminal police reform, we will get much more qualified staff of investigators, and the operational component will be defined as a separate direction of the activity. The process of separation of operative, investigative and district directions is underway.

After Tbilisi, the separation process of functions concerned the Central Criminal Police Department and the Police Department of the Autonomous Republic of Abkhazia. The separation process of competencies continues throughout Georgia.

As part of the separation of investigative and prosecutorial functions, a draft amendment to the Criminal Procedure Code has been prepared and an action plan is being developed in line with the recommendations of the Venice Commission.





## COMMUNITY-ORIENTED POLICING

The Ministry of Internal Affairs continues to work on the development of community-oriented-policing. The institute of a community police officer is being gradually introduced, aiming at strengthening the preventive activities of the police.

On the basis of the Decree of the Minister of Internal Affairs, a special working group was established, which developed the strategy of community policing for 2020-2023 and the relevant action plan for 2020-2021 years.

The project currently includes the Vake-Saburtalo, Old Tbilisi, and Didube-Chugureti main divisions of the Tbilisi Police Department.

263 community police officers have been appointed to the Tbilisi Police Department. Community police officers are actively involved in various social activities. In this regard, the cooperation with the LEPL Office of Resource Officers of Educational Institutions and the representatives of the non-governmental sector continues. From January 2020 to March 2020, 11 meetings were held with schoolchildren.

Along with other employees of the Ministry of Internal Affairs, community police officers have also been actively involved in managing the pandemic situation and reducing the risks associated with the spread of the disease.

IN THE FUTURE, COMMUNITY POLICE OFFICERS WILL BE INTRODUCED TO ISANI-SAMGORI AND GLDANI-NADZALADEVI MAIN DIVISIONS OF TBILISI POLICE DEPARTMENT, AND THEREINAFTER, GRADUALLY, THEY WILL COVER THE WHOLE GEORGIA.







# HUMAN RIGHTS

ENHANCING HUMAN RIGHTS PROTECTION MECHANISMS IS ONE OF THE KEY PRIORITIES OF THE MINISTRY OF INTERNAL AFFAIRS.

- The Ministry has established the Main Division for Juvenile Affairs, which responds to crimes and administrative offenses committed by / against juveniles throughout Tbilisi;
- The Ministry of Internal Affairs continues to work to create an environment tailored to the interests of minors. At the moment, in the administrative buildings of the Ministry, in accordance with the concept and recommendations of the UNICEF, a child-friendly environment is created in Tbilisi, Rustavi and Kutaisi;



- At the initiative of the Ministry, the Law on Combating Sexual Freedom and Inviolability was adopted in 2020, which aggravated the law on persons convicted of crimes, in particular, they are restricted from the right to working as a doctor, social worker in an educational institution, children's centers and pre-school institutions and other rights. Also, in order to prevent sex crimes, mechanisms for monitoring perpetrators have been established. Amendments were made to the Criminal Code and the punishment for rape of a minor was tightened and it became possible to impose life imprisonment;
- In order to improve the mechanisms for combating violence against women and domestic violence, another important innovation has been launched - electronic monitoring of abusers has been introduced, which will increase guarantees for the safety of victims;
- From September 1, 2020, together with the issuance of a restraining order, in case of



a real threat of a recurrence of violence, it became possible to establish electronic surveillance against the abuser;

- For the Ministry, along with effective crime investigation, it is important to support the victim and witness of the crime. With these priorities in mind, the Witness and Victim Coordinator Service was expanded in the

second half of 2020 to cover all territorial units of the Ministry;

- The main purpose of the service is to facilitate effective communication between the investigator and the victim/witness and to help deal with the stress caused by crime. In 2020, the coordinators provided assistance to up to 1 000 citizens.



As a result of the active work of the Human Rights Protection and Investigation Quality Monitoring Department:

- Number of events were held for raising public awareness on the issues of violence against women and domestic violence, child marriage and sexual harassment. Furthermore, the process of staff retraining continued

intensively, including in a remote way, during which more than 700 employees were trained;

- Based on the implemented legislative changes, the risk assessment tool was updated and special instructions were issued;
- At the same time, as a result of cooperation with the Academy of the Ministry of Internal Affairs, a distance learning course has been

developed related to the rule of electronic supervision and the staff is being intensively trained;

- Based on the training materials of the OSCE and the Council of Europe, a process of cascade retraining of staff on effective detection and investigation of hate crimes has been launched, with more than 150



Gogita Todradze signed the Memorandum of Understanding for production of statistics on crimes committed on the grounds of intolerance and discrimination and the publication of a joint report; as a result, the data collection methodology will be improved from 2021;

- Based on the extended mandate of the Human Rights Protection and Investigation Quality Monitoring Department, an effective investigation quality control mechanism has emerged in the system. Ongoing monitoring and in-depth analysis of the results made it possible to identify shortcomings in the investigation and to develop relevant recommendations for a number of investigative actions;
- In order to strengthen the investigative component, the representatives of the Department held meetings with the employees of the regional police departments; the meetings were attended by more than 200 officers;
- In order to raise public awareness on current legal issues, informative articles have been placed on the Department’s website.

employees being retrained. As a result, volume of identification of the motive for discrimination by investigators at the crime investigation stage has increased significantly;

- Video and information materials were produced to raise public awareness on anti-discrimination issues. The Ministry was actively involved in the

campaign organized by the Council of Europe - “Equality Week”;

- With the support of the Council of Europe, the Minister of Internal Affairs Vakhtang Gomelauri, the Prosecutor General Irakli Shotadze, the Chairman of the Supreme Court Nino Kadagidze and the Executive Director of the National Statistics Office



## FIGHT AGAINST ORGANIZED CRIME

### PRIORITY DIRECTIONS OF 2021-2024 STRATEGY HAVE BEEN IDENTIFIED

The Ministry continues to work actively in the field of fight against organized crime. It is especially important to strengthen the Interagency Coordinating Council for Combating Organized Crime approved by the Resolution of the Government of Georgia, to increase the efficiency of the activities, to develop joint activities to fight organized crime and to establish an inter-agency agreement. The function of the Secretariat of the Council is assigned to the Information-Analytical Department of the Ministry of Internal Affairs, which also chairs two thematic working groups established within the Council and is accountable to the Council.

According to the rules of elaboration, monitoring and evaluation of the policy

documents approved by the Resolution of the Government of Georgia, in coordination with the Secretariat, the draft Strategy for Combating Organized Crime for 2021-2024 and the Action Plan for 2021-2022 were developed. After the approval of the draft documents by the relevant commissions of the Interagency Council and Security Council, the strategy and action plan will be submitted to the Government of Georgia for approval.

It should be noted that the continuation of efforts in the field of prevention and fight against organized crime, as well as the preparation of the relevant strategy and action plan, is one of the obligations to be fulfilled by Georgia under the Georgia-EU Association Agenda.

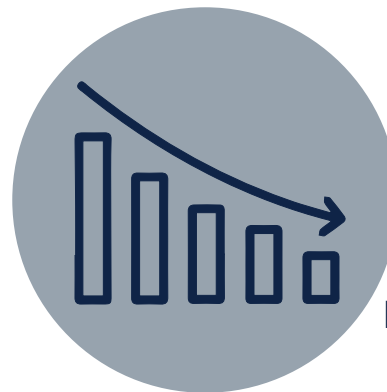


## CRIME STATISTICS OF 2020

AS A RESULT OF THE EFFORTS OF LAW ENFORCERS, THE NUMBER OF REGISTERED CRIMES IN 2020 DECREASED BY 11.74% COMPARED TO 2019

**-11.74%**

THE NUMBER OF REGISTERED CRIMES THAT AFFECT THE CRIMINOGENIC SITUATION IN THE COUNTRY HAS BEEN DECREASED.



ARMED ROBBERY	-28.37%
EXTORTION	-30.09%
ROBBERY	-28.23%
THEFT	-10.96%
ROBBERY OF APARTMENTS	-30.03%
ATTEMPTED MURDER	-6.67%

Information on registered crimes is provided to the public on a monthly basis





Cybercrime has increased significantly; this is a global challenge driven by the increased use of Internet resources. Also, the cases of domestic violence have increased, which is due to the increase of reporting crime to the police.

CYBERCRIME	+18.66%
DOMESTIC VIOLENCE	+6.92%
MURDER	+11.68%



5

SO-CALLED "THIEVES IN LAW"  
WERE PROSECUTED



49

INDIVIDUALS WERE DETAINED AND CHARGED  
FOR THE MEMBERSHIP OF AND SUPPORT  
SO-CALLED "THIEVES' WORLD" AND REFERRAL  
TO A "THIEF IN LAW"



71

INDIVIDUALS WERE  
DETAINED FOR THE SALE  
OF DRUGS



ORGANIZED GROUP OF DRUG-CRIMINALS  
WAS IDENTIFIED, AND

40kg

OF HEROIN WAS SEIZED AS A RESULT OF  
INTERNATIONAL COOPERATION



16

INDIVIDUALS INVOLVED IN ONLINE SALE  
OF DRUGS WERE PROSECUTED



**13**

INTERNET DRUG STORES  
WERE CLOSED



**1**

DRUG LABORATORY PRODUCING  
PSYCHOACTIVE SUBSTANCES HAS  
BEEN EXPOSED

## SEIZED FROM ILLEGAL CIRCULATION:

**89 kg** OF HEROIN

**7 000 pills** OF SUBUTEX/SUBOXIN

**1 kg** OF COCAINE

**6,5 kg** OF NEW PSYCHOACTIVE SUBSTANCES



**6**

INDIVIDUALS WERE ARRESTED ON  
TRAFFICKING CHARGES



**152**

CYBERCRIMINALS WERE  
DETAINED AND PROSECUTED



## Trafficking

The fight against trafficking is a priority for the Ministry of Internal Affairs. According to a report of the US State Department, Georgia fully meets the international standards necessary to prevent trafficking and in 2020 is still in the first basket.

In order to prevent trafficking, mobile groups are created within the Ministry. In 2020, these groups inspected 70 high-risk facilities, interviewed 239 people; 6 individuals are arrested on trafficking charges.

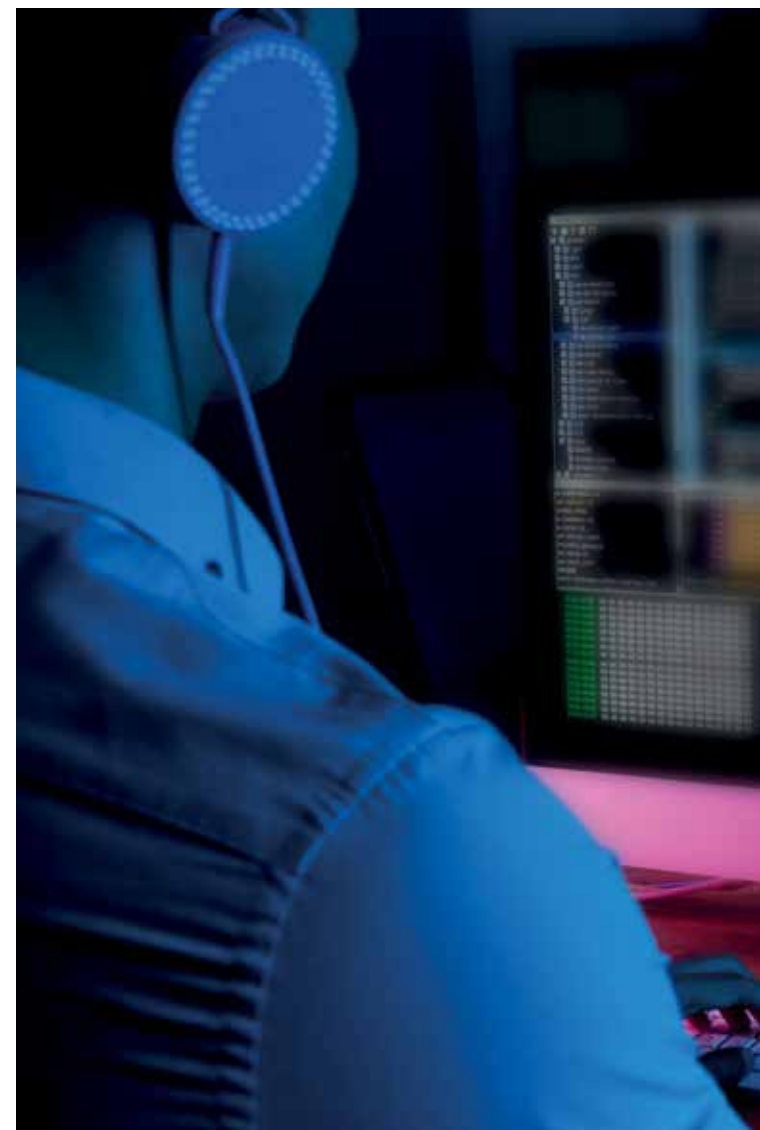
## Cybercrime

With the development of modern technology in the 21st century, cyber threats and related criminal activities are increasing, crime methods and forms are evolving, which is leading to an increase in cybercrime.

Unlike ordinary crime, cybercrime has a global character and, consequently, is a challenge for not only Georgia but the whole world.

The Ministry of Internal Affairs is taking important measures to strengthen its activities in this particular direction.

In 2020, 152 cybercriminals were detained by the police and brought to criminal responsibility.



ACCORDING TO A REPORT BY THE US STATE  
DEPARTMENT, GEORGIA IS STILL IN THE FIRST BASKET



## UNPRECEDENTED INTERNATIONAL POLICE OPERATION

IN 2020, IN COOPERATION WITH EUROPOL AND INTERPOL, GEORGIAN POLICE OFFICERS TOOK PART IN AN UNPRECEDENTED INTERNATIONAL POLICE OPERATION. LAW ENFORCEMENT AGENCIES OF 16 COUNTRIES WERE INVOLVED IN THE OPERATION; AS A RESULT, 20 MEMBERS OF THE CRIMINAL NETWORK WERE ARRESTED, INCLUDING GEORGIANS, WHO, ON THE ORDERS OF THE WORLD'S LEADING CYBERCRIMINALS, LAUNDERED TENS OF MILLIONS OF EUROS. THIS OPERATION WAS PRECEDED BY THE COMPLEX INVESTIGATION IN EUROPEAN AND AMERICAN COUNTRIES. THE CENTRAL CRIMINAL POLICE DEPARTMENT WAS INVOLVED IN THIS OPERATION ON OUR PART.



## PATROL POLICE





- In 2020, the fleet of patrol police was renewed. The old vehicles were replaced with 100 new Skoda cars;
- The winter uniform of patrol inspectors has been changed. Warm jackets and winter boots of modern design are specially designed for patrol police officers and meet all international standards. The uniform is made in Georgia, from high quality and durable material. New winter uniforms were delivered to 4 000 patrol police officers across the country.
- Border checkpoints of the Main Division of Border Management and Coordination of the Patrol Police Department of the Ministry of Internal Affairs, with the support of the International Organization for Migration, have been equipped with the latest first line inspection equipment;
- In 2020, the Unified Service Center of Mtskheta-Mtianeti region was opened.



- In 2020, with financial support of the UNDP in order to improve the services, the Unified Service Center:
  - Started the introduction of self-assessment system (CAF);
  - Organized the training for improving the qualification of the employees in effective communication, service plus, basics of management, quality management, conflict and emotion management;
  - Fully adapted the infrastructure of the Unified Service Center for people with disabilities;
  - Introduced Sign Language and adapted the center for the deaf and heard-of-hearing individuals;
- As part of the road safety campaign theoretical and practical lessons on road safety were conducted in schools. The project was implemented in the schools in Tbilisi and major cities of Eastern Georgia;



- The entire patrol police force was actively involved in the fight against Covid-19. Patrol-inspectors, in parallel with the assigned duties, enforced the decisions made by the

Coordination Council on a 24-hour basis. During the Covid-pandemic, the staff of the Unified Service Center served the citizens continuously, in a remote mode









## 112 – PUBLIC SAFETY MANAGEMENT CENTER

In the framework of systemic upgrade of the Ministry of Internal Affairs of Georgia, in accordance with international practice, for maximum coordination and in order to improve operational response to incidents, the LEPL 112 and the Joint Operations Center were merged and the Public Safety Management Center 112 was established.

The LEPL 112 provides relevant telephone services for the operative and effective management of emergency response, as well as 24-hour continuous video surveillance throughout the country to administer the detection of violations of the law and strengthen road safety.

### The main activities of the center are:

- Improving the fight against crime;
- Efficient management of road safety;
- Efficient fight against domestic violence;
- Establishment of an integrated public safety management system;
- Efficient crisis prevention / management;
- Efficient data processing / analysis;
- Control of activities of private security services.







## Road safety

An additional set of measures (“smart cameras”, contactless patrolling, video-recognition crews, increasing the number of crews equipped with breathalyzers, etc.) has been developed to organize, ensure and regulate traffic and to increase efficiency of administration and enforcement.

In total, 4786 video cameras have been installed throughout Georgia, including 1751 plate recognition and 3035 - general vision video cameras. For the purpose of medium speed control and traffic administration, a total of 270 speed control sections have been put into operation on the roads of international and domestic importance of Georgia, on the basis of which a total of 1152 km long road section is controlled.

In 2020, 319 video cameras were installed across the country, out of which 173 are general vision and 146 are plate recognition - so-called “Smart” video camera;

54 sectional radars have been launched across the country, covering 291 km.



## American program ProQA

The 112 introduced the ProQA - incident types and case priorities definition program, operating on the basis of protocols relevant to international standards.

The program minimizes the risk of human error in prioritizing and responding to cases. In addition, for particularly difficult cases, the program automatically generates first aid instructions, which is an important guarantee of saving the patient’s life before the ambulance arrives on the spot.

The system has been operating for over 25 years and implemented in more than 50 countries. It consists of three protocols: Police, Fire-Rescue and Emergency Medical.

At this stage, the system is working properly according to the fire-rescue protocol.

Work is underway to introduce police and emergency medical protocols as well.



## Electronic Monitoring Center

An electronic monitoring center has been set up at the Public Safety Management Center 112, in the framework of which the implementation of electronic supervision provided by the Law of Georgia on Elimination of Violence against Women and/or Domestic Violence and Protection and Support of Victims of Such Violence has started.

From September 1, 2020, at the initiative of the Ministry of Internal Affairs, based on amendments in the legislation, an electronic surveillance program was launched, which is technically monitored by the Public Safety Management Center 112.

## Training Center

Training Center of the Public Safety Management Center 112 constantly takes care of raising the qualification of its employees.



The Center also provides services to related agencies and other organizations.

In 2020, 459 employees were retrained by the trainers of the Training Center in various areas, both in effective communication and in the program part.

Also, 1456 employees of related agencies and other organizations were retrained, including 1015 family doctors - in the program part, and 339 employees of the Unified Government Hotline - 144 - both in effective communication and in the program part.



## Works conducted by the 112 and the Unified Government Hotline 144 during Pandemic Situation

- Compared to 2019, the number of incoming calls in 2020 increased by 46%;
- In 2020, the number of incoming calls to 112 reached 7 million. A total of 6 935 000 calls

were received, out of which 4 507 750 were targeted and 2 427 250 were non-targeted calls. Of course, such a sharp increase in calls was caused by the pandemic and that

is why the number of operators in the 112 increased by 115%. A total of 230 operators were added. At this point, the total number of operators amounts to 443;

- In 2020, the number of targeted calls has been increased by 74% compared to the previous year, while the number of non-targeted calls has been increased by 12%;
- In 2020, 65% of incoming calls were targeted and 35% - non-targeted;
- Before the pandemic, the operators of the 112 answered up to 14 000 calls in 24 hours. During the pandemic, an average of 19 000 calls were received per day;
- In connection with the pandemic, on March 30, 2020, the 112 launched the Unified Government Hotline 144 on the basis of the existing infrastructure;
- Due to urgency, hotline infrastructure was arranged in 3 different locations throughout Tbilisi;
- Due to pandemic-related overload, it became necessary to strengthen the server and network infrastructure. That is why the 112 purchased and upgraded the server and network infrastructure.





## EMERGENCY MANAGEMENT SERVICE

- The Emergency Management Service met the year of 2020 with 30 new European-standard Magirus fire-rescue vehicles and new technical equipment;
- In 2020, the EMS purchased a fire ladder, as well as 10 rescue and 1 fire vehicles were donated to EMS in the framework of International Partnership. Most of the fire trucks were deployed in municipalities 3 were transferred to the CBRN unit;
- New buildings were built in Borjomi, Chkhorotsku and Anaklia. A new unit has been opened in Anaklia with a new building that will increase the effectiveness of the response and serve the surrounding villages in addition to Anaklia. The building is multi-functional and in addition to the fire-rescue direction, there will also function a water rescue service, including a diving-rescue department;
- In 2020, for the first time, food was provided to firefighters in shifts;
- Since July, the salaries of all fire-rescuers have been increased in the same way as the salaries of other units of the Ministry of Internal Affairs;
- At the initiative of the Minister of Internal Affairs, Vakhtang Gomelauri, the salaries of rescue divers have been increased by 100% since September;
- In parallel with responding to disasters, fire-rescuers were actively involved in the fight against the Covid-pandemic. They set up a 100-person field hospital in Marneuli overnight, assisted doctors, locals, cared for the transportation of the Covid-patients, as well as assisted local municipalities in disinfecting streets;
- In parallel with fighting the pandemic, rescuers continued to respond to emergencies, fighting fires and natural disasters efficiently.





- The Racha disaster was large-scale. fire-rescuers rescued 706 people from the disaster zone, built temporary ropeways for delivering the medicine and products to the population;
- In 2020, firefighters extinguished several dozen forest fires;
- The fires in Svaneti were difficult. There were cases when fire special vehicles could not reach the hearths due to difficult terrain, and firefighters often used mining equipment to walk to the hearth and work continuously day and night;
- In 2020, there were several market fires, including in Lilo, the so-called Eliava Market, on Tsereteli Avenue and in Varketili. The latter posed a particular threat as there was a real danger of the petrol station exploding and the fire moving into the residential building;
- On the Black Sea coast, from June to August, rescuers saved the lives of 346 civilians.







## BORDER POLICE



IN 2020, PARTICULARLY SIGNIFICANT STEPS WERE TAKEN IN THE DIRECTIONS TO IMPROVE BORDER INFRASTRUCTURE, EQUIP THE STATE BORDER WITH MODERN TECHNICAL MEANS OF SURVEILLANCE, DEVELOP AVIATION CAPABILITIES, DEEPEN INTERNATIONAL RELATIONS AND COOPERATION WITH NATO.

IN 2020, WITH THE FINANCIAL SUPPORT OF THE US GOVERNMENT AND THE EUROPEAN UNION, A NUMBER OF IMPORTANT PROJECTS WERE IMPLEMENTED FOR THE BORDER POLICE OF GEORGIA.



- With the support of the US Defense Threat Reduction Agency (DTRA), 4 Border Sectors of the Land Border Protection Department of Border Police were built:
  - Dedoplistskaro Division Sector “Lekiskure” (electronic surveillance system was also set up at the protected section);
  - Batumi Division Sector “Chirukhi”;
  - Kazbegi Division Sector “Juta”;
  - Kazbegi Division Sector “Truso”.
- In order to improve border protection capabilities, the Border Police have upgraded the personal equipment of the border guards, detection and response to border incidents, as well as transport and communication facilities;
- With the financial support of the US Defense Threat Reduction Agency (DTRA), 20 units of all-terrain “Argo” were handed over to the Border Police to improve border protection capabilities;







- Border police fleet was strengthened with 90 off-road vehicles and 6 trucks;
- The radio-communication system of the Coast Guard has been completely renewed;
- With the support of Turkey, the coast guard vessels - “Sokhumi” and “Poti” were overhauled;
- Border aviation pilots have operated a number of flights during border, fire and rescue emergencies. In addition, civilian flights were performed to assist the mountain population;
- The Georgian Border Police is closely cooperating with the NATO Joint Maritime Command. As part of a bilateral tactical memorandum, the Coast Guard is supporting NATO’s anti-terrorist operation “Sea Guardian”, exchanging tactical and intelligence information;
- In 2020, a new Memorandum of Understanding was signed between the Border Police and the NATO Joint Maritime Command (MARCOM), which significantly expanded the areas of cooperation;





- In 2020, based on the Government Decree, the procedure for issuing diplomatic permits was simplified for entry into the territorial waters and ports of Georgia for the permanent maritime units of the Alliance, as well as for NATO-operated ships;
- In October 2020, Coast Guard boarding teams underwent the first stage of the second level of NATO certification assessment [SEL-2]. The assessment process is scheduled to be completed in 2021, after which the Georgian Coast Guard will have boarding teams trained, equipped and certified to participate in NATO maritime operations;
- With the financial support of the US Embassy Export Control and Border Protection (EXBS), the Akhaltsikhe Division border sector is currently under construction;
- The construction of the border sector adjusted to modern standards on the territory of Davit Gareji will be completed in the nearest future.





## SERVICE AGENCY



- In 2020, the Service Agency started issuing additional new certificates, concerning:
  - Deprivation of the right;
  - Conviction for crimes against sexual freedom and inviolability;
  - Criminal liability of a legal entity.
- A new rule on issuing information on the legal status of vehicles and weapons entered into force in September;
- According to the new regulations, a certificate on the legal status of the vehicle is issued at the request of the owner of the motor vehicle or any interested person, based on the written consent/power of attorney issued by the owner;
- A certificate on the legal status of the weapon is issued at the request of the owner of the weapon or any interested



person, based on the written consent/power of attorney issued by the owner.

- A new service for production and restoration of lost or damaged state license plates was added to Tbilisi Division of the Regional Department of the Service Agency.
- The deadline for changing the state license plates of the old model of vehicle at the Service Agency, based on a legislative change, was extended until April 1, 2021.
- A new design of the weapon registration certificate has been elaborated

### Remote registration of weapons purchased in the store

Since October 2020, the Service Agency has launched a remote registration service on weapons.

These services are available for both Georgian citizens and foreigners who hold a residence permit issued on the territory of Georgia.

From October 2020, a person holding a license on trading in weapons and ammunition (arms shop) can get authorization from the Service Agency of the Ministry of Internal Affairs, after which the person purchasing the weapon is allowed to register the weapon on the spot - in the store, without visiting the Agency.

Within the framework of remote services, when registering a weapon through an authorized person, the Service Agency also offers postal services to the person concerned. In particular, the Agency will send the weapon purchaser a registration certificate through a courier to the pre-agreed address, which will save the service recipient's time.



- The Agency will provide additional services to the citizens through the Unified Service Center of the Patrol Police Department.
- From December 2020, interested persons have the opportunity to apply to the Agency through the Unified Service Center of the Patrol Police Department of the Ministry of Internal Affairs of Georgia for:
  - Issuance of a criminal record certificate;
  - Issuance of a certificate on a person's conviction;
  - Issuance of a certificate on deprivation of the right;
  - Issuance of a certificate on issuing a driving license;
  - Issuance of a certificate on the legal status of the vehicle;
  - Issuance of a certificate on the legal status of the weapon;
  - Issuance of a certificate on crossing (leaving/entering) the state border of Georgia;

- Issuance of a search warrant on a person missing;
- Issuance of a certificate of conviction for a crime against sexual freedom and inviolability;
- Issuance of a certificate of criminal liability of a legal entity.
- The Service Agency ensures the transfer of data on administrative offenses to an authorized enterprise (bank, insurance companies, etc.).
- Persons with the status of an authorized enterprise granted by the Agency will continuously provide their clients with complete and comprehensive information on the fact of administrative offenses.
- The Agency, on the basis of a contractual relationship, provides deployment of its employees for the on-site services in car centers, car markets and leasing companies.

## NEW TELEPHONE CONSULTING SERVICE NUMBER HAS BEEN LAUNCHED **12 72**

- Renovation-reconstruction of the central registration hall of the Rustavi Service Agency has been completed;
- A new building was opened at 21, Kavtaradze Street in Tbilisi, where weapons are registered and license plates are printed / issued.
- A new practical examination field was arranged in Kutaisi and a waiting building was built.
- Arrangement of a field required for a practical driving test in Gori has been completed.
- The construction of a new building in Batumi has been completed, where the Service Agency provides production and issuance of vehicle registration signs (state license plates and transport registration certificates), as well as the printing and issuance of vehicle driving licenses.
- In order to prevent the possible spread of the coronavirus, protective glass barriers have been installed in all structural units of the Service Agency.



# SPECIAL TASKS DEPARTMENT

REPRESENTATIVES OF THE SPECIAL TASKS DEPARTMENT STAND AT THE OCCUPATION LINE AND PROTECT THE SECURITY OF THE COUNTRY, HOWEVER, DURING THE PANDEMIC, THEIR FUNCTIONS WERE ALSO EXPANDED: THEY CONTROLLED AT CHECKPOINTS THE ENTRY AND EXIT OF CITIES ACROSS THE COUNTRY AND MAINTAINED PUBLIC ORDER AND SECURITY 24 HOURS A DAY IN CLOSED MUNICIPALITIES.



- In 2020 communications reform was implemented and the Department was equipped with modern TETRA type radio stations;
- Vehicles were equipped with GPS trackers, which created an effective control mechanism for the movement of vehicles of the unit;
- New tactical shooting training spaces (shooting houses) were arranged in the structural units of the Department;
- A comprehensive assessment of the occupation line was carried out, the current tactical and logistical situation, as well as future priorities were determined;
- Salaries were gradually increased.



# TEMPORARY DETENTION DEPARTMENT



- At the end of January 2020, the repair works in Ozurgeti temporary detention isolator were completed, where a medical station was also arranged and put into operation. Medical points were also opened in Senaki, Chiatura and Signaghi isolators. As of today, out of 30 temporary detention isolators operating across the country, the medical point is already functioning in 23 isolators. The increasing of the number of medical points will continue in 2021;
- In 2020, a new temporary detention isolator and a facility for administrative detainees were opened in Tbilisi. Both buildings fully comply with international standards, in particular, each detainee is provided with a standard of living space, medical facilities are functioning, isolators are equipped with modern video surveillance equipment and are tailored to the needs of people with disabilities;



- Facility for administrative detainees operates differently from temporary detention isolators and allows them to engage in additional activities and services. A walking area was arranged outside the building, with exercise equipment; the facility has a library, as well as a common area for watching TV shows and playing table/onboard games;
- In 2020, various repair works were carried out in 19 isolators;
- In 2020, within the framework of the Council of Europe project, the Instruction on Monitoring Temporary Detention Isolators was developed and approved by the order of the Minister of Internal Affairs, detailing the process of monitoring of Temporary Detention Isolators, in particular, principles, rules and procedure of implementation of planned or unscheduled monitoring by the





Monitoring Service as well as the rights and responsibilities of individuals conducting monitoring and other issues related to their activities;

- In 2020, the staff of the Monitoring Service underwent training in the areas of monitoring methodology and human rights;
- In order to eliminate the gaps in medical examination and to introduce uniform standards, a detailed medical examination instruction was approved in the beginning of 2020, which is a guide for medical staff working in isolators aimed at obtaining maximally accurate information about health condition of a detainee and existing complaints, documentation of body injuries in accordance with the Istanbul Protocol, as well as revealing the facts of possible violence against the detainee;



- In order to raise the qualifications of medical staff of temporary detention isolators, within the framework of the Council of Europe-supported project

“Support for Juveniles and Adult Detainees” the trainings for trainees were conducted. The trainers will train the practitioners and physicians to be



- From March 26, 2020, in order to reduce the risks of the spread of COVID-19, the trials of persons placed in isolators began to be conducted remotely. The Ministry of Internal Affairs provided the isolators with the necessary equipment in the shortest possible time, appropriate infrastructure was arranged at all locations and staff was retrained. In total, from March 26, 2020 to December 31, 2020, remote trials of 3846 persons placed in isolators were held, including:

- 3565 proceedings - against persons detained under the relevant articles of the Criminal Code;
- 281 proceedings - against persons detained under the relevant articles of the Code of Administrative Offenses.

employed in future in documenting injuries;

- Under the same project, in 2020, 50 medical workers were trained in provision

of quality medical care in temporary detention isolators, and 42 physicians were trained on the topic: “Interviewing techniques for victims of ill-treatment”;



## FORENSIC-CRIMINALISTICS DEPARTMENT



- With the support and involvement of the Bureau of International Narcotics and Law Enforcement Affairs (INL), the laboratories of the Forensic-Criminalistics Department were successfully accredited according to the international standard - ISO17025. In particular, 6 laboratories of the Department were accredited, namely: Tbilisi Dactyloscopic Examination Laboratory, Regional Dactyloscopic Examination Laboratories in Gori, Akhaltsikhe and Batumi, as well as Tbilisi Habitoscopic Examination and Documents Technical / Graphic Examination Laboratories;
- A new Material Evidence Turnover Division was created for transportation of evidences from police units to storage facility;
- With the support of the US Department of Energy and the EU Joint Research Center, unified electronic library of nuclear-



radiation expertise, materials seized from illicit circulation and abandoned nuclear-radiation sources will be completed in the nearest future;

- By organization of the Quality Control and Organizational Maintenance Division of the Forensic –Criminalistics Department and with support and involvement of the US Department of State’s INL program, the work has begun on standardizing the crime scene activities; obtaining of international ISO17020 accreditation from authorized American Accreditation Authority (A2LA) for Tbilisi Forensic-Criminalistics Division is planned;
- In August 2020, Minister of Internal Affairs, Vakhtang Gomelauri hosted the US Ambassador to Georgia, Kelly Degnan, the Head of the local office of Bureau of International and Law Enforcement Affairs (INL) - Rebecca Hunt and Senior Police Advisor of the US Embassy - Michael Turner at the Forensic-Criminalistics Department of the Ministry of Internal Affairs. The guests visited



the new building, “DNA” laboratory, various laboratories for drug and pharmaceutical, ballistic, dactyloscopic, habitoscopic, photo-video and computer-technical laboratories

and familiarized with the specifics of work of the Department;

- In September 2020, the Forensic-Criminalistics Department was visited

by the Director General of the Spanish Guardia Civil, Maria Gamez Gamez, the Spanish Police Attaché to Turkey - Antonio Doblas and the Chief of the International Cooperation Center of the Criminal Police - Jose Antonio Mayado. The guests familiarized with the specifics of the work of the Department and discussed plans for future cooperation;

- In accordance with the resolution of the Government of Georgia, from November 26, 2020, the Forensic-Criminalistics Department has begun testing of the employees of the Ministry of Internal Affairs by PCR method;
- On the basis of the Forensic-Criminalistics Department, which is staffed with the team of qualified specialists and equipped with modern, globally recognized, latest systems of genetic testing laboratory of international standards, 1000 laboratory examinations can be conducted per day;



- On the basis of the Narcology Centers of the Forensic-Criminalistics Department of the Ministry of Internal Affairs, 7 “Covid-Centers” were established throughout

the country, namely in Tbilisi, Telavi, Gori, Akhaltsikhe, Kutaisi, Zugdidi and Batumi. The mentioned Covid-Centers ensure taking of samples for Covid-analysis (PCR testing).



## SECURITY POLICE – 125

- In 2020, the Security Police, similarly to other Departments of the Ministry of Internal Affairs, in parallel with its duties, was involved in fight against the pandemic. LEPL Security Police Department of the Ministry of Internal Affairs actively participated in the measures against the new coronavirus and provided protection and monitoring of quarantine areas, Covid hotels and fever Centers throughout the country. From the outbreak of the pandemic, 1313 officers of the Security Police Department implemented protection of 187 COVID facilities;
- Despite the pandemic, in accordance with the regulations established by the Coordinating Council, the Citizens Service Center of the Security Police was functioning throughout the whole year and the citizens received all services of the Security Police in a single space;
- Salaries of 4,000 employees of the Security Police Department, similarly to other employees of the Ministry, were increased;
- Overall, the Department purchased 31 vehicles for the crews of the cargo escorting, personal security, money collection and technical service;
- Server and new antennas of modern standards equipped with the latest technical means were installed in the regional divisions of the Security Police Department;
- SIS license for security-alarm software was upgraded;
- Video cameras were installed in the money collection vehicles, through which the front, side and rear perimeter of the vehicle, as well as the car capsule, where the crew and collection bags are placed, are monitored;



- Switching to the digital communication system (MOTOROLA TETRA) is underway, some units are equipped with digital communication facilities, and the rest will be equipped gradually.



## STRATEGIC PIPELINES PROTECTION DEPARTMENT

- On the 162<sup>nd</sup> km of strategic pipeline, near Tabatskuri Lake, the construction of a new base has been completed. The base was electrified and the drinking water system was installed;
- Water supply system was arranged on the base of Tsalka of Kvemo Kartli Regional Division of the Department;
- In Akhaltsikhe Municipality, on the 225<sup>th</sup> km of strategic pipeline, the checkpoint of Samtskhe-Javakheti Regional Division was electrified;
- The roof of Supsa base was thoroughly covered;
- Within the framework of cooperation between the Ministry of Internal Affairs and the Ministry of Defense, under the auspices of Colonel Besik Kutateladze Sachkhere Mountain Training School, Basic and Intermediate Mountain Winter and Summer Trainings were conducted for the employees of the Department;
- Tactical demonstration exercise of the Department was held;
- Special-tactical training course for the employees of the Rapid Response Division of the Department was conducted.





## MIA ACADEMY



- With the support of the EU project on Technical Assistance to Support the Fight against Organized Crime in Georgia, in 2019 the MIA Academy started the implementation of relevant activities in

order to obtain the Quality Management Certificate of the International Organization for Standardization (ISO 21001). On August 24, 2020, the MIA Academy received the quality management

certificate ISO21001. It should be noted, that the Academy is the first professional educational institution in Georgia, which has obtained this certificate;

- Within the framework of international cooperation, with the purpose of capacity building of the Civil Security Training Division (prepares/trains fire-fighters) of the LEPL - Academy of the Ministry of Internal Affairs of Georgia, two projects were implemented together with the representatives of the Republic of Poland:

1<sup>st</sup> project - “Procuring and delivering special equipment for training purposes to MIA Academy.” The project is implemented by the Polish Aid Development Assistance Program of the Ministry of Foreign Affairs of the Republic of Poland, in partnership with the Main School of Fire Service of Warsaw. Along with the transfer of equipment, a



manual for the training of fire-fighters was developed, training of trainers and pilot exercise were held online.

2<sup>nd</sup> project - “Providing LEPL Academy of the Ministry of Internal Affairs with special

equipment”, is implemented by the Embassy of the Republic of Poland in Georgia. Under the project, the Academy was provided with individual means and equipment for vision and respiratory protection;

- The Academy is constantly developing and updating training programs and modules, both with the support of international and local partners, as well as using its own resources;

From the training courses developed in 2020, the following ones should be mentioned:

- Community-oriented police (EU project on Technical Assistance to Support the Fight against Organized Crime in Georgia);
- Drug-related crime investigation - (EU action against drugs and organized crime -EU-ACT);
- Drug Prevention and Harm Reduction Training

Module (Human Rights Education and Monitoring Center and Addiction Center of Ilia State University);

- Transnational crime (International Organization for Migration - IOM);
- Police in a Multiethnic Society (Council of Europe - COE);
- During 2020, the trainers of the Academy participated in English language intensive course;
- The Psychologists Unit of the Academy, together with the Public Health Fund of Georgia and the Human Rights Protection and Investigation Quality Monitoring Department of the Ministry of Internal Affairs, is actively involved in the pilot project - “Rights and Responsibilities of Psychologists in the Juvenile Justice System of Georgia”.



# MIGRATION DEPARTMENT

In terms of the implementation of Readmission Agreements signed by Georgia, it should be noted that the “Agreement between the European Union and Georgia on the readmission of persons residing without authorization” is being efficiently implemented. Our European partners have positively assessed this success repeatedly.

- In 2020, the Ministry of Internal Affairs reviewed 2376 readmission applications received under the above-mentioned Agreement and positive decision was made on 99% of the cases;
- Within the framework of the “Agreement between the European Union and Georgia on the readmission of persons residing without authorization” and the readmission agreements signed by Georgia with Denmark, Switzerland, Norway, and Moldova, 2539 applications were received in 2020 and on 99% of them positive decision was made;
- Employees of the Migration Department



- participated in 10 special flights coordinated by the European Border and Coast Guard Agency (FRONTEX);
- From decisions on expulsion made in 2020, 49 expulsion decisions were executed;
- In 2020, for the purpose of expulsion from the country, on the basis of a court order, 37 individuals were accommodated in the Temporary Accommodation Center of the Migration Department of the Ministry of Internal Affairs;
- Medical examination for viral hepatitis HIV / AIDS and tuberculosis was introduced in the Temporary Accommodation Center;
- 864 applications on international protection were registered and relevant asylum procedures were commenced;
- The reviewal of 694 applications on international protection were completed and respective decisions were delivered
- 134 asylum seekers were accommodated at the Asylum Seekers’ Reception Center.

## INTERNATIONAL POLICE COOPERATION

- Bilateral international cooperation in the field of law enforcement has been developed with partner countries through signing of international agreements and memoranda of cooperation. Currently, international agreements/memoranda of cooperatios are signed with 33 partner countries, including 17 EU Member States;
- In 2020, a cooperation plan was initiated with 7 European countries, which will facilitate the strengthening of cooperation with relevant agencies of partner countries on the issues of mutual interest;
- Georgia has 16 police attachés covering 24 countries. Liaison officers are deployed to Europol and NATO;
- Officers from the Ministry of the Internal Affairs and the Revenue Service are involved in a control group of containers set up under the auspices of the United Nations Office on Drugs and Crime (UNODC) and the World Customs Organization (WCO) to control transit cargo for detection of illicit substances;
- The Ministry successfully continues the implementation of the Agreement on Operational and Strategic Cooperation with Europol signed in 2017. Secure communication channel with Europol - “Siena” has been launched, through which the exchange of operational information with EU member states is carried out. A liaison officer of the Ministry is deployed at the Europol headquarters and the Ministry participates in the relevant analytical projects of Europol;



- In 2019-2020, with the purpose of fight against crime and irregular migration 4 police officers were deployed from the Ministry to France.



# INTERNATIONAL RELATIONS

## COOPERATION WITH NATO AND THE EUROPEAN UNION



### NATO

- Georgia, as a reliable partner of NATO, actively contributes to the peace and security in the Black Sea region. On February 13, 2020, by the initiative of the Ministry of Internal Affairs, the rules regarding the issuing permits for NATO Standing Naval Forces, as well as for the individual allied warships being under operational control of Maritime Command of NATO to enter Georgian territorial waters and ports were amended, simplifying the mentioned procedure;
- On July 27, 2020, a new Tactical Memorandum was signed between the Coast Guard Department of the MIA Border Police and the NATO Allied Maritime Command (MARCOM), ensuring strengthened cooperation;
- On April 7-9, 2020, Standing NATO Maritime Group 2 (SNMG2) conducted a port visit to Poti;



- The report of the European Commission published on 10 July 2020 positively assessed the fulfillment of the visa liberalization obligations by the Ministry of Internal Affairs of Georgia regarding the effective implementation of the readmission agreement, successful work of police attachés and close cooperation with the EU agencies;
- According to the Resolution of the European Parliament adopted on September 16, 2020, the activities of the Ministry of Internal Affairs of Georgia in fight against crime and human rights protection were positively assessed.

## EU

- Visa-free regime with the EU is one of the most significant and tangible achievements in the country's European integration process. Since the visa-free regime entered into force, more than million visits were held to EU / Schengen countries. For the

successful implementation of visa-free regime, cooperation with the European Border and Coast Guard Agency (FRONTEX) was strengthened. In 2020, within the framework of FRONTEX joint operations, on a principle of one-month rotation, 10 Georgian police officers were deployed at the airports of EU member states;

## Cooperation with donors

- The support of Georgia's strategic partners - the United States of America and the European Union - is essential in the process of ongoing reforms in the Ministry, ensuring the capacity building of the Ministry of Internal Affairs over the years;



- Furthermore, the assistance provided by the USA in the field of protection of Georgia's maritime and land borders, fight against organized crime, fight against chemical, biological, nuclear and radiological threats, as well as assistance in the field of Forensic-criminalistics and investigative expertise should be highlighted;
- Contribution of the European Union and the Council of Europe to the process of institutional development and reform of the Ministry of the Internal Affairs in following directions: human rights, juvenile justice, criminal justice reform, discrimination, hate crime, domestic violence, violence against women, cybercrime and etc should be emphasized;
- In the process of fight against the "COVID-19" pandemic, in order to strengthen the capacity of the Ministry of Internal Affairs, with the support of donors, technical equipment and personal protective equipment worth up to 1,400,000 GEL were obtained.









# LARGE INFRASTRUCTURE PROJECTS AND TECHNICAL EQUIPMENT



Rustavi Police

IN 2020, THE  
MINISTRY OF  
INTERNAL  
AFFAIRS TOTALLY  
CONSTRUCTED 16  
NEW BUILDINGS  
THROUGHOUT THE  
COUNTRY.



Anaklia Emergency Management Service



Chkhorotsku Emergency Management Service



Tsalenjikha Police



Bakuriani Police



Border sector – “Juta”



Border sector – “Lekiskure”



Border sector – “Chirukhi”



Border sector – “Truso”



THE MINISTRY OF INTERNAL AFFAIRS CONTINUES STRENGTHENING THE SOCIAL GUARANTEES FOR THE EMPLOYEES. IN THIS REGARD, PARTICULAR ATTENTION IS DRAWN TO THE HOUSING PROJECT, WHICH INVOLVES THE PROVISION OF AFFORDABLE HOUSING CONDITIONS FOR THE EMPLOYEES OF THE MINISTRY IN DIFFERENT CITIES OF GEORGIA.

AS OF 2020, THE NEWLY BUILT APARTMENTS IN TBILISI AND RUSTAVI, WHEREAS APARTMENTS UNDER CONSTRUCTION IN BATUMI, WERE HANDED OVER TO CONDITIONAL OWNERSHIP TO 211 EMPLOYEES.



## MAIN CHALLENGE OF THE YEAR – MINISTRY OF INTERNAL AFFAIRS IN THE FIGHT AGAINST COVID-19



2020 was a year of exceptional challenges for all units of the Ministry of Internal Affairs.

From the very first day of detection of the Covid-19 virus in Georgia, the authorized representatives of the Ministry of Internal Affairs have been cooperating with other governmental agencies involved in fight against the virus in a coordinated manner.

In accordance with the resolution of the Government of Georgia, from March 2020, within the framework of inter-agency cooperation, the employees of the Ministry of Internal Affairs on 24-hours basis were on duty at specially arranged checkpoints.

More than 10,000 employees of the Ministry of Internal Affairs were involved in the process of enforcing restrictions imposed during the state of emergency.



The Ministry was operating in accordance with the decisions of the Government. Within its competence of the Ministry of Internal Affairs was responsible for:

- Restriction of the movement - arrangement of checkpoints (restriction of the movement of individuals and vehicles were controlled, including entry / exit to closed cities and intercity movement);
- Control of citizens' entry at border crossing points;
- Restriction of gatherings and demonstrations, as well as gatherings in public spaces (the maximum number of persons allowed in a single space was controlled, as well as the protection of the established social distance);
- Restriction of economic activity (the enforcement of the request for prohibited economic activity was controlled, as well as









the enforcement of the obligation to comply with the mandatory recommendations for the allowed economic activity);

- Restriction of cultural, sports and other prohibited events;
- Periodical monitoring of persons being in self-isolation;
- Isolation of specific, high-risk sites;
- Control and protection of quarantine zones;
- Opening of a field hospital (when Marneuli and Bolnisi were closed, the MIA staff together with the soldiers of the Ministry of Defense, built overnight field hospital for 100-person);
- In order to reduce the risks related to the spread of Covid-19, online trials of persons placed in temporary detention isolators were launched. In a short time the isolators were provided with the necessary equipment; appropriate infrastructure was supplied at all locations and the personnel was trained. Trials were held without leaving the isolator by a detainee. In 2020, totally trials of 3 846

persons placed in temporary detentions isolators were held online;

- On the basis of the Narcology Centers of the Expert-Criminalistics Department of the Ministry of Internal Affairs, 7 “Covid Centers” were established throughout the country, where PCR testing of employees of the Ministry is provided free of charge;
- Currently the Ministry of Internal Affairs actively monitors and responds to facts of violations of restrictions imposed by the Resolution of the Government of Georgia on the approval of Isolation and Quarantine Rules;
- Up to date the Ministry works with different structures of the Government in a coordinated manner.
- The attitude of the population towards police and the constant readiness of police to help people was especially evident during the state of emergency. There were lots of cases when citizens with different needs called 112 and police alongside to ensuring the rule of law and security was trying to assist the citizens.







## SAFE ELECTION ENVIRONMENT



- In order to ensure conduct of elections of Parliament of Georgia in a safe, free, fair and peaceful environment on 31 October 2020, within the frames of Memorandum of Understanding between the Academy of the Ministry of Internal Affairs, and LEPL Electoral Systems Development, Reforms and Trainings Center more than 4000 police officers were trained;
- Deputy Ministers of Internal Affairs - Kakhaber Sabanadze, Vladimer Bortsvadze and Nino Tsatsiashvili held an informative meeting on the pre-election process with the representatives of the diplomatic corps and international monitoring missions accredited in Georgia;
- In order to ensure safe election environment and to maintain public order in the adjacent territory of the polling stations during the parliamentary elections mobile police groups were created within the Ministry of Internal Affairs
- The Ministry of Internal Affairs actively cooperated with international monitoring missions, local non-governmental organizations and Public Defender's Office;
- "Guidelines for the employees of the Ministry of Internal Affairs of Georgia during the election period" were adopted by the order of the Minister of Internal Affairs, which defined the following issues during the pre-election period, on Election Day and before



summarizing / publishing the final results of the election:

- Obligations of the Ministry of Internal Affairs defined by law;
- The rights and responsibilities of the employees of the Ministry, as well as the prohibitions and restrictions established by law;
- The Ministry of Internal Affairs actively cooperated with the Interagency Commission for Free and Fair Elections and dozens of incidents related to elections were instantaneously responded;
- The representatives of the Central Election Commission (CEC) managed to transfer the ballot boxes with the help of Border Police helicopters to conduct elections in the mountainous regions. Together with the border guards of Lagodekhi and Barisakho, permanent residents of Tusheti villages participated in the parliamentary elections.



## STRATEGIC COMMUNICATIONS DEPARTMENT

The Strategic Communications Department continuously informs the public through various communication channels.

Information about the daily activities of the Ministry of Internal Affairs, as well as implemented infrastructure projects, reforms, structural or legislative changes, is disseminated via the website of the Ministry of Internal Affairs, as well as through social networks (Facebook, Twitter).

In addition, the Strategic Communications Department constantly conducts relevant communication campaigns aimed at raising public awareness.

Due to the restrictions of the Covid-19 pandemic, the activities planned for 2020 were carried out according to the recommendations set by the Ministry of Internally Displaced Persons from the Occupied Territories, Labor, Health and Social Affairs.

### Documentary series “Police Files”

With the initiative of the Ministry of Internal Affairs and with the official license of Discovery, the shooting of the criminal-documentary series - “Police Files” continued.

The main goal of the series is to raise public awareness and increase citizens’ trust in police by showing real cases and by getting acquainted with the details of police activities. The main scenario of the series is built on the issues that remain challenging for the society up to date, namely, fight against organized crime, drug trafficking, fight against criminal world, etc.

The series also aim at informing public to the specifics of police activities, investigative procedures and to show the importance of citizens’ involvement in fight against crime.



## Implemented activities:

- The Ministry of Internal Affairs purchased an official license of “Investigation Discovery” for 20 series;
- 7 series were filmed and will be on air in 2021.

## Campaign on “Fight Against Organized Crime”

The Ministry of Internal Affairs with the financial support of the European Union conducts an integrated information campaign against organized crime. The goals of the information campaign are:

- Raise public awareness on threats related to organized crime;
- Prevent involvement of risk groups in organized crime;

- Motivate young people to learn more about the threats of organized crime;
- Improve communication between police and society;
- Motivate population to increase the level of cooperation with police.

The information campaign will be implemented in four main directions:

- Cybercrime;
- Drug crime;
- Trafficking;
- “Thieves’ world” and criminal mentality.

The target audience of the campaign is general population, as well as adolescent, schoolchildren, students, various vulnerable groups, etc.

October 2020 was dedicated to the fight against cybercrime. Graphic videos





(phishing, cyberhygiene, business e-mail compromising) and information posters / banners were produced and periodically posted on the official communication platforms of the Central Criminal Police Department. In addition, representatives of the Cybercrime Division of the Central Criminal Police Department participated in TV and radio programs, where they talked about the common forms of cybercrime and ways to protect from it.

## Development of internal communication mechanism

With the support of NATO-Georgia Professional Development Program (NATO PDP), with the participation of British and Georgian experts, the Strategic Communications Department of the

Ministry of Internal Affairs developed an internal communications strategy and action plan. Further, in order to improve the communication between the employees of the Ministry of Internal Affairs, within the framework of the project, a toolkit of internal communications was elaborated for the middle and senior managers of the Ministry.

## Fight against disinformation and Fake news

One of the main tasks of the Strategic Communications Department is to combat fake and unverified information, prevent the spread of false news and respond to disinformation in a timely manner.

Considering the abovementioned, with the purpose of raising public awareness on issues of disinformation and informing population

**დაზიანებების 5 ტიპი**

- 1** **გამომგონილი ავბაპი**  
ახალი, გამომგონილი ისტორია, რომელიც მიზნად ისახავს საზოგადოების შეცდომაში შეყვანასა და ზიანის მიყენებას
- 2** **მანიპულაციური შინაარსი**  
ინფორმაციით, ფოტოებითა და სხვა მონაცემებით მანიპულაცია საზოგადოების შეცდომაში შეყვანის მიზნით
- 3** **ყალბი კონტენტები**  
სწორი ინფორმაციის გამოყენება არასწორ კონტენტებში, საზოგადოების შეცდომაში შეყვანის მიზნით
- 4** **შეუსაბამო კავშირები**  
სათაურები, ვიზუალური მასალა და აღწერა არ ემთხვევა შინაარსს
- 5** **საჭირა/პაროდია**  
არ ისახავს მიზნად ვინმესთვის ზიანის მიყენებას, თუმცა ღილი შენისა, საზოგადოება (ცაფი) შეიყვანოს შეცდომაში

regarding ongoing activities within the Ministry, a Facebook page of the Strategic Communications Department was created in June 2020.

On the Facebook page of the Strategic Communications information posts, banners and graphic videos created on the topic of fight against disinformation (including the disinformation during the Covid-19 pandemic period) were published.

- With the support of the EU-funded project - “Improving the Quality of Criminal Prosecution and Investigation in Georgia” a training for effective communication and media relations in crisis situations was conducted for the staff of the Ministry of Internal Affairs. The main objective of the training was to develop the skills necessary for effective communication with media in crisis situations, which was achieved via intensive practical assignments and simulation scenarios;
- Within the training cycle Police officers on managerial level were retrained.







## FUTURE PLANS

- CONTINUE REFORMS AND IMPLEMENT LEGISLATIVE AMENDMENTS
- INCREASE THE EFFECTIVENESS OF THE FIGHT AGAINST CRIME
- IMPROVE MECHANISMS FOR HUMAN RIGHTS PROTECTION
- PROMOTE INTELLIGENCE –LED AND COMMUNITY-ORIENTED POLICING
- RAISE ROAD SAFETY STANDARDS
- DEVELOP INFRASTRUCTURE AND SERVICES



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EU4Justice

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