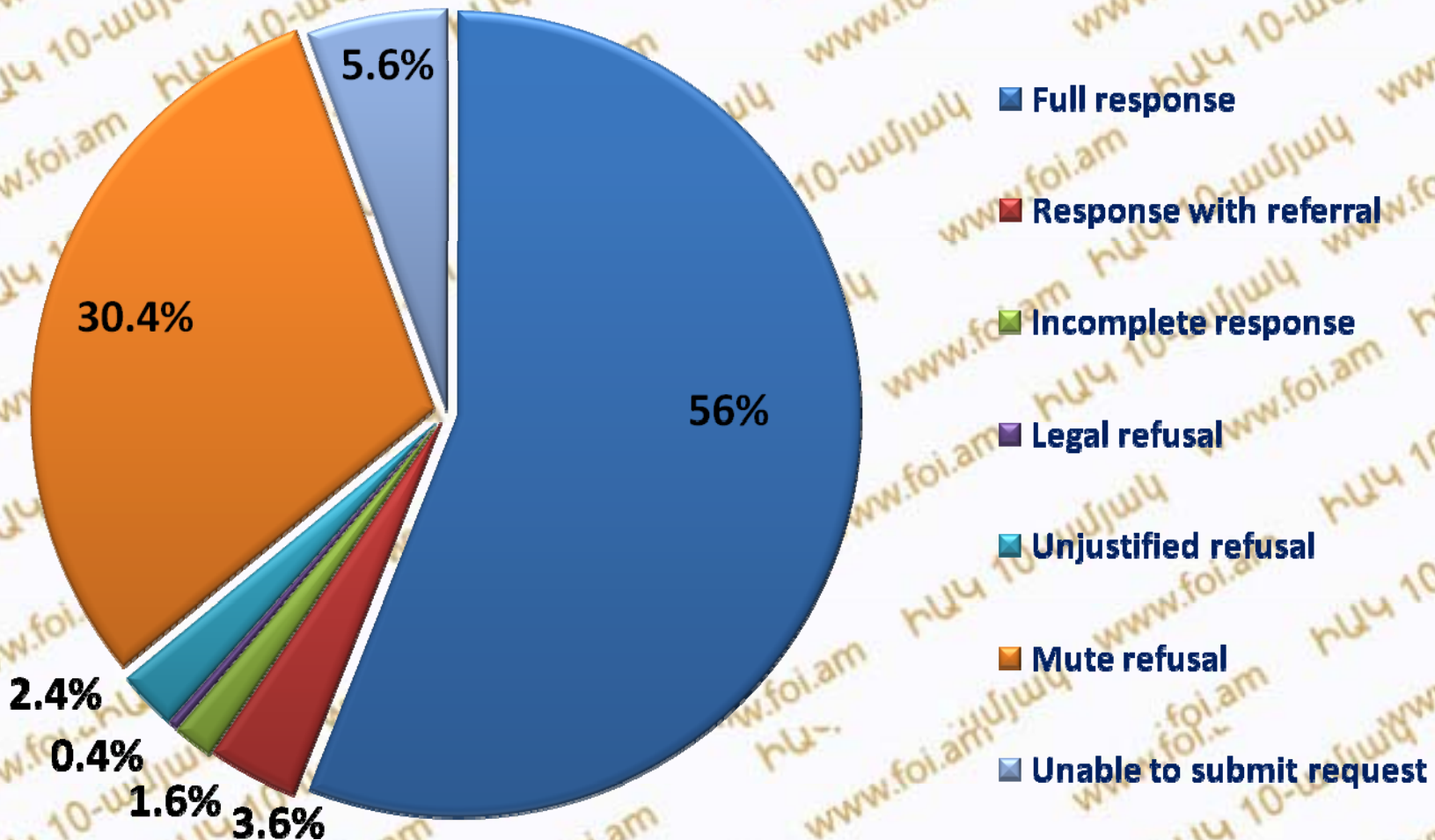


# Freedom of Information in Armenia 2011

## Summary of Monitoring Outcomes

# Monitoring overall results





# Monitoring results by content

**On time full response**

**100**

**Late full response**

**40**

**Response with referral**

**9**

**Incomplete response**

**4**

**Unjustified refusal**

**1**

**Legal refusal**

**6**

**Mute refusal**

**76**

**Unable to submit request**

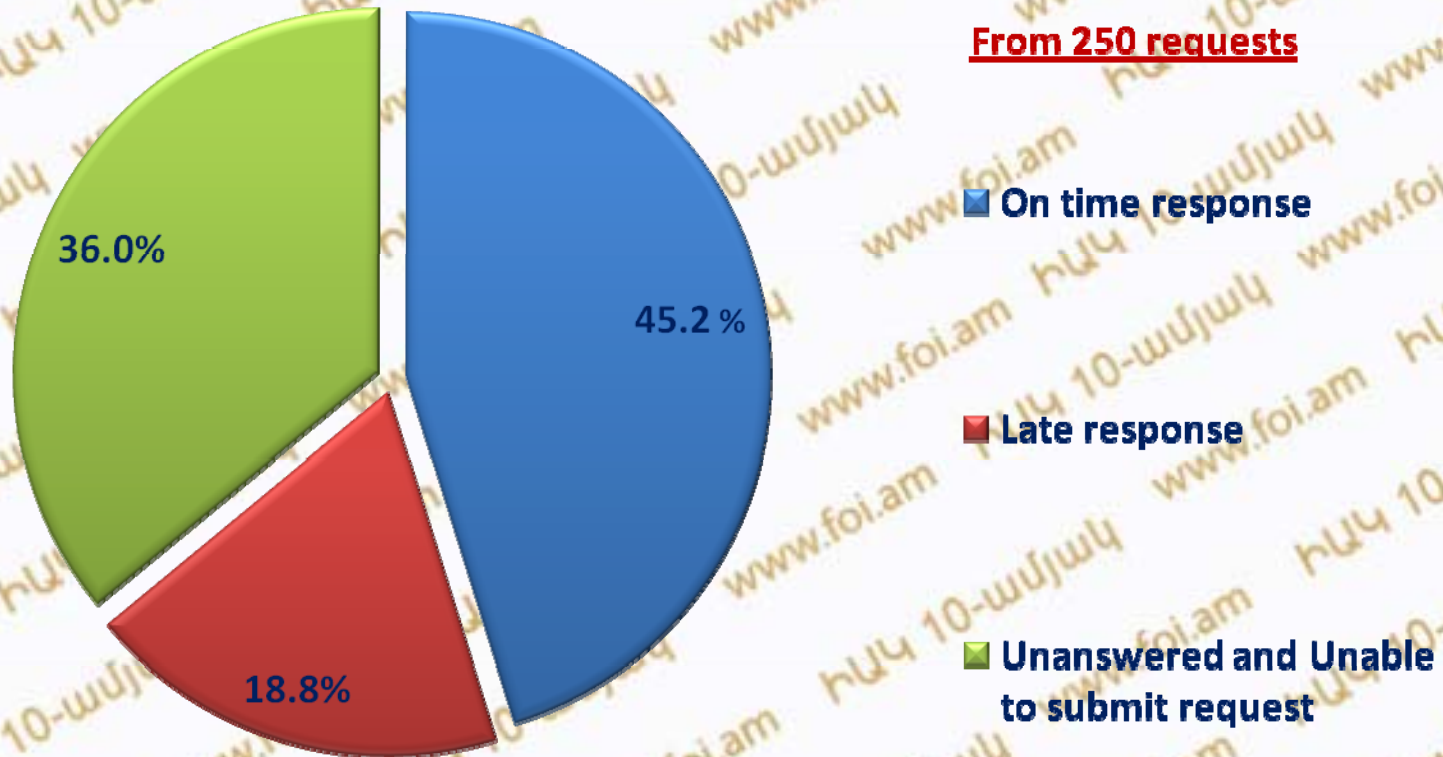
**14**

# 2004թ. - 2011թ.

<b>The response</b>	<b>2004թ.</b>	<b>2011թ</b>
<b>Full response</b>	51%	56%
<b>Refusal</b>	5%	2.8%
<b>Mute refusal</b>	36%	30.4%
<b>Unable to submit request</b>	1%	5.6%



# Time frames of responses



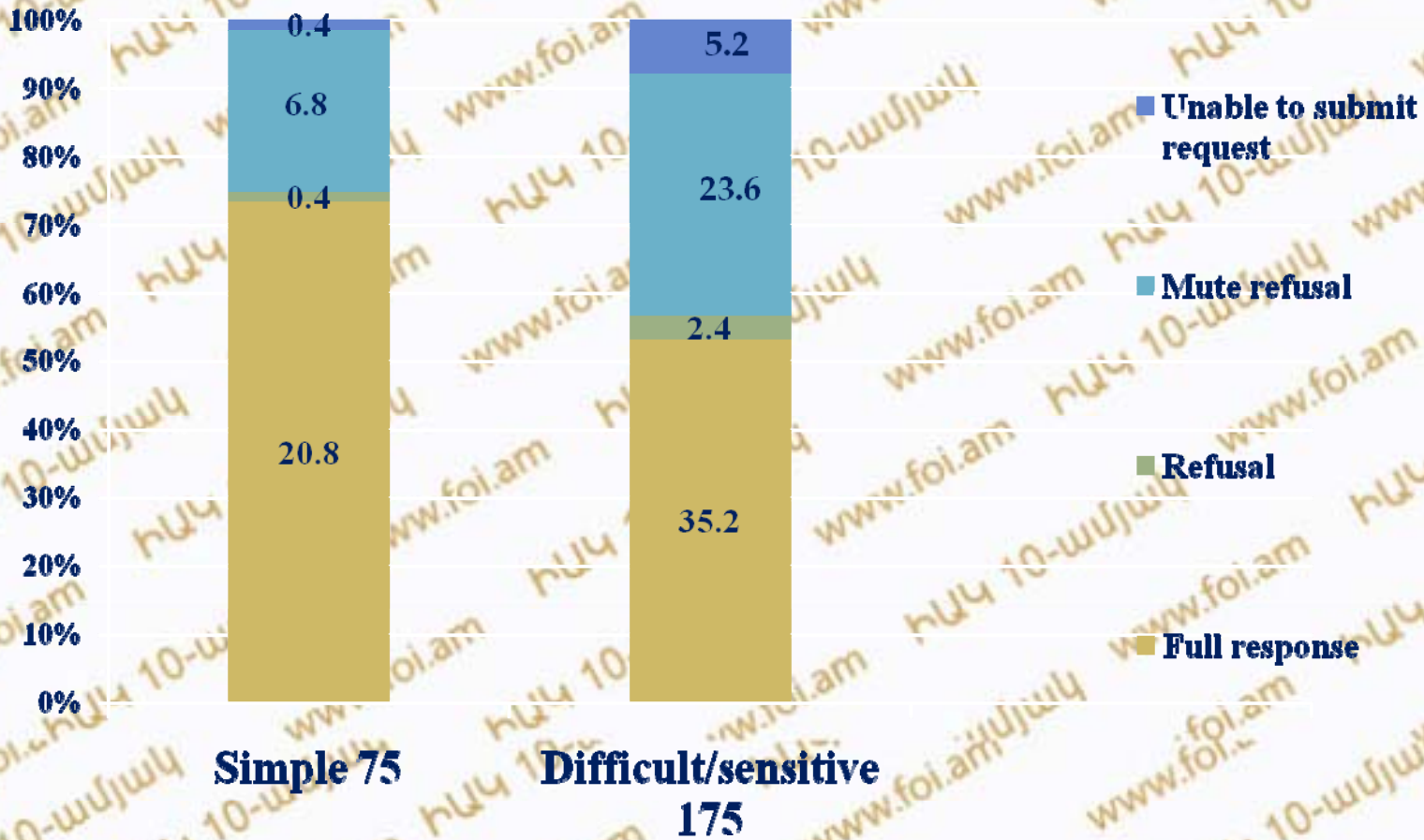
**Average time frame - 11-12 days**

# Outcomes by the requests' form





# Outcomes by the requests' type



# Outcomes by the information holders

## 10 of State Government Bodies

### Positive results

- **Ministry of Education and Science**  
4 on time full responses, 1 unable to submit request
- **Ministry of Justice**  
4 on time full responses, 1 unable to submit request



# Outcomes by the information holders

## 10 of State Government Bodies

### Negative results

- **The RA National Assembly**  
1 mute refusal, 1 unjustified refusal, 1 incomplete response, 2 late responses

# Outcomes by the information holders



## 10 of Regional Administrations

### Positive results

- **Regional Administration of Syunik**  
4 on time full responses, 1 late full response
- **Regional Administration of Shirak**  
4 on time full responses, 1 late full response



# Outcomes by the information holders

## 10 of Regional Administrations

### Negative results

- **Regional Administration of Vayots Dzor**  
2 mute refusals, 1 incomplete response, 2 on time full responses

# Outcomes by the information holders



## 10 of Municipalities

### Positive results

- **Yeghegnadzor Municipality**  
4 on time full responses, 1 late full response
- **Stepanavan Municipality**  
4 on time full responses, 1 late full response



# Outcomes by the information holders



## 10 of Municipalities

### Negative results

- **Gyumri Municipality**  
3 mute refusals, 1 unjustified response, 1 on time full response
- **Ijevan Municipality**  
2 mute refusals, 1 unjustified response, 1 unable to submit request, 1 on time full response

# Outcomes by the information holders

## 10 of Rural Communities

### Positive results

- **Oshakan Village**  
5 on time full responses
- **Elpin Village**  
4 on time full responses, 1 unjustified response



# Outcomes by the information holders



## 10 of Rural Communities

### Negative results

- **Aygedzor Village**  
5 mute refusals,
- **Tsav Village**  
4 mute refusals, 1 unable to submit request

# Outcomes by the information holders

## 10 of Organizations of public importance

### Positive results

- **“Norq-Marash ” Medical Center CJSC**  
4 on time full responses, 1 late full response
- **“Special Polyclinic” CJSC**  
4 on time full responses, 1 late full response



# Outcomes by the information holders

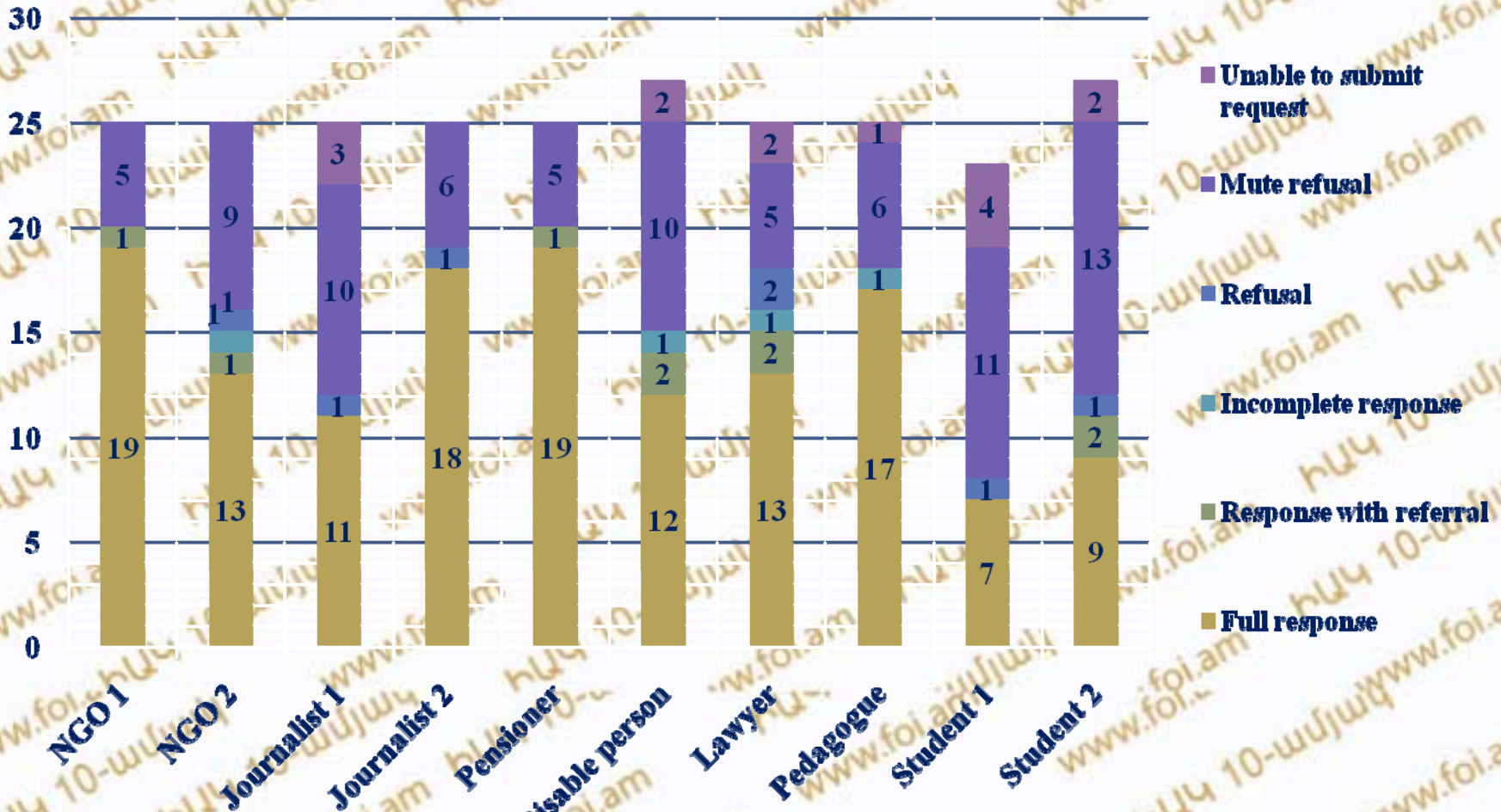


## 10 of Organizations of public importance

### Negative results

- “Clinical Hospital” CJSC  
5 mute refusals
- “Catherine Group” Co. Ltd  
5 mute refusals

# Outcomes by the type of requestor





# Thank You

The Monitoring was conducted by The Freedom of Information Center within the framework of the “Freedom of Information Implementation Survey in Armenia” Project, by the support of the OSCE Office in Yerevan and the USAID.



**USAID**  
FROM THE AMERICAN PEOPLE



Organization for Security and  
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Office in Yerevan

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