

## **Annex A**

### **Georgia Resilient Agriculture, Irrigation, and Land Project Enhancement of the Land Administration Service Delivery and Building Digital Governance Infrastructure Sub-Component 2.2**

#### **Terms of Reference for**

#### **Product Owner for Smart Contract**

### **Background**

The government of Georgia and the World Bank jointly developed a new investment project in Georgia's rural sector – Georgia Resilient Agriculture, Irrigation, and Land (GRAIL) Project. The total cost of the Project is 138,600 mil EURO which is equally split between International Bank for Reconstruction and Development and the State budget of the Government of Georgia.

The Project Development Objective (PDO) is to: (a) improve irrigation, and drainage services, and agricultural production in project areas, and (b) strengthen national irrigation and land management institutional capacity for climate resilient planning.

The primary beneficiaries of the Project comprise farmers and agricultural enterprises across the project-targeted regions. Overall, the rural population will benefit from enhanced services provided by land management, irrigation services, and agricultural support. In the public sector, the Project will support the institutional strengthening of the Ministry of Environmental Protection and Agriculture.

The Project will enhance land administration service delivery and support building digital infrastructure by enhancing the National Agency of Public Registry (NAPR)'s information technology systems, development of e-services, and further support NAPR's effort in operationalizing the National Spatial Data Infrastructure (NSDI).

The Project strongly focuses on climate resilience and rural livelihoods through a holistic and integrated approach. It will include the following components:

Component 1: Resilient Irrigated Agriculture, divided into three sub-components: 1) Subcomponent 1.1: Irrigation & Drainage Infrastructure Rehabilitation and Modernization; 2) Subcomponent 1.2: Irrigated Agriculture and Value Chain Development; and 3) Subcomponent 1.3: Improved Performance of Irrigation Service Delivery.

Component 2: Improved Land Management Capacity, comprising of two sub-components: 1) Subcomponent 2.1: Strengthening of agricultural land management and monitoring; and 2) Subcomponent 2.2: Enhancement of the land administration service delivery and building digital governance infrastructure.

Component 3: Project Management, which will finance two Project Implementation Units that will be responsible for project management: One Project Implementing Unit (PIU) is established within MEPA, which manages Component 1 and Subcomponent 2.1. The second PIU is established within the NAPR, the Project Implementing Entity, and will be responsible for implementing Subcomponents 2.2 and 3.2.

**Sub-component 2.2 – Enhancing land administration service delivery and building digital governance infrastructure by:**

- (a) enhancing NAPR's information technology systems, particularly the Immoveable Property Registration System by focusing on upgrading the core cadaster and registration systems, developing of selected e-services through innovative technologies to improve NAPR customers' experience further; and
- (b) Designing, developing, and deploying the National Spatial Data Infrastructure by NAPR in collaboration with other institutional stakeholders including by focusing on capacity building, training, knowledge sharing, and incorporating best international practice.

The National Agency of Public Registry (NAPR), under the Ministry of Justice of Georgia, has introduced a Smart Contract service for real estate transactions in October, 2024. This innovative digital service allows property sales, mortgages, and payments to be completed remotely and securely, supported by escrow services from commercial banks and AI-based identification.

Detailed information about the terms of the smart contract service is available on the NAPR's official website: <https://napr.gov.ge/ka/smart-contract>

NAPR aims to extend the Smart Contract model to other areas, including business registration, gradually building a broader digital ecosystem of secure and accessible online services.

**The Product Owner for Smart Contract** is responsible for leading the operational excellence of the platform. The Product Owner manages the full product lifecycle: from designing new digital services to overseeing daily operations. This role ensures that the platform grows through new partnerships while maintaining high standards and regulatory compliance.

### **Scope of Work and Responsibilities:**

- **Service Diversification:** Manage the conceptualization and launch of new digital services, ensuring the platform evolves to meet diverse citizen and business needs.
- **Ecosystem Growth:** Manage the end-to-end integration process for new strategic partners, including commercial banks and private sector entities.
- **Operational Leadership:** Manage and coordinate the daily operations of service delivery teams (operators), ensuring seamless execution of Smart Contract remote sessions and high-quality user support.
- **Third-Party Vendor Management:** Coordinate with external technology providers to ensure service stability, security, and continuous performance optimization.
- **Regulatory & Process Alignment:** Ensure that all product features and partner integrations remain compliant with state regulations, while streamlining the “Legal-to-Technical” translation process.
- **Product Backlog & Roadmap Ownership:** Define, prioritize, and maintain the product backlog based on stakeholder needs, technical feasibility, and the long-term vision. Communicate clear requirements and

enhancements to the development team based on partner needs and user feedback.

- **Advanced Documentation & Analysis:** Collaborate with Business Analysts to produce high-level functional requirements, ensuring that all technical documentation supports a scalable partner onboarding process. Ensure comprehensive documentation of business processes, partner integration guides, and user manuals.
- **Cross-Sector Collaboration:** Act as the primary liaison between government stakeholders, internal development teams, and external vendors to align business objectives with public service mandates.
- **Performance Monitoring & Reporting:** Track key performance indicators (KPIs) related to service adoption, partner integration efficiency, and operational excellence.
- **Requirements Gathering:** Collect requirements from stakeholders, ensuring a deep understanding of customer needs.
- **Sprint Planning:** Participate in sprint planning meetings to help the development team understand and commit to user stories for the upcoming sprint.

#### **Requirements and skills:**

- At least Bachelor's degree in Computer Science, Information Technology, Business Administration, or related field
- At least 3 years of proven experience as a Product Owner or Product Manager, preferably in FinTech or Digital Government services.
- Proven experience in managing third-party integrations.
- Exceptional ability to collaborate with diverse stakeholders, including government officials, external vendors and technical development teams.

- Experience in coordinating operational workflows and managing service delivery teams or customer support operations.
- Deep understanding of Agile methodologies (Scrum, Kanban) with hands-on experience in backlog grooming, prioritization, and sprint planning.
- Strong analytical mindset with the ability to use data and KPIs to drive product decisions and improve service efficiency.
- Proficiency in collaborating with Business Analysts to create high-quality functional requirements, user manuals and partner onboarding documentation.
- Excellent communication and interpersonal skills, with the ability to present complex technical and business concepts to both technical and non-technical audiences.
- Strong problem-solving skills and attention to detail.
- Ability to work independently, prioritize tasks, and manage multiple projects simultaneously.

**Reporting obligations:** The consultant will be reporting to the Project Manager.