CITIZEN-CENTRIC SERVICE DELIVERY: The Albanian Model

Breakout Session C - Governance of Service Delivery

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THE STORY

In the past:
• long queues, multiple visits;
• lack of transparency;
• frequent requests for bribes;
• confused procedures, delays;
• unclear instructions.

Challenge:
• resistance to change from within the administration;
• perceived their authority questioned or diminished;
• engrained bureaucratic culture;
• resented added scrutiny over their performance.

Public Services Reform Stakeholders:
• the Agency for the Delivery of Integrated Services (ADISA);
• the National Agency for Information Society (NAIS);
• the institutional public service providers on scope.

The reform has received support from its outset partners such as UNDP, EU, WB, the Italian Government and other donors.
IMPLEMENTED ACTIONS

The process:
• full support from the PMO;
• international good practices;
• visited Georgia and Azerbaijan;
• local innovation good practices;
• borrowed the idea of a one-stop shop;

Specific actions:
• first inventory of central government administrative services;
• Front Office (FO) and Back Office (BO) separation;
• establishing Integrated Service Centers;
• opening of a nationwide Call Centre at 118-00 for information on services;
• setup of a Citizen Feedback Mechanism.

Implementation challenges:
• absence of a database for public services;
• absence of information on public service;
• unification of application procedures;
• raise citizen awareness of their rights as beneficiaries of public services;
• expansion of the network of ADISA ISCs.
RESULTS

Classified and codified over

1,400 public services of over 134 central government agencies

<table>
<thead>
<tr>
<th></th>
<th>2016</th>
<th>2017</th>
<th>2018</th>
<th>2019</th>
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</thead>
<tbody>
<tr>
<td>Integrated Service Center/ ADISA Collocations</td>
<td>2</td>
<td>5</td>
<td>6</td>
<td>9</td>
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<tr>
<td>Number of Services Offered</td>
<td>311</td>
<td>343</td>
<td>380</td>
<td>417</td>
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<tr>
<td>Number of Information Passports</td>
<td>420</td>
<td>497</td>
<td>892</td>
<td>915</td>
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<tr>
<td>Number of application forms</td>
<td>98</td>
<td>115</td>
<td>296</td>
<td>315</td>
</tr>
<tr>
<td>Number of attended citizens</td>
<td>196,996</td>
<td>480,176</td>
<td>843,189</td>
<td>55,872</td>
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</tbody>
</table>

The survey’s results show greater citizen satisfaction since ADISA took over the administration of the FOs.
RESULTS

BEFORE

AFTER

ISC - KAVAJA

(Citizen satisfaction (%))

Service Quality
Infopoint
Accommodation
Rapidity of Service Delivery
Queue Management

Before CSC opening
After administration by ADISA
LESSONS LEARNED

Some important factors have contributed to the continued progress in the citizen-centric service delivery reform in Albania:

- High-level political support
- Finances Secured
- Legal Instruments
- Strong Policy
- Pilot Tests
- Ongoing Review

ADISA needs to establish and implement a quality management framework in all the ISCs and invest efforts in ensuring that quality assurance tools are also introduced by other government bodies providing over-the-counter services.
THANK YOU!

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