Albania Citizen Centric E-Services
Breakout Session C - Governance of Service Delivery

Presented by:
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THE STORY

- The Albanian unique governmental portal that offers public services for citizens, businesses and government employees – redesigned in 2018;

- The portal is connected to the Government Interoperability Platform (Government Gateway – GG);

- Online bill payments such as traffic fines, electric energy consumption, document fees etc.
  - Worldwide VISA and Mastercard cards supported;

- Feedback (rating) mechanism available

- 60% of online forms on e-Albania are be prefilled

- Classification of electronic services according to UNPAN 2014;
  - 4 levels of automation (1,2,3 and 4)

- Currently: e e e e
  - 599 electronic services (of level 3 & 4)
  - 775 informative services (of level 1 & 2)

- 104 e-services bear legal value:
  - 36 e-sealed
  - 68 with e-signature

- The Government Interoperability Platform is the core architecture that allows the interaction between 49 electronic systems of public institutions.

Currently: more than 850,000 registered users
IMPLEMENTED ACTIONS

The electronic seal

• Following the changes on the legal packet on electronic services delivery, the electronic seal has been implemented on the portal.

• The Council of Ministers decision in 2017 gave full legal value to the implemented seal on the e-Albania portal.

• It gave legal value to every generated document (certificates, attestations etc.) from the portal, hence taking a crucial step towards one gateway paperless service.

Adaptation of the e-Albania portal for usage by the public administration employees

• e-Albania is used by public administration employees to obtain certificates and other associated documents of public services on behalf of the citizen/business;
• Quality and transparency of public services has been improved,
• Time of obtaining public services and bureaucracies have been reduced;
• Access is given to 140+ institutions and 9000+ public employees;
• More than 50% of the e-sealed documents have been generated by public employees.
RESULTS

The electronic seal and public administration module impact

- **36 E-SEALED DOCUMENTS**
  - Available for download by citizens/businesses can

- **3.8 TIMES**
  - Less hardcopy documents

- **70 YEARS**
  - Waiting time in queues saved

- **3.8 million** electronically sealed documents generated in 20 months

UNITED NATIONS E-GOVERNMENT SURVEY 2018

The Survey tracks progress of e-government development via the E-Government Development Index (EGDI).

- In 2016 Albania ranked 82nd out of 193 countries with regard to the EGDI index with a value of 0.5331.
- In 2018 Albania ranks 74th between countries such as Hungary, Bulgaria, Croatia, etc. with the value of index **0.6519**.

Of the three components of EGDI, according to the report the biggest influence in its growth has been the component of **the Online Services Index (OSI)** with a value of **0.7361** in 2018, compared with 0.5942 in 2016.
RESULTS

**38 consulate e-services for Albanians abroad**
- Enable Albanians abroad to save up to several days of their time, as well as hundreds of euros as a result of transport and other expenses.
- They eliminate documentation errors by giving citizens the opportunity to re-upload the correct document to the same application due to e-mail notifications by embassies/consulates.
- Assure monitored transparency and aid in corruption reduction.

**Construction permits (e-Permits)**
- 100% paperless system
- One of the most advanced state systems in the country
- 1647 system users (public employees)
- 5 required documents eliminated for applicants due to interoperability
- Each uploaded document, as well as the construction permit bear legal value due to the electronic signature
- 230,000 papers eliminated monthly (10% van full of paper)

**e-Health systems and e-services**

**The online Health Card**
- 70,000+ applications and 370,000+ downloaded e-cards in 3 years;
- 100% paperless service;
- Guaranteed authenticity via the e-seal.

**The e-Referral Medical System and e-Prescription**
- Digitization of the referral system from primary to tertiary care as well as electronic prescription by physicians;
- Enables physicians to refer patients from the family doctor to specialists/examination doctors via the e-system;
- Dedicated e-services on e-Albania enabling citizens to view their e-Health files.

**Education**
- Online application for high school pupils selecting their elective exams in order to graduate high school;
- Other e-services: diploma recognition, attestation of high school exam grades;
- Working on improving legacy education systems and designing new ones.

**Online application for farmers’ support through the national support schemes**
- Online applications with 0 documents to benefit from the support schemes provided by the Agricultural and Rural Development Agency;
- Carried out through the e-Albania Module by the authorized employees;
- During the application, 4 electronic registers were consulted, enabling 65% of the fields of the form to be prefilled;
- Farmers came to “Agropikas” only with their identification document and the farmer NUIS.

**Most rated e-services**

<table>
<thead>
<tr>
<th>Title of the e-service</th>
<th>Providing Institution</th>
<th>No of ratings</th>
<th>Average rating</th>
</tr>
</thead>
<tbody>
<tr>
<td>Family certificate</td>
<td>General Directorate of Civil Status</td>
<td>18,414</td>
<td>9</td>
</tr>
<tr>
<td>Declaration of contributions by the employer</td>
<td>General Directorate of Financi</td>
<td>8,223</td>
<td>9</td>
</tr>
<tr>
<td>Health card</td>
<td>Comorat Health Care Insurance fund</td>
<td>7,134</td>
<td>9</td>
</tr>
<tr>
<td>Personal Certificate</td>
<td>General Directorate of Civil Status</td>
<td>4,952</td>
<td>8</td>
</tr>
<tr>
<td>Annual balance sheet deposit</td>
<td>National Business Center</td>
<td>3,863</td>
<td>9</td>
</tr>
<tr>
<td>State Matura</td>
<td>Center of Educational Services</td>
<td>3,019</td>
<td>9</td>
</tr>
<tr>
<td>Business extracts</td>
<td>National Business Center</td>
<td>3,012</td>
<td>9</td>
</tr>
</tbody>
</table>

1 - 10 stars rating mechanism available; 70,000 ratings given; 8.5 average rating.
LESSONS LEARNED

• e-Albania governmental portal, is a government project, the foundation of which is the online institutional interaction and the typical example of digitalization of public services.

• The Albanian government, as a promoter of the transformation of physical services into online services, turned Albanian into an example and managed to build a serious image of the state and restore citizens' trust in institutions.
THANK YOU!

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