

Session 1  
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# Innovative anti-corruption ICT measures in Albania

National Agency of Information Society

**28th OSCE Economic and Environmental Forum**  
Promoting security, stability and economic growth in the OSCE area by preventing and combating corruption through innovation, increased transparency and digitalization

**DIGITAL REVOLUTION OF PUBLIC SERVICES**

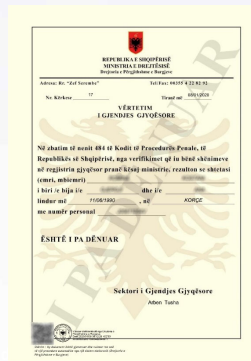
**e albania**

- Reduce bureaucracies
- Lower costs
- Increase transparency
- Reduce time
- Real time monitoring
- Eliminate face-to-face contact



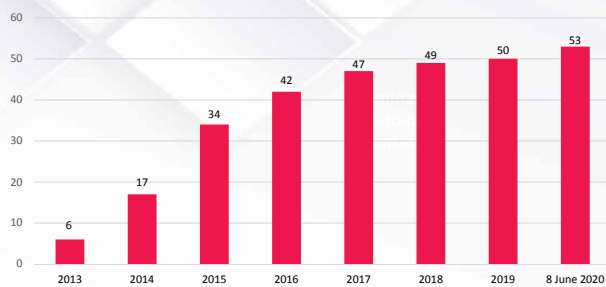
## E-ALBANIA GOVERNMENTAL PORTAL

- More than **620 e-services**;
- **Eliminate** communication and exchange of documents with **Electronic Signature** between state institutions enabling a paperless process;
- Completion of applicant's (citizen/business) file with associated administrative documents issued by state institutions;

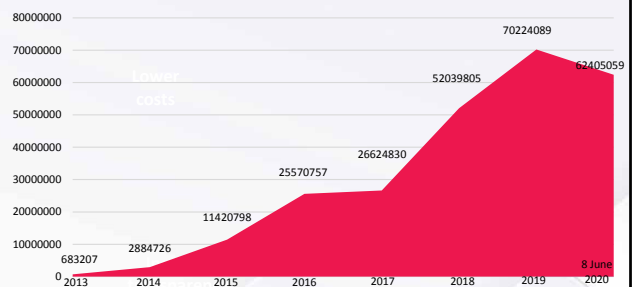


## THE GOVERNMENT INTEROPERABILITY PLATFORM

Number of institutions connected to GG



NO OF TRANSACTIONS



**GG enables:**

- **Elimination** of associated documents, thus not requesting them anymore from citizens
- **63%** prefilled application forms on the e-Albania portal
- **Real time verification** of citizens data for public employees



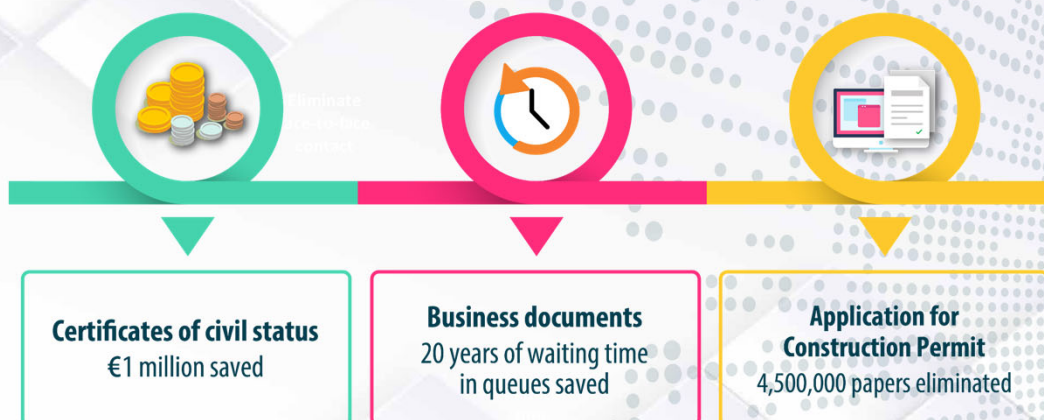
## THE E-SIGNATURE

- NAIS provides the **e-signature** for citizens/businesses/public employees (*13,400+ issued until now*) and the **e-seal** (*86 issued until now*) for public administration.
- The **electronic signature** provides the electronic signing of documents with legal value

Year	Certificates for civic employees	Certificates for stakeholders involved in the e-Permits system and Custom agents	Certificates for the e-Prescription system	e-Seals
2016	1,000	700	-	-
2017	800	1,500	2,000	68
2018	1,026	2,086	1,800	38
2019	1,226	2,137	2,130	2
June 2020	1,502	1,274	2,205	69
Total	5,554	7,697	8,135	177



## THE IMPACT OF THE E-SEAL IN ALBANIA



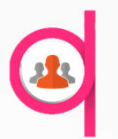


## CURRENT FIGURES: E-ALBANIA GOVERNMENTAL PLATFORM

one **million+** users  
1,000,000+



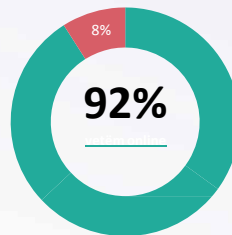
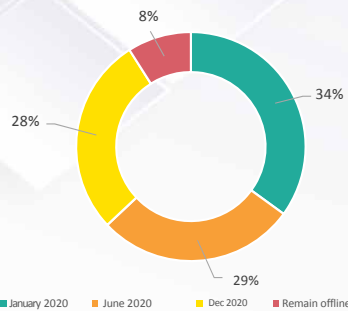
**85,000** businesses



**1.4 million** citizens



## ONLINE-ONLY APPLICATIONS (THE THREE PHASES OF 2020)



**1384**  
public services

Total Services	1 January 2020	30 June 2020	December 2020	Cannot be provided online
	472 services	395 services	394 services	123 services
	34%	29%	28%	8%



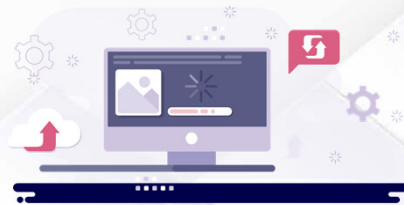
## CONSTRUCTION PERMITS AND CADASTRAL E-SERVICES

### Construction e-Permits

- **100% paperless system, one of the most advanced state ones in the country**
- 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 vans full of paper)

### Cadastral e-services

- **All applications made via the e-Albania portal;**
- Property documents such as certificates and attestations bear **legal value** due to the electronic seal;
- Online fee payment;
- **40,000** uses each month;



## E-SERVICES DURING THE COVID-19 SITUATION

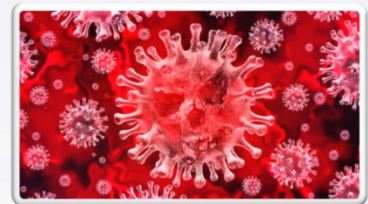
**To reduce the spread of COVID-19, during the pandemic emergency situation, all citizens leaving the house for grocery shopping, pharmacies, work or businesses allowed to operate during that time were required to obtain a special permission from the e-Albania portal.**

### **Interoperability ensured that:**

- Only one person per family could apply in one day for grocery shopping;
- Only businesses allowed to operate could obtain the permission;
- Only employees of businesses allowed to operate could obtain the work permission;

More than **6 million** applications on e-Albania were registered in total

**After the real-time validation, the permission was sent electronically to the citizen via email/SMS and the QR code ensured the authenticity of the permission when showed to the police officers.**





## RENTAL OF BEACH SPACES BY BUSINESSES

- The system assures that each accommodation unit uses the space it deserves, while guaranteeing abundant public beaches for other citizens;
- Businesses should upload the required documentation such as the operating plan, photos of the space they are requiring etc.
- More than 800 applications in less than 10 days;



## NATIONAL AGRICULTURE SUPPORT SCHEME

- Online applications with **0 documents** to benefit from the support schemes provided by the Agricultural and Rural Development Agency;
- During the application, **4 electronic registers** are consulted, enabling **65% of the fields** of the form to be prefilled;
- More than **7,500 applications** in two weeks;





## ALBANIA WE WANT

- Citizens and businesses **complain or report** in real time any injustice being done to them;
- The platform has significantly increased the **involvement of citizens in governance**;
- Various public sectors that have changed their policies due to the e-participation of citizens via the platform
- Government officials **hear of the voice of the citizens**;
- **Denunciation of corruption**, which as a result, has encouraged **a more responsible administration and a more efficient solution of problems**;



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# Thank You