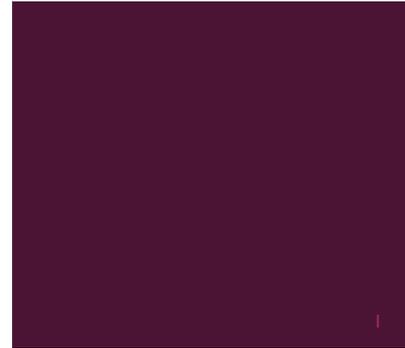
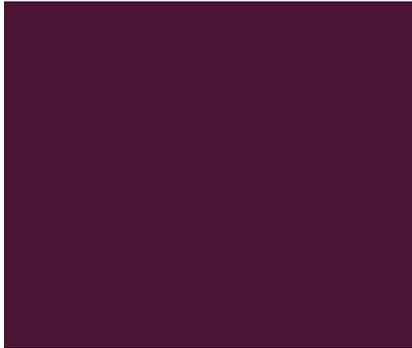


DIGITAL INNOVATION AS A TOOL TO STRENGTHEN GOOD PUBLIC AND CORPORATE GOVERNANCE

THE CASE OF ALBANIA



THE VISION OF THE ALBANIAN GOVERNMENT: A DIGITAL SOCIETY

- Government vision and policies in the ICT sector=direct impact on citizens and the administration.
- Digital society has benefits for citizens, businesses and state.



INNOVATION & IT



The Government of Albania reforms aim at :

1. Innovation.
2. The use of information technology.

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KEY STAKEHOLDERS



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E – GOVERNANCE

1. e-Governance=a tangible reality in Albania:

- ✓ priority of the Government of Albania.
- ✓ National Agency for Information Society (NAIS).
- ✓ 1348 services of levels 1-4 according to United Nations Public Administration Network (UNPAN) - a tool of the UN to help countries to respond to the challenges that governments face in bridging the digital divide between the 'haves and have-nots' and to achieve their development goals.
- ✓ hard copy certificate number decreased by 3 times,
- ✓ €400,000 cost saving from citizen,
- ✓ 500,000 hours of waiting across the queue saved.

DIGITAL
innovation

2. Albania is the first and only country in the region to integrate this platform:

- ✓ 48 electronic registers interconnected,
- ✓ 575 electronic services,
- ✓ 33 documents generated in real time from the e-Albania portal with digital stamp.

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NATIONAL AGENCY FOR INFORMATION SOCIETY (NAIS)

NAIS is a state agency, headquartered in Tirana and directly under the supervision of the Prime Minister.

The main responsibilities of NAIS:

1. Promotes new technologies and investments in IT sector.
2. Coordinates the work in IT field and educates the public on its benefits.
3. Protects cyberspace.
4. Serves as a database for the public institutions.
5. Offers services on e – governance for public institutions, citizen and business.
6. Offers the possibility of stamping digitally legal documents for public and private institutions.
7. Offers hardware and software assistance to ADISA.

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SERVICE DELIVERY TO CITIZENS AND BUSINESSES

1. Online system of building permits.
2. Digitalisation of the consular service:
 - ✓ 1.4 million Albanians scattered across the world beneficiaries.
 - ✓ Keeps the transparent, observable, real-time consular service thus reducing corruption.
3. Support schemes of the Agricultural and Rural Development Agency:
 - ✓ 0 documents required.



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SERVICE DELIVERY TO CITIZENS AND BUSINESSES

4. Business facilities:
 - ✓ Initial business registration(4,000 applications).
 - ✓ The mandatory online deposit of the annual financial statements.
 - ✓ Extraction or application for change of business records.
 - ✓ Online repayment of local taxes and tariffs.
5. Cooperation agreement between National Agency for Information Society (NAIS) and the Notary Chamber:
 - ✓ Enables notaries to assist citizens for applications on various electronic services offered through the e-Albania portal.

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OUTCOMES OF THE E – ALBANIA PORTAL

- 19,000 applications online via the e-Albania portal.
- 1348 portal services from which 575 electronic services.
- 33 unique documents with digital stamp.
- 1.7 million digital signature documents generated since September 2017.
- No. of civil status certificates decreased by 3 times.
- Over € 400,000 in costs saved.
- 500,000 hours of waiting saved.
- 48 electronic records linked to the Government Interoperability Platform, where 60% of the fields in the application forms are automatically supplemented.



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STATISTICAL DATA ON THE E – ALBANIA PORTAL



E-Albania: typical example of digitalization of state services

- 600,000 users on the e-Albania portal.
- 350,000 electronic services every month.
- 2,113,250 uses of electronic services.
- From September 2017 until now: 1.7 million digital signature documents of which:
 - ✓ 85 % family certificates
 - ✓ 13 personal certificates

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AGENCY FOR THE DELIVERY OF INTEGRATED SERVICES IN ALBANIA

ADISA is a State Agency under the Prime Minister's Office organized in central and local level in the Republic of Albania.

Aim:

- ✓ Increase efficiency, transparency and accountability.
- ✓ Reduce corruption.



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ADISA RESPONSIBILITIES

ADISA is responsible for:

- ✓ Setting up and managing Integrated Citizen Service Center and Front Offices for public service delivery.
- ✓ Establishing service standards based on customer-care principles.
- ✓ Establishing a performance monitoring system.
- ✓ Establishing a citizen feedback mechanism.



ADISA ACHIEVEMENTS

ADISA has set improved standards of service delivery, especially with regard to:

- ✓ Providing for continuous training of the FO staff.
- ✓ Equipping the CSCs (Citizen Service Centers) and FO (Front Offices) Tirana with the necessary signalization items.
- ✓ Setting up a queue management system and providing for waiting area(s).
- ✓ Establishing a Complaint Management System (CMS).
- ✓ Providing for the infrastructure for people with disabilities.
- ✓ Performance monitoring in service delivery.
- ✓ Anticorruption-boxes to gain information by the citizens on the corruptive practice.
- ✓ Operating a new counter “Pro Business”, offering 26 services of IPRO.
- ✓ Standardization of application forms and drafted Information Passports on Public Services, enabling citizens to inform themselves on the means of application for 580 public services.
- ✓ Call Centre 11-800 gives fast and accurate information on 510 public services.

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ADISA METHODOLOGY

ADISA's engagement in collecting citizens' feedback at its Front Offices relies on three methods:

- ✓ On its Complaints Management System (CMS).
- ✓ On its Citizen Feedback Form (called the “Citizen's Voice Form”).
- ✓ Organizing surveys in the institutions taken into administration.

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DEPARTMENT OF PUBLIC ADMINISTRATION ACCOUNTABILITY OF ADMINISTRATION

The Department of Public Administration:

- ✓ explanatory/training sessions.

Aim:

- ✓ To increase the actual level of involvement and motivation of each employee.

Evaluation of a range of instruments such as:

- ✓ questionnaires,
- ✓ individual meetings between managers and employees,
- ✓ exchange of ideas and soliciting feedback.

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PARLIAMENT & GOVERNMENT ACCOUNTABILITY OF ADMINISTRATION

Aim:

- Strengthen parliamentary control over the Government.
- Strengthen the independent institutions.
- Contribute to enhance the transparency of the work of the Government and Parliament.
- Strengthen the monitoring in real-time of the executive bodies and independent institutions.

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THE CO-GOVERNANCE PLATFORM

The Government of Albania created the co-governance platform
www.shqiperiaqeduam.al

The citizen may:

- ✓ File a complaint on a specific public service.
- ✓ Put forward ideas and initiative beneficial to the community.
- ✓ Request for hearings with government officials.

Outcomes of the co-governance platform:

- ✓ October 2017 till March 2018 the platform - than 5832 complaints of which 5397 have been fully addressed.
- ✓ 211 policy suggestions.
- ✓ 2 public hearings with high-level officials.



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CONCLUSION REMARKS

1. Digital Innovation:

– effective tool for good governance and transparency

2. Three Stakeholders:

2.1. ADISA: Agency for the Delivery of Integrated Services in Albania

– State Agency that aims to reduce corruption and increase efficiency, transparency & accountability.

2.2. NAIS: National Agency for Information Society

– e-Albania, IT solution to save €400,000 cost & 500,000 hours of waiting across the queue.

2.3. DAP: Department for Public Administration

– Training and motivating civil servants to effectively in the workplace.

3. Aim of the Albanian Government: Innovation & use of Information Technology.

4. Outcomes of the Albanian Government:

4.1. Digital stamp legitimation → 33 documents generated in real time from the e-Albania portal.

4.2. 575 electronic services by the e-Albania portal.

4.3. shqiperiaqeduam.al to combat corruption practices.

4.4. Standart of service delivery to citizen and business improved by ADISA management.

4.5. Trained and motivated staff through the Department of Public Administration to minimize the risk of corruption.

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THANK YOU!