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Policy Dialogue on Aligning Priorities in the Western Balkans

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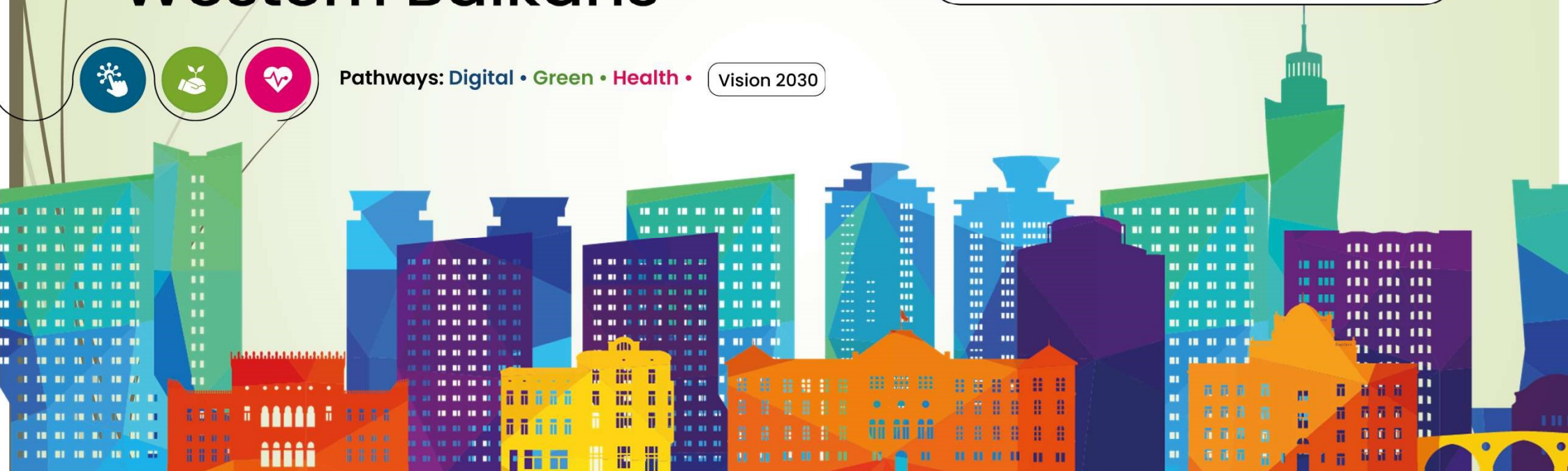


POLICY
ANSWERS

Sarajevo, Bosnia and Herzegovina
13 September 2023



Pathways: Digital • Green • Health • Vision 2030



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For further information regarding POLICY ANSWERS visit

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e-Albania Platform

A Beacon of Digital
Transformation in
ALBANIA



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e-Albania: An Overview

❖ What is e-Albania?

e-Albania is a one-stop-shop platform providing access to electronic public services and information.

❖ Mission:

To build a connected nation, efficient governance, and empowered citizens.

❖ Objectives

Single portal access, wide range of services, secure & user-friendly interface.

❖ Benefits

Efficient governance, reduced bureaucracy, transparency, and accessibility.

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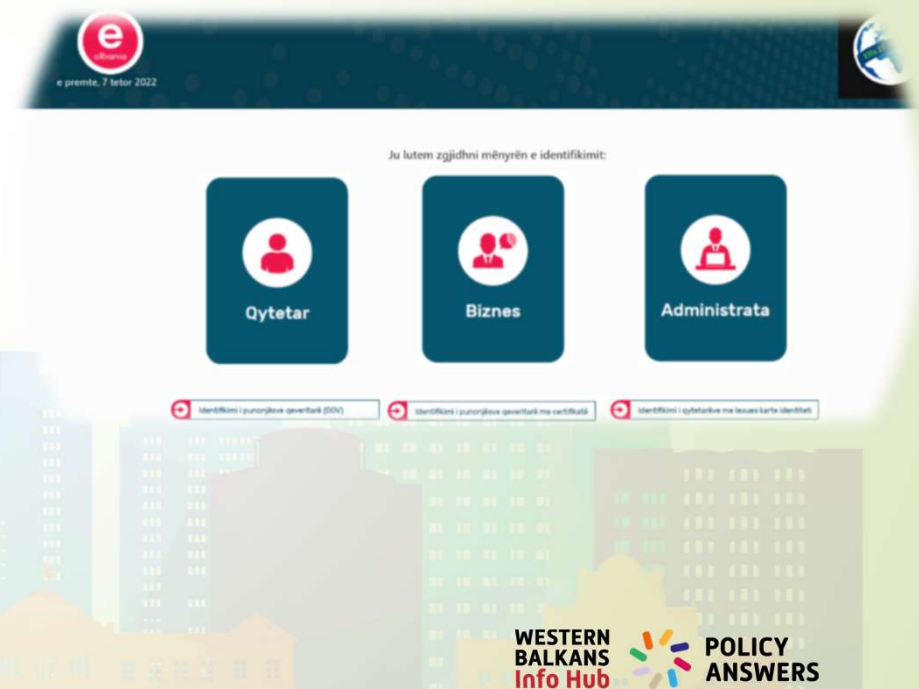
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Key Features of e-Albania

- ❖ An all-in-one governmental portal, offering a single point of access to a diverse range of services, designed with a user-friendly interface that is secure and reliable.
- ❖ Around 1230 e-services are provided to citizens and businesses
- ❖ From January 2021, 95% of all public services are offered online, and 63% of the data in the application forms are filled in automatically as a result of interoperability between 58 electronic registers.
- ❖ Electronic Document Circulation System with Digital Signature
- ❖ The platform has a star-based rating system that ranges from 1 to 10, and it also encourages users to provide a narrative comment about their experience.

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Benefits for Citizens

- ❖ 24/7 service accessibility.
- ❖ The second most used portal providing electronic services to Albanian businesses is *e-filing*. The online platform is meant for tax declaration, operating within the framework of the National Business Center. (Value Added Tax statement, monthly contributions of the employees, withholding tax, sales and purchase books, as well as submission of annual financial reports).
- ❖ Reduced waiting times and bureaucracy.
- ❖ Access to service from the comfort of your home.
- ❖ Transparent processes and tracking.
- ❖ A digital solution for the Albanian diaspora.



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Benefits for Government

- ❖ Streamlined operations.
- ❖ Data-driven decision making.
- ❖ Increased transparency and accountability.
- ❖ Cost-saving in the long run.
- ❖ Reduction of overheads.



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Achievements & Milestones

- ❖ Termination of face-to-face assistance in brick-and-mortar offices.
- ❖ The e-Albania portal has experienced a monumental shift in the number of services it provides, expanding from 14 services in 2013 to a vast selection of 1227 services in 2023.
- ❖ The communication landscape in 2013 consisted of only 5 registers, but now we enjoy the robust interaction of 58 governmental registers.
- ❖ The year 2022 witnessed the utilization of 8.7 million public services, contributing to the production of 6 million digitally sealed documents.
- ❖ Back in 2013, a modest number of 50,000 users in contrast to 1.9 million users in 2023.



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Security and Data Protection

- ❖ The e-Albania portal managed to recover over 90% of services on the third day of the cyber-attack that occurred on July 17th, 2022.
- ❖ Measures taken by e-Albania: Encryption, continuous monitoring, regular updates, etc.
- ❖ The law no. 9887 of 10.03.2008 “On Personal Data Protection” falls under the responsibilities of the Office of the Information and Data Protection Commissioner.
- ❖ GDPR compliance and respect for citizens’ privacy.



Challenges and Solutions

- ❖ Initial resistance due to technology literacy gap.
- ❖ Continued feedback loops reduced user-reported issues by 90%.
- ❖ Reengineering measurement indicators.



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Future Digital Outlook

- ❖ Continuous improvement: Addition of more services, features, and user-friendly interface.
- ❖ Spreading awareness and digital literacy
- ❖ AI public procurement.
- ❖ Siri for autonomous assistance (for customer care).



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THANK YOU FOR LISTENING!

