Designing e-services from a user's perspective

Romina Kostani
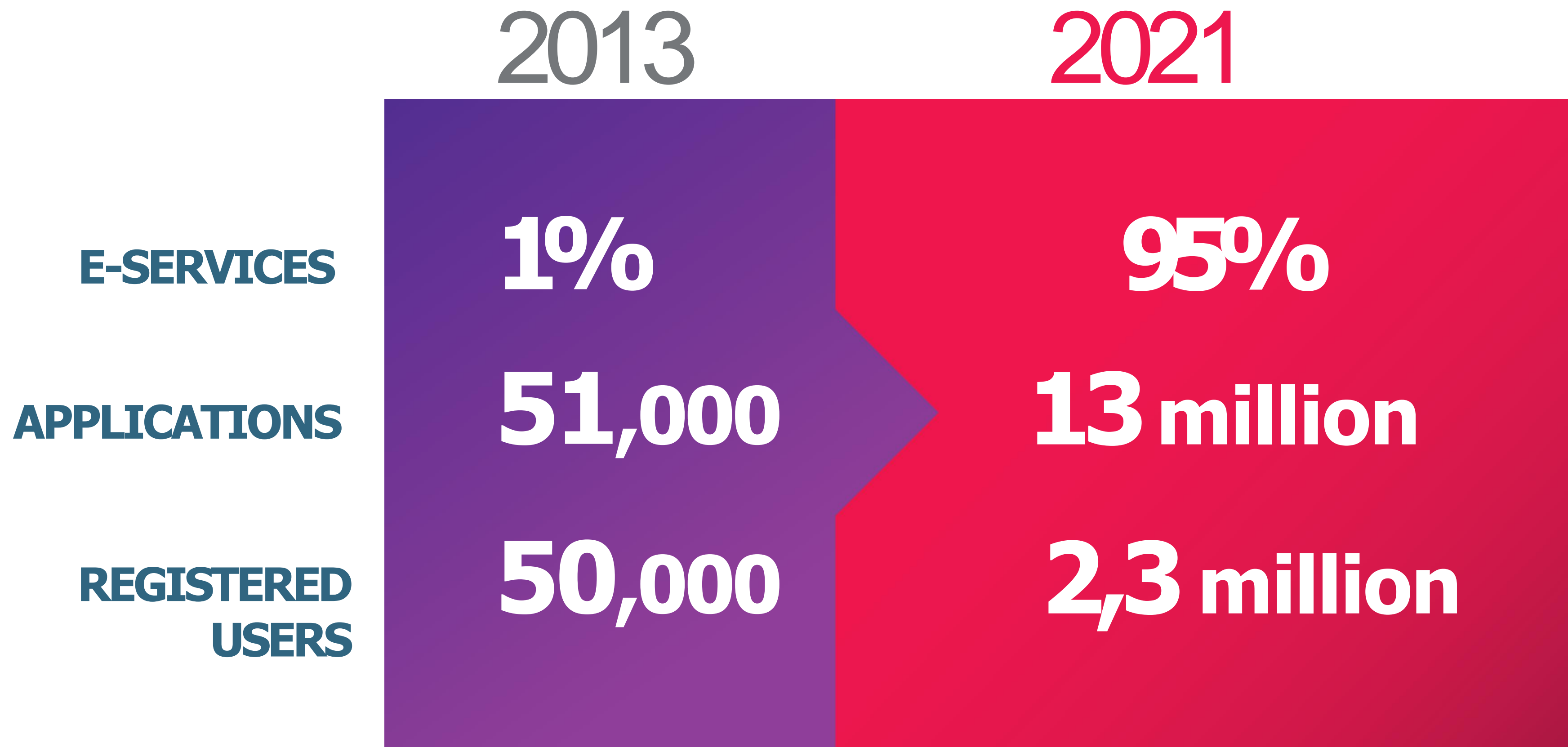
Director of Innovation, Albanian National Agency of Information Society

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Digital revolution of public services

2013

14 electronic services

2021

1209 electronic services

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Digital revolution

	2013	2021
E-SERVICES	**1%**	**95%**
APPLICATIONS	**51,000**	**13 million**
REGISTERED USERS	**50,000**	**2,3 million**

Optimization in time and cost

Saved:

6,5 million €

766 years Of waiting in queues
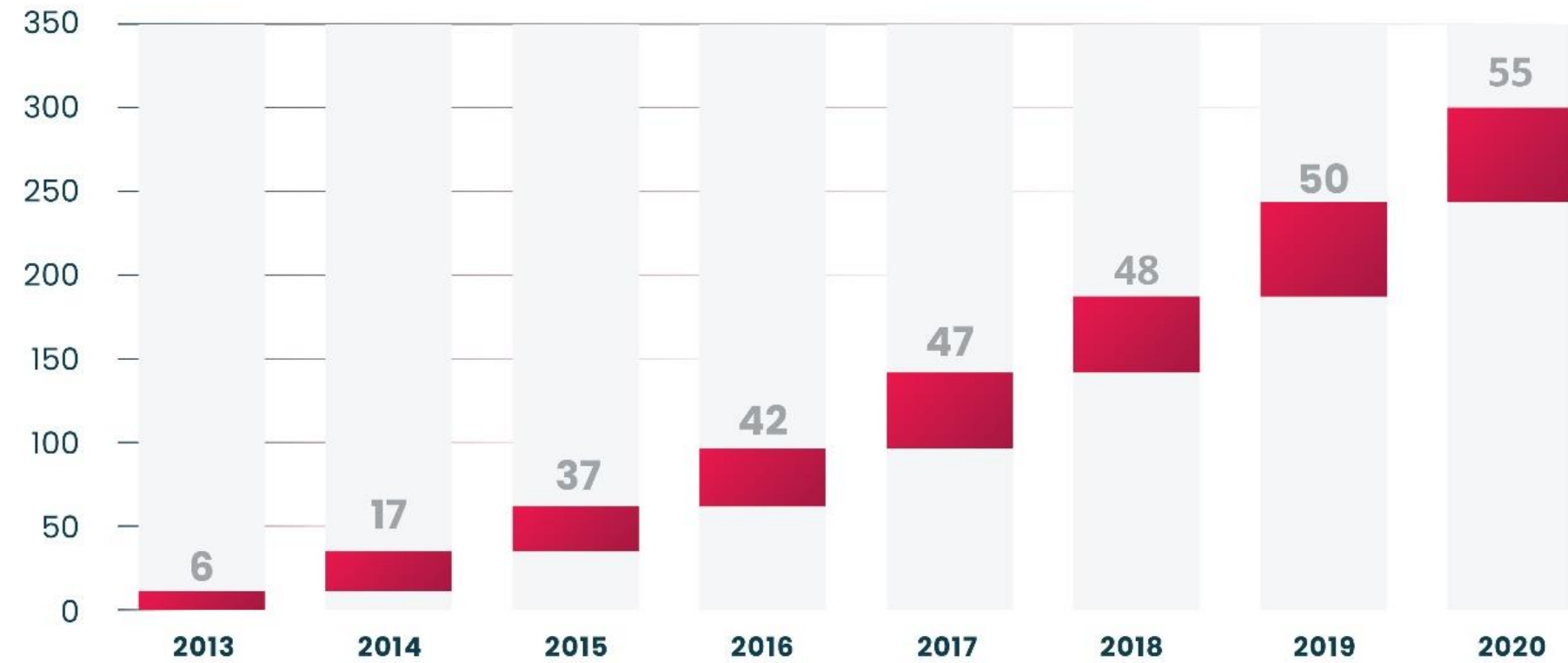
During the covid 19 pandemic

1,2 million citizens and businesses served
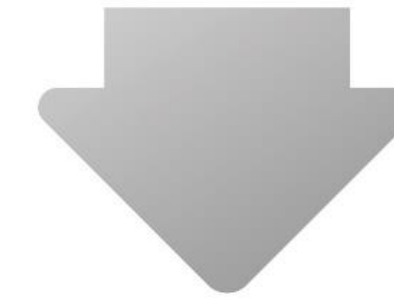
293 years of waiting in queues saved

1,36 million € saved

Governmental Interoperability Platform

Interactive state databases

Bar chart showing values: 2013: 6, 2014: 17, 2015: 37, 2016: 42, 2017: 47, 2018: 48, 2019: 50, 2020: 55

Transactions

Area chart of transactions from 2013 to 2020, rising to approximately 145,000,000 in 2020.

In 2013 there were
6 state databases

over **680 thousand
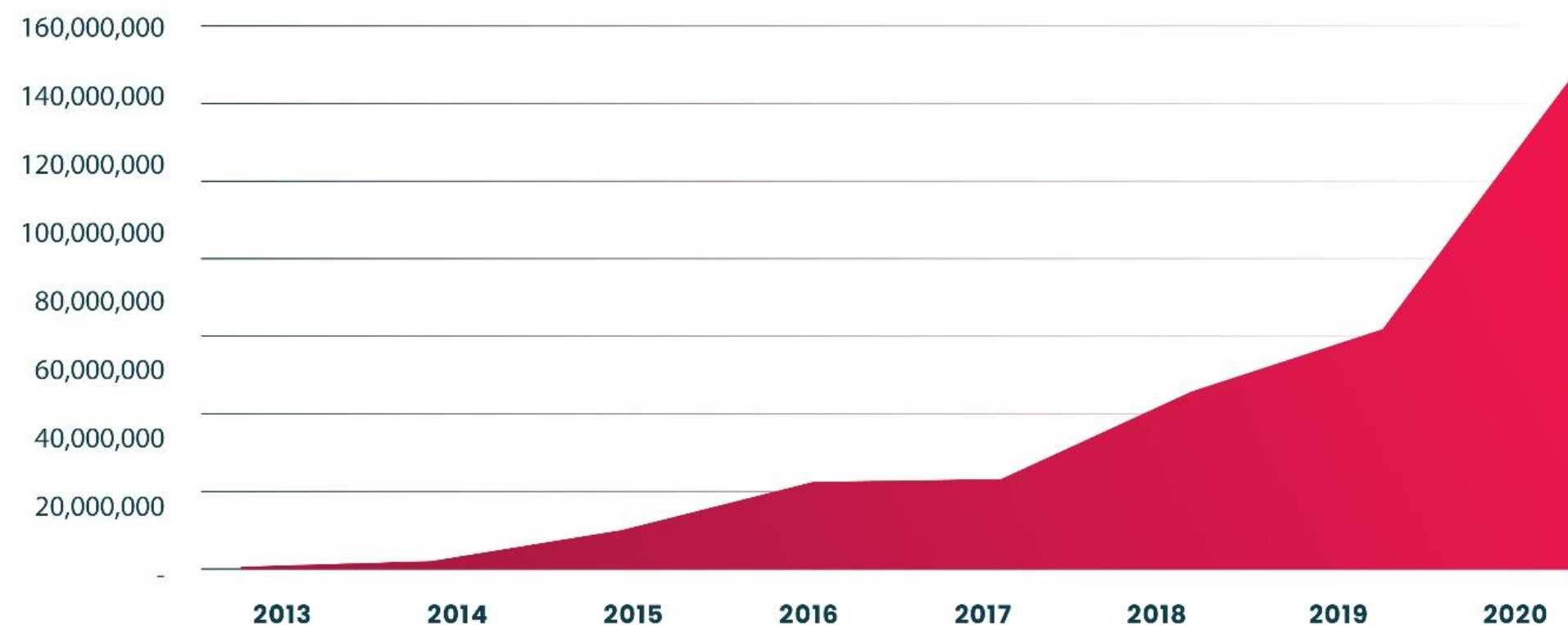transactions** in total

Today we have **55 state databases**
that interact in real time

145 million transactions

211 times more transactions

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Legal electronic documents

The electronic signature has provided a final solution and facilitates even the most complex services:

- Customs authorisations
- E-Permits
- Career and seniority certificates of the Personnel Recruitment Center
- Electricity debit certificate
- Certificates and documents of historical nature of the Ministry of Defense and the Ministry of Interior
- Certificates of conviction of the General Directorate of Prisons
- Import authorizations from the State Entity of Seeds and Saplings
- etc.

The electronic stamp has provided documents with legal value, completely discarding their printing by the physical counters and institutions:

- Civil status certificates
- Certificate of Judicial Status
- Business attestations
- Proof of assets
- Proof of pension and contributions
- Social service certificates
- Certificates and documents related to the property
- etc.

190 types of documents with electronic signature

49 types of documents with electronic seal

Over **170** thousand electronically signed documents

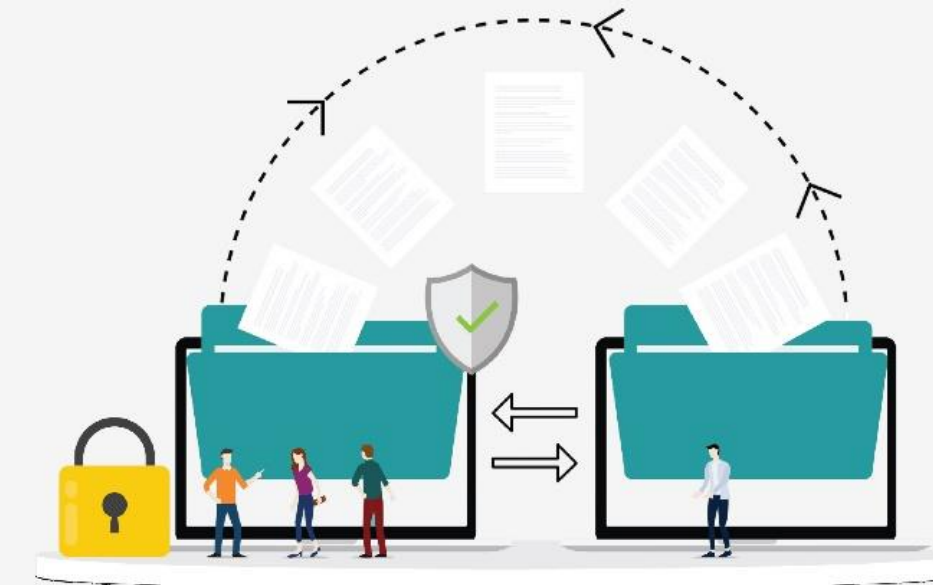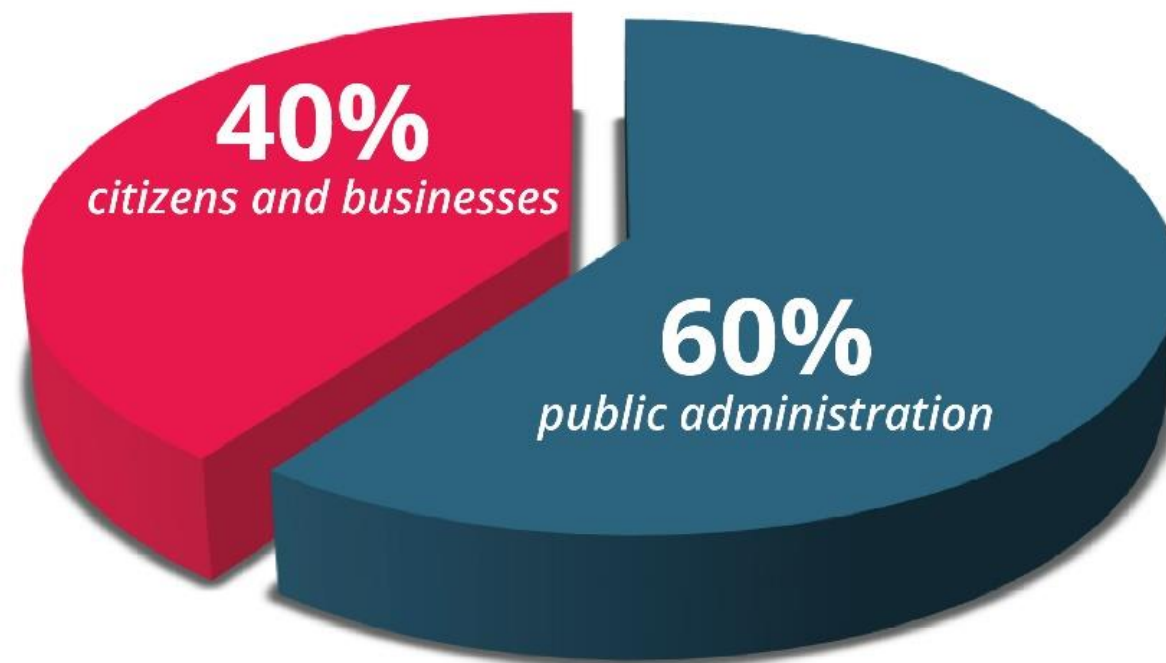Over **16,2** million documents generated

Government employee's module

11,198 public administration employees

194 public institutions

49 documents with electronic seal

Over **12,9** million documents generated

40% citizens and businesses

60% public administration

From 1 January 2020, **58 thousand documents** **exchanged** within governmental institutions

259 types of documents

Vaccination passport

The Albanian vaccination certificate of COVID-19 is recognized by the "Green Pass" integrated system of the EU

It can be downloaded in real time on e-Albania and validated electronically by the EU member states, according to the respective rules of each country

Soon

○ A system where citizens will book vaccination schedules for themselves or their child

○ SMS and e-mail notification of the vaccine date

○ Electronic stamping of the Personal Vaccination Card.

Agriculture

Fishing Boat Tracking and Monitoring System

- Periodic tracking of fishing vessels location

- Avoidance of fishing in restricted areas

- Increased safety for fishermen

> *Yesterday:*
> **A few days**
>
> *Today:*
> **A few minutes**

Innovation on the benefit of financial support, application for:

○ **National Farmers Support Scheme**

> **20 000** applic.

○ **Fuel Scheme for Agriculture**

Benefit free oil, without excise, without circulation taxes and carbon

> **15 000** applic.

○ **Certificate for the payment of contributions of the self-employed in agriculture**

> **58 000** applic.

over **93 000** applic.

10 years time saved

Business

Customs authorizations

Bailiff services

License application

Business extracts

1,7 million applications

194 years saved

Opening a new business

Tax attestations

Tax payments

Submission of the annual balance sheet

Albanians abroad

37 online services

○ Identity card / passport application

○ Application for an entry pass

○ Application for marriage permit

○ etc.

over 1.3 million applications

300 years of time saved

Yesterday:
Back and forth to consulates

Today:
25 e-services with no physical contact
12 e-services with a one-time travel to consulate offices

**Saving time | Saving fuel
Saving bus/train/airplane tickets**

Justice

The improvement of the Online Generation System of Judicial Certificates brought about:

Over 137,000 e-sealed certificates

Yesterday:

3.5 EUR | 14 days

Today:

0 EUR | 5 days

over **400 000 EUR**

16 years of waiting in queues

The digitalization of the bailiff attestation brought about:

Over 14,000 e-signed attestations

Yesterday: 1.5 EUR

Today: 0 EUR

over **25 000 EUR**

600 Days of waiting in queues saved

REPUBLIKA E SHQIPËRISË
MINISTRIA E DREJTËSISË
Drejtoria e Përgjithshme e Burgjeve

Adresa: Rr. "Zef Serembe"

Nr. Kërkese _____ 17

Tel/Fax: 00355 4 22 82 92

Tiranë më 09/10/2020

VËRTETIM
I GJENDJES GJYQËSORE

Në zbatim të nenit 484 të Kodit të Procedurës Penale, të Republikës së Shqipërisë, nga verifikimet që iu bënë shënimeve në regjistrin gjyqësor pranë kësaj Ministrie, rezulton se shtetasi (emri, mbiemri) _____
i biri (e bija) i _____
lindur më _____ dhe i _____
me numër personal _____ në _____

ËSHTË I PA DËNUAR

Sektori i Gjendjes Gjyqësore

Arben Tusha

I PA DËNUAR

Cadastre services

Online applications only for 74 services of the State Cadastre Agency such as:

- Initial registration of real estate

- Registration of deeds of inheritance, contracts of sale, exchange, donation or lease

- Registration of construction permits, titles in use and final registration of new constructions

- Asset revaluation

- Online verification of the legal status of ownership and other property data

- Correction of errors

- Clarification of boundaries of building or land property.

over 512 000 appl.

28 years of time saved

Provision of e-sealed ownership documents

Certificate of ownership

Copy of property card

Copy of cadastral map fragments

E-signed:

○ Certificate of application for legalization of informal construction

101 documents that are no longer required by the business or citizen, but it is the cadastral employees who gather them on behalf

Feedback and involvement of public into the design and improvement of e-services

- A 1-10 star rating mechanism has been implemented and a narrative free text box

- Anonymous surveys conducted via private data analysis companies to assess the provision and performance of e-services

- Mystery shopping

- Continuous communication with citizens and businesses via social media

- Surveys on new e-services requested by citizens/businesses (2018-19)

- Analysis on user UX/UI when implementing a new platform design

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Challenges ahead

- Receiving an e-signed/e-sealed response for each e-service on e-Albania portal to fully monitor deadlines of service provision

- Digitization of physical archives and improvement of backend systems to increase the number of e-sealed services

- Establishment of the official e-mail platform for every citizen and business as the only communication channel between state, citizens and businesses

- Provision of private sector services on the e-Albania platform using interoperability

- Improvement of the e-Payment Governmental Platform to simplify the payment of service fees on the e-Albania platform

- The use of block chain technology in property and health records, the establishment of a Big Data data center, the adoption of AI applications for public administration, and the increase of public sector capacity to use data analytics

- Implementation of smart city parameter measurement systems and their use to facilitate the life of the citizen and business.

Thank You!