

# ALBANIA DIGITAL AGENDA OBSERVATORY

## Country Report and Roadmap for Digital Agenda advancement in Albania

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# LIST OF ABBREVIATION

**ADISA** – Agency for the Delivery of Integrated Services (Albania)

**CSDA** – Cross-cutting Strategy for the Digital Agenda

**CSIS** – Cross-cutting Strategy of Information Society

**CSO** – Civil Society Organizations

**DA** – Digital Agenda

**DAO** – Digital Agenda Observatory

**DCM** – Decision of Council of Ministers

**DMFE** – Directives of Ministry of Finances and Economy

**ERPAC** – E-Register on Public Announcements and Consultations

**EU** – European Union

**GDPR** – General Data Protection Regulation

**GDT** – General Directorate of Taxation

**ICT** – Information and Communication Technology

**ICTU** – Information and Communication Technology Units

**MEI** – Ministry of Energy and Infrastructure

**MESY** – Ministry of Education, Sports and Youth

**MFE** – Ministry of Finances and Economy

**MHSP** – Ministry of Health and Social Protection

**NAECCS** – The National Authority for Electronic Certification and Cyber Security

**NAIS** – National Agency for Information Society

**NBC** – National Business Center

**OGP** – Open Government Partnership

**OIDPC** – Office of Information and Data Protection Commissioner

**OSCE** – Organization for Security and Co-operation in Europe

**PM** – Prime Minister

**RIA** – Regulatory Impact Assessment

**SACS** – Special Anti-Corruption Structure

## Preface

Digitalization in all spheres and for all social groups (without exception) is an effective mechanism for improving the well-being of citizens. This means improving the electronic work and greater efficiency of institutions, organizations and other social entities. The need for digitalization became even more evident due to the COVID-19 pandemic, as it pointed to the urgent need for mechanisms, tools and adapted regulation for better organization and a fully functioning society. Thereby, the so-called “digital gap” occurred, i.e. the differences between the citizens in the initial positions - for the access to the Internet and to the appropriate electronic devices, and hence the differences in the levels of their digital skills/literacy.

The DA covers the development of the information society in the broadest sense. In order to actualize the issues of DA in the countries of the Western Balkans, the project Increasing Civic Engagement in the Digital Agenda – ICEDA is currently being implemented. The ICEDA project is co-financed by the European Union (EU) and implemented by the Metamorphosis Foundation (North Macedonia) as a leading partner, then by the e-Governance Academy (Estonia), CRTA – Center for Research, Transparency and Accountability (Serbia), NGO 35mm (Montenegro), Open Data Kosovo (Kosovo) and by LëvizjaMjaft! (Albania).

Although the topic of DA covers a number of aspects, the activities and studies of the ICEDA project are mainly focused on the implementation of: e-government, raising public awareness, digital literacy and civic participation. Within this framework, in the period March – May 2021, research consistent with the basic study [conducted in the period May – June 2020] was conducted. The aim of the research is to measure the progress in relation to the initial state of the areas correlated with DA. The analysis resulted in a report that deals with topics related to the chapters of EU legislation, relevant to the DA, i.e. Chapter 10, entitled – “Information Society and Media”.

## Research Methodology

The research methodology of the Digital Agenda Observatory (DAO) builds on the previous Report on the Country Report and Roadmap for Digital Agenda advancement in Albania and focuses on the topics on which CSOs have the greatest impact published in 2020. The research is conducted on the basis of key indicators contained in a previously prepared questionnaire. The indicators should enable a regional comparison between the selected countries from the Western Balkans, will apparently contribute with positive competition and will be a motive for further implementation of the DA.

The research is based on desk research (review of conducted research; existing policy documents; national strategies; programs of the Government and central institutions of the Republic of Albania; publicly available reports and other relevant sources), then semi-structured interviews with persons directly involved and affected by the digitization process.

Based on the research conducted in this way, a report and a roadmap with recommendations have been prepared. The report provides an overview of the current state of development of DA and provides insight into the role of CSOs in this area. The report and the roadmap can serve as a basis for additional in-depth research, but also as a motive and argument for creating strategic documents that will lead to enhanced digital transformation.

# 1. Cross-cutting Strategy for the Digital Agenda in Albania

In 2013, the Albanian Government through the Minister of State for Innovation and Public Administration, drafted the first Cross-cutting Strategy for the Digital Agenda in the Republic of Albania. This document has been considered as a continuation of the strategy that has been in force during 2008 – 2013, "Cross-cutting Strategy on Information Society" (CSIS).

By creating the CSIS document in 2008, the Albanian government aimed to realize the process of e-Government and Public Services; Educating and increasing the knowledge of students through informatics laboratories, developing projects in the field of scientific research in the field of Information and Communication Technology (ICT), as well as educating the general public and business; e-business; Regulation of the legal framework in support of the establishment of the information society in Albania, where several legal initiatives were approved in compliance with the legislation of the European Union (EU).

Through CSDA 2015 – 2020, the government program focused on three main areas: (i) Increasing and promoting e-services for citizens, businesses and public administration, in order to increase transparency and improve the quality of public service delivery in accordance with principles of Open Government Partnership; (ii) Promoting the use of ICT in education, in order to bridge the digital divide, empower young people, increase the number of users, and create new jobs in line with technological skills; (iii) Consolidation of digital infrastructure throughout the territory of the Republic of Albania. The implementation of this strategy would impact on:

- Economic area (improvement of production capacities, knowledge economy, startups, increase of productivity in agriculture),

# 1. Cross-cutting Strategy for the Digital Agenda in Albania

- Social area (improvement of the provision of public services, production of goods of common),
- As well as institutional and administrative area (e-government, institutional interaction and public participation in decision-making).

The vision of the Albanian government, through the implementation of this strategy, at the end of 2020 of its implementation, among other things, aimed to achieve the objectives as listed below:

- 1) Increasing high-speed transmission access, at least 100 Mbps up to 50% of households, and at least 30 Mbps for the entire population;
- 2) Increasing the percentage of the population using the Internet to 90%;
- 3) The number of businesses that use ICT for e-commerce to be 50%;
- 4) Broadband internet access in all the schools;
- 5) Increase e-government by ensuring a change in ranking by 10 places by 2020;
- 6) Increase by 30-50% of the rate of users of electronic services and e-government.

The greatest public attention of CSDA 2015 - 2020 was focused on the creation and functionality of the government portal, through which the general public and businesses could access electronic public services. The National Agency for Information Society (NAIS) is in charge of creating and administering this portal. e-Albania portal is conceived as a one-stop electronic office, where users register through an identification number (identity card or business registration certificate).

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As a result of the merger of the office of the Minister of State for Innovation and Public Administration in 2017, responsible for reporting and drafting future strategies / action plans in the field of digitalization in Albania, was appointed NAIS. During 2020, this institution has not declared the drafting of a new cross-sectoral strategy for the Digital Agenda 2021 – 2026, which should enter into force in January 2021. Even during the period of drafting this report, NAIS still does not has published a strategic document, to be shared with third parties, related to the process, in order to carry out consultative processes. Currently, the digitalization process in Albania is being administered through an Action Plan 2020 – 2022, to continue the objectives set in CSDA 2015 – 2020, until the construction of the new strategy 2021 – 2026.

In 2018, Albania was ranked 74th, meeting 0.6519 points in completing the indicators for e-Government Development and in 59th place with 0.7584 points for e-Participation. For 2020, for the same indicators, Albania performed in improved conditions, being in 59th place meeting 0.7399 points for e-Government Development and in 36th place with 0.8452 points for e-Participation.

# 1. Cross-cutting Strategy for the Digital Agenda in Albania

	Number/percentage/description	Source of Information	Comments
<b>Name of the country</b>	Republic of Albania		
<b>Population</b>	2,829,741	<a href="#">Instat</a> , 2021	-0.6% in comparison to 2020
<b>Internet penetration</b>	75.2% 72.2%	<a href="#">Internet World Stat</a> ; <a href="#">Instat</a> (2021)	Two sets of data
<b>Number of Mobile connections</b>	3.74 mil / 132% of the population	<a href="https://www.mobileconnectivityindex.com/#year=2019&amp;zoneIsocode=ALB&amp;analysisView=ALB">https://www.mobileconnectivityindex.com/#year=2019&amp;zoneIsocode=ALB&amp;analysisView=ALB</a> (2019)	-4% in comparison to 2018.
<b>Share of web traffic by device:</b>  <b>Mobile phone</b> <b>Laptops and desktop</b> <b>Tablets</b>	80.3% 18.9% 0.7%	<a href="https://datareportal.com/reports/digital-2021-albania">https://datareportal.com/reports/digital-2021-albania</a> (2021)	Increased numbers of mobile phones and tablets users; decrease of laptops users
<b>Number of services on national governance platform (e-Albania)</b>	1570 services, whereas 1217 e-services	<a href="#">National Agency for Information Society</a>	Data for 2021
<b>Users of e-Albania</b>	2,100,000 users	<a href="#">National Agency for Information Society</a> (2021)	Data for 2021
	(1,210,093 citizens and businesses served)		
<b>Country e-readiness ranking</b>	Rank: 78 <sup>th</sup> e-readiness index: 44.2	<a href="https://knoema.com/infographics/ljiscg/network-readiness-index-2020-digital-transformation-at-a-glance?country=Albania">https://knoema.com/infographics/ljiscg/network-readiness-index-2020-digital-transformation-at-a-glance?country=Albania</a>	Data for 2020
<b>International structures/institutions supporting the development of DA</b>	The European Digital Strategy	<a href="#">EC</a>	

## 1.1. Legal framework of DA in Albania

- PM Directives no. 202, date 16.12.2005, "Strength of transparency through increase of internet usage and improvement of current internet web pages" ;
- Law no. 9880, date 25.02.2008, amended by law no. 122/2016, "On the electronic signature" ;
- Law no. 9887, date 10.03.2008, amended by law no. 120/2014 date 18.09.2014, "On Data Protection" ;
- Law no. 9918, date 19.05.2008, "On the electronic communication" ;
- Law no. 10128, date 11.05.2009, amended by law no. 135/2013, "On electronic trade" ;
- Law no. 10273, date 29.04.2010, "On the electronic document" ;
- DCM no. 322, date 05.05.2010, "On the approval of the document on electronic communication policies in the Republic of Albania" ;
- PM Directives no. 119, date 02.06.2010, "On building the cross-cutting working group on coordination and development of the national broadband backbone" ;
- Law no. 10325, date 23.09.2010, "On the database of the state" ;
- DCM no. 961, date 24.11.2010, "On defining the regulatory coordinating authority of the state database" ;
- DCM no. 303, date 31.03.2011, "On the development of Information and Communication Technology units in the line ministries and other institutions" ;
- Law no. 72/2012, date 28.06.2012, "On the organization and functioning of the national infrastructure of Geospatial Information in the Republic of Albania" ;
- DCM no. 945, date 02.11.2012, "On the approval of the regulation "Administration of the state database system" ;
- DCM no. 778, date 07.11.2012, "On the approval of the general, minimal personnel ICTU standards for the Organizational Structuring of the ICT units" ;
- DCM no. 357, date 24.04.2013, on the approval of the regulation "On the management of electronic documents in the Republic of Albania" ;

## 1.1. Legal framework of DA in Albania

- DCM no. 710, date 21.08.2013 "On the establishment and operation of information storage systems, continuity of work and service level agreements" ;
- DCM no. 734, date 28.08.2013 "On the creation of a unique registration system, authentication and identification of users in receiving services" ;
- Directive no. 2, date 02.09.2013, "Standardization of drafting terms of reference for ICT projects in public administration" ;
- Law no. 119/2014, date 18.09.2014, "On Freedom of Information" ;
- Law no. 146/2014, date 30.10.2014, "On Public Announcement and Consultation"
- DCM no. 914, date 29.12.2014, "On the approval of public procurement rules, amended by decision no. 402, dated 13.05.2015, with decision no. 823, dated 23.11.2016 with decision no. 797, dated 29.12.2017, with decision no. 80 dated 14.2.2018 and with decision no. 823, dated 21.10.2020" ;
- Law no. 46/2015, date 07.05.2015 "On postal services in the Republic of Albania" ;
- Law no. 107/2015, amended by law no. 123/2016, "On the Electronic Identification and Trusted Services" ;
- DCM no. 69, date 27.01.2016 "On the approval of the regulation on the Electronic Identification and Trusted Services" ;
- Law no. 35/2016, date 31.03.2016, "On authors copyright and other related rights" ;
- DCM no. 352, date 11.05.2016 "On the creation of the state database of the vgovernment financial information system" ;
- Law no. 66/2016, date 09.06.2016 "On Services in the Republic of Albania" ;
- Law nr. 02/2017, date 26.01.2017 "On Cyber Security" ;
- DCM no. 277, date 29.03.2017 "On the approval of the National Frequency Plan"

## 1.1. Legal framework of DA in Albania

- DCM no. 332, date 17.03.2010, amended on 13.09.2017, by DCM no. 496, "On the determination of the form, constituent elements, manner of keeping and term of use of basic documents, which are kept and issued by the Civil Status Service" ;
- DCM nr. 495, date 13.09.2017, "On the approval of the rules for the benefit of electronic public services" ;
- DCM no. 15, date 12.01.2018, "On the approval of tariffs for electronic services of the National Agency of Information Society" ;
- DCM no. 673, date 22.11.2017, amended by decision no. 36, date 24.01.2018, by decision no. 448, date 26.7.2018, by decision no.872, date 24.12.2019, "On the reorganization of the National Agency for the Information Society" ;
- DCM no. 145, date 13.03.2018, "On the creation of the state database, the electronic register of requests and answers for the right to information" ;
- Law no. 107/2018, date 20.12.2018, "On an addition to law no. 9918 dated 19.05.2008, 'On electronic communications in the Republic of Albania', as amended" ;
- Law no. 9918, date 19.05.2008, last updated on 18.12.2019 with law no.92 / 2019 "On electronic communications in the Republic of Albania" ;
- Law no. 87/2019, date 18.12.2019 "On the invoice and the circulation monitoring system ", amended by law no. 108/2020, dated 29.07.2020" ;
- DCM no. 220, date 12.03.2020, "On the determination of the category of taxpayers and the criteria for using the simplified fiscalization procedure" ;
- DCM no. 239, date 20.03.2020 "On technical and functional requirements of the software solution for the billing and fiscalization procedure" ;
- DMFE no. 16, date 03.04.2020, "On invoice and turnover monitoring system" ;
- DCM no. 290, date 11.04.2020, "On the creation of the state database of the integrated planning information system (SIPI/IPSIS)" ;

## 1.1. Legal framework of DA in Albania

- DCM no. 432, date 03.06.2020 "On the Central Billing Platform" ;
- DCMno. 343, date 03.06.2020, "On the Approval of the National Plan for Sustainable Development of Broadband Digital Infrastructure 2020 - 2025" ;
- Directive no. 20, date 01.06.2020, "On basic and technical elements, issuance and exchange of electronic invoices and accompanying invoices" ;
- Directive no. 24, date 16.06.2020, "On e-invoice payment registration" ;
- DCM no. 1147, date 09.12.2020 "On the creation of the state database 'Unique government portal e-Albania' and for the approval of the rules 'On the functioning of the single point of contact'" ;
- DCM no. 1084, date 24.12.2020 "On the approval of the National Strategy for Cyber Security and the Action Plan 2020 - 2025" ;
- Legislation on Cyber Security, amended, part from Penal Code ;
- Internal Regulation of NAI on privacy policies ;
- Draft law "On Startup Support and Development - Innovative Eve".

## 1.2. Administrative Capacity to drive DA

In order to implement the Digital Agenda in the Republic of Albania, the governments have created institutions which have had in their field of work the obligation to directly exercise the task of digitalization or of integral and complementary segments of this process.

(i) NAIS is established in 2007, whose mission is to implement policies and strategies for the development of information society and ICT, coordinating programs and promoting investment, as well as to promote new technologies and promote their use by the general public. Also, NAIS represents the institution that develops and administers the maintenance of the e-Albania portal, which provides electronic public services to 211 public institutions.

(ii) NAECCS is responsible for the implementation and supervision of law no. 02/2017 "On Cyber Security", for law no. 9880 "On the electronic signature", law no. 107/2015 "On electronic identification and trusted services". The mission of this authority is to guarantee the security of services provided in the territory of the Republic of Albania, in particular by ensuring the responsibility and security of electronic transactions between citizens, the private sector and public authorities, in order to increase the effectiveness of public-private interaction. NAECCS periodically monitors two institutions classified as trust providers, NAIS and ALEAT, to assess the fulfillment of legal and procedural procedures of these institutions, in accordance with international standards.

Since December 2020, NAECCS operates on the basis of the National Strategy for Cyber Security 2020 - 2025. The purpose of this strategy is to guarantee cyber security through the protection of information infrastructure, building a secure cyber environment through social awareness and professional capacity building, establishing the necessary mechanisms for the safety of children in cyberspace, increasing national and international cooperation in the field of cyber security.

## 1.2. Administrative Capacity to drive DA

During 2020, based on the annual report published by the authority, NAECCS in cooperation with the Municipality of Tirana has the project "CyberCorner" in the library "HamitBeqja", in order to provide opportunities for in-depth knowledge on the use of secure Internet, coding, radicalization and public electronic services. He has also made educational videos on back up data, CEO frauds, Online scams and passwords in order to understand the importance of cyber security. In the period June - July 2020 NAECCS realized the Cyber Security Academy to increase the capacity and deepen the knowledge of cyber security professionals and talented young students in the field, within which online trainings have been conducted in recent periods.

(iii) The Ministry of Energy and Infrastructure is responsible for the telecommunications and postal infrastructure, as one of the main programs of activity of this ministry. MEI organized the third Digital Summit of the Western Balkan countries on 26-27-28 October 2020 in order to create experiences at the regional level, increasing the dialogue on digital transformation. This summit comes in the framework of the Berlin Process and the long-term Action Plan in the Regional Economic Zone for the Western Balkans. At this summit, which was attended by 67 speakers and moderators and over 600 people registered to attend online, where were discussed the initiatives of governments of the countries of the Western Balkans in the field of digitalization, experiences related to digital connectivity through reliable networks, digitalization of business processes, digitalization of public services and development of digital skills.

Also, during 2020, MEI approved the National Plan for the Development of BroadBand Digital Infrastructure 2020 - 2025. The purpose of this document is to expand the broadband network in the territory of the Republic of Albania, through the most cost effective, covering areas rural and remote, alongside urban areas.

## 1.2. Administrative Capacity to drive DA

(iv) MFE . At the end of 2019 and throughout 2020, the current government of the period engaged in drafting the law on modernization of tax monitoring, considered as the new generation of fiscal cash registers. This system aims to minimize the informal economy and identify evasion by increasing the cost efficiency of business tax audits, improving revenue collection, and reducing corruption in the administration. Timely transmission of transactions from the business unit to the tax administration will be performed through advanced technology equipment .

Also, indirectly, the banking system is engaged in the digitalization process, which plays a concrete role in the fiscalization process, in accordance with law no. 87/2019, dated 18.12.2019 "On the invoice and the circulation monitoring system", amended by law no. 108/2020, dated 29.07.2020. All transactions for the settlement of liabilities between business units that will be performed through the banking system, will be realized by factoring the fiscalized invoices between the parties.

(v) MESY is also another institution that in the context of digitalization, facilitates the receipt of public services by citizens. In addition to the e-learning platform , which reached a high number of visitors and users in the first months of the covid-19 pandemic situation in the country, MESY recently offers the online service of registration of children in the first grade, through the application on the portal e-Albania.

(vi) ADISA . Through citizen reception counters and integrated one-stop public service centers, ADISA aims to help the citizen and contribute to the improvement of administrative services for the citizen and business.

## 1.2. Administrative Capacity to drive DA

(vii) ODPD is the office which contributes to ensuring the receipt of official public information by the general public in the Republic of Albania. Also, the office of the commissioner follows the establishment and progress of procedures for processing personal data of citizens by public and private institutions. In the framework of personal data protection, the ODPD in cooperation with the Italian Data Protection Authority, has implemented the project "Institution-building for alignment with the Union acquis on the protection of personal data", in order to improve the framework legal current.

Also, the ODPD is responsible for reviewing the complaints of interest groups, experts or citizens against public institutions, in case their comments are refused to be considered in the process of notification and public consultation of a draft law.

(viii) The Parliament of the Republic of Albania . Since November 2020, the Parliament of the Republic of Albania has been engaged in the application of the Public Consultation Platform for drafts submitted to the administration of the institution, which will then be published by parliamentary committees. Citizens, civil society organizations, interest groups and lobbyists are invited to contribute to this platform, to recognize and address concrete comments or suggestions that will serve the parliamentary committees in the legislative process of reviewing and approving draft laws for their improvement. Currently, four acts have been published on the platform.

### 1.3. Testing of e-services

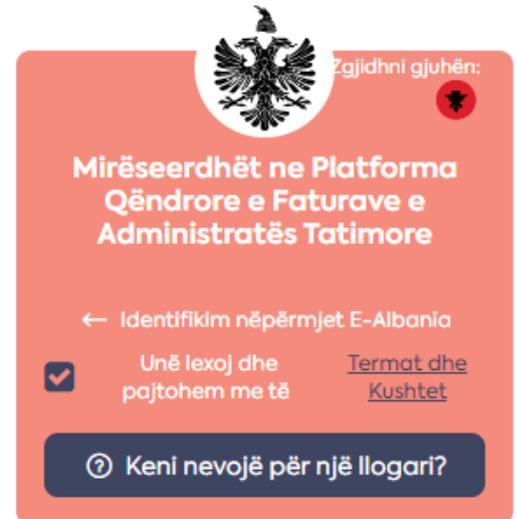
#### (i) Self-care e-fiscalization system

To adapt the new e-fiscal process, the businesses in Albania should receive an electronic certificate and electronic signature to sign the official documents of the business. Until the 30th of June, all the business that have not adapted yet an electronic software approved from GDT, are able to generate fiscal invoices using self-care system , developed from the government.

## 1.2. Administrative Capacity to drive DA

Referring to the experiences of the users, to draft an e-invoice it requires to fulfill ten steps providing information on the product they are selling.

Even though there is a guiding video the users are facing difficulties in understanding the step and submitting the correct information in all required cells.



### (ii) Individual criminal record certificate

To apply for an individual criminal record certificate, the Albanian citizens used to apply in one of the postal offices, paying a fee to receive this kind of document. Recently, this application can be done through e-Albania portal.

### Certifikatë e Gjendjes Gjyqësore (dëshmia e penalitetit)



#### Kontaktet

Tel: +355 4 631 5755

E-mail: [info@dpsbsh.gov.al](mailto:info@dpsbsh.gov.al)

Adresa: Rruga "Zef Serembe",

Tufinë Tiranë

#### Certifikatë e Gjendjes Gjyqësore (dëshmia e penalitetit)

Shërbimi elektronik "Certifikatë e Gjendjes Gjyqësore (dëshmia e penalitetit)" ju mundëson qytetarëve të marrin online certifikatën e gjendjes gjyqësore me vulë elektronike i cili është një dokument që lëshohet për të vërtetuar nëse një person ka qënë i dënuar ose jo.

Bazuar në Vendimin Nr. 495, datë 13.09.2017 "Për miratimin e rregullave të përfitimit të shërbimeve publike elektronike" si dhe në ligjin Nr. 9614, datë 21.09.2006 "Për certifikatat elektronike të gjendjes gjyqësore", ky dokument me vulë elektronike i gjeneruar përmes portalit e-Albania ka të njëjtën vlerë ligjore si dokumenti fizik me vulë të njome.

#### Dokumentacioni i nevojshëm

*Për këtë shërbim nuk kërkohet dokumentacion shoqërues.*

## 1.2. Administrative Capacity to drive DA

From the personal experiences of focus group, the citizens can easily access this document within max. two working days, receiving it in the electronic form in their personal account in the portal. Even though the process itself does not take a lot of time to apply and there are no added costs for the applicants, it is difficult to find the proper application within the platform, since it requires the specific name of the application to be written in the search engine. The same experience is faced with other e-services, which require an advance level of knowledge of how to use the platform and receive the needed documents, since there are no key words foreseen to direct the users to the service they are looking for.

### (iii) Application for mortgage

When citizens apply for a mortgage in one of second level banks in Republic of Albania, they should apply on e-Albania portal to receive the latest updated copies of property cartels, property map, as well as property certificate of the property of the seller. This online application foresees to receive these documents from National Cadastral Agency within five working days.

#### Aplikim për lëshim kopje të fragmentit të hartës kadastrale



**Kontaktet**  
E-mail: [ankesa@ashk.gov.al](mailto:ankesa@ashk.gov.al)  
Adresa: Rruga Dora D'Istria, Nr 21001 Tiranë Tiranë

#### Aplikim për lëshim kopje të fragmentit të hartës kadastrale

Ky shërbim elektronik u vjen në ndihmë qytetarëve që të dërgojnë një aplikim për që të pajisen me kopjen e fragmentit të hartës kadastrale. Pronari ose personi që provon se ka interes legjitim, në përputhje me dispozitat e këtij ligji, ka të drejtë të marrë të dhëna dhe kopje të dokumenteve, që janë në regjistrat e pasurive të paluajtshme, kartela, në harta kadastrale, në dokumentacione të depozituara me kërkesën për regjistrim dhe në dokumentacionin që mbahet e administrohet nga zyrat vendore të regjistrimit të pasurive të paluajtshme.

Pas dërgimit të aplikimit drejt ASHK-së, ai do të procesohet nga specialisti i ASHK-së dhe në varësi të informacionit kthimi i përgjigjes dhe i materialeve të kërkuara nga kërkuesi kryhet nëpërmjet informimit me e-mail, dërgimit të përgjigjes elektronike tek "Dokumentet e mia" në profilin e qytetarit në e-Albania.

Kërkesa për kryerjen e një shërbimi nga Agjencia Shtetërore e Kadastrës (ASHK), në zbatim të Ligjit Nr. 33/2012 bëhet nga kërkuesi, vetë ose nëpërmjet përfaqësuesit të tij, noterit apo asistentit i noterit. Prane

#### Aplikim për lëshim certifikate pronësie



**Kontaktet**  
E-mail: [ankesa@ashk.gov.al](mailto:ankesa@ashk.gov.al)  
Adresa: Rruga Dora D'Istria, Nr 21001 Tiranë Tiranë

#### Aplikim për lëshim certifikate pronësie

Shërbimi elektronik "Lëshim certifikate pronësie" u vjen në ndihmë qytetarëve që të dërgojnë online një aplikim për pajisje certifikate pronësie. Për çdo pasuri të paluajtshme, të regjistruar në kartelën përkatëse, për të vërtetuar të drejtat e pronësisë apo të drejtat e tjera reale, të krijuara në bazë të akteve të ndryshme ligjore, lëshohet vetëm një certifikatë. Kjo certifikatë i lëshohet pronarit të vetëm të pasurisë ose njerit prej pronarëve në rastet e bashkepronësisë të autorizuar rregullisht sipas legjisllacionit në fuqi

Pas dërgimit të aplikimit drejt ASHK-së, ai do të procesohet nga specialisti i ASHK-së dhe në varësi të informacionit kthimi i përgjigjes dhe i materialeve të kërkuara nga kërkuesi kryhet nëpërmjet informimit me e-mail, dërgimit të përgjigjes elektronike tek "Dokumentet e mia" në profilin e qytetarit në e-Albania.

## 1.2. Administrative Capacity to drive DA

### Aplikim për lëshim kopje kartele të pasurisë



Kontaktet

E-mail: [ankesa@ashk.gov.al](mailto:ankesa@ashk.gov.al)  
Adresa: Rruga Dora D'istria, Nr  
21001 Tiranë Tiranë

#### Aplikim për lëshim kopje kartele të pasurisë

Ky shërbim elektronik u vjen në ndihmë qytetarëve që të dërgojnë një aplikim për pajisje me kopje kartele të pasurisë. Pas dërgimit të aplikimit drejt ASHK-së, ai do të procesohet nga specialisti i ASHK-së dhe në varësi të informacionit kthimi i përgjigjes dhe i materialeve të kërkuara nga kërkuesi kryhet nëpërmjet informimit me e-mail, dërgimit të përgjigjes elektronike tek "Dokumentet e mia" në profilin e qytetarit në e-Albania.

Kërkesa për kryerjen e një shërbimi nga Agjencia Shtetërore e Kadastrës (ASHK), në zbatim të Ligjit Nr. 33/2012 bëhet nga kërkuesi, vetë ose nëpërmjet përfaqësuesit të tij, noteri apo asistenti i noterit. Pranë Agjencisë Shtetërore të Kadastrës funksionon Regjistri Elektronik i përpunimit të kërkesave, i cili garanton trajtimin e praktikave sipas radhës së paraqitjes së kërkesave. Minimalisht, në regjistrë regjistrohen numri i kërkesës, data e paraqitjes dhe data e përfundimit të afatit për trajtim, sipas rendit kronologjik.

After submitting these documents to the bank, the purchaser and the seller should sign the selling contract. With the selling contract, the purchaser reappears in e-Albania portal to block the property in the name of the purchaser and the name of seller. After signing the contract of the mortgage with the bank and paying the total amount to the seller, there must be another application to remove the rights on the property from the seller and block the property in the name of the bank. All these procedures must last three working days.

Based on the experience of the focus groups, this whole process requires more than two weeks per each application, prolonging the period of receiving a mortgage. Most of the citizens hire a notary to do these procedures, who are acquainted with administrative personnel of the Agency, to receive the documents within the foreseen deadline. This procedure means at least 80 EUR costs added to the citizens.

## 2. Electronic services & digital literacy

According to NAIS, during 2020, the online platform of the government portal, e-Albania, has completed 95% of public electronic services, reaching the number of 1,217 services, of which 300 are for business. 5% of public services are services that cannot be digitized, due to the need for physical presence of the individual such as obtaining a passport or identity card, the presence of the vehicle as the initial calibration of the digital tachograph, analog, removal of recording equipment, etc., laboratory samples and analysis. In total during 2020 there are 7,705,068 applications for electronic services, from 1,210,093 citizens and businesses served. A total of 12,000 administration employees have been trained to provide digitized, electronically signed public services, as well as 2,000 employee-based counter service staff to help citizens apply online for the services they need from the administration. 180 public institutions have generated a total of 13 million official electronic documents to help citizens.

To increase the number of portal users, as well as to facilitate the understanding of digital procedures for obtaining online public services, by the end of 2022, NAIS aims to realize 132 promotional videos mainly for electronic services and how to use them, 141 infographics related to e-Albania, electronic services, on how to use them, 30 explanatory materials in the media.

Some of the electronic services that have been enabled during 2020:

**The State Cadastral Agency** has issued several documents with electronic stamp. Certificate of ownership and any other documents from the cadastral offices are provided without any contact with the administration, which has facilitated the construction industry, the banking system, the real estate market or the notary service.

## 2. Electronic services & digital literacy

**The State Judicial Bailiff Service** has digitized the confirmation of not being a debtor. Also, the online and free provision of the "Certificate of Judicial Status", which proves whether a person has ever been convicted or not, is now accessible through the online portal. Such documents have reduced the costs to citizens, as well as saving time to the citizens in comparison if the old procedure were to be followed.

Through digitalization, farmers apply for **the national support scheme**, which enables them to benefit from subsidies without additional documents.

Also, the government has used electronic services to manage the situation of covid-19 in the country. Following the cooperation with the Ministry of Health and Social Protection (MHSP), NAIS has maintained a dedicated portal <https://coronavirus.al/> with integrated and updated information on the pandemic situation in Albania, offered in desktop and mobile version.

Through the e-government portal, citizens and businesses had the opportunity to apply for leaving their houses during the pandemic lockdown period, referring to health or work reasons. In addition to these tools that citizens can access through the portal, the mechanism of application for vaccination and the generation of the vaccination certificate against covid-19 has also been developed. The online vaccination request service enables citizens to be vaccinated with one of the vaccines available in the country, by sending their application, through the portal to the MHSP.

## 2. Electronic services & digital literacy

The whole system is managed and programmed by MHSP, which notifies the citizens with a message on scheduling the day of vaccination. After vaccination, data are completed by family doctors in the health system. All citizens who have received one or two doses of vaccines known in the country, can generate the vaccination certificate for covid-19, which carries the special verification code in accordance with European standards. The certificate is electronically signed and equipped with a QR code.

The e-Albania portal currently represents the only platform where citizens can receive their personal public services electronically. But businesses also have activities closely related to the portal. In addition to the online tax system, where businesses declare their monthly and annual economic activity, which continues to be one of the most used systems by the private sector, e-Albania is already a portal through which businesses will carry out their fiscalization process.

## 2.1 New fiscalization system of businesses

Based on law no. 87/2019, all private economic entities in the Republic of Albania should be subject to the digital fiscalization process during 2021. According to this new monitoring system, businesses that issued sales invoices to public institutions should have adapted new fiscalization procedures by 1st of January 2021. Businesses that issue tax invoices to other businesses (B2B), the settlement of which will be carried out through banking transactions, had to adopt an approved fiscalization program by 1st of July 2021. While for cash sales to customers (B2C), businesses will should be ready by 1st of September 2021. Businesses are required to operate through government-certified programs to manage units and sell items or services. These programs can be offered by only about twenty licensed operators to develop software programs, which make the real-time transmission of purchase and sale transactions, the state of warehouses and the state of business cash registers in the administration system of the General Directorate of Taxes. Licensed programs for the fiscalization process represent an additional cost to the business, which ranges from EUR 50 to EUR 1000 and the subscription to these programs is annual. But in addition to certified software, business units must also have a stable internet connection to ensure continuous transmission of transactions to the GDT administration. This element is considered by operators and business representatives as an obstacle that will jeopardize the simultaneous implementation of the process throughout the territory of the Republic of Albania, as the broadband spread in the country does not yet cover all rural areas.

## 2.1 New fiscalization system of businesses

At the moment of activation of these programs, every business must be provided with the electronic certificate, the application for which, the legal representatives of businesses make through e-Albania. The cost to obtain this certificate is 33 EUR per year and must be renewed annually. Also, legal representatives of businesses, administrators, must apply for electronic signature through e-Albania, a mechanism which enables them to sign official documents online; also, this service represents extra costs for businesses, of 40 EUR per year and must be renewed every year. The deadline for businesses to obtain an electronic certificate is June 30th, 2021. Until now, NAIS registers applications for electronic certificate of less than 50% of businesses registered in the BCC.

To help businesses, the GDT administration is conducting ongoing training with economists, accounting experts and business representatives, to orient on the logic of this new fiscal system, its impact on avoiding tax evasion and reducing informal economy, as well as the penalties that will be pursued in cases of evidence of violations by business units. During the period September – December 2021, the GDT administration will provide consulting services and field education to operators in adapting this system, without including administrative sanctions. Based on the position of some of the accounting offices, the consulting period should be longer, at least two years, in order to create the opportunity for the operators to understand the digitalization of this process and the improvement of technology.

### 3. Data Protection and Cyber Security

Referring to the 2020 annual report of the OJDPC, during the year there were 308 complaints filed by citizens on the use of their personal data for marketing purposes, as well as through online platforms during the covid-19 pandemic period. This number of complaints filed is increasing compared to a year ago, according to the same report. Inspectors of the OJDPC have made on-site verifications for the implementation of the legislation in force for the protection of personal data, in order to guarantee their security; among them, health institutions were inspected to see how the data registered by citizens during the pandemic period are being managed. From the commissioner's report, there are problems related to the implementation of all steps of data processing by public institutions, lack of legal and technical knowledge, shortcomings in addressing legal guarantees on the basis of contractual relations, lack of training for staff dealing with data processing, lack of a data processing strategy.

In order to improve the legal framework and its alignment with the General Data Protection Regulation (GDPR), the OJDPC in cooperation with the Italian Personal Data Authority is the beneficiary of the project "Support to the institution for the approximation of personal data protection legislation with the acquis of the European Union", which will contribute to the increase of internal institutional capacities, as well as the increase of the awareness of the data processors.

One of the violations of the law on personal data occurred during the general election campaign period. In April of this year, the Republic of Albania held the general election campaign in conditions of pandemic. A database of identification numbers, names, telephone numbers, jobs and political preferences of Tirana citizens was made public in the second week of the campaign, which was accused of leaking from the government offices. According to the report of the OSCE Presence in Albania for this year's elections, the leaking of sensitive personal data, including the political preferences of the voters, is a serious concern and makes voters vulnerable.

### 3. Data Protection and Cyber Security

Opposition parties, the Office of the President and citizens demanded an investigation into the leak of this data by the Special Anti-Corruption Structure. There is still no decision from this structure about this situation. For this violation of personal data, the ODPD is engaged to conduct an administrative investigation and evidences' review.

In terms of cybercrime, Albania ranks 73rd and scores approximately 41.6 points . This result has been influenced by the lack of a coordination format for cyber security policy created by the government, the lack of an implementation plan for the national cyber security strategy, the lack of a national level entity that specializes in analyzing cyber-attack situations , lack of publication of annual reports of cyber-attacks, lack of university programs (Bachelor, Master, PhD, Prof.As.) in the field of cyber security, no space has been given on the spot to a regional or international organization specialized in the field of cyber security, lack of protection of digital services in the private and public sector, lack of a cyber crisis management plan, lack of a scientific methodology and techniques for investigating cybercrime. Compared to last year's results, Albania has lost several places in the ranking, not meeting some of the indicators of the index. Also, compared to other countries in the Western Balkans region, Albania performs better than Montenegro (ranks 88, with 33.8 points), while Serbia leads the region in 18th place, with 77.9 points.

Pursuant to the law on cyber security, the nationally responsible authority for cyber security is NAECCS, which is the authority that contributes to the drafting, implementation and monitoring of law enforcement in the field of cyber security. As far as cybercrime reporting is concerned, the State Police together with the institutions / structures that are subordinated to it are responsible for dealing with them. When it comes to cyber incidents, the treatment is done by cyber security institutions, in this case, infrastructure operators.

## 4. Public participation in decision making processes

Citizens' participation in the decision-making process in the Republic of Albania is regulated through law no. 146/2014 "On public announcement and consultation". This law also provides for the maintenance of ERPAC , which represents the liaison platform where drafts are published in accordance with the law on consultation, for all ministries and executive agencies of the Albanian government. However, the public consultation platform does not remain the only opportunity for conducting consultations. Roundtables within institutions and communication via official emails also represent channels of transmission of recommendations for improving the legal framework. Based on the reports created by the line ministries for 2020 , the situation of public consultations is as follows:

### (i) Ministry of Internal Affairs

- Has planned 23 draft laws for consultation.
- 16 draft laws have undergone the consultation process
- 5 draft laws were consulted with an RIA report
- The actors involved in the consultation processes were representatives from international and national organizations, experts in the field and trade unions. Citizens have not been part of these processes.
- The comments made are mostly accepted.

### (ii) Ministry of Culture

- 28 draft laws planned for consultation.
- 2 draft laws have been consulted.
- The actors involved in the consultative processes have been experts in the field and citizens.
- 24 recommendations were accepted, 1 was rejected..

## 4. Public participation in decision making processes

### (iii) Ministry of Infrastructure and Energy

- 11 draft laws planned for consultation.
- 6 draft laws have been consulted.
- 4 draft laws were consulted with an RIA report
- The actors involved in the consultation processes were representatives from international and national organizations, as well as experts in the field. Citizens have not been part of these processes.
- The comments made are mostly accepted.

### (iv) Ministry of Defense

- 32 draft laws planned for consultation.
- 7 draft laws have been consulted.
- A total of 20 recommendations were received from the offsite meetings; by ERPAC no comment. 16 comments were fully accepted, 3 partially and 1 was rejected.
- Comments were made only by legal entities.

### (v) Ministry of Europe and Foreign Affairs

- Out of 17 adopted acts, only 1 act is qualified for public consultation.
- Comments from public institutions.
- 1 recommendation given, which is fully accepted.

### (vi) Ministry of Agriculture and Rural Development

- 6 draft laws planned for public consultation.
- 6 draft laws have been consulted.
- 2174 visitors to ERPAC, but no comment given.
- 4 draft laws were consulted with an RIA report
- Representatives of associations, interest groups, dependent institutions participated in the process.
- The average number of comments received for each project consulted is about 13.

## 4. Public participation in decision making processes

### (vii) Ministry of Justice

- 7 laws planned for public consultation.
- 7 draft laws have been consulted.
- 8055 visitors to ERPAC, where a part of them (12) also left comments.
- Comments from professors, experts in the field, civil society organizations, international partners. No participating citizens.
- 26 recommendations fully accepted, 40 rejected, 7 partially accepted.

### (viii) Ministry of Education, Sports and Youth

- 1 draft act planned for public consultation.
- 1 draft act consulted.
- 1 draft act consulted with VNR report.
- 15 comments received by email, fully accepted.
- Comments from state institutions.

### (ix) Ministry of Tourism and Environment

- 8 laws planned for public consultation.
- 8 draft laws have been consulted.
- The drafts were discussed with representatives from public institutions, non-profit organizations and experts in the field.
- 26 comments were fully accepted and 12 were rejected.
- No comment on ERPAC.

In summary, during 2020 the executive has planned 117 draft laws for consultation, and only 36.7% of them have undergone this process. The most efficient way of conducting consultations, according to the reports of the ministries, has resulted through roundtables; ERPAC has not been successful in receiving comments. Almost all ministries have consulted with representatives of public institutions and international and local organizations, without the presence of citizens.

## 5. Roadmap for the improvement of the current situation

### *Strategic legal and administrative developments*

(i) There is still lack of new Cross Cutting Strategy on Digital Agenda for the upcoming period. Even though the responsible institution, NAIS, is working on drafting this strategy, there is not still a published document to be discussed among relevant stakeholders, as well as there is no plan when this document is going to be ready.

(ii) The law no. 146/2014 “On Public Consultations” is still in the same legal terms, which makes its implementation difficult. Most of the CSOs’ representatives or media partners are not aware of the institution that is responsible for the maintenance of this law, in order to provide their comments on the necessity of the amendment of the law.

Also, the public institutions should approve internal policies to promote their draft laws and insure the involvement of the citizens in the process. Referring to 2020, the citizens were not part on the public consultations of the Line Ministries public announcements.

(iii) Even though there are 95% of public services accessed online through e-Albania portal, public institutions should respect the legal deadlines to generate the applied services to the citizens, reducing their time spent and their costs.

### *Digital literacy*

Referring to the experiences of large public, but also on the experiences of the IT experts and CSOs colleagues, the usage of a-Albania is not properly e-friendly for all the citizens in our country. Most of the citizens are not aware of how to receive personal certificates or confirmation on the payment of social contribution, since there are several applications that do appear in the portal. Even for this kind of applications, considered as the essential ones to be used from the large public, citizens often require help from their friends or institutions that are more familiar with the portal.

## 5. Roadmap for the improvement of the current situation

The interface of e-Albania remains the same for individual users, as well as business users. In spite of the applicant, the portal provides the total public services accessed online. This procedure requires more time spent in the portal from the users, so it is necessary for the portal to develop tools to make it more e-friendly. Also, the public institutions responsible for the implementation of CCSDA should raise the inclusion of outsource IT experts in the process, to gain their feedback on the obstacles the users might face. In parallel, they should create focus groups with large public to gather data on the usage of the portal and in accordance to the personal experiences to facilitate their applications.

### ***Data protection***

- Creation of policies in institutional level to protect the data of the citizens they target, foreseeing penalties when the conditions are not met.
- e-Albania portal is still a not secured portal, which risks the security of all the Albanian citizens that have a personal account.
- Revision and approval of the law in compliance with GDPR.

### ***Cyber Security***

- Increasing the level of public awareness on cyber security through online and offline campaigns.
- Increased cooperation with relevant CSOs to implement joint projects in promoting the awareness toward cyber-attacks.
- Based on the National Cyber Security Index report, the NAECCS should adapt the documents scored negatively in the national report of the country, in order to increase the performance of Albania in the field of cyber security.



# **ALBANIA DIGITAL AGENDA OBSERVATORY**

Country Report and Roadmap for  
Digital Agenda advancement  
in Albania