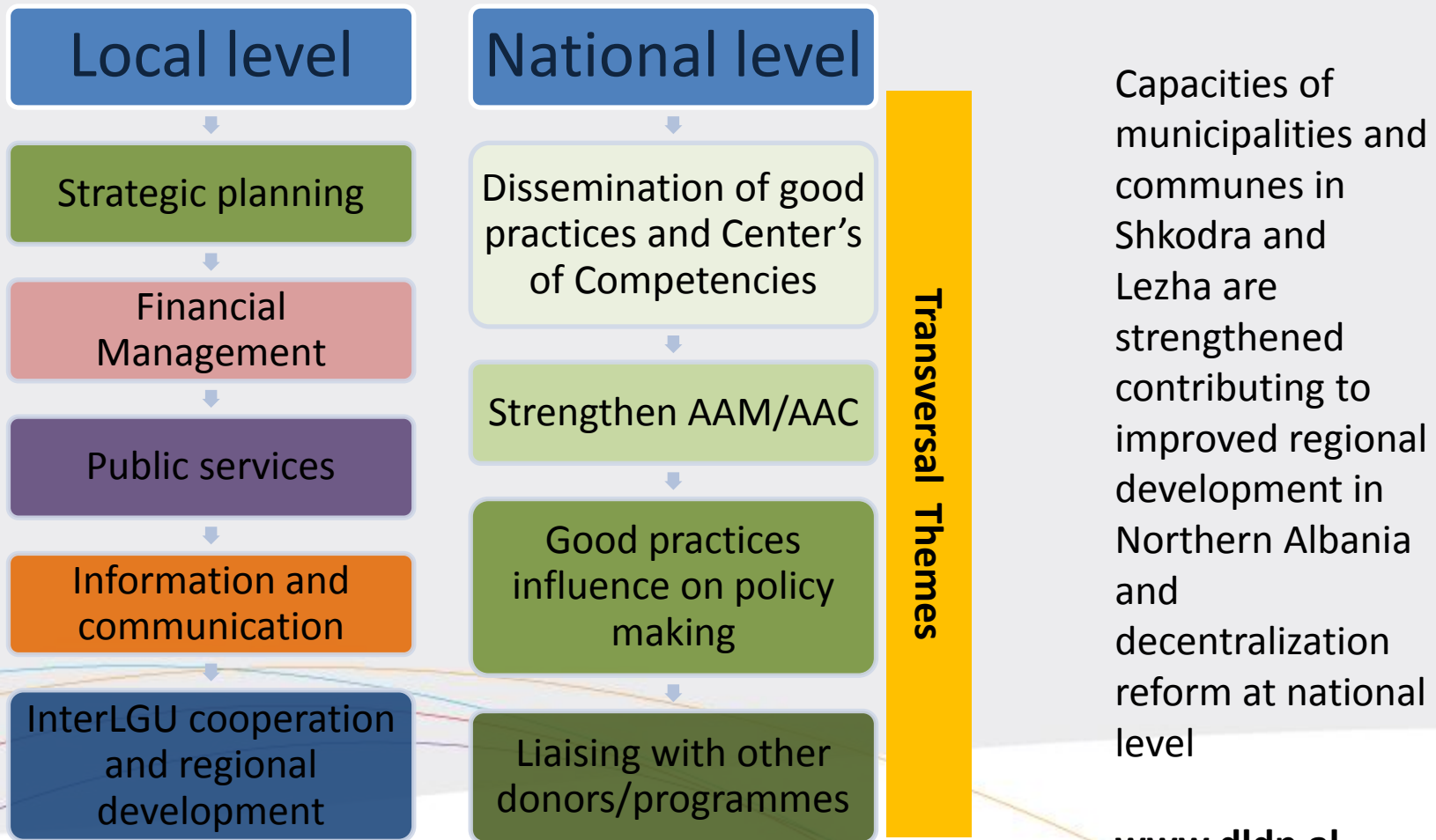


# DEVELOPING ICT STRATEGY TO INCREASE TRANSPARENCY AND ACCOUNTABILITY AND TO PROMOTE INNOVATIVE CITIZENS COMMUNICATION

*PhD Valbona Karakaci,  
Programme Manager of dldp, Albania*

# WHAT'S PROGRAMME FOR LOCAL DEVELOPMENT AND DECENTRALIZATION



# CROSS CUTTING STRATEGY ON INFORMATION SOCIETY: *ALBANIA CASE*

1. The development of Electronic Government.
  2. Public services
  3. Education and knowledge spreading
  4. Promoting the use of information and communications technology by businesses
  5. Improvement of the Legislation
  6. Information society
- **Vision:**  
The progress of Albania towards a **knowledge based society** through a sustainable development that would lead to a society where **all citizens benefit from the communications and information technologies** with the aim of increasing the level of **knowledge, effectiveness and transparency** in the public administration.
  - **Objective:**  
The objective of the strategy is the reviewing and coordinating of the commitments related to the **creation of an information based economy** and therefore to ensure a **coordinated society** wide execution of the responsibilities from the relevant actors

# CROSS CUTTING STRATEGY ON INFORMATION SOCIETY: ALBANIA CASE (2)

## Objective:

- The objective of the strategy is the reviewing and coordinating of the commitments related to the **creation of an information based economy** and therefore to ensure a **coordinated society** wide execution of the responsibilities from the relevant actors

## Vision:

- The progress of Albania towards a **knowledge based society** through a sustainable development that would lead to a society where **all citizens benefit from the communications and information technologies** with the aim of increasing the level of **knowledge, effectiveness and transparency** in the public administration.

# Open Government Partnership

August 2nd, 2011

1. The Ministry of Finance published online in the Treasury website, all expenses incurred during a day. This example is to be followed by all ministries and their subordinate agencies;
2. Any act of central administration, concerning control and audit, will be published in the official website of each central institution;
3. Online access on the Property Register;
4. Digitalizing the National Inspection System;
5. Online publication of complaints/reports.

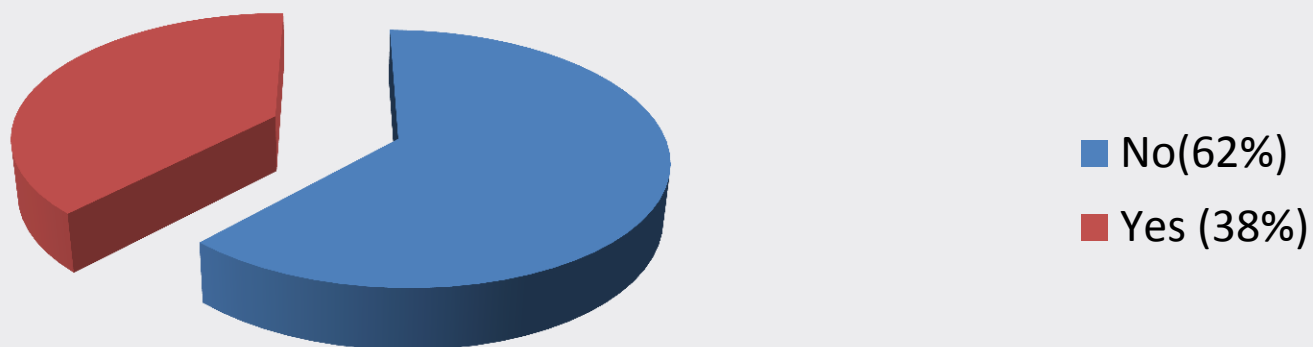
## CONSIDERATIONS

- There is willingness from Albanian government to develop policies for enhancing e-governance on the benefit of citizens
- Enhancing democracy is one of the objectives, but not the only one benefit of ICT

# OVERALL SITUATION OF LGU-S REGARDING ICT: *ALBANIA CASE*

# WEB PRESENCE IN LOCAL LEVEL

LGU with/without web



## LEVEL OF STANDARTIZATION

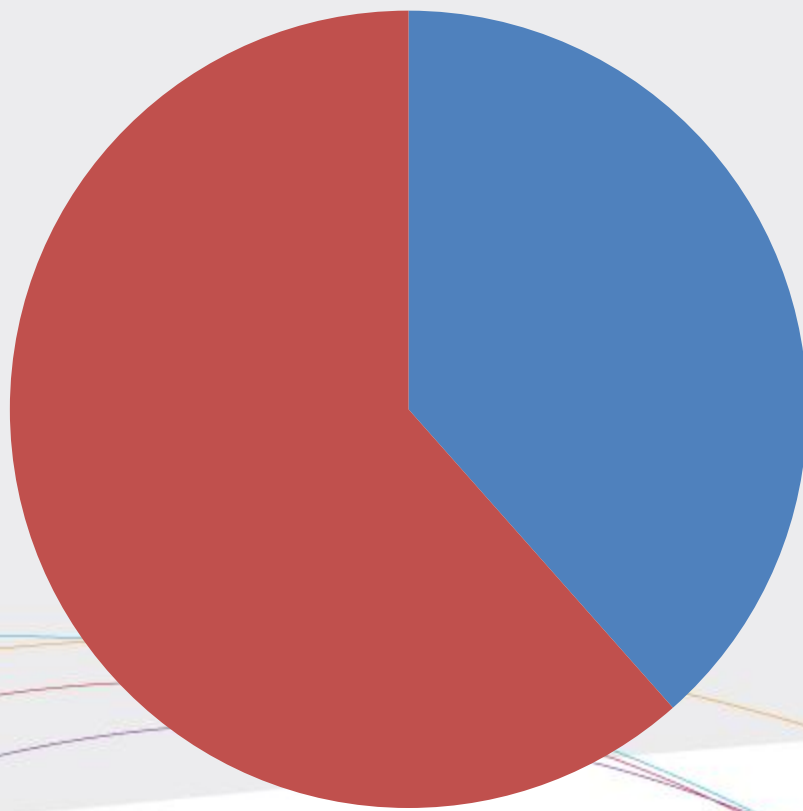
Domain/(sub)domain	“.al”	“.gov.al”	“.net”	“.org”	“.com”
Nr. of Municipalities	1	16	1	3	4



# SERVICES PROVIDED IN THE LOCAL LEVEL

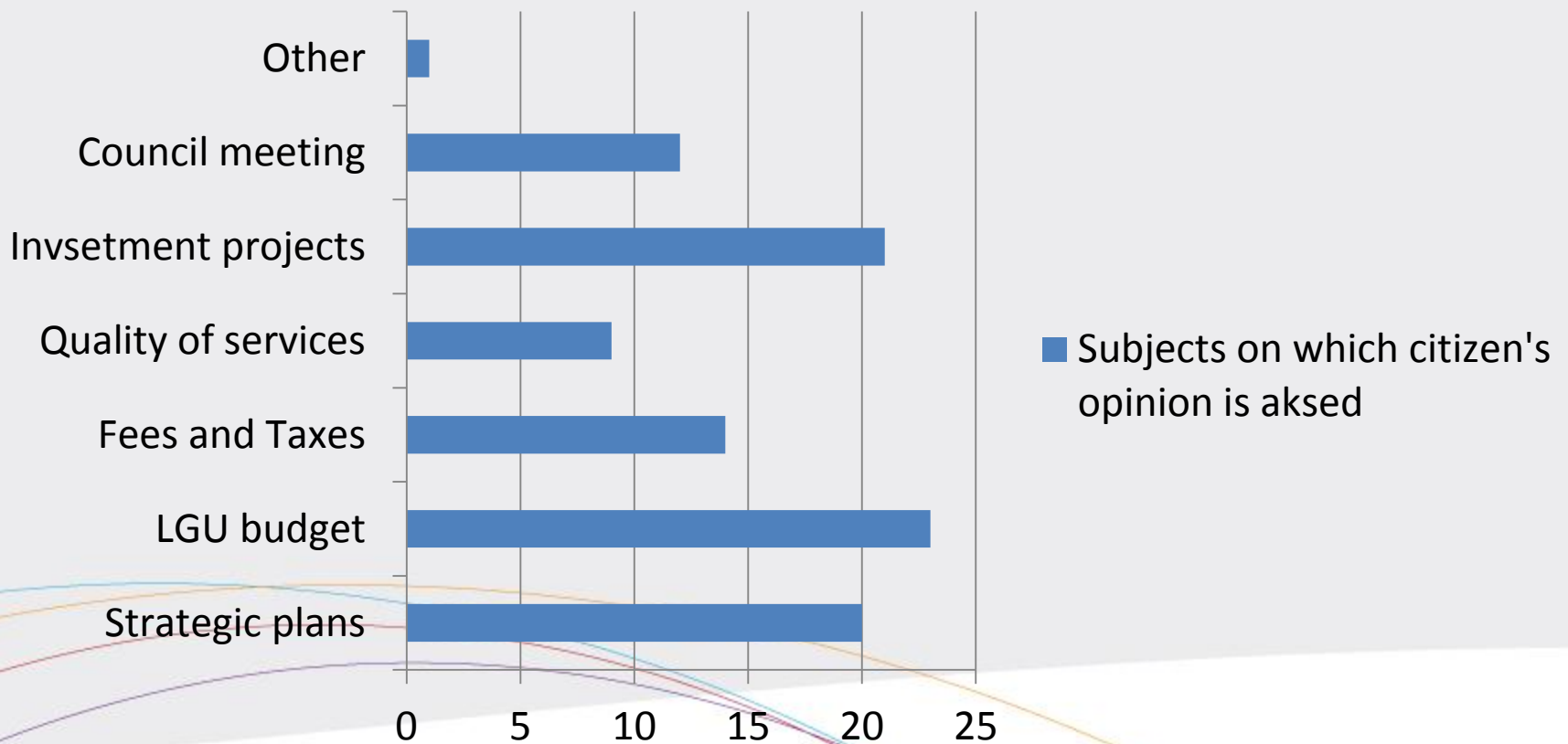
1. Birth and marriage certificate
2. Employment request
3. ID document
4. Car registration
5. Construction permitting
6. Police declaration
7. Public libraries
8. Address change
9. Health services
10. School registration
11. Social insurance
12. Local taxes

## Responsible staff for communication

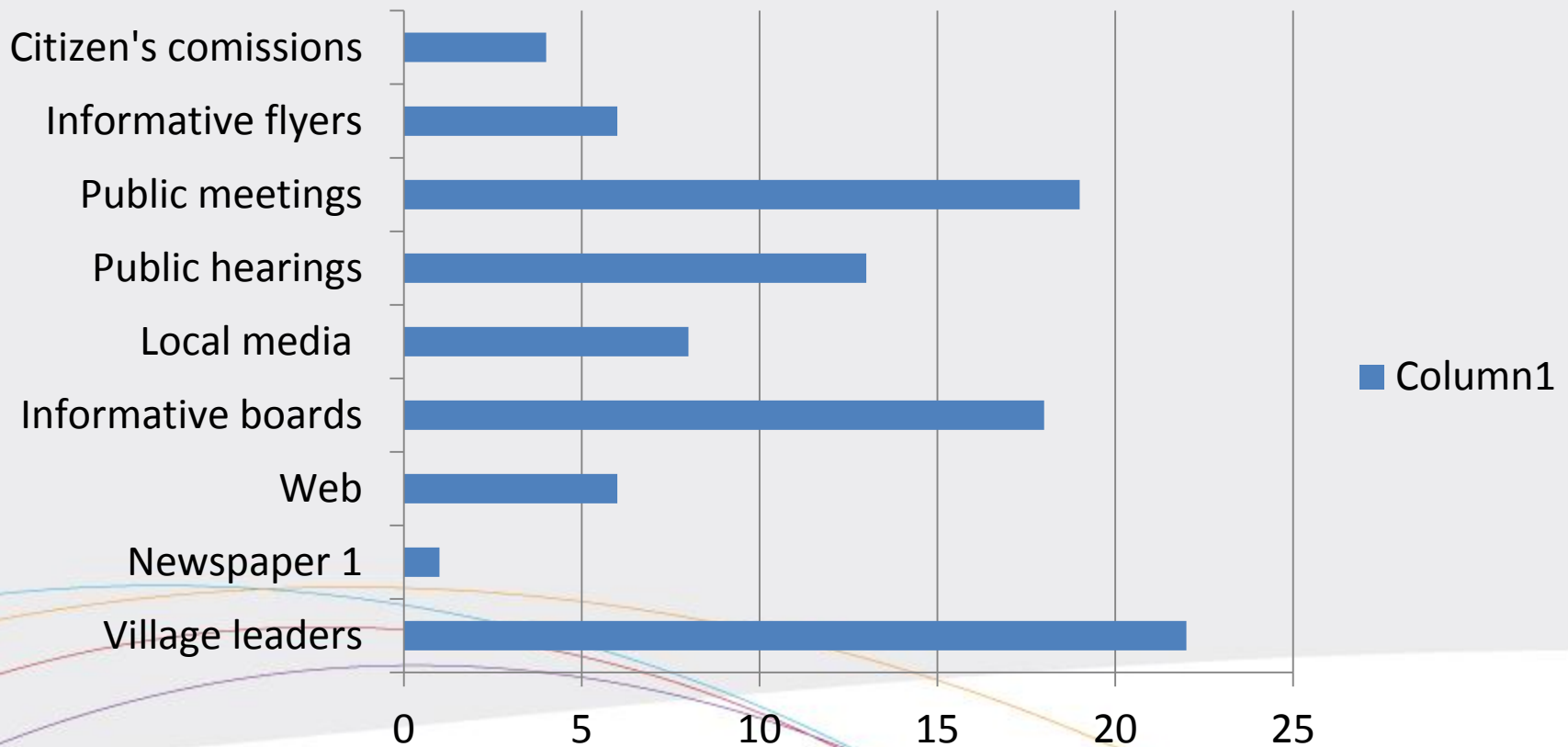


- LGU-s with responsible staff (40%)
- LGU without responsible staff (60%)

## Subjects on which citizen's opinion is asked



## Channels of communication at LGU level1



## CONSIDERATIONS:



- There is still to be done that local level meets ICT country objectives (including e-democracy);
- Citizen's participation in governance is still ensured through traditional channels of communication/information;
- Citizen's communication is much more developed in planning and funding, but less in service performance as well as decision/policy making;
- A more proactive approach shifting from information to communication with citizens would enhance local democracy;
- Human resources need to be build.

# **PRACTICES IN THE LOCAL LEVEL WITH ICT: *ALBANIA CASE/DLDP***

# E-GOVERNMENT DEVELOPMENT IN LOCAL LEVEL

**WEB PRESENCE:**  
distribute information

**INTERACTIVITY:**  
more info to citizens and business

**TRANSACTIONS:**  
Government offers online services, download forms, access of services is adopted with users needs, reliable, sustainability and secured

**TRANSFORMATION:**  
E-government has transformed the way of governance and the relations

# WEB-PRESENCE



[www.komunakallmet.com/](http://www.komunakallmet.com/)

[www.kallmeti.com](http://www.kallmeti.com)

Reported achievements:

- a. Staff performance meeting the needs of citizens is improved
- b. Citizen's needs are better considered
- c. Investment and budget is discussed and shared with citizens
- d. Quality of services is improved based on citizen's feedback
- e. Emigrants involvements in local governance is enabled



# INTERACTIVITY.

## Medium-Term Financial Planning for Local Governments

- Supports an orderly and transparent budgeting process in the medium term with an electronic financial planning tool FPT;  
A low-cost tool, tailor-made to the Albanian context and applicable in any typical Albanian municipality;
- The right questions for financial planning are asked; the information required is standardized and delivered in a uniform budget request form;
- Budget negotiation between the Department of Finance and the line departments can take place on a well informed basis;
- FPT reduces the time requirement for financial planning and the risk of transcription and calculation errors;
- The FPT makes simulations, i.e. budgeting of **alternative scenarios**, very easy;
- The FPT facilitates communication of financial planning results by automatically producing **relevant tables and graphs**. These graphs and tables can be used for presentations (e.g. budget hearings) and for the MTB report.

# TRANSACTIONS:

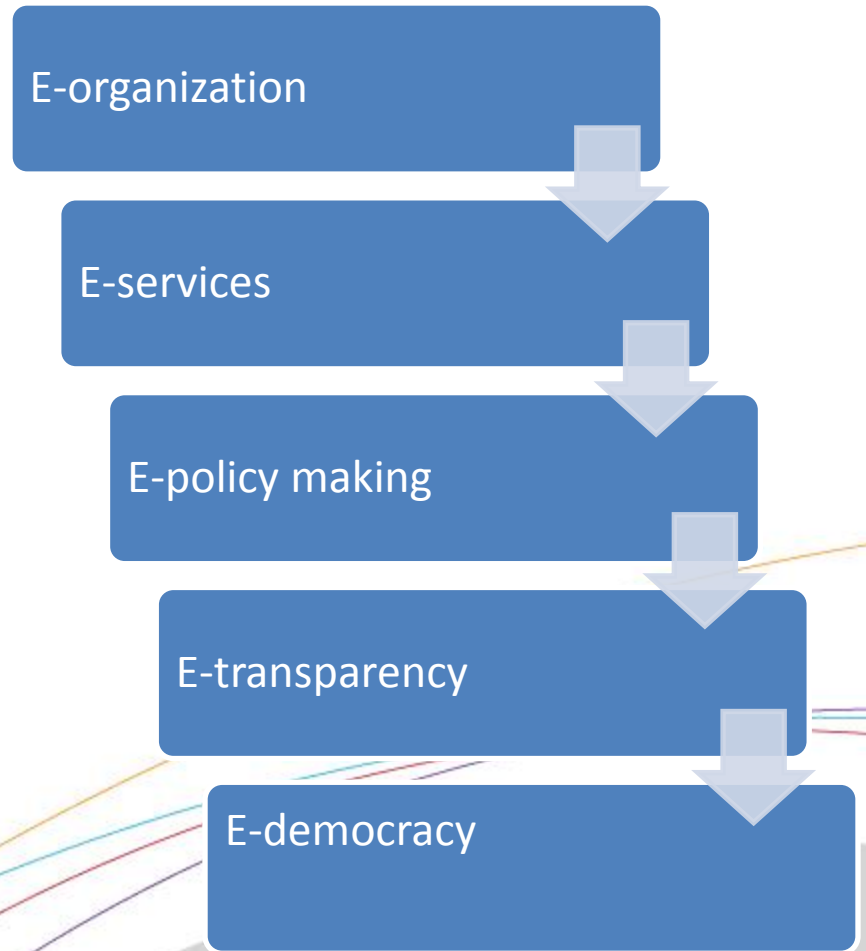


- Asset management
- e-tax system
- Business registration
- E-National Civil Status Registry
- E-ID documents
- E-procurement
- Tourism dedicated web.pages

# TRANSFORMATION :

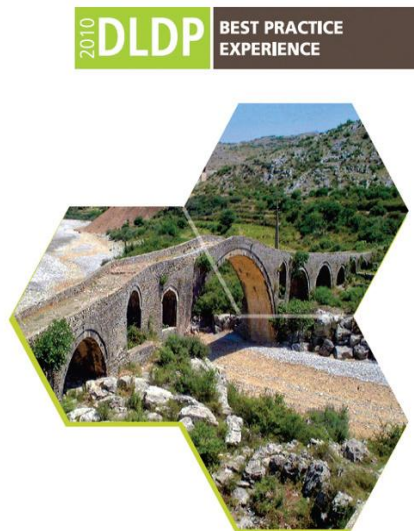


OSSH, a path towards change..



## CONSIDERATIONS:

- There are good practices throughout the chain of e-government which need to be replicated;
- The good practices have behind a strong and motivated leadership ready for change;
- A more systemic approach with better guidance and developed standards would speed up ICT processes;
- Administration response is “resistance”;
- Citizens absorbing and reception is positive.



2010 **DLDP** BEST PRACTICE EXPERIENCE

**dldp**  
Innovation and local  
development programme

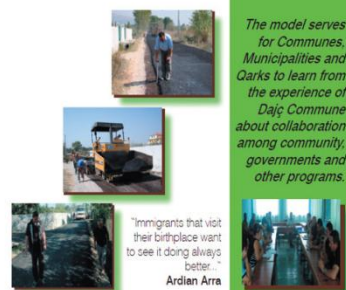
 Schweizerische Eidgenossenschaft  
Confédération suisse  
Confederazione Svizzera  
Confederaziun Svizra  
Federal Department of Foreign Affairs FOA

**inter  
cooperation**  
Local Economic Management  
Local Economic  
Development and Civil Society



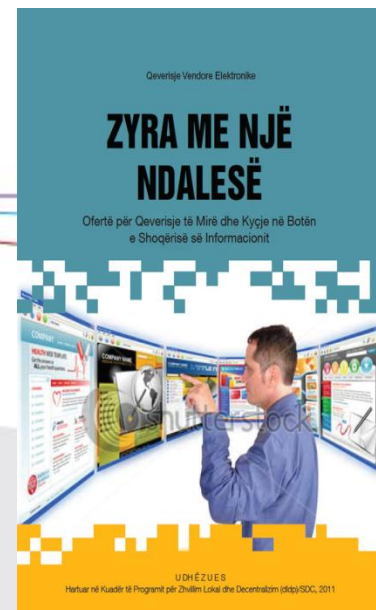
## Participation, a key to success

Spring 2007



*The model serves for Communes, Municipalities and Darks to learn from the experience of Dajç Commune about collaboration among community, governments and other programs.*

"Immigrants that visit their birthplace want to see it doing always better."  
**Ardian Arra**



# THANK YOU!

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