E-Albania

The first step towards E-Government in Albania

- Through the E - Albania portal, Albania has taken important steps towards E-government. To guarantee the effectiveness and quality of public service delivery, E Albania is designed as a unique government portal, which operates 24h per day.

Administration of E-Albania

- The unique multifunctional government portal e-albania.al is administered and developed by the National Agency for Information Society, which serves as a gateway through which any interested person can receive via the Internet, electronic services provided by public institutions in Albania. The government portal e-Albania is connected to the Government Interaction Platform, which is the basic architecture on which interaction with the electronic systems of public institutions is enabled.

Main objectives

- It is important to note that the directions in which the work of the government is focused, reflect measurable objectives for the citizens. Let's focus on 3 main objectives:

- ***The first objective*** is to increase and promote electronic services for citizens, business and administration. The priority will be to increase transparency and improve services in public administration according to the principles of the Open Government Partnership initiative.

- ***The second objective*** is to encourage the use of Information and Communication Technology in education to bridge the digital divide and empower youth. Policies will be oriented towards improving and expanding human capacities in order to increase the number of users and promote the development of e-service providers. In this way, the creation of jobs will be encouraged for young people who can be employed in the Albanian market, regional and beyond.

- ***The third objective*** aims to consolidate the digital infrastructure throughout the territory of the Republic of Albania, strictly respecting the European principles of free and fair competition. "ALBANIA DIGITAL AGENDA 2015-2020".

Long-term vision

- The vision of the E-Albania portal consists in transforming the main channel for receiving online services of public administration.

What E-Albania offers

1. E-Albania is a one-stop shop for online public administration services;

2. Is an online channel for providing public services 24 hours a day, 7 days a week

3. Offers electronic services through the latest technology standards, the opportunity to make online payments for these services through debit and credit cards;

4. Provides electronic services, where each interested party receives detailed information about services for the public (licenses, permits, authorizations, documents equipped with digital stamp, certificates or other similar services), the necessary documentation, procedure to follow, the operating schedules and location of the administration offices, contacts, as well as the address of the official website of the institution providing the relevant service, where it can be oriented for further details;

5. Is in full compliance with government policies in the field of ICT and the Cross-cutting Strategy "Digital Agenda of Albania 2015-2020";

6. Provides communication opportunities for any ambiguity, questions or problems on registration, services provided on the portal, through the portal forum, e-mail, comments and messages on social networks;

7. Improved the provision of services, reducing the time of receiving the service, avoiding bureaucracies, as well as reducing corruption;

8. Provides information and electronic services that are created and maintained by various public and private institutions. Availability and accuracy of the service is the responsibility of the public institution, which provides its electronic service through the portal;

Mission of E-Albania

1. To be the main channel for receiving public administration services online for citizens, businesses and public administration employees themselves;

2. Provide users with a platform where they can be an active part of improving public services and drafting government policies;

3. To expand the user experience through the continuous addition of electronic services

4. Increase information on the existence of public administration services;

Who can use E-Albania

- All Albanian citizens

- Businesses registered in the Republic of Albania;

- Public administration employees in the active directory;

- Portal visitors.