



■ WeBER Indicator Summary

AREA: SERVICE DELIVERY

ALBANIA

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PAR Area	SERVICE DELIVERY	Country	ALBANIA
SIGMA Principle	4. The accessibility of public services is ensured		

WeBER Indicator	SD_P4_I2: Availability of information regarding the provision of administrative services on the websites of service providers
Indicator approach	
<p><i>This indicator measures the extent to which information on the provision, price, and accessibility of a sample of administrative services is publicly available on the official websites of relevant public service providers. Where applicable, website of a body with central authority for service delivery or a central website on service delivery (including e-government portal) was included. A sample consisted of the following services: value added tax (VAT) for companies, property registration, company (business) registration, vehicle registration, issuing passports AND ID cards. Analysed information entailed specific contact details for the service provision, basic procedural information on how to access the service, including citizen friendly guidance, as well as rights and obligations of service seekers. Analysis also included availability of prices and clear differentiation between costs of e-services and in-person services, if applicable. Points were also given if information on administrative services was available in open data formats.</i></p>	
Summary of the findings	
<p><i>Potential users of administrative services can easily find contact information for each of the service providers included in the sample – either at their websites or at the website of e-Albania. Except for vehicle registration, services contain complete basic procedural information on how to obtain the services (including description of the service, physical address, necessary downloadable forms). Furthermore, Information Cards available online from ADISA (Agency for the Delivery of Integrated Services) include citizen-friendly guidance and detailed information on each service as regards necessary documentation required, information on the rights and obligations of users, fees, deadlines for receiving the services and e-services availability. However, there is no differentiation between prices of in-person and e-services, as only one sample service – VAT for companies, can be fully obtained and paid electronically. For all other services in the sample, only detailed online information can be obtained.</i></p> <p><i>Lastly, no information relevant for sample services is available in open data format.</i></p>	
Specific observations	
None.	

Indicator score	16 (out of 20 points)
Final indicator value	4 (scale 0-5) ¹
Measurement period	1 March 2018

¹ Conversion of points: 0-4 points = 0; 5-8 points = 1; 9-11 points = 2; 12-14 points = 3; 15-17 points = 4; 18-20 points = 5.