

## Project Title

Digitalization of LGU services in the functional area

## Project Type

Quick Start Project

## Project Location

LGU of the functional area

## Total Pre-Estimated Budget

100,000 Euro

## Project Background and Analysis

Based on the Law no. 8652 "On the organization and functioning of Local Government in Albania", LGUs are accomplishing some main functions in their area related to: i) infrastructure and public services; ii) services of social, sports and cultural character; iii) development of local economic programs; and, iv) civil security protection.

Due to service coverage of the whole operational area, the responsibility of the local unit will be increased in order to provide specific and real time services for the citizens of the larger local government unit. Currently, there is a citizen information office, but access to information will become more difficult for inhabitants of the remote areas of current local government units. Digital information is totally missing in the Municipality of Peshkopi and other local government units. Therefore, the purpose of this project is to bring the local units closer to citizens and provide to the local unit staffs the opportunity to make fair and effective decisions.

Given the complexity of tasks, the local government unit needs a system to unify real time services provided in the area.

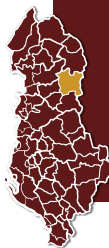
The goal of the project is to develop and implement a GDi Localis system, offering web-based GIS solution, with an appropriate configuration and adaptation for Cloud, specifically developed for the improvement and support of processes and operations of E-Government. This system overcomes many difficulties of the local governance activities, by maintaining the implementation costs at optimal levels. GDi LOCALIS solutions covers a broad area of intergovernmental activities and those between the Government and citizens, including licence management, urban planning, green area management, public lighting, public services, forum for citizens' participation, road management and many others.

The objectives of this project are as follows:

- Improving time and quality of services provided by the local government of the functional area in the interest of citizens and meet their satisfaction level for the services provided.
- Increasing transparency of activities of the local unit administration, and decreasing the number of complaints and unsatisfactory events, and improving the quality and speed of services.
- Improving functional conditions of the local unit administration staff by giving more opportunities to work faster, easier, more efficiently, to be better organized, and promoting better staff motivation methods.

## Specific Objectives of the Project

# PROJECT 12



functional area programme  
**fap**

## Expected Results and Project Indicators

The online system will be established and made operational to provide real time quality services for all the citizens of the functional area. Beneficial citizens will be 82,668 inhabitants of the functional area. The project will be implemented by the larger local unit and beneficiaries of the project are 15 existing local units. Establishment and implementation of this project will offer:

- Speeding up the legalization process of illegally constructed buildings;
- More efficient public service for the citizens;
- Facilitated identification of benefits and income of businesses;
- A transparent and open interaction with citizens;
- Increase of efficiency of operational aspects of local government public infrastructure;
- A more transparent expenditure method and a better maintenance planning of green areas and roads.
- Speeding up the process of corrections of weaknesses or malfunctions in infrastructure facilities.

## Project Activities

The aim of the project activities is to:

- Identify the needs / features to be determined in the online system
- Focus on program implementation
- Train Local Unit administration personnel
- Update with relevant information and operation system, making it part of the operational practice for the local unit.

## Project Maturity

The project is in its initial conceptual phase. It may be applied within a year with an additional of three-month time for the establishment and operation.

This system is applied in many other cities in other countries.

Gdi Localis is a product of ESRIT and may be tailored to specific needs of the Local Unit, based on its characteristics and specific requirements.

## Financial Resources and Implementation Partners

This is a quick start project. The project will be implemented by the local units of the functional area. The local unit may purchase the system with its own resources. EU is a potential donor.

## Project Cost

- Purchase and operation of the system (30,000 Euro)
- Building new features as per the LGU's characteristics (20,000 Euro)
- Licenses for Use (20,000 Euro)
- Purchase of computers (10,000 Euro)
- Training (10,000 Euro)
- Maintenance (10,000 Euro)