



Project Title

Support to Shijak FA for the establishment of a One Stop Shop

Project Type

Public services

Project Location

Shijak Municipality

Total Pre-Estimated Budget

100,000 Euro

Project Background and Analysis

As it clearly stated in the analysis of LGU's and Shijak Functional Area, the quality of public services is very low and in some cases it is completely missing. A great part of services are not digitalized and the community does not know where to be addressed to be provided a specific service. Considering the merge of 4 LGU's in the coming months, the service provision becomes even more difficult. Building a One Stop Shop, the local government significantly improves the quality of information and communication with the citizens, increasing the transparency and efficiency of the service, whereas the citizens can receive several services simultaneously, in a shorter time and at the same place.

Specific Objectives of the Project

The objectives of this project are improvement of public service quality in the community, through provision of digitalized service, in a short time and at a specific place. Also, through this project, procedures for the citizens to receive the required services will be facilitated, the deadline for the service provision will be shortened and citizens-local government cooperation will be improved

Expected Results and Project Indicators

All the LGU's of the Functional Area of Shijak could benefit from this project, together with all their inhabitants (27,851 people). The quality of service provision, information and citizen-employee communication will be significantly improved. On the other side, the citizens can receive services at a shorter time, contacting directly the employee and they will have the possibility to be informed and involved more in decision making processes of local government.

PROJECT 7



functional area programme
fap

Project Activities

This project, of 16-month duration, includes these activities, as below:

- Reconstruction of premises, where services will be provided in the One Stop Shop;
- Refurbishment of the premises with appropriate tools and equipment;
- Capacity building;
- Identification and decision making on service provision;
- Web service;
- Promotion.

Project Maturity

There is only a clear concept on the need and the opportunities that the implementation of this project would offer. For the implementation of this project, the first step to be undertaken is the agreement with the local government.

Financial Resources and Implementation Partners

Taking into consideration the lack of financial sources for the local government to fund this kind of projects, it would be appropriate to require funding from foreign donors and funds on regional development of the Albanian Government.

The local government would be the appropriate actor for the implementation of this project, taking into account the experience gathered in years, its natural role in provision of these services.

Project Cost

Based on the above mentioned activities, the approximate costs would be as below:

Reconstruction of premises where services will be provided in the One Stop Shop 30,000€;
Refurbishment of the premises with the right tools 20,000€;
Capacity building 3,000€;
Identification and decision making on service provision
Service Web 3,000€;
Promotion 3,000€;
Total 59,000€.