

# dldp's Learning and Experience Sharing Initiative in E-Governance and Public Relations: What It's About and How You Can Join In!

## OBJECTIVES

The knowledge package aims at guiding LGUs in adopting practical uses of information and communication technology in order to support increase of transparency, request oriented, and efficient service delivery, inclusion of citizens in policymaking and decision making, in line with national strategies and good practices.

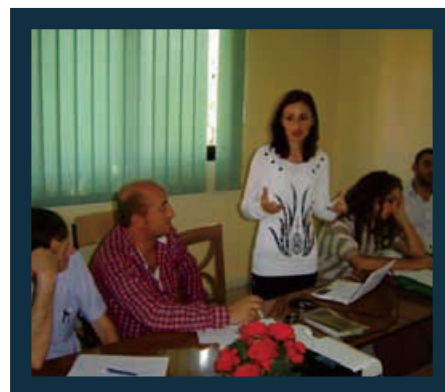
## EXPECTED RESULTS

Through strengthening the technical capacities of LGU staff and providing exposure to good practices and transfer of information management technologies, it is expected that our partner LGUs achieve part of the following spectrum of results:

- E-governance and information/communication technology are identified as priority issues among LGUs and policy dialogue on the topic is enhanced.
- Instruments on e-government application and public communication are developed at LGU level, in line with relevant national and regional objectives. Awareness and use of advanced tools and methodologies applicable in information technology is increased among LGU staff.
- The LGU staff creates partnership with local e-service providers for effectively implementing the information and communications initiatives (such as One Stop Shops, information centres, dedicated websites, etc.).
- Public service delivery is more efficient through implementation of innovative initiatives in information and communication, more oriented to the demands of citizens and clients, and access to public information has improved.
- LGUs can more effectively collect local fees and taxes, as well as promote participatory policy making and decision making

## METHODOLOGY

The implementation of the knowledge package will proceed through strengthening the technical capacities of LGU staff through a sequenced training approach based on tested models and methodologies developed by dldp and its partners. Exposure to good practices, applicable instruments and software for LGU functions combined with competitive (co) funding of certain models will complete the cycle of capacity building. The online information and discussion via an e-platform will enable the flow of information and exchange within a network of national, regional and local stakeholders as well as IT companies and similar programmes.



## SUCCESSFUL EXPERIENCES

The One Stop Shop has helped a lot in raising awareness among the community about discussions on draft policy documents such as the mid-term budget etc. To do so, we used the information boards installed in the framework of the One Stop Shop project, where priorities are displayed. The installed software on requests and complaints has facilitated the distribution and prioritisation of local funds, for example the record of 30 complaints about blocked irrigation canals lead to the allocation of funds to address this problem. The service delivery time has greatly improved: most of the documents required and delivered by the One Stop Shop are provided within 5-7 minutes.

**Emiliana Mandi**, Head of the One Stop Shop, Dajç Bregu i Bunes



## MAIN ACTIVITIES

The immediate beneficiaries are the local administration experts (a limited number of Prefectures and Qarks), members of the thematic inter-LGU group (well known as the Competence Centre), created with the goal of building the local administration capacities and policy discussion.

The main activities consist in training, study tours and on the job assistance. (Co) funding is possible for a limited number of LGUs on a competitive basis. The objective is to ensure that the LGU management and staff have the capacities, knowledge and skills to understand the benefits of e-governance, participation, and public communication and information. As such, the beneficiary will progressively enhance and adapt the use of successful instruments on governance issues. Planned activities include:

- Study tours introducing the participants to the One Stop Shop models (small-medium and big sized LGUs) and the applied software.
- Discussion platforms for leadership and practitioners to discuss on the One Stop Shop concept and to further improve it through exchange and practice.
- Training on web design for LGUs (static and dynamic), related rules and regulations and effective internal information flow for image building.
- E-services and exposure to the market of software for LGU functions and public-private partnership opportunities.
- Access to successful practices in e-governance and communication practices developed countrywide and policy workshops to develop the national frame supporting e-governance, transparency and participation.

## INPUTS FROM PARTNER LGUS

- Leadership committed to initiating and implementing reforms, necessary for the implementation of successful communication and e-governance instruments, by allocating the necessary resources and decision-making.
- Engagement of LGU management and staff to install and maintain the ICT infrastructure (such as a One Stop Shop).
- Local experts available to capitalise their experience and share that experience with other LGU's.
- Managers and experts available to participate in e-discussions on policy issues through the management knowledge platform.
- Cover participation costs in trainings and thematic events in Albania.
- Regularly attend events organized by the e-governance Inter-LGU expert group (Competence Centre).
- Pilot suggested tools/instruments/models for use in LGU and provide feedback for further improvement.
- Promote the e-government in an integrated way through communication and e-governance tools. Mobilise and raise funds to finance the necessary ICT infrastructure (Information and Communication Technology) and replicate good communication related practices.

## EXAMPLES OF AVAILABLE RESOURCES

This package is enriched with manuals and experiences developed in the framework of dldp programme in partnership with national and international institutions such as:

- Manual on the Establishment of One Stop Shops
- Manual on webpage development for LGUs
- Documented experiences of One Stop Shops in the LGUs of Shkodra, Lezha, Dajç Bregu i Bunes, Bushat, Kallmet, Shengjin, Velipoje
- E-governance at regional level: Shkodra and Lezha case
- Visitor's information strategies for touristic areas in Shengjin and Velipoja
- Catalogue of information means: good practices country wide.
- Financial Planning Tool, tariff and cost

## SUCCESSFUL EXPERIENCES

The One Stop Shop has completely transformed our relations with the community, who now perceives us as being respectful to their needs.

The One Stop Shop has changed the way how we do things in the local government and has enabled us to communicate more effectively with the community. Furthermore, the One Stop Shop and communication tools have strengthened our relations with our community members, who live abroad. We serve them through e-mail, telephone and through the One Stop Shop.

**Arben Gjurarj,**  
Mayor of Dajç Bregu I Bunes

The One Stop Shop has contributed to a better performance in tax collection in Bushat commune, facilitating the tax collection. The 37 % tax collection rate before the One Stop Shop being installed, has increased to 82 % after the One Stop Shop was installed.

**Marinela Gegaj**  
Tax Specialist at the One Stop Shop, Bushat Commune

## BE PART OF THIS PROJECT

For more information about this knowledge package, or to know more about the way how to participate, please contact:

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