



REPUBLIC OF ALBANIA

Digital transformation Digitalization of public services

User Centric Approach – transport services



REPUBLIC OF ALBANIA

CONTENT

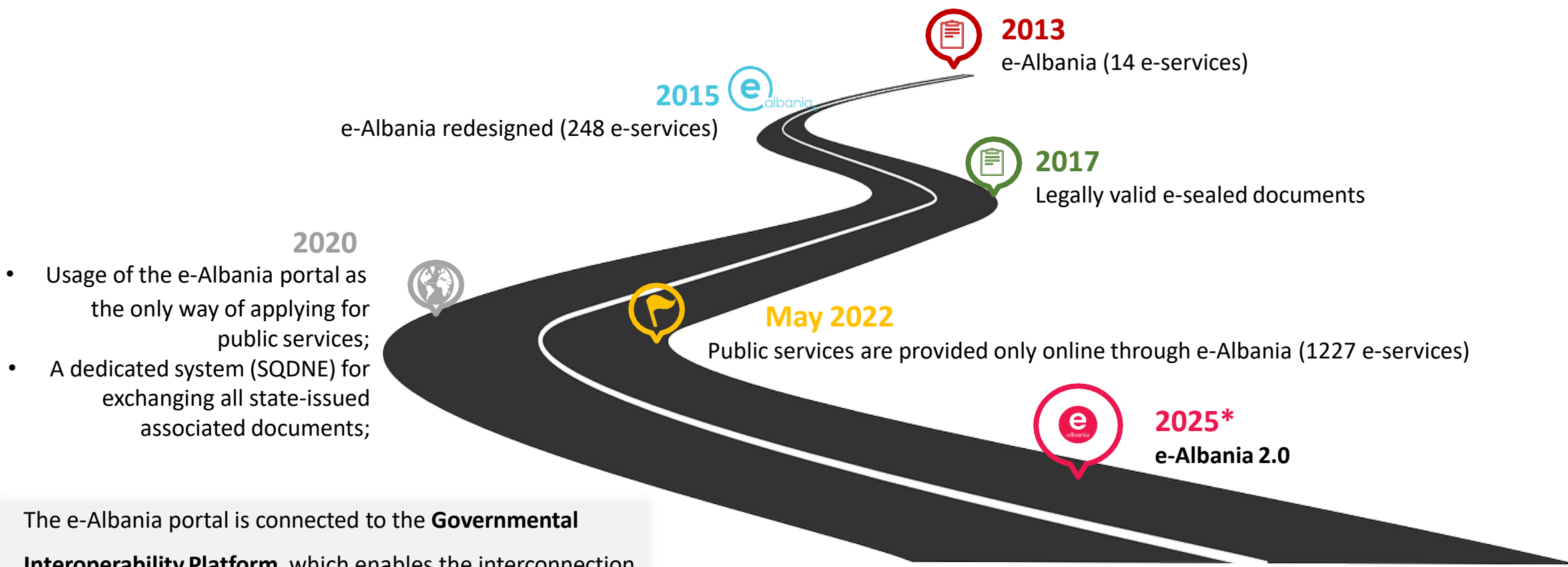
- Digital transformation in Albania
- e-Albania portal
- User centric approach in transport services

DIGITAL TRANSFORMATION

- Digital transformation in high priorities of Albanian Government since years:
 - National Strategy on Development and Integration (NSDI 2030) approved on February 2023;
 - Digitalisation one of six major pillars of NSDI 2030;
 - New Digital Agenda Strategy 2022-2026 was approved on June 2022 by CoM Decision;
 - Digitalisation of public services - in advanced level more than 1200 public services are provided online through e-Albania portal; From May 2022 all public services are provided through **e-Albania portal**;
 - National Broadband Plan for sustainable development of digital infrastructure was approved on June 2020 by CoM Decision;
 - Law no 33/2022, on reuse of public information and open data approved on March 2023 based on PSI directive;
 - New electronic communication law based on EU Electronic Communication Code expected to be aproved soon;
 - New law on e-government approved in July 2023;

DIGITAL TRANSFORMATION IN PUBLIC SERVICES

e-Albania timeline – From conceptualization to implementation



The e-Albania portal is connected to the **Governmental Interoperability Platform**, which enables the interconnection of electronic registers and the exchange of real-time data in a safe and reliable manner.

* described further under Future Steps



Statistics, August 2023

e-Albania

Applications

1,339,757

Applications for electronic services

2,456,969

Use of the electronic services

16,182,564

Visits at the e-Albania platform

21,728,425

Transactions at the governmental interoperability platform

Users

429,680

Unique users

22,532

New unique users

2,904,829

Total progressive number of unique users in the respective month

405,802

Users on the Mobile Application

e-Services

1,230

Electronic services on the platform

4

Electronic services Level

747,802

e-Sealed generated documents

Registered

2,996,210

Total progressive number of registered users on the portal in the respective month

21,608

Registered on the platform

Documents with electronic seal mostly generated during the month:

Personal Certificate
(Albanian/in foreign language)

General Directorate of Civil Status

Family Certificate
(Albanian/in foreign language)

General Directorate of Civil Status

Payment confirmation

General Directorate of Taxes

Services with the highest number of applications for the respective month:

Social insurance contributions

Social Insurance Institute (ISSH)

Application form for first time issuance or renewal of passport

General Directorate of State Police (DPPSH)

Declaration of loss of various documents

General Directorate of State Police (DPPSH)

The most used paid services during the month:

Application for electronic certificate for the fiscalization project

National Agency of Information Society

Application for electronic signature for employees and tax-paying entities

National Agency of Information Society

Payment of annual tax for used vehicles/luxury vehicles

General Directorate of Road Transport Services

Results of e-Governance developments in Albania



For Government

- ✓ Improvement of transparency and quality of service provision
- ✓ Avoidance of face-to-face contact contributing to combat corruption



For citizens

- ✓ Reducing the costs of receiving services
- ✓ Reduction of time receiving services
- ✓ Simplification of bureaucratic procedures



kërko shërbimin



Shërbimet më të vlerësuara



1. Aplikim për regjistrimin fillestar të një

★★★★★★★★★★★★ 9.6 pikë / 190 vlerësime

Drejtoria e Përgjithshme Detare
Transport Dhe Automjete

2. Deklarimi i të dhënave për marrjen e

★★★★★★★★★★★★ 9.4 pikë / 200 vlerësime

Drejtoria e Përgjithshme e Policisë së Shtetit (DP
Automjete

3. Verifikimi i policës së sigurimit

★★★★★★★★★★★★ 9.3 pikë / 558 vlerësime

Autoriteti i Mbikëqyrjes Financiare
Dokumente Me Vullë Elektronike

4. Kërkesë për të përfituar nga program

★★★★★★★★★★★★ 9.2 pikë / 1477 vlerësime

Ministria e Financave dhe Ekonomisë
Përkrahje Sociale

5. Trajtim i vecantë financiar i efektivëve

Ministria e Financave dhe Ekonomisë
Përkrahje Sociale

5. Trajtim i vecantë financiar i efektivëve lundruar në pension

★★★★★★★★★★★★ 9.2 pikë / 212 vlerësime

Instituti i Sigurimeve Shoqërore (ISSH)
Kontributet Dhe Pensioni

6. Aplikim për kërkesë për informacion për licensim/akreditimin e IAL/programet e studimit

★★★★★★★★★★★★ 9.1 pikë / 141 vlerësime

Agjencia e Sigurimit të Cilësisë në Arsimin e Lartë (ASCAL)
Arsimi

7. Pikët e drejtuesit të mjetit

★★★★★★★★★★★★ 9.1 pikë / 12281 vlerësime

Drejtoria e Përgjithshme e Shërbimeve të Transportit Rrugor (DPSH-RR)
Transport Dhe Automjete

8. Aplikim për ndërrim pronësie mbi mjetin të lejes së parkullimit dhe targave

★★★★★★★★★★★★ 9.1 pikë / 145 vlerësime

Drejtoria e Përgjithshme e Shërbimeve të Transportit Rrugor (DPSHTRR)
Transport Dhe Automjete

9. Matura Shtetërore

★★★★★★★★★★★★ 9.1 pikë / 11453 vlerësime

Qendra e Shërbimeve Arsimore
Arsimi

10. Certifikatë Vaksinimi, Testimi dhe Shërimi

★★★★★★★★★★★★ 9.1 pikë / 9249 vlerësime

Ministria e Shëndetësisë dhe Mbrojtjes Sociale
Shëndetësia Dhe Mbrojtja Sociale**Transport services in the
most valued e-services!**

User centric Approach – transport services



REPUBLIC OF ALBANIA

Institutional Structure and Administrative Capacities

The **General Directorate Of Road Transport Services** (GDRTS) is a self financing institution with state-owned capital, operating under the surveillance of the Ministry of Infrastructure and Energy, established by Decision of the Council of Ministers no. 343, dt. 21.07.1999, pursuant to law no. 8378, dt. 22.07.1998 “Road Code of the Republic of Albania”.

GDRTS Role & Focus:

- ✓ *Road vehicle registration in compliance with the compulsory documentation;*
- ✓ *Organizing, printing and distributing basic documentation for road transport, as well as the production of vehicle license plates in various formats;*
- ✓ *Technical inspection of motor vehicles to ensure high safety standards for the fleet of mobility;*
- ✓ *Testing theoretical and practical knowledge and provide new drivers with a driving license and other documents necessary to travel by a vehicle;*
- ✓ *Evidence equipment, certificates and licenses for various road transport entities such as: passenger transport, freight transport, school buses, etc;*
- ✓ *Road safety awareness raising through educational projects and programs;*
- ✓ *Historical vehicles of the Albanian Retro Collection. Promoting and exhibiting vehicles as an automation memory of historical interest, also providing information, services and facilities for this activity of special sensitivity.*



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Institutional Structure and Administrative Capacities (cont.)



13
REGIONAL DIRECTORATES

20
SERVICE STATIONS

1,054
EMPLOYEES



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Institutional Structure and Administrative Capacities (cont.)

SERVICE QUALITY AND STANDARDS



THE GENERAL DIRECTORY OF ROAD TRANSPORT SERVICES IS CERTIFIED BY THE TÜV RHEINLAND COMPANY WITH THE ISO 9001 STANDARD, THE INTERNATIONAL QUALITY MANAGEMENT SYSTEM STANDARD





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Institutional Structure and Administrative Capacities (cont.)

MEMBERSHIP AND PRIZES

CITA

"BEST PUBLIC SERVICE" BY ICTS AWARDS

DPSHTRR, MEMBER OF EWFA (EUROPEAN WINDOW FILM ASSOCIATION)

RETRO ALBANIA, MEMBER OF FIVA





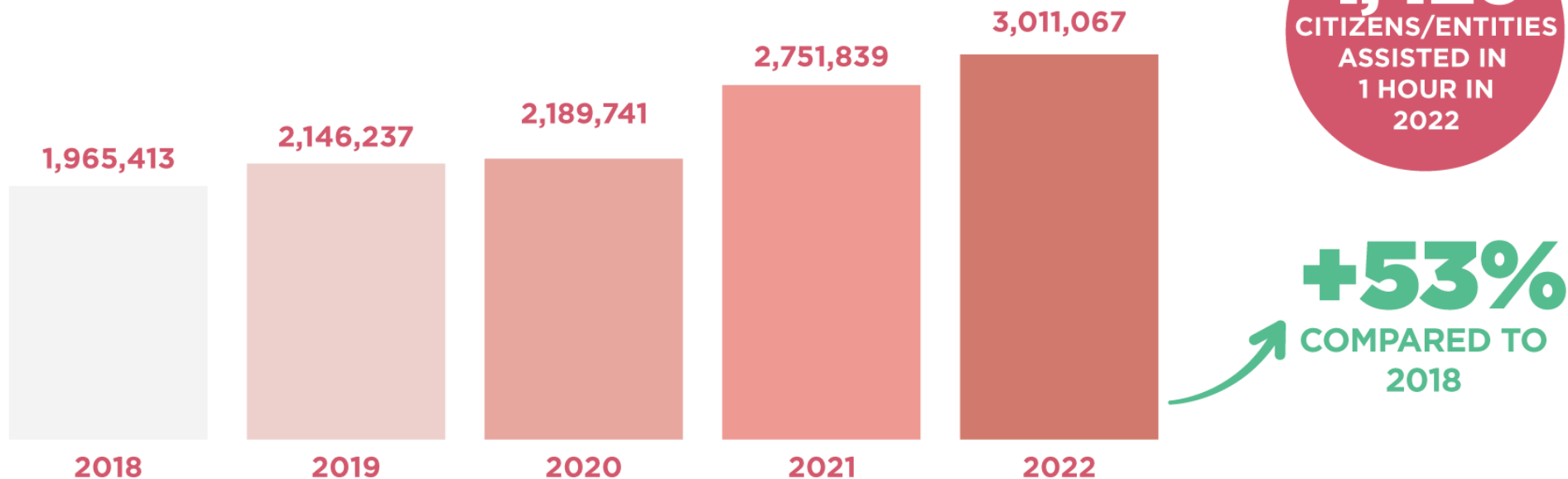
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Institutional Structure and Administrative Capacities (cont.)

GDRTS IN 2022

CITIZENS/ENTITIES ASSISTED IN 2022: 3,011,067

SERVICES





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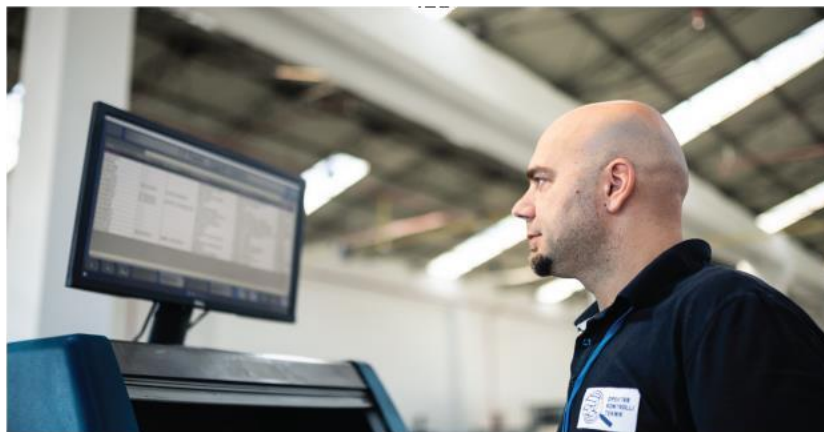
Institutional Structure and Administrative Capacities (cont.)





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Institutional Structure and Administrative Capacities (cont.)





REPUBLIC OF ALBANIA

Institutional Structure and Administrative Capacities (cont.)

11 RE-INVESTMENTS

IN VEHICLE TECHNICAL CONTROL CENTERS

BEFORE



AFTER



REPUBLIC OF ALBANIA

Institutional Structure and Administrative Capacities (cont.)

INVESTMENTS & INFRASTRUCTURE

IN REGIONAL DIRECTORATES OF ROAD TRANSPORT SERVICES

BEFORE



AFTER



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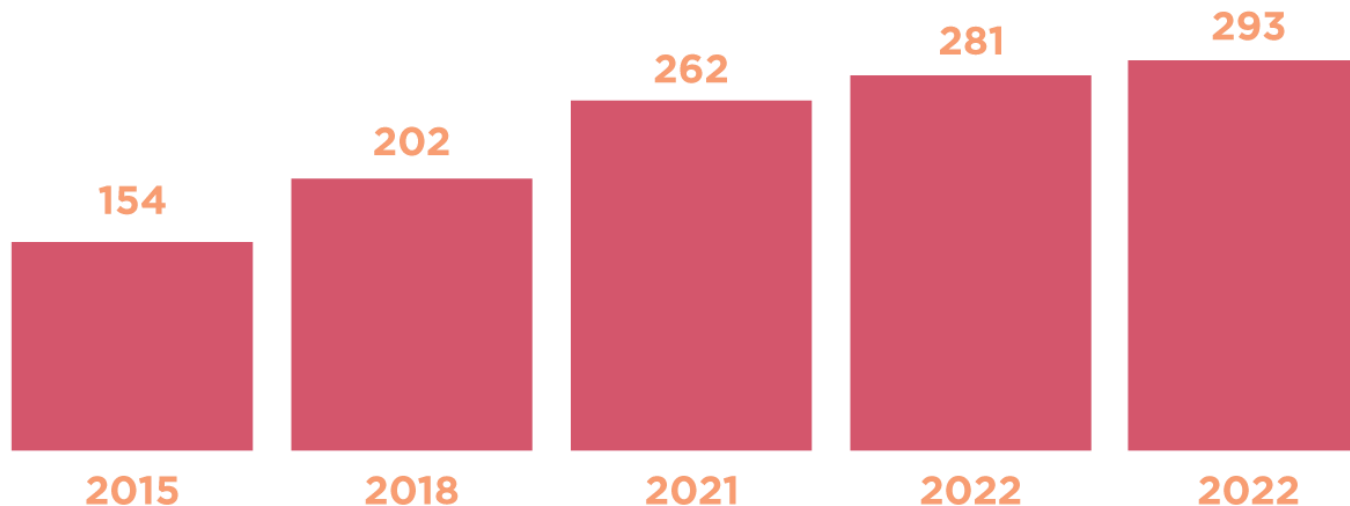
Implementation and Enforcement (Registration Documents & Distinguishing Signs)

VEHICLE REGISTRATION

ISSUING LICENSE PLATES TO VEHICLES AND DOCUMENTS

820.883 ACTIVE FLEET OF REGISTERED VEHICLES

AS OF MAY 2023



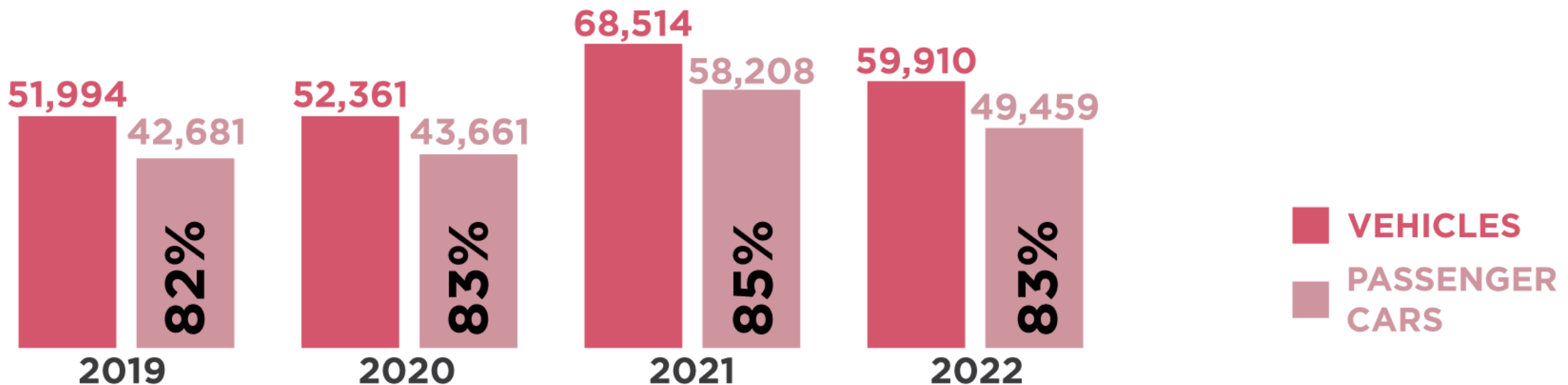
THE PROGRESS OF THE MOTORIZATION RATE OVER THE YEARS
(VEHICLES PER 1,000 RESIDENTS)



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Implementation and Enforcement (Registration Documents & Distinguishing Signs)

VEHICLE REGISTERED FOR THE FIRST TIME





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Implementation and Enforcement (Registration Documents)

Advantages of the new vehicle registration certificate:

- 30% cost savings for citizens
- Elimination of the certificate of ownership
- Removal of technical vehicle inspection stamps, ensuring no expiration due to lack of stamp space
- Unified formats and indexes for easy access to road vehicle data
- 10 security elements and NEOBOND material that is resistant to moisture and tearing
- Contains a QR Code for enhanced functionality
- Personalization of the new registration document with anti-forgery measures.



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Implementation and Enforcement (e-DPSHTRR)

Introducing eDPSHTRR Vehicle Registry System-Program 2.0

- Seamless integration of numerous services, functions, and sub-sectors under centralized operational management
- Powered by state-of-the-art IT equipment, servers, and networks, along with counter equipment for comprehensive data connectivity
- First-ever complete computerization of DTSH (GDRTS License Plate Production/Printing), streamlining financial and practical aspects of every operation and inventory movement
- Revolutionary online booking system for various services, benefiting citizens and businesses alike
- Elimination of operator subjectivity through comprehensive tracking, automation, and dynamic reports
- User-friendly interface for authorized operators, significantly speeding up workflow processing



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Implementation and Enforcement (e-DPSHTRR)

Introducing eDPSHTRR Vehicle Registry System-Program 2.0

- Strategic investment utilizing GDRTS funds, propelling the system to the forefront of contemporary technology and software solutions
- Tangible impact on citizens, work efficiency, and overall productivity
- **Together with eDM 2.0, eMONITORING, eARCHIVES, the new website, and upcoming projects like eTRANSPORT, GDRTS establishes itself as a leader in innovation, digitization, and computerization in Albania and the region.**

Note: GDRTS refers to the General Directorate of Road Transport Services.



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Implementation and Enforcement (e-DPSHTRR)

Verifikimet

Per te vazhduan me procesimin e aplikimit duhet qe mjeti te rezultoj negativ nga kontrolli me interpolin!
Per te vazhduan me procesimin e aplikimit duhet qe mjeti te ketë nje kontroll fizik te vlefshem!
Per te vazhduan me procesimin e aplikimit duhet qe mjeti ti ketë paguar të gjitha taksat!

Interpoli:	Pozitiv	Detajet	×
Taksat:	Ka Detyrime!	Detajet	×
Kontrolli Fizik:	I Pa Vlefshem!	Detajet	×
Gjoha DPSHTRR:	Ka Gjohat	Detajet	×
Bllokime:	Dosje e pastër!	Detajet	✓
Dopjo Shasi:	Jot	Detajet	✓
Validimi VIN:	17 Karaktere!		✓
Vlera e mjetit:	45,000.00		✓
Gjoha KTV:	Nuk ka gjoha KTV	Detajet	✓

Automated check for
restriction and blockings:
INTERPOL, TAXES, VIN
CHECK, FINES etc.



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Implementation and Enforcement (e-DPSHTRR)

Upgrade of eDPSHTRR System: Enhancing Citizen Experience

1. Comprehensive computerization of vehicle registration services and related actions, including previously trial-based or non-system services.
2. Real-time communication with technical control for immediate validation of Technical Control Certificate.
3. Integration with AMF for instant verification of insurance policy validity (optional).
4. Automated license plate generation and option for citizens to choose personalized out-of-series plates.
5. Upload and digital verification of vehicle photos and technical documents for efficient issue resolution.
6. Creation of electronic register aligned with EU standards, allowing personalized registration documents.



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Implementation and Enforcement (e-DPSHTRR)

Upgrade of eDPSHTRR System: Enhancing Citizen Experience

- Real-time data retrieval from state police on accidents and vehicle penalties.
- Reduced processing time for citizen procedures.
- Online infrastructure providing convenient access to services.
- Addition of 28 new online services to e-Albania platform.
- Deployment of advanced server technology, including 10th generation servers, routers, switches, and firewalls, ensuring optimal processing speed.



REPUBLIC OF ALBANIA

Implementation and Enforcement (e-Albania)

Digital Revolution 2022!

57 services of #GDRTS on e-Albania platform, saving time and reducing bureaucracy:

1,330,390 online services, +360% growth from 2019! GDRTS doubled its online services (from 26 to 57). Citizens saved:

1. Time
2. 788,293,125 ALL (2019-2022).

Electronic document generation eliminated regional office queues.



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Implementation and Enforcement





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Implementation and Enforcement (GDRTS website)

The new GDRTS website promotes open reporting!

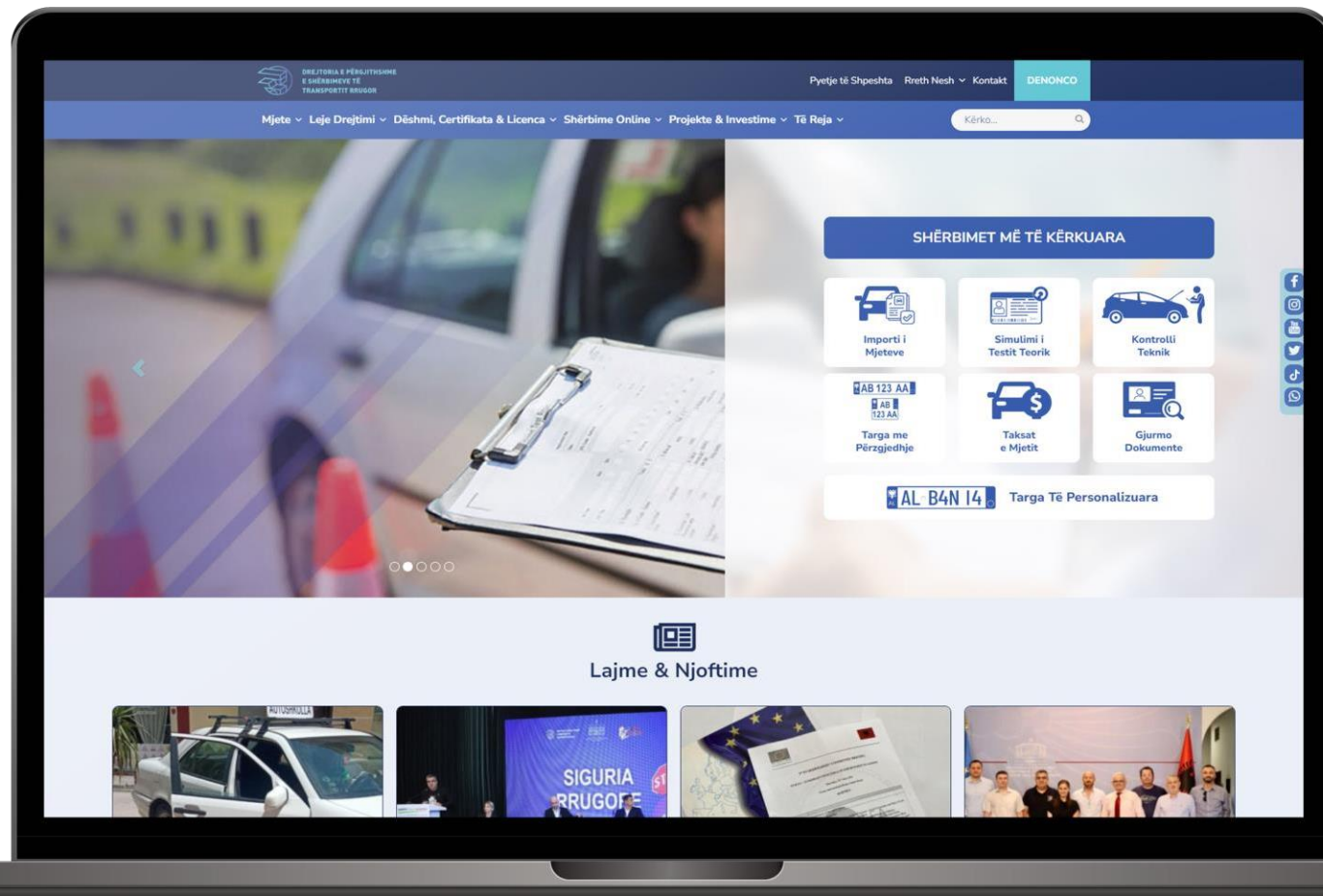
The revamped DPSHTRR website welcomes denunciations, complaints, and information from citizens regarding employee actions and anomalies in road vehicles, licensed transport, driving schools, and taxis. We encourage both anonymous and identified reports. While we have made progress, our road transport services, which handle around 3 million practices annually, still face numerous challenges. These include avoidance, fictitiousness, abuses, lack of rights recognition, limited awareness, and exploitation of subjectivities. DPSHTRR urges citizens, subjects, and witnesses to utilize our confidential online platform at www.dpshttr.gov.al to report cases. Together, we can combat harmful practices and strengthen our entity.

- GDRTS
- Co-governance
- Anti-corruption Coordinator, MD
- Coordinator for the Right to Information



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Implementation and Enforcement (GDRTS website)





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Future plans



www.automotopark.al



New Regional Directorate with vehicle registration offices and vehicle inspection & test center at the city of Elbasan.



New vehicle inspection and test center at the city of Burrel.



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Future Plans (cont.)

General Directorate of Road Transport Services.

- Full implementation of the eTransport electronic platform.
- The eTransport electronic platform is dedicated to intercity transport with bus, organized in 3 main pillars:
 1. Providing online service through the e-Albania government platform for entities operating in intercity transport;
 2. Carrying out the ticketing process in intercity transport;
 3. GPS monitoring of intercity transport buses.
- Installation of 2,000 devices for cutting tickets in intercity transport on the bus.
- GPS will be installed in intercity transport buses for the purpose of monitoring them. A monitoring center will be established to analyze real-time data from GPS monitoring of 2,000 intercity buses.
- Currently, the process of providing online service has been fully implemented for entities that operate in the intercity transport of passengers by bus.
- The ticketing process through the eTransport electronic platform and vehicle monitoring with GPS will be fully functional within 1 year.
- The eTransport electronic platform is being implemented by the General Directorate of Road Transport Services.

Thank you for your attention!