



REPUBLIC OF ALBANIA  
COUNCIL OF MINISTERS

DECISION

No. 495, dated 13.9.2017

ON

**APPROVAL OF RULES TO BENEFIT ELECTRONIC PUBLIC SERVICES**

Pursuant to Article 100 of the Constitution, Article 10 of Law no. 10325, dated 23.9.2010, "On the state database ", and Article 27 of Law no. 107/2015, "On Electronic Identification and trust services ", as amended, with the proposal of the Prime Minister, the Council of Ministers

DECIDED:

**I. GENERAL**

1. The purpose of this decision is to facilitate procedures for the provision and benefit of public electronic services through secure electronic broadcasting services for citizens and public institutions.
2. This decision has as its object the definition of rules on the way of communication and interaction systems, which possess the state databases and documents that are produced through electronic broadcasting service.
3. This decision is not mandatory for electronic communications regarding information classified.
4. For the purpose of this decision, the terms used in it have the following meaning:
  - a) "**Electronic Public Service**", means any public service provided by public institutions to citizens, according to the scope of their activity regulated by organic law, which can be provided through means information technology, meeting the rules of electronic broadcasting.
  - b) "**Benefit of electronic public service**", means all data received by the broadcasting service electronic, which are formatted in an electronic administrative document.

- c) "**Electronic Administrative Document**", means all documents that reflect the information contained in a state-of-the-art database generated through the use of the public electronic service on request of the applicant through governmental portals.
- d) "**Electronic Broadcasting Service**", has the same meaning under Law 107/2015, "On Identification electronic and trusted services".
- f) "**Applicant**", means any natural or legal person who applies electronically to government portals, which offer public electronic services.
- g) "**Portal Terminal**", the system that generates the electronic document in the format PDF, with electronic seal.
- h) "**Electronic seal**", has the same meaning under Law no. 107/2015, "On electronic identification and trusted services".
- k) "**PDF Format**", a format that contains all the elements of a physical document as an image electronic visuals with clear visuals, according to ISO 15929, 15930 and any standard compatible with them.

## **II. CONTENT AND VALIDITY OF ADMINISTRATIVE ELECTRONIC DOCUMENTS**

- 5. Electronic administrative documents obtained from electronic data transmission, with electronic stamp, have the same legal value and probative value as any other official document.
- 6. Delivery and receipt of data shall be carried out in full compliance with the legislation that regulates electronic identification and trusted services.
- 7. Electronic administrative documents shall contain at least:
  - a) the data required by the applicant, which is obtained through the electronic transmission service from the system that has the database;
  - b) the electronic stamp of the issuing institution of the document;
  - c) footnote: "This document is released by the electronic system, based on the state database of the issuing institution".
- 8. The sealing of electronic administrative documents, generated by electronic transmission, guarantees authenticity of the document in electronic format.

## **III. BENEFICIARY PROCEDURE OF ADMINISTRATIVE ELECTRONIC DOCUMENTS**

- 9. Application, for the purpose of obtaining an electronic administrative document, is carried out through electronic identification, according to legislation regulating electronic identification and trusted services. Application is addressed to the institution that administers the state database, which generates the electronic administration document.
- 10. Any document, generated pursuant to paragraph 9, of this decision, shall be accompanied by an electronic seal, which is attached to the document at once after its generation, or at the end of the government portal, at PDF format before it is enabled by the applicant.

11. The electronic seal belongs only to the issuing institution of the document and access to it is the only one institution.

12. For public services provided through governmental portals, for which a fee is applied, service provider institutions are obliged to create opportunities for citizens to perform *online* payments on these sites.

#### **IV. BENEFITS OF ELECTRONIC DATA OR ADMINISTRATIVE DOCUMENTS FROM PUBLIC INSTITUTIONS**

13. Public institutions, which consider different requirements for the benefit of a service, but due to the administrative procedure are needed other documents issued by public institutions, they benefit directly from the interaction of the state database, the circulation of the electronic document and electronic administrative document or through access to electronic portal for account of physical and legal persons.

14. Public administration employees, who review the requirements of physical and legal person, are electronically identified to obtain the necessary documents and have limited access only in the databases, which they need for the relevant procedure. For any access for purposes of these procedures create traces (logs), which are stored for control procedures, for at least one year.

15. In any case, the employees / employees who will access data according to point 14 of this decision, can only do so after they have been provided with written authorization by the applicant for this purpose. Processing of data obtained through direct access is carried out in accordance with legislation in force for the protection of personal data.

16. Public institutions that benefit services according to point 13 of this decision shall provide for procedures periodic control over the access of authorized employees to the fulfillment of point 14 of this decision, no less than 4 times a year.

#### **V. PRINTING ELECTRONIC ADMINISTRATIVE DOCUMENTS**

17. If the electronic administrative document, as obtained above, will be printed, the electronic stamp data should be visually converted according to the following format:

Graphic presentation of physical seal of institution / (if is applicable)	Name of issuing institution
	Date and time of stamping - <i>according to time stamp - timestamp</i>
	The <i>hexadecimal</i> value / encoding in alphanumeric string of document hash or electronic stamp, displayed in readable text or in onedimensional or twodimensional format.
	For validation purposes of the document: electronic address in which the electronic administrative document is accessible throughout its lifecycle, URL according to RFC 3986 specifications.

18. The printed electronic administrative document is a hard-copy of the electronic administrative document.

## **VI. FINAL PROVISIONS**

19. All public institutions interacting with the data of state database, circulating electronic document and / or electronic administrative document and / or providing services through the unique governmental portal *e-Albania* or in independent portals, for implementation of this decision.

This decision enters into force after its publication in the Official Notebook.

PRIME MINISTER

**Edi Rama**