



**ICEDA**

Increasing Civic Engagement  
in the Digital Agenda

# KOSOVO DIGITAL AGENDA OBSERVATORY

Country Report and Roadmap  
for Digital Agenda  
Advancement in Kosovo



The project is co-funded by  
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The "Increasing Civic Engagement in the Digital Agenda – ICEDA" project is implemented by Metamorphosis Foundation (North Macedonia), Open Data Kosovo (Kosovo), e-Government Academy (Estonia), Center for Research, Transparency and Accountability – CRTA (Serbia), NGO 35 MM (Montenegro) and Lëvizja MJAFTI (Albania).



# Kosovo Digital Agenda Observatory

Country Report and Roadmap  
for Digital Agenda advancement  
in Kosovo

June, 2021

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# Preface

Digitalization in all spheres and for all social groups (without exception) is an effective mechanism for improving the well-being of citizens. This means improving the electronic work and greater efficiency of institutions, organizations and other social entities. The need for digitalization became even more evident due to the COVID-19 pandemic, as it pointed to the urgent need for mechanisms, tools and adapted regulation for better organization and a fully functioning society. Thereby, the so-called "digital gap" occurred, i.e. – the differences between the citizens in the initial positions – for the access to the Internet and to the appropriate electronic devices, and hence the differences in the levels of their digital skills/literacy.

The Digital Agenda (DA) covers the development of the information society in the broadest sense. In order to actualize the issues of DA in the countries of the Western Balkans, the project *Increasing Civic Engagement in the Digital Agenda* – ICEDA is currently being implemented. The ICEDA project is co-financed by the European Union (EU) and implemented by the Metamorphosis Foundation (North Macedonia) as a leading partner, then by the e-Governance Academy (Estonia), CRTA – Center for Research, Transparency and Accountability (Serbia), NGO 35mm ( Montenegro), Open Data Kosovo (Kosovo) and by Levizja Mjaft! (Albania).

Although the topic of DA covers a number of aspects, the activities and studies of the ICEDA project are mainly focused on the implementation of: *e-government, raising public awareness, digital literacy and civic participation*. Within this framework, in the period March – May 2021, a research consistent with the basic study (conducted in the period May – June 2020) was conducted.<sup>1</sup> The aim of the research is to measure the progress in relation to the initial state of the areas correlated with DA. The analysis resulted in a report that deals with topics related to the chapters of EU legislation, relevant to the DA, i.e. Chapter 10, entitled – *"Information Society and Media"*.

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<sup>1</sup> Digital Agenda Observatory - Country Report and Roadmap for Digital Agenda advancement in Kosovo, June, 2020. Open Data Kosovo. Available at: <https://bit.ly/3z2fCZe>



# Research Methodology

The research methodology of the Digital Agenda Observatory (ODA) builds on the previous Report on the Country Report and Roadmap for Digital Agenda advancement in Kosovo and focuses on the topics on which CSOs have the greatest impact published in 2020. The research is conducted on the basis of key indicators contained in a previously prepared questionnaire. The indicators should enable a regional comparison between the selected countries from the Western Balkans, will apparently contribute with positive competition and will be a motive for further implementation of the DA.

The research is based on conducted desk research (review of conducted research; existing policy documents; national strategies; programs of the Government and central institutions of the Republic of Kosovo (RKS); publicly available reports and other relevant sources), then semi-structured interviews with persons directly involved and affected by the digitization process, as well as the testing of one national policy and three electronic services (e-services).

Based on the research conducted in this way, a report and a roadmap with recommendations have been prepared. The report provides an overview of the current state of development of DA and provides insight into the role of CSOs in this area. The report and the roadmap can serve as a basis for additional in-depth research, but also as a motive and argument for creating strategic documents that will lead to enhanced digital transformation.

Additional parts of this document are: list of interviewed stakeholders and executive summary of the report.





**1**



**PRECONDITIONS  
FOR IMPLEMENTING  
E-GOVERNMENT**



# 1. Preconditions for implementing e-government

## 1.1. Internet penetration

The high internet penetration in Kosovo serves as a favorable precondition for the widespread implementation of e-governance measures. As reported by the Kosovo Agency of Statistics for 2019, internet penetration in Kosovo is 93% (one of the highest in Europe), while the similar results reflect also in the representative sample conducted by Kosovo Association of Information and Communication Technology (STIKK) that revealed that 96% of Kosovo households are connected to the Internet. For 2020, Kosovo Agency of Statistics reports a 96.4% internet penetration.

The Kosovo Agency of Statistics<sup>1</sup> reports regarding access to the internet by households in Kosovo in 2019, that 93.2% of households have access to the internet. In comparison to 2020, there is an increase of 3.2%, the Kosovo Agency of Statistics reports. Namely, 96.4% of households have access to the internet in 2020. Moreover, the internet usage is highest among the age group of 35-44 with 20.5% in 2019, with a decrease of 1% in 2020; while there is an increase of 0.9% among the age group 65+ to 10.1% from 9.2%. Furthermore, there has been an increase of the usage of internet by women from 38.7% in 2019 to 40.2% in 2020. The same occurred for men with an increase of 1.6% to 57.4%. This again demonstrates the gender discrepancy even in internet usage. In addition, regarding the type of internet access by households, the fixed/mobile connection leads with 96.4% (an increase of 3.2% from 2019).

Furthermore, regarding effort with respect to increasing the connectivity to the internet, the Ministry of Economy through the KODE Project<sup>2</sup> works directly to deploy high-speed broadband infrastructure and support connection of the identified uncovered areas, incling households and institutions from 2019 to 2021. Key developments in the 2018-2020 period are:

- 65 sub-projects/implemented covering 188 villages with fiber-to-the-home (FTTH) technology
- 105 public schools & 43 Health Institutions in project areas have already benefited from the Project.
- ~7000 households in 20 different municipalities covered

1 Access data here: <https://bit.ly/3ma3kdx>

2 More information about the KODE Project: <https://bit.ly/2W6M1zB>

## 1.2. Users of e-government services

As pointed out in Digital Agenda Observatory Research (DAO) 2020, there is a lack of comprehensive data regarding the exact number of e-service users in Kosovo. Many e-services are offered only through the websites of public institutions, thus there is no mechanism which gathers such data. Furthermore, a major development since DAO 2020, was the launch of the e-services national portal e-Kosova<sup>3</sup> by the Agency of Information Society (AIS) within the Ministry of Internal Affairs (one of the coordinating bodies for the implementation of the Digital Agenda in Kosovo). Currently the portal offers a very limited number of e-services.

The following are statistics provided by AIS regarding the usage of e-Kosova as of 31 May 2021:

- 45,945 registered citizens and businesses;
- 3,830,699 page views;
- 51,075 average daily page visits;
- 57,414 services have been performed by citizens and businesses; Daily average: 953; Monthly Average: 30,176;
- "Taxes" e-services has been used 13,509 times by citizens and businesses;
- "Police" e-services has been used 10,145 times;
- "Health" e-service has been used 38,679 time by citizens and businesses regarding application and appointment selection for vaccination

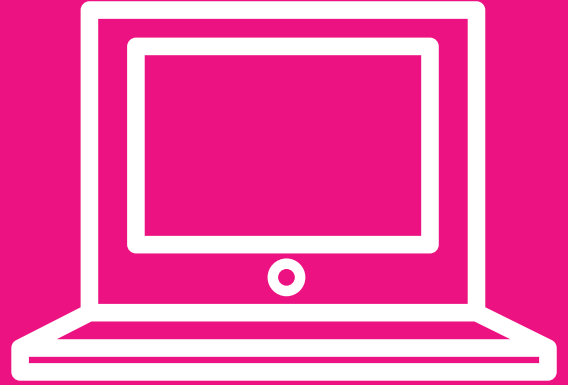
The e-Kosova portal aims to incorporate all e-services offered currently as well as digitize other services offered by public institutions. Based on a comprehensive research that AIS has done, they have identified a total of 603 services offered where 194 of the services offered can be applied for electronically, where you can obtain the document/service for 168 of such services electronically.

Furthermore, as the Kosovo Agency of Statistics reports<sup>4</sup>, the usage of the internet for private purposes in relation to public services, government agencies or administration, specifically for 'Obtaining information from websites or apps' has incurred an increase of 16.5% from 9.5% in 2019 to 26% in 2020. Whereas for downloading/printing official forms, internet usage for such purposes has decreased from 12.3% to 9.4%. Finally, regarding the internet usage for submitting completed forms online, there has been an increase from 0.6% in 2019 to 5.3% in 2020.

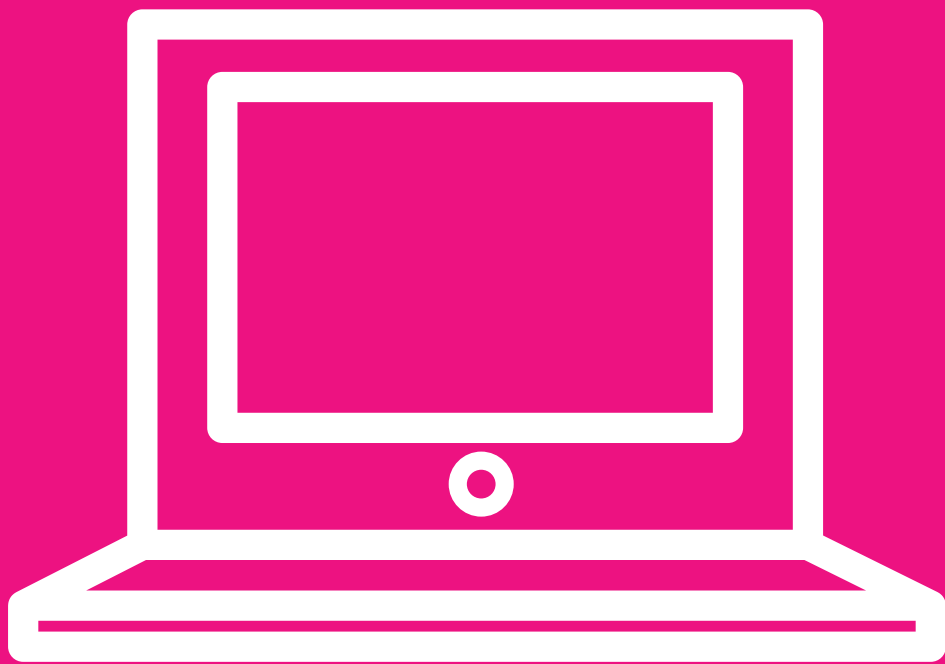
<sup>3</sup> Access the e-Kosova portal: <https://ekosova.rks-gov.net/>

<sup>4</sup> Access data here: <https://bit.ly/3gdDy4j>

**2**



# **POLITICAL WILL AND STRATEGY**





## 2. Political will and strategy

Kosovo has demonstrated political will and strategic commitment to the digital transformation process. This can be exemplified through strategies which touch upon Digital Agenda-related topics, initiation of membership in international organizations such as Open Government Partnership, and putting legislation in place which foster the implementation of the Digital Agenda.


To begin with, Kosovo in 2013 Adopted the its own Digital Agenda strategy – namely “Kosovo Digital Agenda 2013-2020”<sup>5</sup> aiming to define the priorities, objectives and tasks of ICT development in order to maximize the social and economic advantages provided by those technologies, primarily the Internet as a very important instrument for economic and social activities, the use of which allows one to provide or receive services, work, access to entertainment, communicate and freely express opinions. The strategy has been finalized in 2020 and its results have been reviewed by one of the coordinating bodies for the implementation of the Digital Agenda in Kosovo - the Ministry of Economy. The Ministry has provided ODK with such a report. Below you may find some of the major findings from such a review:

- **Status:** 99.9% of households have the opportunity to obtain access to broadband networks in 2020.
- **Kosovo Digital Agenda 2013-2020 Goal:** 80%
- **Status:** 100% of enterprises have the opportunity to obtain access to the broadband networks.
- **Kosovo Digital Agenda 2013-2020 Goal:** 98%
- **Status:** 95.6% of individuals used the internet during the three month period.
- **Kosovo Digital Agenda 2013-2020 Goal:** 85%
- **Status:** 92.9% of individuals in households in 2020 used the internet everyday.
- **Kosovo Digital Agenda 2013-2020 Goal:** 85%

Whereas, regarding ensuring security and integrity of electronic communications, as per the Strategy, the law on Cyber Security and Cyber Security Policy is in preparation. In this line, the strategy predicted that 40% of citizens use the internet for submitting completed forms online, whereas the status is that only 5.3% of citizens use the internet for such purposes. This is a result of the lack of functional e-services offered. Whereas regarding the development of e-business, there is low usage of e-commerce for B2C and B2B, as well there is low online presence of businesses.

Overall, the implementation of "Kosova Digital Agenda 2013-2020" strategy is satisfactory. The strategy was also reliant on inter institutional collaboration which hindered effective implementation and effective supervision. Furthermore,





the Ministry of Economy is currently developing the Kosovo Digital Agenda Strategy 2030. This showcases a will at the institutional level to pursue the Digital Agenda in line with the EU's Digital Agenda for 2030. Likewise, through international funding, the Ministry of Economy is responsible for implementing the KODE project which, as described in Section 1.1 Internet Penetration, has a huge impact on increasing access to high-speed qualitative internet.

Furthermore, the Republic of Kosovo through the Ministry of Administration and Local Governance with close guidance by Open Data Kosovo, has initiated Kosovo's membership in the Open Government Partnership, delivering on one of the recommendations made through DAO 2020. This further reiterates Kosovo's commitment to a more open, transparent, modern, governance.


Furthermore, a new government in Kosovo was elected on March 22nd 2021, and they published their program from 2021 to 2025<sup>6</sup>. As part of the program a major component is 'Governance' which encompasses various commitments the Government of Kosovo is making in this regard; see below:

- European Integration Agenda

The government will focus upon the implementation of the Stabilization and Association Agreement and its accompanying obligations regarding institutional consolidation and Kosovo's socio-economic development.

- Visa Liberalization
- Cooperation for Development

The Government of Kosovo is committed to benefit from EU's financial assistance through the Instrument for Pre-Accession III. The new government is ready to and plans to coordinate the type of projects to be implemented in Kosovo based on Kosovo's strategy for development.



A major component of this section is the "Efficient Governance" section. The government plans to reduce the administrative burden for businesses and citizens through removing excess bureaucracy and simplifying administrative processes. Likewise, the government plans to focus on also the modernisation of the public sector. As pointed out in the Digital Agenda Observatory research, there is the "Strategy of the Modernization of Public Administration (2015-2020)" which this government plans to continue working upon by:

- Compiling and implementing an inter-sectoral strategy for administration reform;
- Complete the legal framework along with the Law for Salaries and Law for Public Officials;
- Recruitment of professionals based on meritocracy regarding the open positions;

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6 Access the Government's program here: <https://bit.ly/3D6sRdC>

7 Access the Strategy here: <https://bit.ly/2VZUnsU>



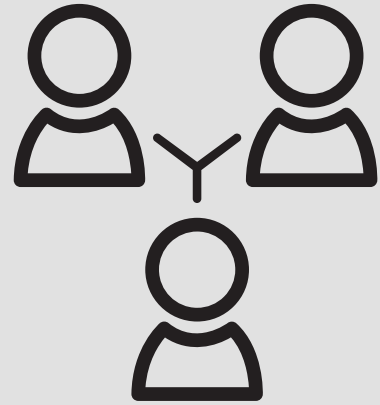
More importantly, the government aims to use digitalization for better services for citizens. Specifically, this will be done through the following measures:

- Increase the application of e-governance to increase capacity, accessibility, and efficacy of e-services;
- Contribute to system interoperability through investing in digital infrastructure;
- Functionalization of the e-Kosova state portal;
- Following principles such as “once only”, “personalisation”, and “digital by default” when developing services for citizens and organizations;
- Capacity-building for the Agency for Information Society (AIS) to better inform such digitalization.
- Establishment of the Center for The Recovery of Electronic Data;
- Establishment of multifunctional centers which will help citizens in the usage of digital governance;
- Compiling documents which guide the digitization process;
- Compiling the Kosovo Digital Agenda Strategy;

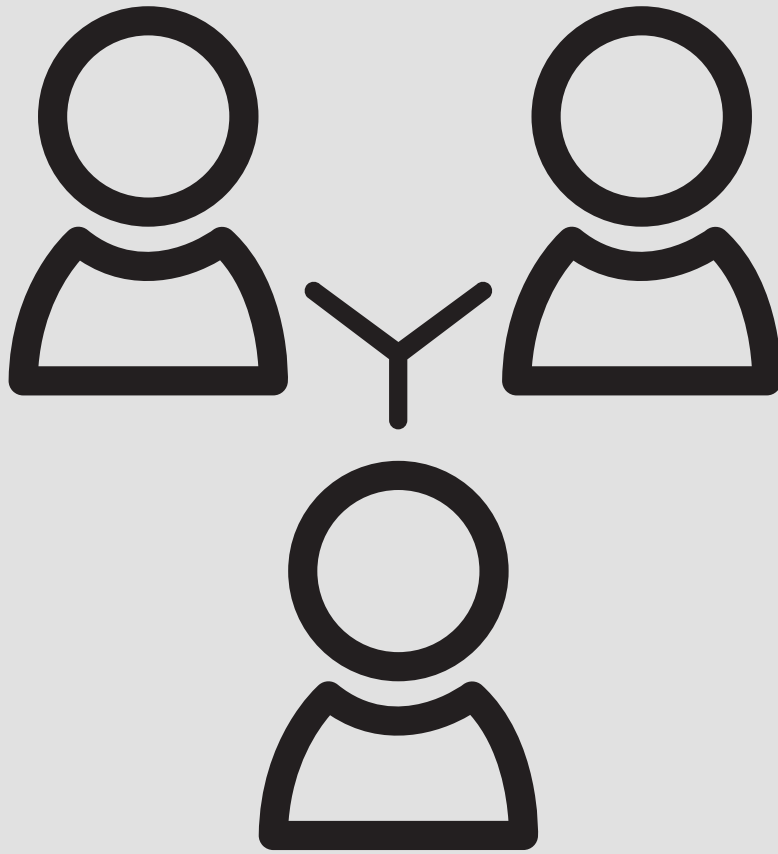
Overall, the government's program tackles many areas which have been identified as major areas of intervention in the Digital Agenda Observatory research in 2020. Thus, such a program seems promising for the further implementation of the Digital Agenda in Kosovo, and demonstrates great political will to push forward the digitization process. In addition, as per the reviewed documents part of the research the following areas can be considered as priority for Kosovo: digital identity, interoperability, cyber security, e-government organisation, training of ICT staff, etc.



3



# COORDINATION FOR IMPLEMENTING E-GOVERNMENT



### 3. Coordination for implementing e-government

One of the coordinating bodies for the implementation of the Digital Agenda in Kosovo is the Agency of Information Society, which contains a Department for the Development of e-Governance. The responsibilities of this department, amongst others, are:

- Drafts policies, standards, legal acts and bylaws for state institutions in the field of e-government and IT;
- In coordination with relevant government institutions, leads the drafting and modification of the e-Government strategy and action plan;
- In coordination with the relevant government institutions, monitors the implementation of the action plan of the e-Government strategy.
- Coordinates the needs of government institutions for e-Government in the following areas: electronic systems, system security, databases, training in the field of IT, etc.

Within such a department, there are two other sectors: Sector for Policies, Monitoring and Analysis; and Sector for Online Support and Promotion of e-Governance. Furthermore, a concrete strategy for e-governance is part of the “Kosovo’s Strategy for IT”<sup>8</sup>, as the “Strategy for Electronic Governance” which has been compiled by the Ministry of Economy. As reported by the Kosovo National Audit Office<sup>9</sup>, the Ministry in question has not performed continuous monitoring of the implementation of the strategy which results in lack of information about the achievements and about the needs of the institutions in terms of IT. Such a strategy had been compiled by the Agency of Information Society (AIS). AIS had compiled the “Strategy for Electronic Services” which covers the period from 2009 to 2015, but currently does not have any strategy. By the end of 2016, AIS had submitted a draft strategy 2016-2020 and an action plan to the Prime Minister’s Office - the Office for Strategic Planning which stated that such a strategy does not fulfill the necessary criteria. The aforementioned office suggested that such a strategy is considered complementary towards the Strategy for the Modernization of Public Administration. As reported by the Kosovo National Audit Office in May 2020, the lack of a concrete strategy contributed to lack of cooperation with relevant institutions in issues related to e-Governance.

8 Access the Strategy here: <https://bit.ly/2Xtq3XJ>

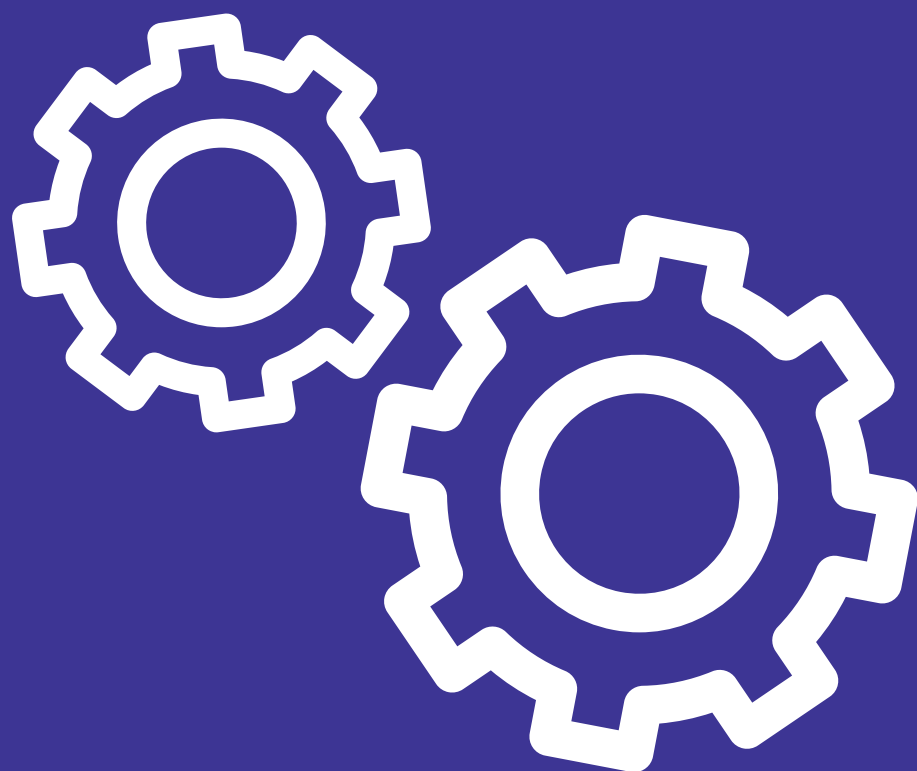
9 Access the Audit Report here: <https://bit.ly/37Z8MI5>



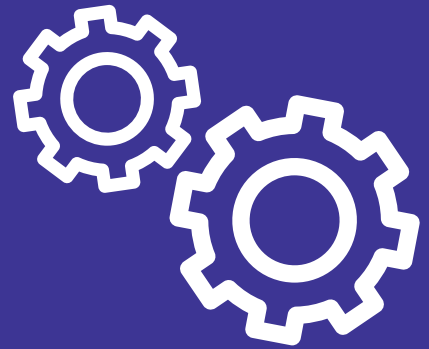
Whereas for the development of the strategy for the upcoming years, the Government of Kosovo has postponed for 4 months the presentation of the draft strategy for electronic governance by the Ministry of Internal Affairs. The Ministry is responsible for taking up the next steps for the finalization of the strategy. AIS stated that the priority areas of the strategy are provision of e-services, ICT capacity-building and cyber security.

Moreover, for the purpose of ensuring good ICT support, each institution has designated public officials. This is regulated by the Law on Information Society Government Bodies<sup>10</sup>. Based on the needs of institutions, there may be a whole unit dedicated to ICT or only a public official.



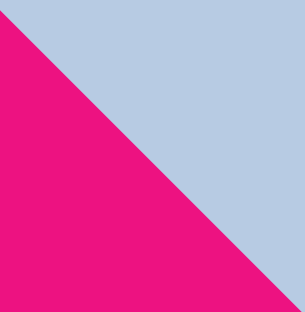


**4**



**LEGAL  
FRAMEWORK**







## 4. Legal framework

Kosovo has signed the Stabilization and Association Agreement with the European Union which intends to harmonize its legislation with that of the European Union and with the aim of eventual EU membership. Thus reassuring Kosovo's commitment towards sharing the same e-governance values with the EU, amongst others. Furthermore, The Republic of Kosovo is in the process of signing IPA III which would enable the implementation of various projects and legal obligation to cooperate with the EU for these funds.

Moreover, as mentioned in the 'Political Will and Strategy' Section, the new Government of Kosovo aims to create legislation which contributes to the modernisation of the public administration, as well as digitalisation for better services with citizens. As mentioned in the Digital Agenda Observatory research in 2020, Kosovo had in place the Strategy of the Modernization of Public Administration (2015-2020), which covered a variety of topics and legal obligations to which the public institutions had to commit to such as: recruitment of public officials, capacity-building of public officials, identification of services offered and creation of a database of such services, evaluation measurements, access to public information, amongst others. Currently the responsible institutions are working on the Strategy of the Modernization of Public Administration (2021-2026).

Furthermore, In a report published by Balkan Policy Research Group<sup>11</sup>, it is stated that there is a strong legal basis for such reform, nevertheless, the actual implementation lacks. Some of the issues that have hindered the implementation of such a strategy are: lack of proactive approach, lack of continuous monitoring, lack of merit-based employment, lack of budget planning and effective implementation, amongst others. Similarly to other countries in the Western Balkans, the legislation in place depicts legislation of developed countries, nevertheless much more focus needs to be placed on the successful implementation.

The current legal framework dictates that for many services to be completed, physical presence is requested. In other words, legislation and many executive orders foresee physical presence as a precondition to receive service/document, thus hindering the usage of a variety of e-governance solutions.

Interviews with relevant public institutions representatives show their understanding that such services could be completed online; but they emphasize that without the necessary changes in legislation, the move to digital is impossible. In this line, the lack of the law on electronic identification and cybersecurity represents an important area to be tackled.

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11 Access the Report here: <https://bit.ly/3CWWzBT>

Regarding the Strategy of the Modernization of Public Administration (2015-2020), currently the new strategy is being drafted for the period of 2021-2026. The respective institutions during 2021 are working on an action plan which serves as a transition document until the new strategy is finalized.

The following legal framework is relevant in the field of e-governance:

- Law on Protection of Personal Data<sup>12</sup>
- Law on Access to Public Documents<sup>13</sup>
- Law on Information Society Governmental Bodies<sup>14</sup>
- Law on Electronic Communication<sup>15</sup>
- Regulation on Electronic Databases<sup>16</sup>
- Draft Law on Digital Identification and Trust Services in Electronic Transactions
- Draft Law on Cyber Security<sup>17</sup>
- Law on Local Self-government<sup>18</sup>
- Regulation for Minimal Standards of Public Consultation<sup>19</sup>

## 4.1. Policy description

For the purpose of this research, the “Tax Compliance Strategy of Tax Administration of Kosovo 2021-2025<sup>20</sup>” published in April 2021 will be analyzed. This strategy incorporates elements from other strategies as follows:

- Tax Administration of Kosovo Strategy 2021-2025;
- Strategy for Improvement of Control 2020-2022;
- Tax Compliance Strategy of Tax Administration of Kosovo 2012-2015;
- Manual regarding the procedures for Control;

For this purpose, 3 accompanying e-services will be tested and described in Section 5.3.

Firstly, let's look at The “Tax Administration of Kosovo Strategy”<sup>21</sup> which has three main objectives:



- Objective 1. Reducing the tax gap;
- Objective 2. Collection and treatment of tax debts (reduction of tax debts);
- Objective 3. Development of the organization in accordance with the best European standards;

Regarding the purpose of this research, plans regarding Objective 3 will be analyzed in detail. To begin with, 6 Key Performance Indicators have been identified for Objective 3:

- Number of electronic services offered for taxpayers

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12 Access the Law here: <https://bit.ly/3yZscIM>  
13 Access the Law here: <https://bit.ly/2UvAVTT>  
14 Access the Law here: <https://bit.ly/2VZm0ST>  
15 Access the Law here: <https://bit.ly/3AOzyiC>  
16 Access the Regulation here: <https://bit.ly/3iZ7B1F>  
17 Access Draft Law here: <https://bit.ly/2W84N9B>  
18 Access the Law here: <https://bit.ly/37SYjOg>  
19 Access the Regulation here: <https://bit.ly/3z4mntE>  
20 Access the Strategy here: <https://bit.ly/2We2QrO>  
21 Access the Strategy here: <https://bit.ly/37XEMMD>

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- 
- Automation of internal work processes
  - Visits treated according to the risk assessment in relation to the total number of visits performed
  - Average time of resolving internal complaints
  - The TAK's cost for every 100 EUR collected (taxes and contributions)
  - Modernization of basic tax system for ICT

The “Tax Compliance Strategy of Tax Administration of Kosovo 2021-2025” incorporates such elements within itself whose strategic objectives are the following:

1. Informing, education, and offering qualitative services;
2. Approach based on risk;
3. Implementation of measures to encourage tax payment;
4. Capacity-building;

Specifically, Strategic Objective 1: Informing, education and offering qualitative services is further detailed as follows: “Establishing clear and effective communication channels with taxpayers enabling them to comply with all tax obligations at a low cost”. Some of the activities through which TAK aims to achieve this are through:

- Offering advanced online systems which enable simple access to the law;
- Offering all services online, as well as establishment of channels and other additional forms of communication;
- Developing a comprehensive web page which contains detailed information regarding taxes and various circumstances where a tax obligation may incur;
- Regular webinars which enable taxpayers and other stakeholders to participate online;
- Call center which responds to the citizens' questions;

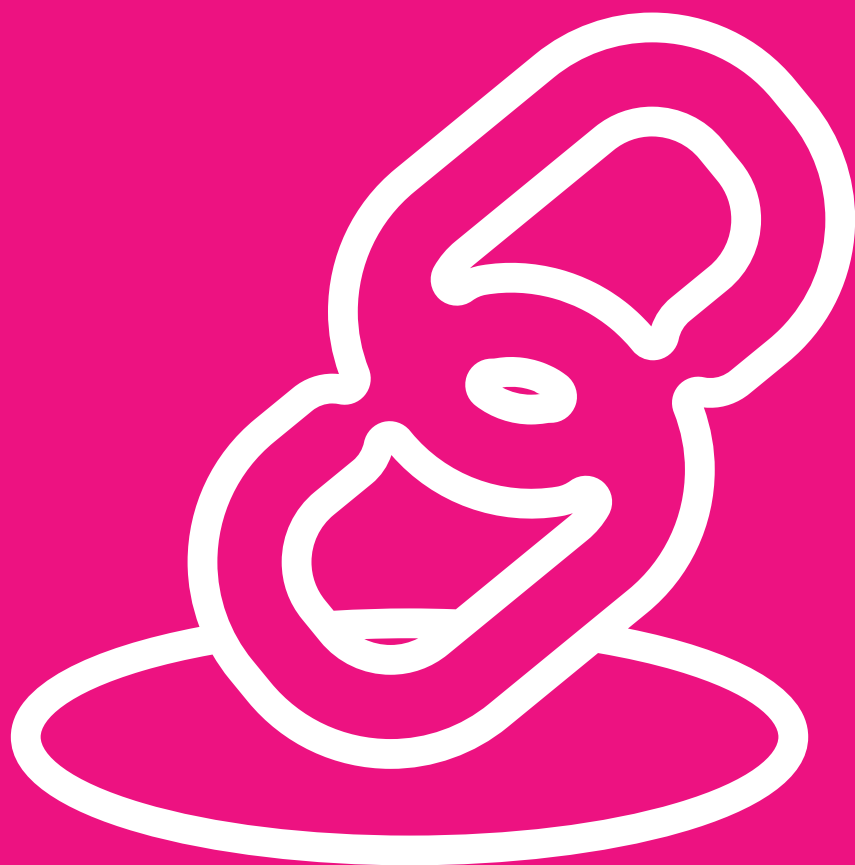
Furthermore, this strategy recognizes the need for capacity-building of human resources within the institution. To tackle this, TAK will invest in the continuous education and profilization of its staff, invest in systems which enable better data analysis and forecasting, amongst others. Furthermore, the strategy also recognizes the need for data-based decision-making and plans to apply various monitoring and data collection systems which enable such decision-making.

Overall, this strategy is in line with the Government's plan for the next 4 years, as well as in line with the Digital Agenda which pushes for digitalization of services both internally as well as externally with the citizens.

5



# STATUS OF E-SERVICES






## 5. Status of e-services

### 5.1. Digital databases, interoperability, secure data exchange

Each public institution uses electronic records and document management systems, and in certain situations such data/information is exchanged between institutions, as stated by the Agency for Information Society (AIS) representative. To foster such exchange of data, the State Electronic Data Center within AIS was launched in 2014 with the aim to accumulate, administer, disseminate, and store data. As reported by AIS, while there is a lack of interoperability between public institutions in Kosovo, such an area is being tackled by a World Bank-funded project specifically targeting such an issue. The platform which is developed ensures interoperability or data exchange between various institutions such as: The Kosovo Business Registration Agency, Civil Registration Agency, Tax Administration of Kosovo, Customs, Kosovo Cadastral Agency, etc.

Such a platform of interoperability has been developed based on high standards of security which ensure secure data exchange. This interoperability platform is one of the first initiatives to foster communication between data from various institutions. Otherwise, each institution collects data and stores it in their system, thus data is scattered across these institutions. Consequently, the responsibility for securing such data is also scattered within such institutions. As reported by AIS, there are around 100 digital databases across these institutions.

Furthermore, the Law on Data Protection<sup>22</sup> guarantees citizens to access such data that is processed and/or controlled by any controlling entity (public institution or business organization of the private sector), obliging the latter to provide information within one month regarding the data it processes for the data subject (citizen), the purpose of data processing of the data subject, then to show the eventual recipients of that data, and especially the place where that data can be transferred outside the Kosovo, which must be done after the authorization received from the Information and Privacy Agency. In other words, there is no system/platform which citizens can log into and see their personal data that each public entity possesses, rather they have to submit a formal request.



## 5.2. Secure digital identity and digital signature

In the Digital Agenda Observatory Research report in 2020 a major obstacle for the development of e-governance in Kosovo was the lack of digital identity and digital signature, and lack of any legal procedures in place to push for such a change. As such the only digital identification methods in place currently are through username and password.

Nevertheless, legislation in this aspect is under progress. The Draft Law on Electronic Identification and Trusted Services in Electronic Transactions is currently being prepared and will be introduced to the Kosovo Assembly as well as to the Government.

The draft law encompasses important areas to consider when introducing digital identity and digital signature such as: personal data protection, acquisition of digital identity and digital signature, what is included in the digital identity portfolio, security levels to access digital identity measures, regulations for the electronic identifications providers, use of such digital means for electronic transactions, liabilities, validity of of such digital means, amongst others. With this in mind, the draft law covers the main areas as per comparison to other countries that have such law in place. The draft law outlines the cases where electronic signature cannot be used: 1. Family and inheritance law; 2. legal actions which require public legalization, a notarial act or a court authorization; 3. legal actions related to bail for conditional release; and 4. whenever the use of the electronic signature is not allowed by a special law.

The responsible body for such law is stated in the draft law as follows: " Ministry – means the Ministry responsible for the Information and Communications Technology area." Namely, The Ministry of Economy is responsible for overseeing the implementation of such a law. In addition, since at this stage the law is under process, there are no outreach and awareness activities in place.



## 5.3. Results from the testing of e-services, description of the cases by users

As part of Digital Agenda Observatory Research 2021, 3 services provided by the Tax Administration of Kosovo (TAK) within the Ministry of Finance and Transfers, will be tested. The following e-services have been tested and supported with detailed graphs:

### 5.3.1 Obtaining the Tax Verification Document

For the purpose of obtaining the Tax Verification document, you have to visit the TAK's official website<sup>23</sup>, specifically the e-services section, and select the Tax Verification option. Once you click it, a page detailing what this document is and how to obtain it is displayed.

To obtain the certificate, you must firstly register in the platform. The registration form requests information such as: Personal ID number, Name and Surname, Phone, Email. When you first add the Personal ID number, automatically the name and surname is shown.

After entering the requested information and clicking on the 'Register' button, I receive an email to activate my account with the login credentials. Afterwards, I log into the platform and go to the 'Download Tax Verification' section and enter the reason why I am requesting this document. The options are: Visa Application, Citizenship, Maternity Leave, Continuation of Residence Permit for Foreign Citizens, etc.

After I click on 'Generate Tax Verification', the document is automatically downloaded. The document contains a link through which the respective person can check the authenticity of the document.

Overall, there were no difficulties accessing this service. The service is offered through the TAK's official website, not through the e-Kosova portal. The service is very simple to use since every step regarding its usage is logical. There is no possibility to rank the e-service.

## Tax Verification Document - Tax Administration Office

ACCESSIBILITY	YES	NO	COMMENTS
The government portal provides access to the e-service	<input type="checkbox"/>	<input checked="" type="checkbox"/>	/
The e-service is securely available on several e-channels and accessible through any device	<input checked="" type="checkbox"/>	<input type="checkbox"/>	/
Citizens can see the data that institutions collect about them when using the e-service	<input type="checkbox"/>	<input checked="" type="checkbox"/>	/
The civil society sector is involved in the design and delivery of the service	<input type="checkbox"/>	<input checked="" type="checkbox"/>	/
BACKOFFICE			
Service is provided by a private company (if there is info)	<input type="checkbox"/>	<input checked="" type="checkbox"/>	/
Service is provided by a state institution (if there is info)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	/
GENERAL			
CSOs or civil society individuals are involved in providing e-services and designing them (if there is info)	<input type="checkbox"/>	<input checked="" type="checkbox"/>	/
There were large campaigns organized to introduce and promote this e-service	<input type="checkbox"/>	<input checked="" type="checkbox"/>	/
E-services are organized by life events (example from Estonia )	<input type="checkbox"/>	<input checked="" type="checkbox"/>	/
USER-FRIENDLINESS			
Instructions for using the e-service are available and easy to follow	<input checked="" type="checkbox"/>	<input type="checkbox"/>	/
Every next step in using the e-service is logical	<input checked="" type="checkbox"/>	<input type="checkbox"/>	/
There is an opportunity to rate the service after its use (user satisfaction)	<input type="checkbox"/>	<input checked="" type="checkbox"/>	/

### 5.3.2 Payment of Taxes by Employer Verification

Within the same system where you obtain the Tax Verification Document, you can verify whether your taxes haven been paid by every employer and for every month. You have to click on the 'Employer' section, and the data for the current year is displayed. The data is in regards to the month of taxes that have been paid, name of the employer, tax and pensions status, and primary or secondary employer. The data is presented throughout the years that the person has been employed and taxes have been paid for.

If the information displayed is incorrect, TAK offers the option to contact TAK by email or phone to report the case and be informed of next steps.

Overall, there were no difficulties accessing this service. The service is offered through the TAK's official website, not through the e-Kosova portal. The service is very simple to use since every step regarding its usage is logical. There is no possibility to rank the e-service.

#### Payment of Taxes by Employer Verification

ACCESSIBILITY	YES	NO	COMMENTS
The government portal provides access to the e-service	<input type="checkbox"/>	<input checked="" type="checkbox"/>	/
The e-service is securely available on several e-channels and accessible through any device	<input checked="" type="checkbox"/>	<input type="checkbox"/>	/
Citizens can see the data that institutions collect about them when using the e-service	<input type="checkbox"/>	<input checked="" type="checkbox"/>	/
The civil society sector is involved in the design and delivery of the service	<input type="checkbox"/>	<input checked="" type="checkbox"/>	/
<b>BACKOFFICE</b>			
Service is provided by a private company (if there is info)	<input type="checkbox"/>	<input checked="" type="checkbox"/>	/
Service is provided by a state institution (if there is info)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	/
<b>GENERAL</b>			
CSOs or civil society individuals are involved in providing e-services and designing them (if there is info)	<input type="checkbox"/>	<input checked="" type="checkbox"/>	/
There were large campaigns organized to introduce and promote this e-service	<input type="checkbox"/>	<input checked="" type="checkbox"/>	/
E-services are organized by life events (example from Estonia )	<input type="checkbox"/>	<input checked="" type="checkbox"/>	/
<b>USER-FRIENDLINESS</b>			
Instructions for using the e-service are available and easy to follow	<input checked="" type="checkbox"/>	<input type="checkbox"/>	/
Every next step in using the e-service is logical	<input checked="" type="checkbox"/>	<input type="checkbox"/>	/
There is an opportunity to rate the service after its use (user satisfaction)	<input type="checkbox"/>	<input checked="" type="checkbox"/>	/

### 5.3.3 e-Services related to CSOs/businesses: Employee Certificate

CSOs and businesses use the TAK's online system to perform a variety of e-services such as Tax Verification, Employees List, Salaries List, Tax Declarations etc. For the purposes of this research, the Employee Certificate e-service will be tested which is generated by the organization (business/CSO etc.). Firstly, you go to TAK's website and click on the 'Electronic Services' section and select 'e-Filing'<sup>24</sup>.

You login using the organization's fiscal number and the password. Afterwards, you have to write the code displayed in the image, which appears after a slight delay. If correct, then you are logged into the platform. Once you log in, in the homepage you can see a variety of information regarding the organization such as: information about the taxpayer, activities that the taxpayer performs, person accountable for accounting, history, amongst others.

The 'Employee Certificate' is a document which states that a specific person works in that organization and states the job position and the vehicle that they use to travel for work purposes only. This document was highly-downloaded as evidence which demonstrated the employer's allowance towards the employee to travel during the pandemic when there was a curfew in place.

To obtain the document, you click on the 'Services' section and a list pops up and you select 'Employee Certificate'. A new page opens where you have to enter the personal ID number, and then you can click on the 'Download document' button, and the document is downloaded.

Overall, there were no difficulties accessing this service. The service is offered through the TAK's official website, not through the e-Kosova portal. The service is very simple to use since every step regarding its usage is logical. There is no possibility to rank the e-service.

## e-Services related to CSOs/businesses: Employee Certificate

ACCESSIBILITY	YES	NO	COMMENTS
The government portal provides access to the e-service	<input type="checkbox"/>	<input checked="" type="checkbox"/>	/
The e-service is securely available on several e-channels and accessible through any device	<input checked="" type="checkbox"/>	<input type="checkbox"/>	/
Citizens can see the data that institutions collect about them when using the e-service	<input type="checkbox"/>	<input checked="" type="checkbox"/>	/
The civil society sector is involved in the design and delivery of the service	<input type="checkbox"/>	<input checked="" type="checkbox"/>	/
BACKOFFICE			
Service is provided by a private company (if there is info)	<input type="checkbox"/>	<input checked="" type="checkbox"/>	/
Service is provided by a state institution (if there is info)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	/
GENERAL			
CSOs or civil society individuals are involved in providing e-services and designing them (if there is info)	<input type="checkbox"/>	<input checked="" type="checkbox"/>	/
There were large campaigns organized to introduce and promote this e-service	<input type="checkbox"/>	<input checked="" type="checkbox"/>	/
E-services are organized by life events (example from Estonia )	<input type="checkbox"/>	<input checked="" type="checkbox"/>	/
USER-FRIENDLINESS			
Instructions for using the e-service are available and easy to follow	<input checked="" type="checkbox"/>	<input type="checkbox"/>	/
Every next step in using the e-service is logical	<input checked="" type="checkbox"/>	<input type="checkbox"/>	/
There is an opportunity to rate the service after its use (user satisfaction)	<input type="checkbox"/>	<input checked="" type="checkbox"/>	/

6



**DIGITAL  
LITERACY**



## 6. Digital literacy

Within the Ministry of Internal Affairs and Public Administration, the Kosovo Institute for Public Administration (IPAK)<sup>25</sup> is responsible for capacity-building of public officials and increasing the sustainability of civil service. The institute is responsible for the identification of areas for training and development of curricula for such training. IPAK offers training in the following areas: General Management, Administration and Legislation, Budget and Finances, Human Resources, IT, Municipal Issues, and EU trainings.

IPAK provides training for public officials which are responsible for IT management in each institution. Specific trainings in IT are the following: Scientific Research and Data Analysis in SPSS, Security in IT and Data Protection, e-Governance & m-Governance, Planning and Managing Projects through MS Project, ICT Project Management, Basic SQL Server 2016, Corel Draw X7, Microsoft Office (Outlook & Power Point) 2013, Microsoft Excel 2013, Microsoft Access 2013, Open Source Wordpress Platform, Government Open Data, Windows 10 & Internet, ITIL 4 Basics, e-Procurement Platform, Skype for Business, and Electronic Service for Request Management.

Based on data provided by IPAK:

- 1198 individuals have been trained in 'Administration and Legislation'
- 1636 individuals have been trained in 'Budget and Finances'
- 1220 individuals have been trained in 'Human Resources'
- 884 individuals have been trained in 'IT'
- 1211 individuals have been trained in 'Municipal Issues'
- 947 individuals have been trained in 'Training for EU'

Also, IPAK reports that from 2018 to 2021, the average grade for the evaluation of the training by the participants is 4.79 on a scale from 1.00 to 5.00.


Furthermore, Kosovo has a strategy named "The Strategy for the Training of Civil Servants 2016-2020"<sup>26</sup> which aimed to raise the level of professionalism in civil service, raise the level of general and specific knowledge for Kosovo's integration in the EU, increase the level of use of modern information technology in the daily work of civil servants, amongst others. This has taken place through specialized training based on the needs of the civil servants at central and local level, licensing of civil servants who issue administrative acts, amongst others. Moreover, as reported by Balkan Policy Research Group (BPRG)<sup>27</sup>, the training provided by KIPA is voluntary as part of this strategy, thus there is a lack and will to participate in such training. Only 24% of civil servants participated in one of the 128 training offered in 2019. BPRG attributes this low rate of participation to the non-obligatory nature of such training.

25 Access website here: <https://ikap.rks-gov.net/>

26 Access Strategy here: <https://bit.ly/37Vs2GI>

27 Access Report here: <https://bit.ly/3y0kvAz>





Whereas regarding ICT training provided to the general public, besides the numerous projects implemented by ODK and other CSOs in Kosovo, the ongoing project “KODE” which is implemented by the Ministry of Economy with the following main components (see below) aims to tackle the ICT capacities of the public:

- Financing Digital Connectivity
- National Spectrum Monitoring
- Training for unemployed and under-employed young people through Youth Online and Upward (YOU) Program
- National Research and Education Network

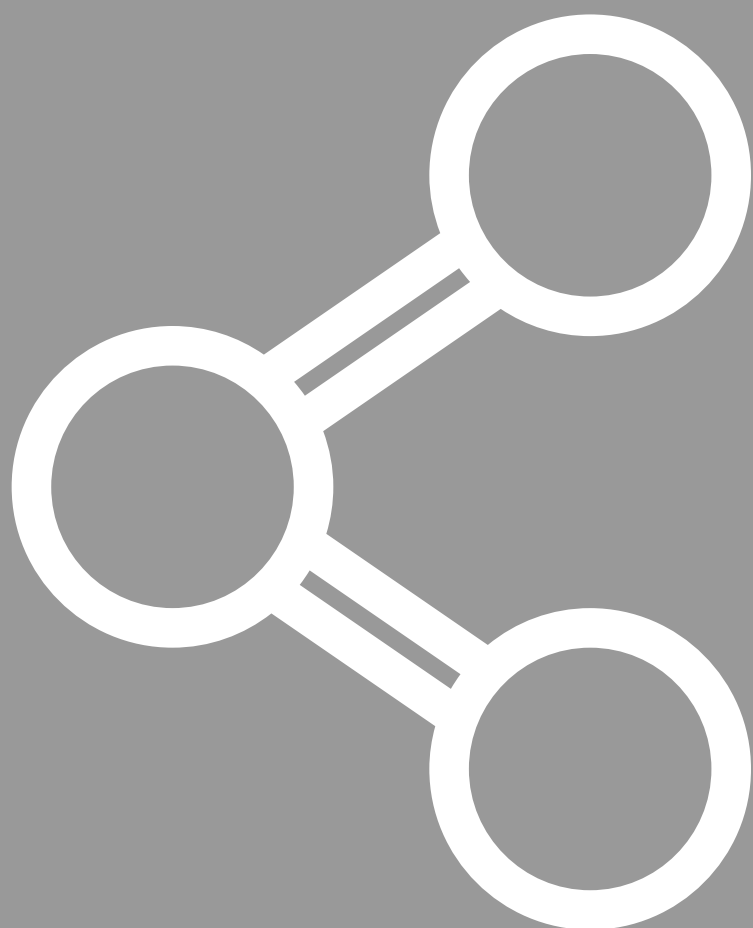
As part of the project specifically the YOU program (2020-2023), 4,000 youth are expected to benefit through specialized trainings offered from IPA 2017 and YOU Program in:

- Technical skills (such as: web development, digital marketing, graphic design)
- Soft skills (such as: communication, negotiation, time management).

**7**



**ACCESS TO SERVICES  
AND RAISING  
AWARENESS**





## 7. Access to services and raising awareness

As reported in the Digital Agenda Observatory Research in 2020, a major setback for e-governance in Kosovo was the lack of a central e-services portal. Nevertheless, such a portal has been developed and launched in February 2021. That platform launched with a low number of services. This may be attributed to: 1. Identification of e-services currently offered at the central and local level which takes time and extensive research; 2. Informing public institutions and facilitating the transition of their e-services from their websites to e-Kosova; 3. Lack of law on digital signatures/stamps which hinders offering certain documents fully online; amongst others. e-Services planned to be offered through the platform are e-services related to: Health, Taxes, Police, Family, CSOs, Property, Work, Business, Education, Vaccination process etc.

Regarding registering in the platform, users register by providing a personal ID number, phone number, email address, and password. Afterwards, in order to verify you have to provide a picture of the ID and a picture of the user holding the ID in order to verify that it's the same person. Currently, the platform is in beta version. Thus, there is still no extensive promotion regarding this. Whereas, regarding other e-services offered, the respective institutions promote them, but there is no extensive or national campaign encouraging their use.

Furthermore, the AIS representative stated that there is an interest by the private sector to develop e-services. This is backed also by the Tax Administration of Kosovo representatives who said that 97% of taxpayers use the e-services. As such, the private sector is eager for the further digitalization of services. CSOs share the same eagerness for digitalization, as the CSO representatives state during the interviews. During their work with public institutions and local CSOs, they identified a lack of awareness about the usage of e-services, as well as lack of the necessary skills to do so.





8



# **CYBER SECURITY**



## 8. Cyber security

Currently, the responsible governmental body for cyber security is the Agency of Information and Society, within its Directorate of Operation and Security<sup>29</sup>. The Directorate is engaged in drafting policies and standards related to the information technology system of the Republic of Kosovo, including the National Data Center and ICT security.

Since there is no legislation directly tackling cyber security, currently there is a law on cyber security that is being drafted. Back in 2019 the Ministry of Internal Affairs issued a new legal initiative to draft a law on cyber security. The new law is intended to be simpler, clearer, and stricter for those who misuse the internet in the country.

The law provides penalties for operators providing internet services in cases where they do not take appropriate measures to ensure security, and severe penalties for citizens who dare to perform unauthorized internet interventions. In addition to imprisonment, this draft law has provided for fines which can go up to 10 thousand Euros for operators who do not take measures to prevent cybercrime defined by this draft law. The new law also puts in charge Internet service providers to ensure cyber security communications.

The law provides for the establishment of the State Cyber Security Agency which will be responsible for overseeing, controlling, and setting cyber security standards. The new law stipulates that this agency organizes, exercises and tests the reaction in case of cyber attacks, while any cyber attack will have to be registered and reported to the agency. In order to ensure the smooth running and observance of the law, the Agency has foreseen legal measures against internet service providers that do not comply with the rules of the Agency. According to the draft law, service providers who do not comply with the measures can be fined up to 10 thousand Euros if it is found that they are not complying with the legal measures.

The Agency as the highest authority for guaranteeing cyber security according to this draft law has the duty to monitor domains in the Internet space of Kosovo related to the state code, to analyze the risks that affect the security of systems and their impact on the state, society, and security of information systems.

In addition to the State Authority for Cyber Security, the draft law also provides for the establishment of two state teams, one for responding to computer emergencies and the other for responding to cyber security incidents. Among other things, Article 30 of this draft law has provided for the establishment of a contact point within the Kosovo Police which will operate 24 hours a day, 7 days a week.

29 Access website here: <https://bit.ly/3k3Myu5>



9



# **E-PARTICIPATION AND E-DEMOCRACY**





## 9. E-participation and e-democracy

E-participation activities in Kosovo are fostered at the local level and central level by different legal acts such as: Law on Local Self-Government which obligates municipalities to hold at least two public discussions with citizens in one calendar year; and the Regulation for Minimal Standards of Public Consultation which has resulted in the development of the e-Consultation Platform within the Prime Minister's Office, amongst others.

The e-Consultation platform enables citizens and other interested stakeholders to consult with the government regarding strategies, legal initiatives, and other documents which have the potential to affect their lives. This platform offers the possibility to search for different consultations, consultative meetings that have taken place etc. filtered through the institution, title, and timeframe. Interviews with the public institution representatives show that there is a lack of interest from stakeholders to utilize such platforms. This in turn decreases the public officials' willingness to further promote such service.

Besides such a platform, CSOs and/or civil society actors can be engaged in these processes as well, such as through working groups. For example, interviews with the CSOs show that they participate in a variety of working groups within ministries. Such working groups are formed by CSOs which possess the necessary expertise respective to the legislation that is in progress or to be reviewed. Such inclusion of CSOs enables the perspective of CSOs to be reflected within the legal framework. In addition, Open Data Kosovo, through a project financed by the National Endowment for Democracy, is developing the 'e-Participation' platform for the Kosovo Assembly, through which citizens can comment and initiate discussion on different issues that are being tackled by the Assembly.

Furthermore, e-democracy is fostered by also making government data available for usage. Open Data Kosovo developed the Open Government Data Portal which enables citizens and other stakeholders to download data that has been uploaded to the portal by different public officials. The portal is managed by the Agency of Information Society. The upload of data remains low despite the Law on Access to Public Document obligating that each institution has an Official which is responsible for open data.



10




ROADMAP  
FOR DIGITAL AGENDA  
ADVANCEMENT IN  
KOSOVO






## 10. Roadmap for Digital agenda advancement in Kosovo

Based on the findings of the Kosovo Digital Agenda Observatory Report 2021 which reflect the current situation regarding the implementation of the Digital Agenda, we recommend the following:

1. The Government of Kosovo currently does not possess a comprehensive system which collects data from citizens through the once-only principle. According to legislation and regulations in place, the Government of Kosovo should utilize the data and understand citizen behavior in order to develop solutions through a data-based approach. The Government of Kosovo and the respective institutions should provide an easier method for citizens to check what data do the institutions possess and how it is being used, besides the submitted form as guaranteed by the Law on Data Protection.
  2. The Government of Kosovo and the respective institutions should collaborate with the aim to provide a greater number of services through the e-Kosova portal. Offering most of the services through the e-Kosova portal would be much easier to promote the usage of such services and would offer comprehensive insights into the e-governance sphere in Kosovo.
  3. The Government of Kosovo and the respective institutions should develop the strategy for the Digital Agenda for the coming years. This will serve as guidance to the coordinating bodies of the implementation of DA, and will help them reach DA-related goals.
  4. The Government of Kosovo and the respective institutions should develop a strategy on e-governance whether as a stand-alone strategy or part of a bigger strategy. The strategy must clearly define the roles of institutions at different levels and their obligation towards incorporating e-governance into their work processes. Each institution must have a spokesperson on e-governance to push forward e-governance issues within the institution as well as inform the public about such processes.
  5. Once the Law on Digital Identification and Trust Services in Electronic Transactions is approved, the Government of Kosovo and the respective institutions must make the necessary changes in order to make the transition to digital more easily. This should encompass: 1. comprehensive regulation/guides which outlines the necessary steps each institution must take; 2. capacity-building of public officials regarding the usage of such new tools; 3. Extensive promotion and awareness-raising.
  6. The Government of Kosovo and the respective institutions should utilize and advance the interoperability platform through which data is exchanged and stored. This would contribute to the effectiveness of the institutions by strengthening their communication channels.
- 



7. While the training currently provided by the Kosovo Institute for Public Administration (KIPA) covers a variety of ICT-related topics, the training must be updated according to the new legislation that is under process. Training such as on how to use and promote electronic identification must be provided. Furthermore, in order to ensure a higher participation rate, KIPA should come up with a strategy which encourages participation.

8. The Government of Kosovo and the respective institutions should undertake measures regarding promoting e-participation platforms for citizens with the aim to reap the benefits from their feedback and design legislation which take into account their perspective.



## Annex 1: List of interviewed stakeholders

- Agim Kukaj, Head of ICT Department, Ministry of Economy
- Ahmet Jetullahu, Manager, Prishtina REA
- Arsim Syla, Head of Division for Professional Standards, Tax Administration of Kosovo, Ministry of Finances and Transfers
- Burim Balaj, Head of Directorate for Rationalisation of Administrative Processes, Agency of Information Society
- Debora Peci, Project Manager, Democracy+
- Ditjon Fetahu, Project Manager, Kosovar Youth Council
- Fjolla Muja, Manager of the Division for International Cooperation and Tax Treaties , Tax Administration of Kosovo, Ministry of Finances and Transfers
- Kushtrim Puka, Director of Programs, Forum for Civic Initiatives
- Kushtrim Selishta, Information Manager, Kosovo Institute for Public Administration, Ministry of Internal Affairs
- Sami Salihu, Manager of Taxpayers Services and Education, Tax Administration of Kosovo, Ministry of Finances and Transfers
- Valentina Bytyqi-Sefa, Head of Division for Communication with Media, Tax Administration of Kosovo, Ministry of Finances and Transfers

-





## Annex 2: Executive Summary of the Report and Conclusions

The Digital Agenda Observatory (DAO) Country report 2021 provides a comprehensive overview of the implementation of the Digital Agenda (DA) since the DAO 2020 with focus on topics that affect CSOs the most. Below you may find summaries for each topic that the report has tackled:

- **Preconditions for the implementation of e-governance**

The access to the internet by households in Kosovo has incurred an increase of 3.2% from 2019 to 96.4%. Similar to 2019, in 2020 the internet usage is highest among the age group of 35-44 with 20.5% in 2019, with a decrease of 1% in 2020. Regarding this internet penetration, the Ministry of Economy is implementing the KODE project through which high-speed broadband connection has been delivered to households, public schools, and health institutions. Also, regarding data about the users of e-services in Kosovo, currently there is no comprehensive database on this topic. Nevertheless, through the new-launched e-Kosovo state portal in February such data is being collected. The portal has 45,945 registered citizens/businesses, 3,830,699 page views, and 51,075 average daily page visits, amongst others.

- **Political Will and Strategy**

Kosovo again demonstrates its commitment to implement the EU's Digital Agenda for the Western Balkans. Currently, the Kosovo Digital Agenda strategy is being reviewed. The Ministry of Economy informed us that they will work upon such findings to develop the Kosovo Digital Agenda Strategy for the coming years. In addition, the new government, as part of the governance program from 2021-2025, has placed great emphasis on improving governance through digitalisation which includes e-governance solutions, digital identity, etc. Likewise, the new e-governance strategy is also being prepared.

- **Coordination of e-government implementation**

The governmental body responsible for e-governance is the Directorate for e-Governance Development within the Agency of Information Society, Ministry of Internal Affairs. The Directorate is responsible for drafting all documents regarding e-governance in Kosovo. Currently, the new strategy on e-governance is being developed with focus on provision of e-services, ICT capacity-building, and cybersecurity.

- **Legal Framework**

The following legislation is in place which is related to the Digital Agenda: Law on Protection of Personal Data, Law on Access to Public Documents, Law on Information Society Governmental Bodies, Law on Electronic Communication, Regulation on Electronic Databases, Law on Local Self-government, and Regulation for Minimal Standards of Public Consultation. Currently the following laws are under progress: Law on Digital Identification and Trust Services in Electronic Transactions and Law on Cyber Security.

Moreover, the "Tax Compliance Strategy of Tax Administration of Kosovo 2021-2025" was analyzed for the purpose of the research. This strategy encompasses crucial elements regarding the digitalization of services offered by TAK.

- **State of e-services**

Each public institution uses electronic records and document management systems, and in certain situations such data/information is exchanged between institutions, as stated by the Agency for Information Society (AIS) representative. As reported by AIS, while there is a lack of interoperability between public institutions in Kosovo, such an area is being tackled by a World Bank-funded project specifically targeting such an issue. The platform which is developed ensures interoperability or data exchange between various institutions such as: The Kosovo Business Registration Agency, Civil Registration Agency, Tax Administration of Kosovo, Customs, Kosovo Cadastral Agency, etc.

Furthermore, The Draft Law on Electronic Identification and Trusted Services in Electronic Transactions is currently being prepared and will be introduced to the Kosovo Assembly as well as to the Government. The responsible body for this law will be the Ministry of Economy.

In addition, 3 e-services offered by the Tax Administration of Kosovo were tested: 1. Obtaining the Tax Verification Document, Payment of Taxes by Employer Verification, and Employee Verification. Overall, there were no difficulties accessing these services.

- **Digital skills**

The Kosovo Institute for Public Administration within the Ministry of Internal Affairs is responsible for delivering training for public officials, including training on ICT-related topics such as: Security in IT and Data Protection, e-Governance & m-Governance, Planning and Managing Projects through MS Project , ICT Project Management, amongst others. Based on data provided by KIPA, a total of 884 individuals have been trained in IT-related topics. Such training needs to be updated based on the needs of public institutions and must encourage more and more public officials to participate, as the "The Strategy for the Training of Civil Servants 2016-2020" demonstrates.

- **Access to Services and Raising Awareness**

A major development since DAO 2020 was the development of the e-Kosova Portal which fundamentally improves the access to e-services. The platform aims to gather numerous services, thus making it easier for citizens to access services through one platform only. The Government of Kosovo and the respective institutions have not engaged in extensive e-governance promotion due to the lack of a state portal. It is expected that extensive promotion will take place once the platform reaches a more stable version.

- **Cybersecurity**

Currently, the responsible governmental body for cyber security is the Agency of Information and Society, within its Directorate of Operation and Security. Since there is no legislation directly tackling cyber security, currently there is a law on cyber security that is being drafted. The law provides for the establishment of the State Cyber Security Agency which will be responsible for overseeing, controlling, and setting cyber security standards.



- **E-participation and e-democracy**

E-participation activities in Kosovo are fostered at the local level and central level by different legal acts such as: Law on Local Self-Government which obligates municipalities to hold at least two public discussions with citizens in one calendar year; and the Regulation for Minimal Standards of Public Consultation which has resulted in the development of the e-Consultation Platform within the Prime Minister's Office, amongst others. Furthermore, e-democracy is fostered by also making government data available for usage. Open Data Kosovo developed the Open Government Data Portal which enables citizens and other stakeholders to download data that has been uploaded to the portal by different public officials.





Open Data Kosovo is a nonprofit organization that believes in using civic-tech and digital humanitarianism to open government. This initiative promotes the idea that governance data should be made freely available for everyone to use and republished as they wish, without restrictions from copyright, patents or other mechanism of control.

The programs of ODK include:

- Open Data
- Digital Transformation
- Capacity-Building
- Community

Project partners:

- Metamorphosis Foundation [North Macedonia] [www.metamorphosis.org.mk](http://www.metamorphosis.org.mk)
- e-Governance Academy [Estonia] [www.ega.ee](http://www.ega.ee)
- CRTA - Center for Research, Transparency and Accountability [Serbia] [www.crtar.rs](http://www.crtar.rs)
- NGO 35mm [Montenegro] [www.nvo35mm.org](http://www.nvo35mm.org)
- Levizja Mjaft! [Albania] [www.mjaft.org](http://www.mjaft.org)



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