Single window service for farmers in Albania

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“Single window”

Is it the right term?

Background to SW

- Government subsidies have been applied during the last years in Albania
- Initially it was System testing and learning process
- End of 2014 local/regional priorities were defined based on local climate, tradition and other specifics.
- On this base new subsidy schemes have been designed by government agencies
- Other projects and donors started to implement investments based on the same criteria (IPARD LIKE, SARED etc)

Former system for farmers support (Promotion and information spreading)

Regional Dir. of agriculture



Farmers

Farmers long way to completing application







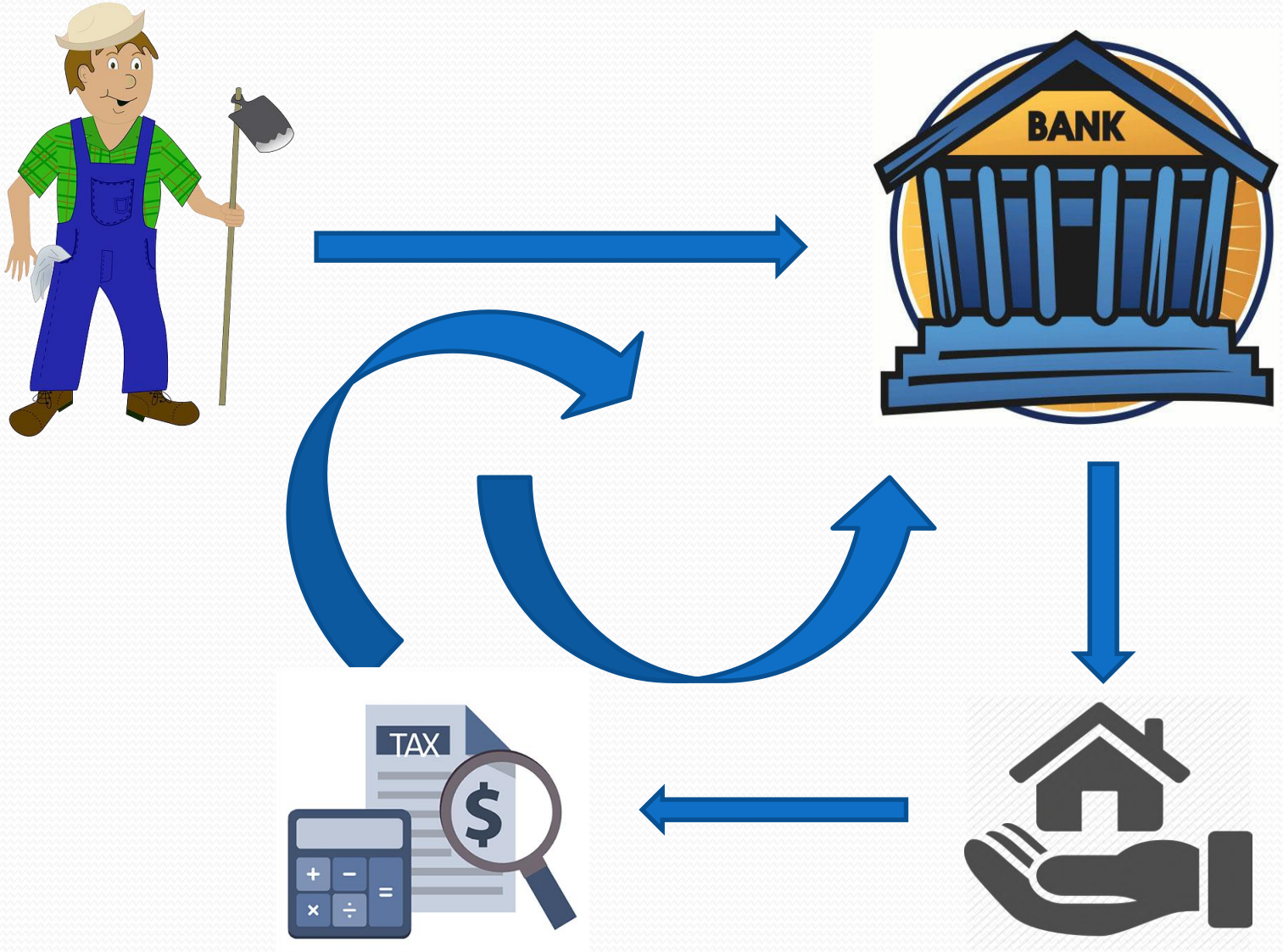







APPROVED
APPROVED

After application was approved..

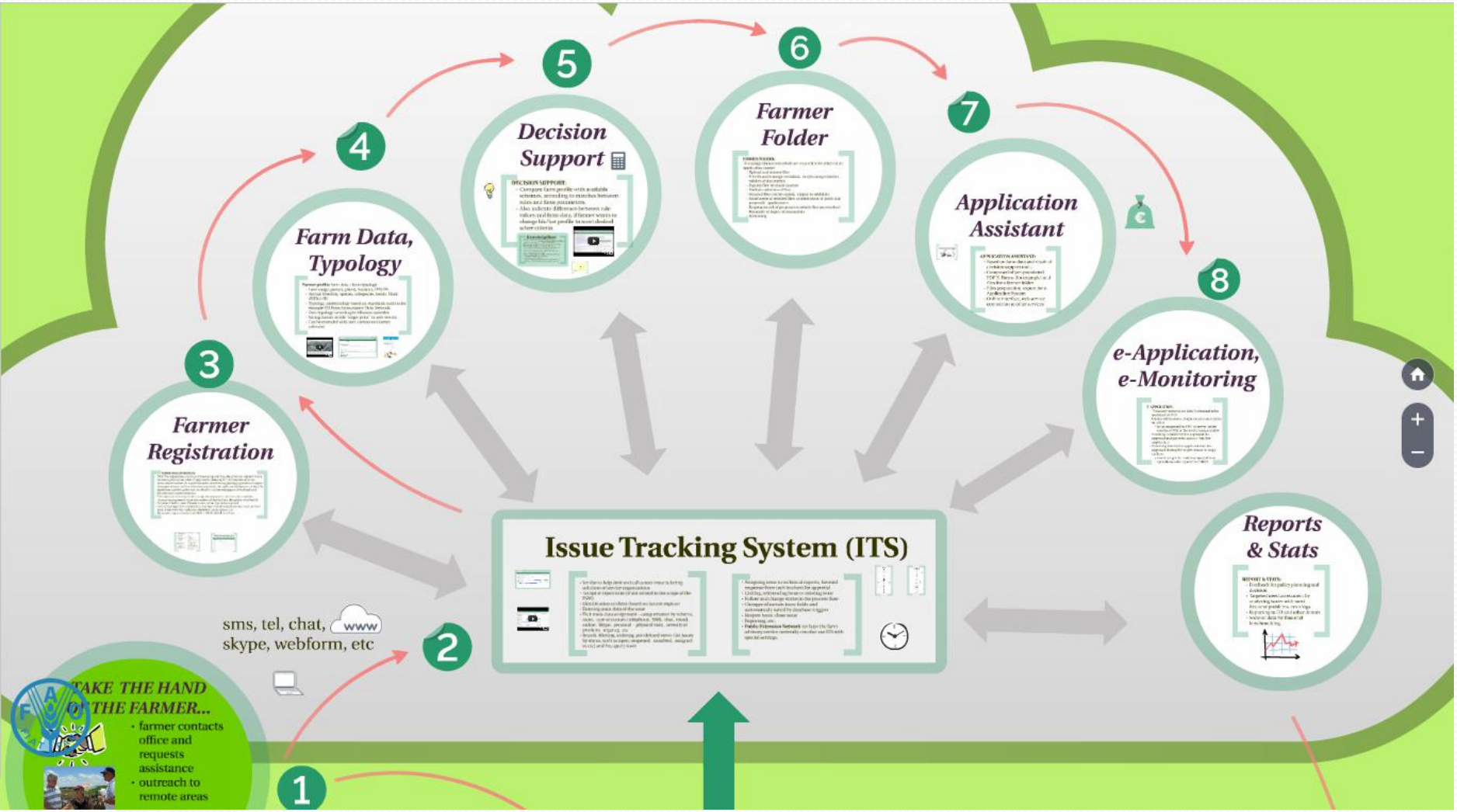


Single window



The needs' assessment helped define the most required functions of the single window system (SWS), such as:

- Farm and farmer registration, extended with additional data about the farm structure and other details
- Assistance in preparation of applications, including national schemes and IPARD ones
- Formulation of business plan and help with other annexes
- General information on funding opportunities
- Combining support from the state guarantee fund (for bank credits)
- Helping to find co-financing from banks, for investment projects

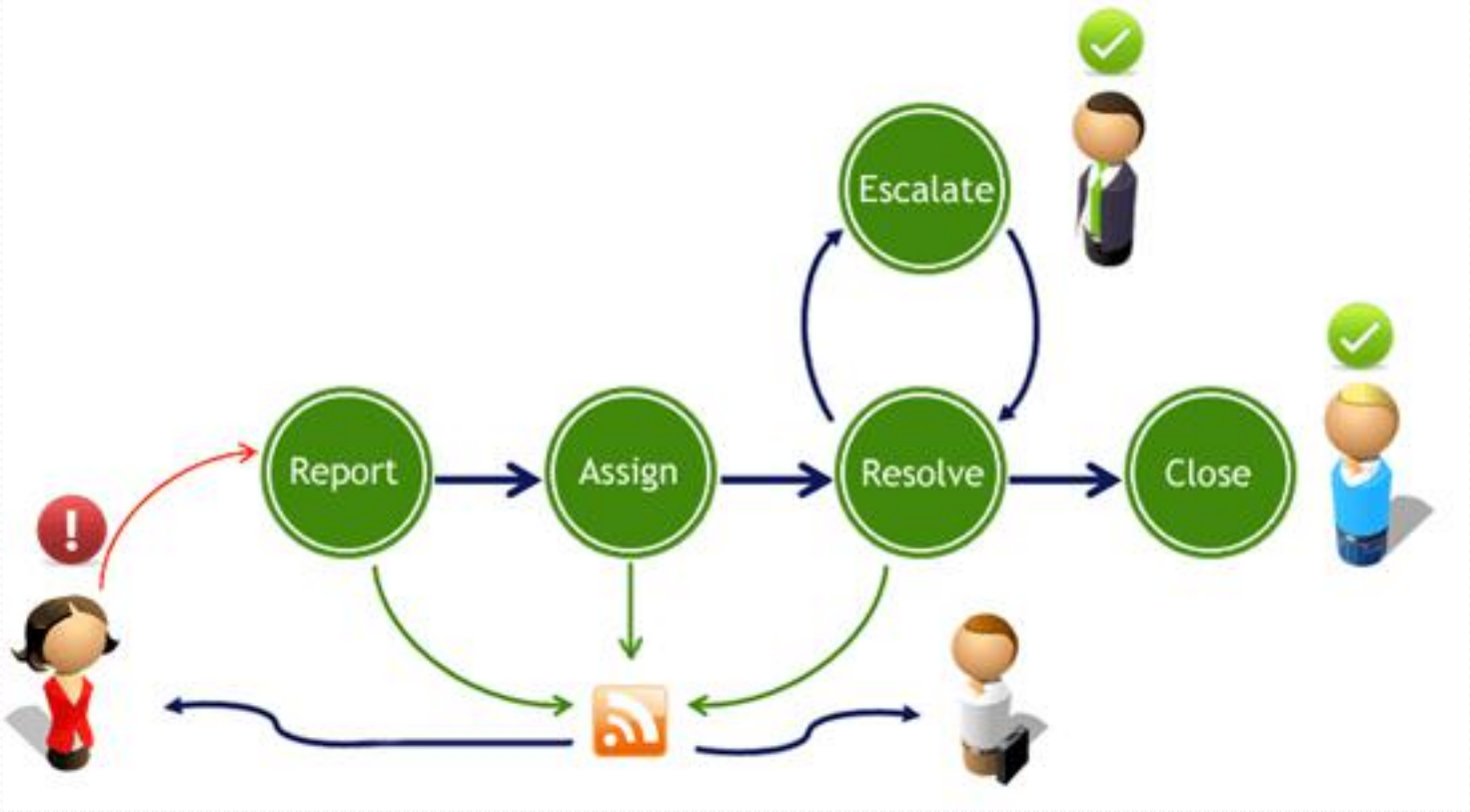

1
TAKE THE HAND
OF THE FARMER...
• farmer contacts office and requests assistance
• outreach to remote areas
2
sms, tel, chat, www
skype, webform, etc
Issue Tracking System (ITS)
3
Farmer Registration
4
Farm Data, Typology
5
Decision Support
6
Farmer Folder
7
Application Assistant
8
e-Application, e-Monitoring
Reports & Stats

Main modules:

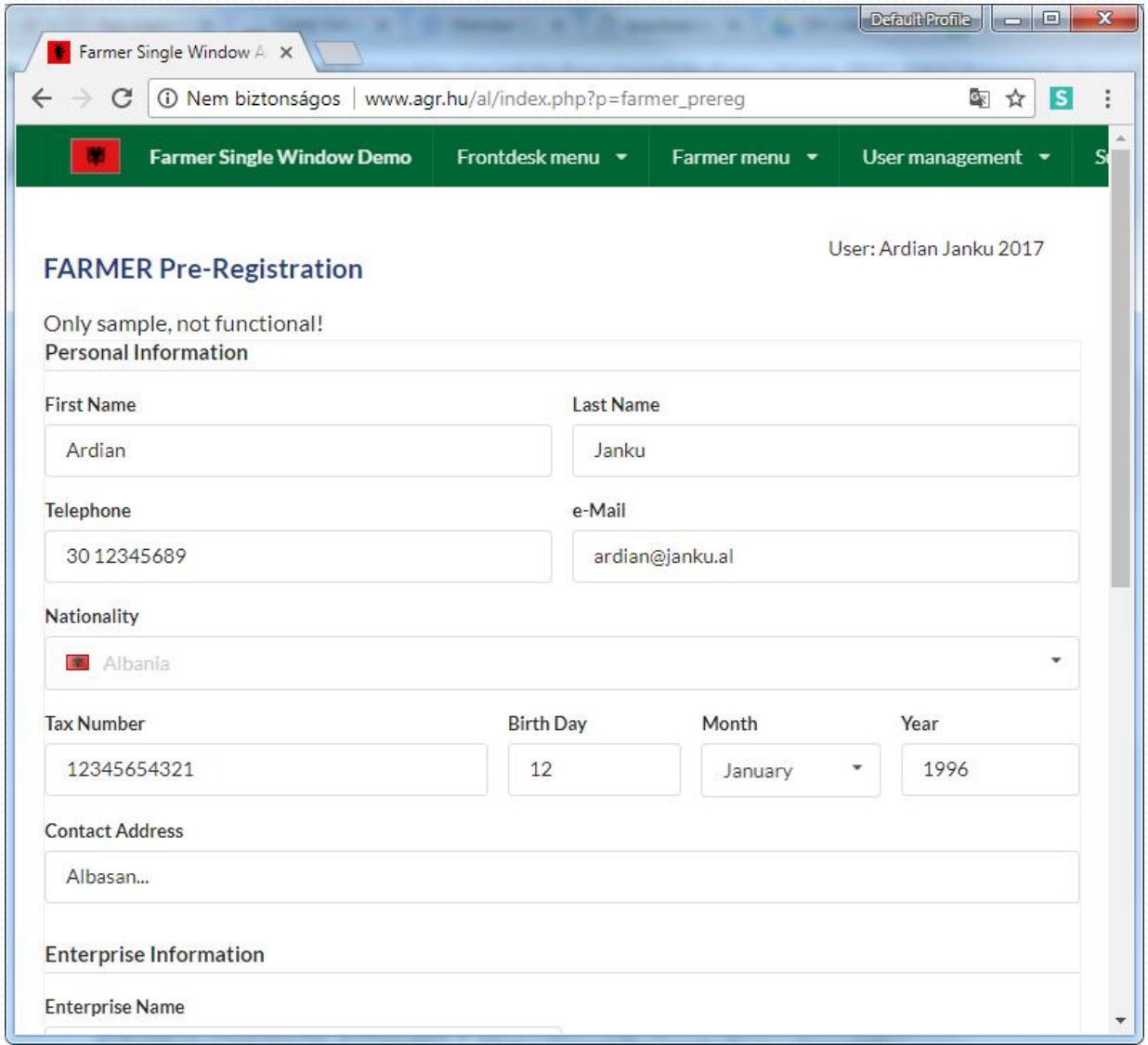
- Issue tracking system
- Client database (Farmers register)
- Farmers profile (Farm data, farm classification according to standard typology)
- Decision support
- Farmer folder
- Application assistant
- Reporting & statistics

Issue tracking system

- Track the whole process of farmer request, including application



Client database (Farmers register)



Farmers profile (national farm typology)



Decision support

- Grants (government support, IPARD, other donor grants scheme, etc)
- Credits



Farmers folder

- History of applications
- Classification and Grouping
- Validity of documents
- Etc



Application assistant

- Transfer of data in formats for e-application



Reporting and statistics (support to policy makers)



Where are we now?

- 5 SW offices (AGRO dots) have been supplied with basic facilities and equipment and are in operation
- 10 more SW offices to be opened later this year
- Capacity development/technical assistance project that includes pilot demonstration activities, monitoring and evaluation system, program for continuous learning, is formulated.
- High-level design (HLD) of the integrated e-service (single window) for farmers is prepared

Challenges

- Technical solutions (interoperability)
- Human problems
- 1. *Capacities of local administration*
- *2. Mentality of administration*
- Legal framework for use and exchange of data and info between different institutions

The need for e-agriculture strategy

- Build country enabling environment
- Prioritize development of a coherent agriculture sector
- Involve all interested institutions
- Guarantee engagement of public institutions
- Orient to national action and not simply pilot actions

Thank you
for the attention



#e-Agriculture and **#ICT4Ag**

Key messages

- The government has the obligation to facilitate as much as possible the process of farmers' application for support, shortening the time required for application, facilitating collection of documents and optimizing opportunities offered to farmers
- These complex services need an integrated approach and exchange of information between different public and private institutions, in order to give to farmers an integrated service.
- Such approach cannot be achieved by separate actions and initiatives but should create un enabling environment and develop an integrated multi-sectorial action which is called **e-agriculture strategy**