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Statistisk sentralbyrå

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The case of Albania

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Preface

Some say that the world is getting smaller, but it is not. It just feels smaller, because modern technology helps overcome the distances.

To be part of the modern world, with its advantages and obligations an identity is required. For the government to provide schooling, health services and to know who should be eligible to vote, it needs to know who you are. It also needs to know who are to pay taxes, do military service and contribute to society in other ways.

This is why many countries want to keep track of their residents; to know when they are born, when they marry or divorce and when they die. The Albanian government wanted to modernize its system for civil registration. Statistics Norway has contributed to this process.

The process of developing the new civil registration system has been challenging. It has learned us a lot, among other things about clarifying roles and responsibilities. But we will get back to this. The result was successful, and Albania today has a modern civil registration system.

Abstract

Albanian authorities and Statistics Norway have cooperated with Albanian government institutions on modernising the Albanian civil registration system since 2001. The former register was based on hand written books. The primary partner on the Albanian side has been the Drejtoria e Përgjithshme e Gjéndjes Civile (General Directorate for Civil Status, GDCS). In 2009 colleagues from Instituti i Statistikës (Institute of Statistics, INSTAT) and Statistics Norway started cooperating, primarily on preparing for the production of register-based statistics in Albania.

Statistics Norway has contributed to a successful modernisation of the Albanian civil registration system. Today it is used for several administrative tasks, like establishing a voters' list and issuing of passports and other official identification papers.

GDCS have played an important role in modernising the Albanian civil registration system and have contributed substantially to the recourses needed to complete the work. INSTAT have experienced statisticians that can take the task of building register-based statistics further.

Contents

List of Acronyms

AP	Assistance Project (The Pilot Project from 01 September 2004)
CoE	Council of Europe
CoM	Council of Ministers
CS	Civil Status
CSO	Civil Status Office
CSS	Civil Status Service
DNR	Department of National Register
EUD	European Union Delegation
FR	Fundamental Register
GDCS	General Directorate of Civil Status
GoA	Government of Albania
ID card	Identity card
IFES	International Foundation for Election Systems
INSTAT	Institute of Statistics
ISSH	Social Insurance Institute
LAMP	Land Administration and Management Project
MLG	Ministry of Local Government (before 2003)
MLGD	Ministry of Local Government and Decentralisation
MoFA	Ministry of Foreign Affairs
MoI	Ministry of Interior
MoJ	Ministry of Justice
MoU	Memorandum of Understanding
NCR	National Civil Register
NOK	Norwegian Kroner
Norad	Norwegian Agency for Development Cooperation
NRA	National Register of Addresses
OSCE	Organization for Security and Co-operation in Europe
OSCE PiA	OSCE Presence in Albania
SN	Statistics Norway
TA	Technical Assistance
WB	World Bank

1. Summary

Statistics Norway (SN) is pleased to have been able to contribute to the important and challenging project “Modernisation of the Civil Registration System in Albania”, later denoted the project. Due to an old-fashioned system of civil registration, the services to the citizens were poor and the system was of unsatisfactory quality. As a result of this project, the Republic of Albania has developed a modern and reliable system for civil registration. The establishment of the modernised Albanian National Civil Register (NCR) has provided reliable production of different important documents, like ID cards, biometric passports and voters’ list. The production of biometric passports was one of the conditions for visa liberalisation for Albanian citizens: To make it possible to travel throughout the Schengen area without a visa. This was implemented in December 2010. The NCR also serves many other purposes, it e.g. provides an important source for the production of register-based statistics.

After the 1990s, faced with the new social-political factors (such as free movement, drastic urban changes, administrative changes, etc.) the Civil Status Service (CSS) in Albania started to reflect its real problems both from the legal and administrative points of view. Considering the urgent need, Statistics Norway presented a proposal for modernising the Civil Status (CS) system to the Government of Albania on 21 March 2001. In this project proposal three phases were outlined: The first one a planning phase, the second a pilot phase, and the third phase the modernisation of civil status service in all Albania. The last phase was too expensive for Norway to fund alone, that’s why this part was mainly funded by European Union (2.5 million Euros) in cooperation with the Organization for Security and Co-operation in Europe (OSCE), SN, US Government, Council of Europe (CoE) and the Government of Albania.

Later, a fourth phase was added under a new name: “Developing Register Based Statistics in Albania”. It aimed to scan historical register material and to pave the way for the production of register based statistics in Albania.

Statistics Norway’s initial project proposal was well received by Albanian authorities. Albania decided to adopt the solution proposed by Statistics Norway, a solution based on the Nordic model – including introduction of a personal identification (ID) number and a central population register – adapted to Albanian conditions. In October 2001 SN established a project office in Tirana, with a project manager and soon after a local project coordinator. The Ministry of Local Government and Decentralisation (MLGD), before 2003 named MLG, became SN’s counterpart. For several reasons the timetable turned out to be too optimistic, but grants for 2001 (4 million NOK) were made available for later use.

The key tasks during the inception phase were to assess the actual situation of the civil registration systems in Albania, to evaluate related projects and activities, to achieve necessary binding written agreements with the Government of Albania, to provide recommendations on how to proceed with the project in the current situation, to specify planning of activities within the project, and to advise on the MLGD project management and project working group.

Considering the good SN’s project result with the pilot CS offices, in March 2003 OSCE asked the SN staff for rough cost estimates for the funding needs of the nation-wide CS modernisation. Two weeks later, SN presented a brief plan with cost estimates on a nation-wide CS modernisation in Albania to OSCE and MLGD. This document was well received by both parties and served as a basis for the EU Commission’s fund-raising of the full-scale modernisation project.

By the end of 2006, an agreement was signed between the European Commission, represented by the European Commission Delegation (ECD) in Albania and the

OSCE, represented by the OSCE Presence in Albania, by which the OSCE PiA was entrusted to implement the project "Technical Assistance to the Government of Albania on modernisation of administrative address and civil registration systems" (the "TA Project"). The implementation of the proposed project activities was planned to take place between June 2007 and October 2009, but due to delays it was extended till December 2010.

The year 2008 marked a milestone for the national civil register project. At the end of the year, based on the register books, all resident persons in Albania were entered into a digital national register. With an online connection to all civil status offices throughout Albania, the register is used as the basis for providing voters' list, processing biometric passports and producing national ID cards.

In 2009 the Norwegian Ministry of Foreign Affairs chose not to support the project. However, SN took responsibility for financing the cooperation, supporting the work with 2 million NOK. Funds from Norwegian Ministry of Foreign Affairs were again made available in 2010.

During 2009 SN in Tirana developed an effective and affordable customised scanning tool based on camera technology together with a web distribution software, enabling transfer of scanned images to local CSOs and archives throughout Albania.

However, the General Directorate of Civil Status (GDCS) still had challenges ahead, where they inquired SN for further assistance. GDCS asked SN for further technical support, in particularly two areas; scanning of the archive register books and transfer of data from National Civil Register (NCR) to third parties. By the end of 2010 SN, together with the OSCE (financial support) and GDCS (logistic support), completed the digitalisation of these books, about 12 000, and created an important historical digital archive, accessible through the actual local Civil status offices (CSOs) for all residents throughout Albania. This scanning project is a success story, considering the limited SN funds available for the project and its importance.

The new NCR enables Albanian institutions to build a modern IT infrastructure where civil registration will be one of the cornerstones of the public administrative IT systems. SN has supported transfer of information from the NCR to Institute of Statistics of Albania, INSTAT, for producing register-based statistics.

One challenge was that SN was generally not consulted in decision-making processes. This became apparent during the process of purchasing software for the NCR. The software was purchased through a tender process, neither involving independent consultants nor SN. Our initial understanding was that the software should be licensed as Open course, enabling the GDCS, INSTAT and SN to maintain the system and to develop it further. At that time we thought there was a general agreement on the system requirements. This was however not the case, something that caused a challenge for the process of making the NCR available for users outside the GDCS. Furthermore, we have not seen it as our task to follow up on external agreements. Later we have realised that such issues must be discussed with our partner institutions to clarify the recommendations and requirements for further engagement form our side. Solutions to the challenges were found, and INSTAT now have access to the NCR. This is an example of a challenge that has occurred because SN was not sufficiently involved in the decision-making process.

Nevertheless, this project is another step toward the increase of transparency in the economy and simplifies the interaction between public administration, the nation's residents and the private sector.

Making a National Civil Register is challenging and the task may be best solved by involving other parties in addition to SI. For the technical implementation it may be useful to involve the Norwegian Tax Collection Authority, which is in charge of the national Norwegian Population Register, or another provider of relevant

6.5. Determination of Procedural Elements during Transitory Period

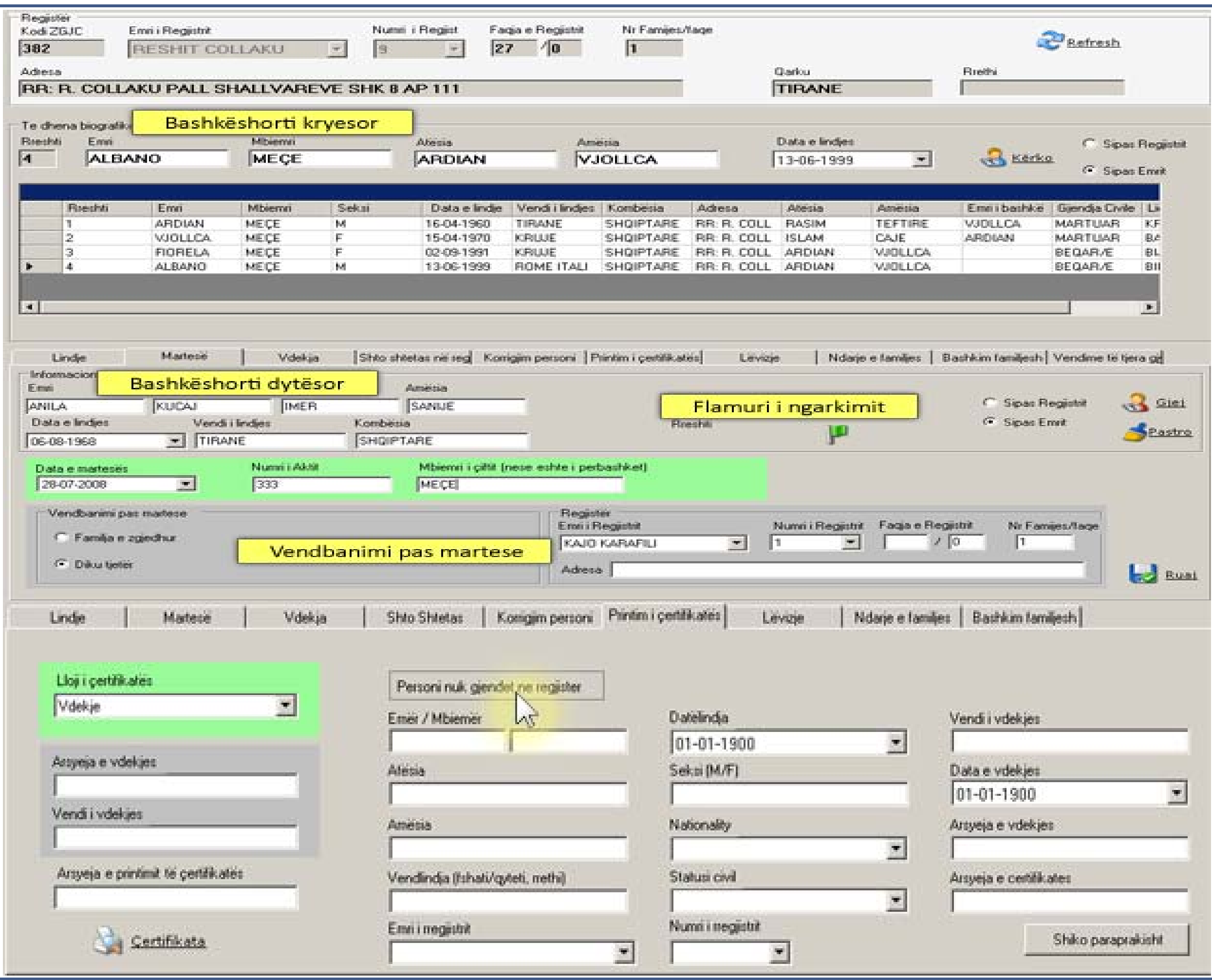
Documentary Transition

The first question in relation to the implementation of the electronic system of the CSS is: *"Shall we immediately proceed from the manual system to computerised system of the CSS, or shall we continue with the two systems in parallel?"*

Recording the new acts that have occurred during the data entry period

During the entire data entry process, the situation of Fundamental Registers would necessarily have to remain frozen, i.e. the situation existing at the start of the data entry process will remain. Subsequently, the changes occurring in the Fundamental Registers through the records of acts or procedures followed by the CSS during that period will not be reflected in the database. Acts or procedures (corrections etc.) that will be performed during the data entry process will be reflected in the Fundamental Registers in the same way as they are reflected at present, but they will be made distinctive from the previous records. To this end, SN proposed that these records should be made in *Capital letters and in Distinguished Colour*. The SN project tested this method in the pilot project in the municipalities of Durrës and Shkodër and concluded that it is the most effective method for the CSOs that have a high number of citizens and the risk to provide inaccurate documents during the data entry period.

Figure 7. Software for recording the new acts that have occurred during the data entry period

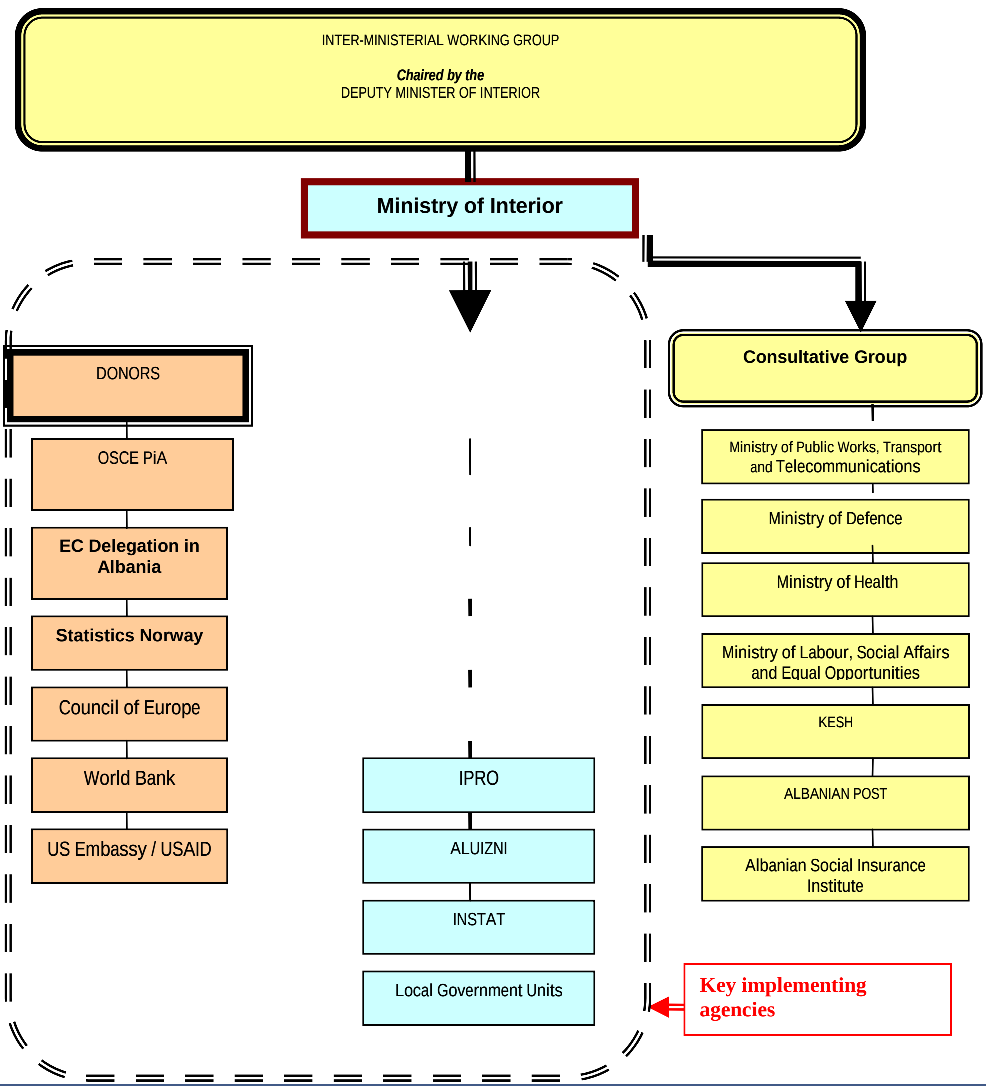


However, the computerisation of the FR books was based on the principle *once-only entries* of personal records of the eligible persons, and to subsequently *use these on multiple-occasions* (electronically).

After the data entry process was over all around Albania, the SN project has:
- Converted the SQL DB to ORACLE DB.
- Developed a temporary software for printing certificates from the system.
- Created the local DB.
- Imported local DBs in one DB.
- Exported DB to the Austrian company XION/BMI.
- Made quality check of registers' content before handing them over to the Austrian company XION/BMI.
- Made quality check, daily routine for correction found during quality check.
- Solved problems with the Db/test system, cleansing of data/duplicates.

If the citizens during the application for a national ID card or a passport find errors, they have to go to the local CS office where they live and submit a request for corrections. Then the CSO staff checks in the fundamental register. If the FR shows the same information, then the citizen has to go and check the act of birth at the CS registration office. The establishment of the Albanian National Civil Register has provided reliable production of different important documents, like ID cards, biometric passports and voters' list.

Figure 8. Project structure



6.6. Remarks

The multiple uses of data by other institutions ensure that all public administration institutions perform their tasks using the same information coming from the civil registration system. The software system and legal framework should be developed along this basic principle. The Albanian Government welcomed the cooperation with the Austrian MoI and through them the Austrian company XION/BMI, as they thought the Austrian Government would provide the software and application and assists with the implementation. Later it turned out that the Austrian MoI saw the cooperation as an ordinary business agreement between the Government of Albania and the Austrian company.

The establishment of an electronic national register of the population and the issuing of the ID number as a personal and unique identification for each Albanian resident, has now been completed. Finally, the project “Modernisation of the Civil Registration System in Albania” has shown that it is important to advocate the importance of investing in registers. At the same time it is crucial to ensure that the register infrastructure is not limited to the institutions maintaining the data. It is an efficient and effective tool to be utilised both in private and public sector benefiting the society at large.

7. Scanning of the old archive registers of civil status service

After the modern National Civil Register (NCR) was established, the civil registration in Albania still had challenges ahead, where further assistance was needed. Late in 2008 MoI asked Statistics Norway for further technical support, particularly in two areas; scanning of the FR books, and the transfer of data from the NCR to third parties.

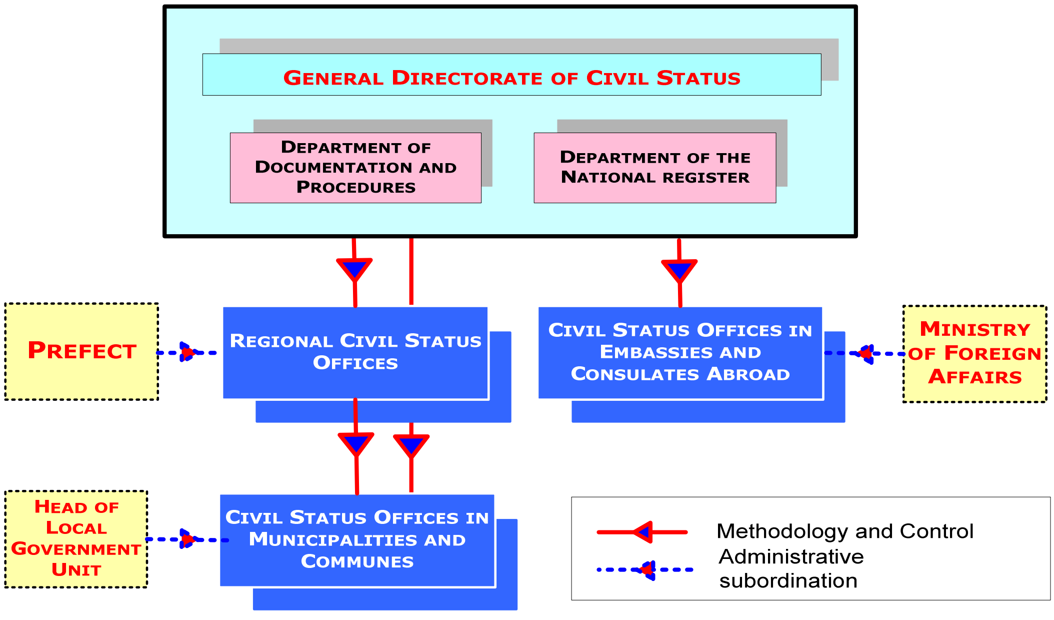
After completion of the computerisation of the local Civil Status registers, cleansing of the CS data base and printing of all kinds of certificates, SN extended its contribution and assistance by initiating another component of the project and extended the project activities with the regard to the digitalisation of the Civil Status archives (books).

The fundamental register (FR) books are not only important because of their historical value, but because they contain important legal information which is used by Albanian citizens to certify family relations and ownership rights. However, during the data entry operation for the national database (NCR) only the information about living persons was entered. Scanning the FRs stored in the archive CS offices will digitally link the old register with the new electronic register. With the digitalisation of these books, GDCS would be able to create an important historical digital archive, accessible for all citizens throughout Albania, and at the same time protecting their property rights.

Early in 2009 a delegation from GDCS visited Oslo to learn how scanning of archives are done in Norway. According to the terms of reference, SN had to run a pilot during 2009 to test if it was viable to set up a scanning project for the fundamental books in the CS archives in Albania. The scanning project would secure and digitalise the old registers.

The preparatory phase and the consultations that took place in that context, called for mobilising financial resources from the donor community and/or GoA as a very important condition for the implementation of this project. There are 37 CS archive offices in Albania. The CS service is organised as follows:

Figure 9. Organigram of the Civil Status Service (CSS)



7.1. Some arguments for accepting the request from MoI on scanning the archive FR

- The implementation of the project “Modernisation of the Civil Registration System in Albania” and the running NCR, the national electronic register of civil status, has significantly improved the service towards the citizens. However, the service offered by the CSO branches in the region was not at the level that could respond in an adequate way to the requests to this service.
- The historic data of the citizens are stored at the archive of the civil status offices which made it impossible to integrate them in the electronic system already established to the Civil Status Service at the communes and municipalities.
- It was impossible to have a unique modern system of civil status in Albania if the data at the region level are not digitalised/computerised. The CSO in the region level are also part of the CS service in Albania.
- The poor physical condition of the registers in the archives was another reason for the digitalisation of the archives of the civil status.
- The digitalisation of the archives of the civil status would facilitate the management and manipulation of these data.
- The digitalisation of the archives of the civil status will increase the efficiency and quality of the service to the citizens and other users of data.

SN resources are used as seed funding to initiate and complete project formulation for the digitalisation of the 36 archives of the CS at district level and to ascertain the feasibility of the selected methodology and approach. A Working Group on Technical Assistance, composed of The General Directorate of Civil Status and Statistics Norway, have considered various options and follow in-depth consultations, in order to agree on a methodology to prepare the digitalised archives, based on the existing handwritten registers.

7.2. The civil status branches in districts (archives)

There are 37 CS offices at this level. These offices are part of a prefecture’s administration and are organised on prefecture and district bases. According to the article 67 of the Law No. 10129, dated 11.05.2009, the main duty of the CS offices in districts is the administration of the archive of the Civil Status Service and respectively the administration of the old Fundamental Registers (FRs) for the years 1923, 1930, 1945, 1950 and the Books of Acts (birth, marriage and death) from 1929 until today.

The main duties of the civil status branches in districts/regions are reporting, control, administration of access rights of users and administration of the archives of the registers of the Civil Status Service in regions:

- To issue certificates of civil status based on the documents under its administration, on the request of the residents or the Civil Status office in a commune or municipality.
- To issue information and data to public institutions and private juridical persons (natural legal person) as provided by the law.
- To report to the head of prefecture and General Directorate of Civil Status about the activity of office branch and offices in communes and municipalities.
- To receive and distribute to the civil status offices of communes and municipalities, notifications and instructions coming from other state institutions.
- To control the activity of civil status offices in communes and municipalities and to propose necessary steps (if needed) to the respective organisations.

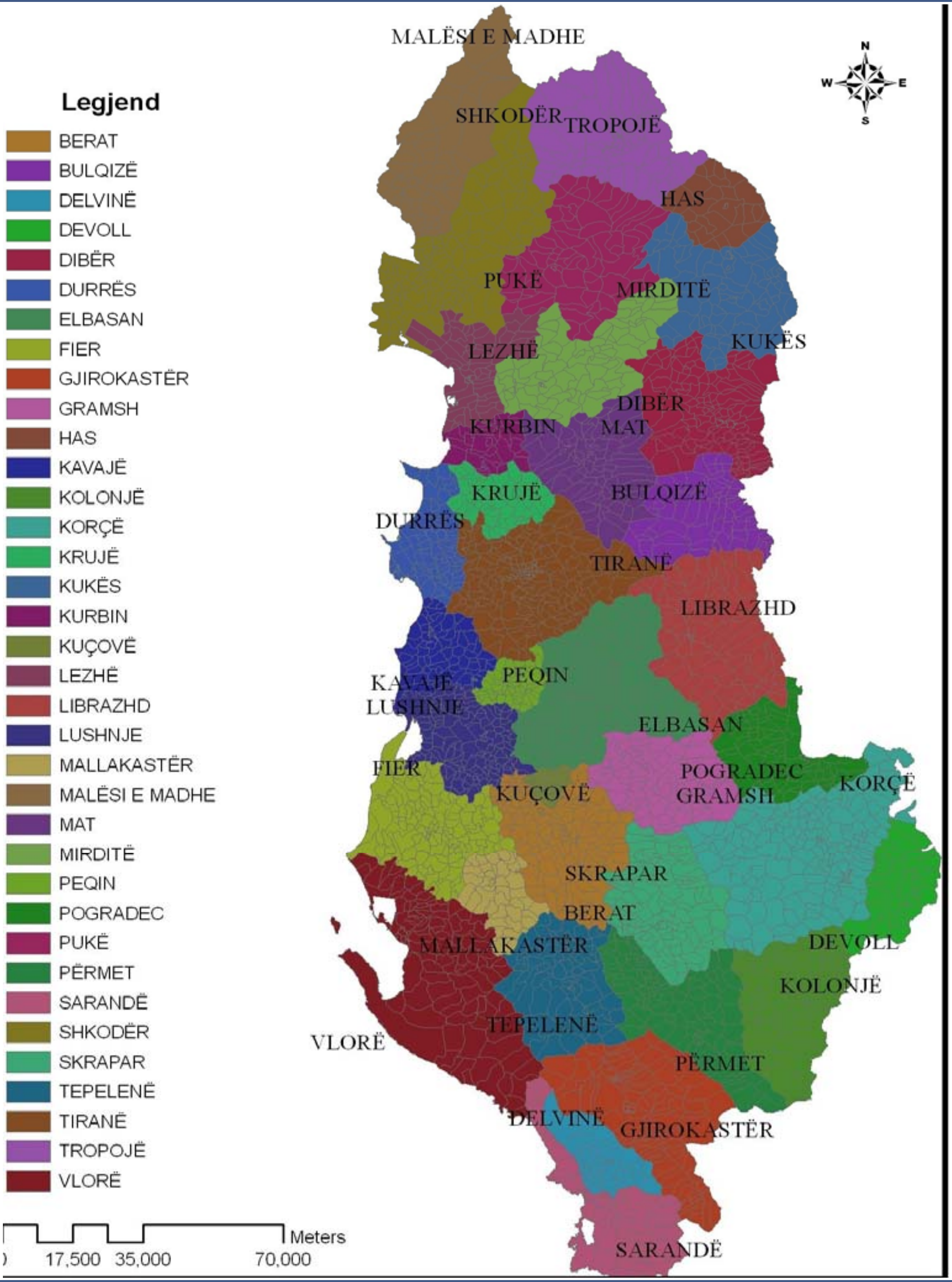
The work load of CS Archive offices in big districts like Tirana, Durrës, Elbasan, Fier, Vlorë etc. is high. Each of these offices might issue an average of 100 certificates or other documents per day. These documents or certificates are mainly issued because of:

- property problems,
- social insurance verifications,

- foreign embassy verifications,
- general attorney verifications,
- date of birth verifications and
- surname before marriage verifications etc.

The most used/requested source documents are the Fundamental Registers of 1950 and 1974, as well as the Books of Acts belonging to this period.

Figure 10. The distribution of CS archives offices of Albania, according to districts



The old fundamental registers (handwritten books) and the books of acts that are stored at the archive offices of the CS in the region are not standardised in size, because they have been changed in different periods. Generally their physical status is very poor. Some data in these registers are not readable, some pages are damaged etc. At the same time, some archive offices do not have the basic necessary physical conditions to maintain these registers.

Figure 11. Fundamental Registers in a Civil Status Archive office

The SN project received from the Ministry of Finance of Albania, approval for the refund of the prepaid VAT paid in 2008 of EUR 157 000 in connection with the purchase of hardware and standard software for all the CSO offices in Albania. The amount was confirmed and approved by GDCS and by the budget and the money was made available on Statistics Norway's account. The project proposed to include this fund in the 2009–2010 budgets and to use the funds on purchasing scanning equipment and procuring distribution system.

With a very limited budget and estimated cost ranging from 70 000 EUR and above for a single scanner, the project had to look for alternative solutions for scanning the FR books. Another challenge was the Albanian law which prohibited moving the registers from the archive to a central location for scanning.

Initially the project searched for other projects in Albania that were scanning books. The project manager visited scanning projects of cadastre offices in Kosovo, Serbia and Albania. The LAMP project in Tirana was scanning cadastral registers and other documents based on camera solution. The same solution was used successfully in Kosovo. So, the final best idea of the project staff was to organise scanning project using camera technology.

Based on new ideas, the project developed and tested a photo table with camera. Software for capturing and indexing each image during capture was developed and tested. A second software and database for importing and storing of images was developed together with functionality for quality control including attaching metadata to the scanned images. Finally, viewing software for distribution was placed on the top of the database ensuring that the images were searchable and could be distributed to the users via a web interface. Certificates based on these images can be produced and printed.

Once the scanning images are controlled and metadata has been attached, GDCS can distribute the images through their own network to CSOs and/or store images on local computers in each archive. The advantage of this solution is that all CSOs throughout Albania would have access to the images, contributing to the "one stop shop" concept where a citizen can get all information needed in one office, instead of visiting several offices to search and receive the information and a printed certificate.

Figure 12. A photo table with the camera

Pilot phase of scanning project

The project of scanning archives started with a pilot phase in the CS archive office of Tirana. The pilot phase, which was successful, lasted for 5 months, a little bit more than planned, due to limited resources. The pilot started in the CS archive No. 1 in Tirana, which covers the municipality of Tirana, for a total of 499 FRs. The number of pages scanned in this office was 110 850. The fundamental registers in archive No. 1 in Tirana were scanned during the period September to December 2009. The quality check and attaching metadata to the images from the first office took more time than planned, due to limited staff from GDCS dedicated to this operation. Later, in January and February 2010, a full scanning team from GDCS worked in archive Nr. 2 in Tirana. There were 4 operators working in two shifts of 6 hours. CS archive No. 2 covers all the communes of Tirana in the rural area, with a total of 451 FRs. The number of pages scanned in this office was 41 301.

After the scanning of the FRs in these two archive offices of Tirana, the process of quality check took place. After that the process of corrections of images the scanning was considered to be of low quality. Based on the progress of the pilot phase, more adequate software and technology was developed, enabling GDCS to take over the control of the scanning production during the second half of 2010. Technical training was given to IT personnel and operators performing quality control and entering metadata at GDCS, as well as to scanning operators at the local level. The 37 archive offices contain a total of about 11 000 FRs and a number of approximately of 1.2 million pages. Our scanning experience in Tirana municipality's archive was of about 17 fundamental register books per week.

To be able to finalise the scanning within the planned period of the SN project, the project estimations showed a need for seven more cameras and photo tables in addition to the current three which were in use, and in addition extra storage capacity. Due to limited financial resources of the SN project, GDCS and the Ministry of Interior presented a request for extra funds to the OSCE presence in Albania. The SN project was also in contact with EU and OSCE, which were willing to finance the unmet needs of the project. The contribution of OSCE covered the 7 complete sets of equipment (camera, lighting, computer etc.).

Investments for project implementation

- The SN project used its resources to buy: 3 cameras, 3 photo tables, 3 sets of lighting, 3 computers.

- The OSCE project used its resources to buy: 7 additional cameras, 7 additional photo tables, additional storage 30 TB, transport etc. for an estimated cost of about 106 500 EUR.
- GDCS has contributed with staff locally and centrally, reducing the cost for operators.
- The estimates do not include scanning the books of acts, which was conducted later and required more storage capacity and additional man months by the operators.

The experience gained by the SN project during the pilot phase in Tirana's archive offices was very useful for the continuation of the project together with OSCE in the rest of the country. A very detailed plan of distribution and installation of equipments was drafted. Training of operators took place in all the respective offices.

The technology adapted is use of digital camera, Canon EOS 5D. Its main characteristics are:
- Full frame camera, qualified the best for the year 2009
- High image quality
- Programming options
- Easy to move from one office to the other

Figure 13. A photo table with the camera in action

The SN office in Tirana was in charge of planning, implementing and testing. Furthermore, the project was strongly supported by the director at GDCS, who has been assisting with resources when needed.

The main intentions of the pilot phase of the scanning project were to test and document the methodology, and to test the hardware and software used. Another intention of the pilot was to reveal problematic areas that had to be addressed before production could start, as well as possible improvements to the technology used. Finally, at the end of the pilot a feasible implementation plan and cost estimate was produced for review by management at GDCS and SN.
The following main topics were documented during the pilot test:
- Training of operators
- Manual production
- Production testing
- Software testing

Project highlights from the pilot phase

- A successful pilot phase was finished with all fundamental registers scanned in two CS archive offices of Tirana.
- Pilot scanning program have been tested and installed.
- Scanning program for scanning software (using camera technology).
- Metadata-base including module for quality check and attaching metadata to scanned images has been developed.
- Web solution for distribution of images has been finalised
- Three high resolution cameras and photo tables were used in the archives scanning fundamental books.
- Basic server and storage was procured and installed at GDCS.

The training provided helped the operators to feel more comfortable and competent with this operation. It was a step-by-step approach that met the technical requirements of this operation.

During that training the operators learnt:

- The scope/objective of this project (scan paper registers and convert them to digital images)
- The technology to be used
- Understand the importance of the quality during different steps of the scanning process
- To print the bar-code
- To take pictures
- To save images

The training was structured as follows:

- Part I: Camera and settings
- Part II: Lighting
- Part III: Printer and bar-code use
- Part IV: Entry of metadata

Manuals and instructions were produced. One manual for the operators contains practical guidance on how to operate the scanning equipment, including:

- Camera and settings
- Instructions on how to operate the software
- Instructions on how to operate the hardware (including camera settings and lighting)
- Lighting conditions and minimum physical conditions of scanned material
- Entering of metadata
- Quality control
- This manual also contains a check list for start up of operation before each shift and close after the end of the shift.

The second manual is the IT manual which describes how to install the various software components and to import databases and files to the “master” database. The third manual is a brief instruction on how to operate the viewing software, such as searching functionality.

The following types of testing has been performed and documented during the pilot:

- Production capacity
  - Per hour/shift using one operator per photo table
  - Recommendations
- Types of improvements to the photo table / work station / work environment
- Description of constraints (example shape and condition of the material to be scanned)

- Improvements/problems using the bar-code
- Experiences from usage of glass plate
- Lightening conditions using:
  - Normal lights
  - Professional light
  - Glass plate with and without light
  - Recommendations
- Testing of lenses
  - 50 mm
  - 24 mm
  - Recommendations
- The software testing consists of testing of test cases
- Software for cropping images
- Further development – second generation scanning without printing bar-codes

Figure 14. A scanned image

#	COMPONENT NAME	ORGANISATION(S)	OBJECTIVES
1	Planning, coordination and project management	SN/MoI	Develop national management capacity to implement internationally accepted and transparent methodologies to improve the quality of service of CS archives.
2	Data scanning	SN/MoI	Establish a Data Scanning Centre and develop a central data processing capacity, co-ordinating and monitoring and revision activities across the Republic.
3	Training	SN	Develop training documents, training by SN project staff in 37 local offices.
4	Follow up	SN	Develop documentation and forms to be used by operators and supervisors. Provide statistics, information for GDCS and OSCE.

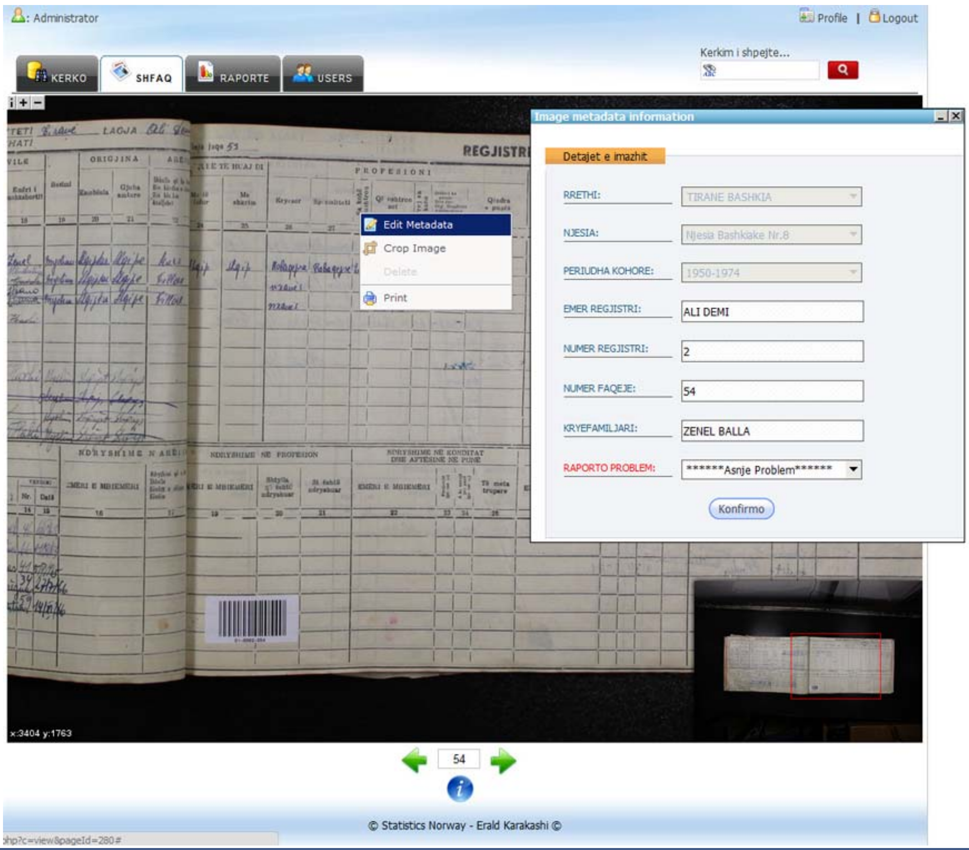
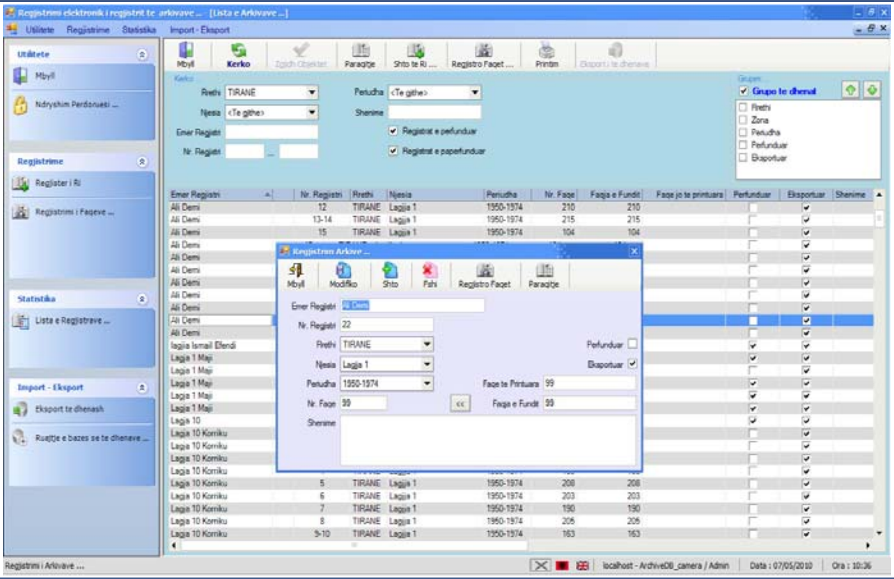


Figure 15. Digitalised information



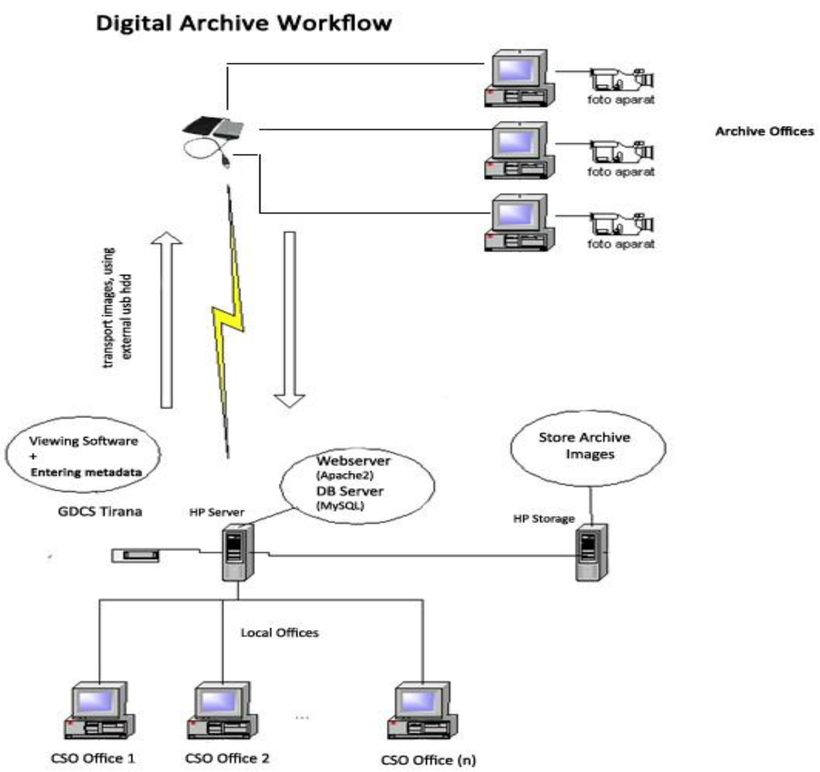
GDCS continuation plan

- Scan existing fundamental registers at CSO offices in conjunction with the removing of the fundamental register at CSO level (1974–2010).
- Scan the books of acts (birth, marriage, death) stored at the archives and at CSO level.
- Network connection between 37 local offices and GDCS.

Metadata set

- For the fundamental registers (books)
- For the books of acts
  - Search criterions
- User interface: Web based

Figure 16. Web-based digital archive work flow



The following table shows the information regarding total number of Fundamental Registers scanned per district and region of Albania, number of pages scanned and number of metadata entered by GDCS staff.

Table 2. Number of Fundamental Registers, pages and metadata digitalised per district and region.

Prefecture	District	Scanning	Total FR	Total page	Metadata
TIRANE	TIRANE BASHKIA	Completed	499	100842	98814
	TIRANE PREFEKTURA	Completed	451	41301	41241
	KAVAJE	Completed	215	28698	28112
DURRES	DURRES	Completed	291	44687	44166
	KRUJE	Completed	150	15176	14845
LEZHE	LEZHE	Completed	278	21633	21297
	MIRDITE	Completed	145	14897	4485
	LAC	Completed	106	11757	5641
ELBASAN	ELBASAN	Completed	602	65077	61697
	LIBRAZHD	Completed	157	22229	21159
	GRAMSH	Completed	200	15846	15418
	PEQIN	Completed	118	10538	10341
KORCE	KORCE	Completed	584	71937	71211
	POGRADEC	Completed	175	16764	16668
	KOLONJE	Completed	245	18315	Completed
	DEVOLL	Completed	144	16653	1197
GJIROKASTER	GJIROKASTER	Completed	345	33899	29967
	TEPELENE	Completed	146	16970	16143
	PERMETI	Completed	235	18091	15240
VLORE	VLORE	Completed	605	65306	Completed
	SARANDE	Completed	239	26511	26190
	DELVINE	Completed	84	9937	Completed
DIBER	DIBER	Completed	339	36237	Completed
	MAT	Completed	164	18512	Completed
	BULQIZE	Completed	158	17227	Completed
KUKES	KUKES	Completed	203	23970	Completed
	HAS	Completed	65	4960	Completed
	TROPOJE	Completed	219	18140	Completed
SHKODER	SHKODER	Completed	542	73287	Completed
	M.MADHE	Completed	164	14963	Completed
	PUKE	Completed	193	15121	Completed
FIER	FIER	Completed	757	78713	Completed
	MALLAKASTER	Completed	144	17120	Completed
	LUSHNJE	Completed	530	50823	Completed
BERAT	BERAT	Completed	409	42559	Completed
	KUCOVE	Completed	89	9146	Completed
	SKRAPAR	Completed	296	16229	Completed
SHUMA			10,286.00	1,124,071.00	543,832.00

The process of entering the metadata was a very time-consuming the operator staff of the GDCS. The SN project staff made considerable effort to establish GDCS ownership of the project. GDCS gained enough capacity and knowhow to finalise the operation that was done by scanning of the books of acts which completed the whole system of CS archives.

7.3. Output of the scanning project

- Stored and safeguarded important information which is used daily by Albanian citizens for documentation purposes, such as ownership to land and document family relations.
- Decreased workloads at the archives by electronically accessing the archive.
- Distribution system of images to local offices (CS offices and archives).
- A “one stop shop” project, where residents can access and receive all information at their local CSO office (no need to visit archives in many cities as the images are available at their local CSO level).

8. Transfer of data from the NCR to INSTAT

The Albanian Statistical Institute (INSTAT) has the role of an independent institution in charge of producing timely, relevant and transparent statistics. The Albanian government has approved the National Strategy for Development and Integration (NSDI), which includes the periodical monitoring of social and economic indicators and attributes an important role to INSTAT. In this regard improvement of the performance of INSTAT in terms of management, data collection, data processing and the cooperation with ministries and other institutions like GDCS, as well as with the regions, is very important.

During the last 2–3 years of the project, SN re-established a co-operation on statistical production with INSTAT. Some co-operation with INSTAT was established as early as 2002.

On 22 June 2010, the INSTAT Director General, Ms Ines Nurja, sent a letter to the Director General of SN, Mr Øystein Olsen, asking for a collaboration and assistance on an electronic periodically update of the population census data with data from the NCR.

To improve periodicity, quality, reliability and comparability of data and indicators, especially on demography and vital statistics, Statistics Norway has strongly recommended that INSTAT should start to use the National Civil Register (NCR) already available in the production of statistics. Already in September 2002 the SN staff in Tirana invited INSTAT to a collaborate through the reference group for the project, but little interest was shown at this early stage.

The new civil register (NCR) enables Albanian authorities to build a modern IT infrastructure where the civil register will be one of the cornerstones of the public administrative IT systems. With the implementation of a proper distribution system, the register can provide real time access for different external users. Furthermore, this project is another step to increase the transparency in the economy and simplify the interaction between public administration, the country's residents and the private sector.

During the last months of the project period SN was able to facilitate the transfer of data from NCR to INSTAT. The lack of progress in doing this earlier in the project is first and foremost due to the cost of implementation and to weak decisions made at deputy minister level at MoI of Albania.

INSTAT certainly welcomed the efforts and new ideas within the limited assistance given by SN during 2009. The most important contribution was the drafting of a system specification for distributing data from NCR to INSTAT, including additional information for vital statistics. These efforts made by the project during 2010–2011 have resulted in a successful distribution of NCR to INSTAT. In addition, the project has been working to enable INSTAT to use the data in the production of register-based statistics, through short term missions on registers and SAS training. Unfortunately, due to lack of support from the MFA of Norway, no further cooperation with INSTAT is possible.

INSTAT needs to compare the data collected during the Population and Housing Census of October 2011 with the civil register data from NCR. Based on the combination of the census data and civil registration data, INSTAT aims to create a statistical Population Register, which is a continuous recording of demographic and socio-economic characteristics of a population. During several discussions with civil register representatives at GDCS they initially agreed to give to INSTAT only the variables needed for data comparison.

Meetings were held together with GDCS, INSTAT and the Data Protection Commissioner on clarifying the remaining issues before NCR data could be given to INSTAT. The final decision of data to be distributed rests with GDCS and the Ministry of Interior. After many hesitations from the deputy minister of MoI, finally a Memorandum of Understanding (MoU) was signed between INSTAT and GDCS in November 2010.

A solution for the transferring of data was discussed with Ministry of Interior and XION/BMI Austria, the supplier of the civil register to GDCS. A final proposal for distribution was sent to the company XION/BMI from GDCS, by means of which data could be transferred to INSTAT.

One challenge to the process of making the NCR available to external users outside the GDCS must be mentioned. The necessary software was to be purchased through a tender process, neither involving independent consultants nor SN. At the time we did however get the impression that there was a general agreement on the system requirements, implying that the software purchased for the NCR should be licenses as Open source, enabling the GDCS, INSTAT and SN to maintain the system and to develop it further. This was however not the case, something that caused a challenge for the process of making the NCR available for users outside the GDCS. This added costs, both in terms of working hours and fees to the software supplier. Further, we have not seen it as our task to follow up on external agreements. Later we have realised that such issues must be discussed with our partner institutions to clarify the recommendations and requirements for further engagement form our side.

8.1. INSTAT forms received by local CS offices

Forms filled in by local CSOs were approved by INSTAT in 2004 based on the Law on Official Statistics, no. 9180, dated 05.02.2004. One of the duties of the Regional Branch of Civil Status is to provide data to state institutions and private legal persons, in the manner specified by law.

Earlier INSTAT got paper forms from civil register offices on vital events such as births, deaths and marriages. INSTAT could not get these data in an electronic way because they were not part of civil register database. The SN project and INSTAT judged that there was an immediate need to have a system for data capturing in the civil register offices and an interface for data transferring to INSTAT. This system should be developed by the Austrian company XION/BMI which has developed the civil register NCR and has a contract of maintenance with the MoI of Albania for three years.

The SN project staff has held many meetings with GDCS explaining that is very important that INSTAT can get the identification data (such as name, surname, ID etc.). These data are very important for having an updated database on demographic events, and thus a valuable source for demographic statistics.

According to the Law on Official Statistics, 356 Civil Status offices throughout the country are obliged to report to INSTAT every month. Every 7th of each month these offices must send information regarding births, marriages, deaths and deaths during the first year of life to INSTAT. The information to be reported includes all the vital events happened each month received at the respective CS offices. There are four models/forms to be filled up by the CSOs employees and send to INSTAT:

- Form of birth D-2
- Form of marriage D-3
- Form of death D-4
- Form of death within the first year D-5

These forms are all individual forms, filled for each vital event (birth, marriage, death).

The books of acts (birth, marriage, death) are used as source information for completing all these forms. The majority of this information was already available on the NCR. The missing variables/fields were:

1. Form of birth D-2
Pregnancy duration (week)
Weight of child
Order of birth
Education level of parents
Parents' source of income

2. Form of marriage D-3
Education level
How many marriages (marriage order)
Source of income
Children from previous marriages

3. Form of death D-4
Initial reason
Code of disease
Place of accident
Source of income

4. Form of death D-5
Initial reason
Code of disease
Place of accident
Object that caused the death
Time of accident

The Memorandum of Understanding that was signed between INSTAT and GDCS in November 2010, allow the building of an interface that enable INSTAT to access the NCR.

8.2. The INSTAT – NCR Interface

According to the MoU between INSTAT and GDCS, data should be made available to third parties, and government institutions in particular. They should be able to get access to services and data through the online system of NCR, in accordance with the legislation in force. MoI is also committed to provide third parties and government institutions in particular, access to data on addresses in Albania, which will be facilitated by the National Register of Addresses (NRA), when this system will be completed.

Given that, INSTAT, based on the law No. 8669, dated 26.10.2000, "On the general census of population and households" is responsible for conducting the Census in 2011, the MoU ensures the availability to INSTAT of the expertise, technological capacity and necessary information from the Ministry of Interior. They are to do this by contributing to facilitate the work of this institution for the development of an electronic interface, through consultation of the data of the NCR and NRA. The SN project has developed an interface to facilitate the transfer of data.

Technical details of the interface build by the project IT
INSTAT needed to compare its own population register with the NCR. The INSTAT population register is created by the 2001 Census, while the NCR database is daily updated by the local CS offices. Matching this information on both registers will serve creating a more reliable source of information.

The solution:
Statistics Norway developed a web interface in order to allow INSTAT perform matching of its own data with the NCR.

Technology used:

Front-end:	Web 2.0. Secure Ajax JavaScript with Prototype & script.aculo.us
Back-end:	PHP 5.3
Web-Server:	Apache 2.2 Zend Server
Database-Server:	Microsoft SQL Server 2008 R2
Network:	GovNet Intranet (secure Governmental Network)

Implementation details and security:
At the GDCS's server room, there are two servers configured by SN staff for the purpose of this application. It is one web server that runs the business logic and one database server that runs the stored procedures, matching algorithms and stores the data.

The software is a mix of web programming and PlSql programming. It runs on a secure governmental network that is maintained by The National Agency on Information Society
(AKSHI). Although there is good security offered by the network infrastructure, this application is build with security in mind, given the information's sensitivity. Here are some security details:

- Properly configured Apache web server, with hatches and rewrite rules.
- Apache allows only INSTAT's IP as a host that can access the software.
- Allowed hosts are checked also in software level (PHP). They can be easily configured.
- Username/password authentication.
- User sessions are stored in the database. This allows for much more control.
- Each user can login only from one location at a time; no multiple logins with same user.
- Session expiry is set to 10 minutes after login. It can be easily configured.
- Encrypted user passwords in database.
- Automatic file deletion and garbage collection after each INSTATs transaction.
- Limited access to the temporary folder where the uploaded files reside.
- Every action is stored in a log table, with the user ID and remote IP.

The application:
This software is designed to perform these basic operations:

Step 1. - Allow the INSTAT operator to upload a text file into the server for matching purposes. This file should contain information regarding Albanian residents sorted in the proper format. Each file can contain up to 5 000 (VARIABLE) records per file and not exceed a maximum upload size limit. All this information is INSTAT's property and is handled with care without being stored anywhere in the server or database. It is kept temporarily, and is deleted after finishing. Every uploaded file is garbage collected after three minutes if not used.

Step 2. - Analyse the file contents, and display any error. All records that do not match the requested pattern or contain inappropriate data, will not be matched. The operator can download during this step the 'bad records found', if any.

Step 3. - Perform data matching and get the results.

- All the uploaded data are temporarily inserted into the database for matching purposes.
- After successful insertion, some stored procedures are executed and this information is confronted with the NCR data that are stored in this database.
- To every matched record it is attached also the proper algorithm letter that matched it.
- The algorithms used to match the data are the following:

A Search based on first name, last name, father’s name, date of birth, sex.
B Search based on first name, last name, father’s name, month of birth, year of birth.
C Search based on first name, last name, father’s name, year of birth.
D Search based on last name, father’s name, date of birth and first name differs by one letter.
E Search based on last name, first name, date of birth and father name differs by one letter.
F Search based on first name, father’s name, date of birth and last name differs by one letter.
G Search based on last name, father’s name, date of birth and one letter more by first name.
H Search based on first name, father’s name, date of birth and one letter more by last name.
J Search based on last name, first name, date of birth and one letter more by father’s name.
K Search based on first name, father’s name, date of birth and sex.
L Search based on first name, last name, date of birth.

This operation is identified by a unique transaction number. If an error occurs, everything is rolled back and no sensitive info from INSTAT’s data remains in the database.

This application is very flexible and executed asynchronous. This means that the operator can submit a “heavy” job, logout and come back later to get the results. This means no click and wait. Every operation is stored in the logs table and made available to the user. The user can search in the historic transactions and download an older matching transaction’s result many times.

The interface is very user-friendly and permits also operations like e.g. changing user password or profile information.

Changes to NCR/XION

The operation of collecting information through the NCR on births, marriages, deaths and, in particular infant deaths, has not been very effective during the last years. Also, the information collected by handwritten forms from INSTAT has not been very accurate. On the other side collecting and entering of such information by INSTAT operators in its own database is an expensive and time-consuming operation. After the NCR was established, INSTAT has asked MoI and GDCS to provide such information electronically. This was not possible because these fields included at the forms D-2, D-3, D-4 and D-5 were not collected and entered to NCR by civil status employees. This information is not considered part of the CS components.

The only available solution was to ask the Austrian company XION/BMI (responsible for the maintenance of NCR), to make some changes to NCR and add these extra vital fields needed requested by INSTAT. The cost for development for the transfer of NCR data to INSTAT, including additional vital statistics fields (these fields will also be used to check the census file), was 40 000 EUR. The development cost will among others contain the following elements:

- New Graphic User Interface for birth, marriage and death
- Generating rules to avoid not filling in forms during the process
- Generating database entries for statistics
- Generating periodical batch for all statistic data
- Testing the environment
- Deploying on the production system
- Generating documentation

According to the offer received from XION/BMI, the product should have been ready by the end of June 2011. XION/BMI was still working on the final solution the project ended one month later. The final delivery of the product has later been approved by INSTAT.

8.3. SAS and register based statistics

SAS licenses
Considering the need of INSTAT for using the SAS program for processing the data collected during Census, the project has paid for 30 SAS licenses. The procurement of the licenses is part of a cooperating social responsibility agreement between SAS Institute and Statistics Norway.

SAS training
The first “basic” SAS training course was executed at INSTAT where 25 persons participated. Kristian Lønø from SN held the course on basic SAS knowledge. According to the feedback from the courses and questionnaires the staff at INSTAT were very satisfied and were looking for more training (intermediate and special topics training).

A second SAS training was held again by Kristian Lønø from SN during 14–18 February 2011, where 12 persons participated. The topics of this training were: SAS addressing proc sql, data management, tabulations and macro programming.

Training in development of register based statistics
A training workshop in development of register based statistics was organised by the project 27 June–8 July 2011. The workshop was held by Kåre Vassenden from SN on development of register based statistics, based on the National Civil Register (NCR). The primary aim of the mission was to contribute to the development of register based statistics, based on the Norwegian experience. Other aims was to assist in the preparations of making statistics based on the Census 2011 and the NCR, and to assist in the preparations to meet the requirements and recommendations of Eurostat regarding statistics based on population censuses.

9. Challenges

Already from the project start in 2001 Statistics Norway (SN) met several challenges during its efforts to plan and carry through the project in Albania. One fact with impact on the project progress was the unstable political situation in 2001–2002, with four different governments (reigns) before any agreement was signed. This situation was not easy to foresee.

Before the project start MFA and SN considered Albania to be a challenging country for a twinning project. Therefore three SN delegations visited Tirana to examine the actual situation, to explore the Albanian Government's interest for such a project and make demands. The period until any agreement was signed became much longer than expected, to some extent due to the unforeseen, unstable political situation coming up around project start. However, the Government's lacking ability to follow up on its pronounced interest and SN's demands were not expected.

9.1. Initial challenges

SN did foresee that thorough planning, small scale testing and systematic work towards a goal might be rather uncommon in Albania, but underestimated this problem. It was difficult to get SN's Albanian counterpart and other Albanian agencies to plan and work systematically, to avoid rushes to try to compensate for less active periods – especially before important decisions. The project proposal presupposed gradual introduction of the CS modernisation, starting with a small-scale pilot project to get experience. This approach turned out to be unfamiliar and hardly acceptable among Albanian authorities, both during planning as well as implementation. As a result of this, the Albanian Government insisted on switching over to full scale planning without waiting for experience from pilot offices.

No doubt the Albanian Government welcomed this CS modernisation. However, culture and traditions play a role, so the *way* to do it became a matter of discussion. The Albanian priorities could differ from the Nordic ones. Thorough planning and steady work according to agreed plans seemed not to be given priority. On the other hand, elections and preparation of voters' list before an election were definitely prioritised activities. These challenges were expected, but still underestimated.

Another unexpected circumstance was the lacking Albanian ability and will to bring to the project only competent and experienced staff. Some intelligible examples of replacements, without SN staff being consulted, influenced the project negatively, and tended to weaken the future expectations for the project.

Because of the manual CS situation and the big number of unregistered migrations after 1990, the Albanian authorities welcomed a revision of the CS law, but – like even the Council of Europe (CoE) – they were initially much against the SN proposal to include address (place of residence) among the CS data, and also in the CS law. CoE's attitude was surprising to SN.

Like in most other countries with modest experience from computerised modern civil or population registration, also Albanian authorities had to be reminded on that:

- CS modernisation means more than slavish data entry and computerisation of manual information and existing routines.
- Modern IT equipment is no real "sesame", since comprehensive reporting routines and instructions have to be established and followed anyhow.
- It is not necessarily the *residents* that always (mainly) should report to CS authorities, as reports could be sent from the primary source (midwife, physician, probate court etc).

- A correct register (up-to-date situation) at a CS office at a given date has to be updated regularly, in order not to be outdated. Necessary time for achieving such a well updated data source is often incompatible with demand for results.

The office space situation for both SN's possible counterparts turned out to be problematic. In order to get maximum effect from its presence in Tirana, SN strongly preferred and contended shared office space with its counterpart several times. Unfortunately, shared offices were not possible during the first 20 months of the project.

In 2001 a family in Albania had to pay a considerable amount to report migration to another municipality/commune, and thus get their civil status documents moved. This governmental payment would tend to prevent reporting, and therefore result in lower register quality, as to place of residence. Furthermore, to drop this payment was not easy, since it was said to represent a major source of income for authorities in Tirana districts. On SN's pointing out, a considerable reduction of this payment was proposed and later implemented.

The time to get the necessary approval of the agreement between MLGD and SN was affected by formalities, since the draft had to be approved by four ministries in addition to MLGD.

Among residents, as well as government employees, there could be identified some kinds of "ill will" to the project, which had to be allowed for:

- residents' general negative attitude to authorities, especially central authorities, cf. earlier experiences
- governmental employees have very low salaries, and are therefore not motivated for extra work
- corruption at various levels
- slowness/ill will among government officials/employees to change regulations etc. – status quo more easy

These tendencies were not unforeseen, but some of them proved to be more important than expected.

Some other initial challenges were:

- To find a binding counterpart. The final admission by MLG (later changed to MLGD) of being SN's counterpart came in March 2002, 12 months after the well-received presentation of the SN project proposal to Albanian authorities. A contact person in MLG was pointed out quickly, but was soon replaced by one person in MJ, who turned out to be very little available and also revealing modest interest. An accomplice reason for this long time proved to be shared CS responsibility between ministries.
- To achieve a binding, written project agreement. The very first agreement was signed in January 2003, 22 months after the well received presentation of the project proposal. However, formalities on both sides and some lack of confidence about expectations and project funding meant extra delay.
- To get an overview over relevant formal information – organising, laws, regulations etc. of importance for the project. The agreements' paragraph saying that the Ministry shall provide all relevant assistance, information and documentation was far from fulfilled. To see and understand the de facto situation, partly due to weak infrastructure, and to decide realistic possibilities.
- To achieve an active Albanian attitude in the collaboration – get counterpart members to take initiatives and to inform SN unasked about other international contacts and arrangements in the CS field, in order to gain maximum governmental effect.
- Cultural obstacles, tradition – weak ability to shape suitable laws, based on thorough preparatory work, including hearings. According to Albanian

legislative tradition the draft CS law dated November 2000 was extensive and detailed, like even later drafts of this and other laws. In general there seemed to exist no legal Albanian tradition with brief (scarce) laws (enabling acts) accompanied with more extensive regulations, allowing for more flexibility.
- To activate the working group to deal with the draft CS law. This group, pointed out on SN's proposal, happened to be less technical and more political than according to SN's wish. Even after some formal meetings in this big group, no major issues in the existing or draft CS law were regarded until early April 2002. Fortunately, the new MLG minister Ruka took actions and hastened the legal work so a new CS law, together with laws on ID number and ID card, could be approved in October 2002. However, even SN's repeated comments to the draft CS law did not seem to be much considered. SN was never asked to comment the two other draft laws, but still did so.
- To prepare and finish the first agreement in October – December 2002. SN's counterpart had a strong opinion on how to model the agreement, while Norway unfortunately happened to be in a problematic period with uncertainty because of change of responsibility between MFA and Norad. At the same time MLG expressed impatience and a strong wish to force the project plan by asking SN to prepare a country-wide project plan very quickly, without waiting for experience from pilot offices. However, this difficult situation improved considerably after signing the agreement in January 2003.
- To overcome another difficult period in March 2003 characterised with distrust to SN about the funding and to SN's will to buy equipment, since this activity had not started immediately – again without any pilot experiences.

9.2. Challenges later in the project

After the initial challenges, the implementation of the project has gone more smoothly. However, some challenges should be mentioned:

The project has later faced a series of challenges in making equipment work under difficult circumstances, e.g. with an unstable power supply and staffs limited skills using modern technology.

In 2009 the Norwegian Ministry of Foreign Affairs chose not to support the project. This was an unexpected challenge to the project. Statistics Norway usually does not finance development cooperation, but the need to bring the project to a successful end, made it necessary for SN to support the work with 2 million NOK. Funds from Norwegian Ministry of Foreign Affairs were again made available in 2010.

The supplier of the software purchased for the NCR could have been licensed as Open source. This would have enabled the GDCS, INSTAT and SN to maintain the system and to develop it further. It caused additional costs, both in terms of working hours and fees to the software supplier. This have delayed the last part of the project, and added challenges to making register based statistics within the project period.

9.3. Remark

Several of the challenges experienced by the Statistics Norway is caused by the fact that we have not managed to be sufficiently involved in the decision making process. We have mainly been focusing on ensuring the quality of the technical implementation of the project. This has led to that we have not been sufficiently involved in the core processes driving the development of the project.

10. Achievements

10.1. Achievements related to objectives

The overall objective, a modernised civil registration system for all Albania, was achieved in cooperation with international and other national agencies. However, the progress of the project was slower than first expected.

Except for some delays the achievements for the original objectives were very close to what was planned for each project phase. One exception is that register based statistics is not published in the last phase of the project.

The first phase: A central administrative unit to be in charge of civil registration was formally established very soon. A new CS law was approved, even if considerably later and less modern than expected by SN. A central national register and necessary other legislation on the personal identification number was approved. The project has contributed to strengthen the institutional framework; the ability and capacity of the civil registration system.

The second phase: The ability and capacity to serve the country's residents and authorities was through establishing and developing the central administrative unit and the central register strengthened by the computerisation of 5 local pilot CS offices and a few other offices, gaining experience. Because of some obstacles and challenges met the sample of local SC offices as pilot offices had to be revaluated and changed.

The third phase: A considerable contribution to strengthening the modernisation of the civil registration system in the rest of Albania was given. In addition to a change from handwritten books to digitised data there was a development from a traditional Civil Status (CS) system towards the Nordic model of population registration, adapted to Albanian conditions.

The fourth phase: Give users and producers of statistics a more relevant and updated data. This was achieved through making historical material accessible in an electronic format, and through the production of register based statistics.

An important achievement, especially with relation to Albanian authorities, was that the project since 2008 has delivered an improved and indisputable basis for voters' list at elections.

10.2. User effects of the project

Albania today has a modern civil registration system. This facilitates the work of government institutions and residents of Albania. For the government it is easier to administer the population, and the public have easier and cheaper access to services like ID documents, more reliable voter registration, etc.

Today the NCR is shared with INSTAT, to facilitate the production of statistics. This enables INSTAT to make register based statistics. This is a powerful tool to make cost-effective statistics of high quality

If the register is also shared with other public and private institutions, it may serve a range of purposes, like facilitating opening a bank account, taxation, school enrolment, social services, property rights and many others.

11. Final remarks

We have seen that highly skilled and motivated local employees can be an important asset in the implementation of a project.

We have also seen the importance of being involved in the decision making process, to be able to contribute to a sustainable framework for the implementation of the project. Some of the challenges we have faced are caused by the fact that we have not managed to be sufficiently involved in strategic decisions influencing the project. This relates to a range of topics, like the level of priority, allocation of staff and decisions on purchases of tools for the project.

Making a National Civil Register is challenging and the task may be best solved by involving other parties in addition to SN. For the technical implementation it may be useful to involve the Norwegian Tax Collection Authority or another provider of relevant technical services.

Giving the Nations Statistics Office access to the data should always be a part of building a National Civil Register. How this best can be done is a question that deserves attention.

Further reading

Selected Documents on the Modernisation of the Civil Registration System in Albania (Documents 2004/2), http://www.ssb.no/english/subjects/00/90/doc_200402_en/doc_200402_en.pdf.

Selected Documents on the Modernisation of the Civil Registration System in Albania Vol. II" (Documents 2005/14), http://www.ssb.no/english/subjects/00/90/doc_200514_en/doc_200514_en.pdf.

Evaluation of the Project «Modernisation of the Civil Registration System in Albania»: Selected Documents on the Modernisation of the Civil Registration System in Albania Vol. III (Documents 2006/1), http://www.ssb.no/english/subjects/00/90/doc_200601_en/doc_200601_en.pdf.

Appendix A: Project Synopsis

Project Title	Modernisation of the Civil Registration System in Albania
Beneficiaries	Ministry of Interior of Albania (MoI), the General Directorate of Civil Status (GDCS) and the Institute of Statistics (INSTAT)
Total Funded Budget	NOK 21 302 000 EUR 2 506 000
Funders The Norwegian MoFA Statistics Norway	 NOK 19 302 000 (EUR 2 271 000) NOK 2 000 000 (EUR 235 000)
Project Start Date	October 2001 (Planning phase)
Project End Date	31 July 2011
Contracting Authority	Statistics Norway

Project phase names used 2001 - 2011

Period	**Project phase names mainly used**	**Corresponding original phases**
2001 - 2002	Planning phase	First phase
2002 -.2003	Pilot phase - first part	Second phase
2003 - 2004	Pilot phase - second part	Second phase
2004 - 2005	Pilot phase - Assistance Project (AP)	Second phase
Oct. 2005	Evaluation of the project	Second phase
2005 - 2006	Large Scale Project - planning	Third phase
2006 - 2007	Large Scale Project.- Pilot Durrës, Shkodër	Third phase
2007 - 2009	Large Scale Project - Technical Assistance (TA) Project	Third phase
2009	Scanning Project - pilot	Fourth phase
2009 - 2010	Scanning Project - CS archive books	Fourth phase
2010 - 2011	Distribution of NCR data to INSTAT	Fourth phase

______

Project managers in Tirana

Halvard Skiri, October 2001 – June 2003
Børge Strand, September 2004 – August 2005
Anne Abelsæth, October 2005 – September 2008
Børge Strand, September 2008 – January 2009
René Schmidt, May 2009 – February 2010

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