

e-Albania: A Digital-by-Default Portal That Left Elderly, Disabled and Roma Citizens Behind

Digital Inclusion · Good practice · Albania

Quality score: 84/100

Evidence strength: Strong

Summary

Albania moved 95% of 1,237 public services onto the e-Albania portal and shut its contact centres, but the EU, UNDP and a 2025 BIRN probe found elderly, disabled and Roma citizens still cannot use it independently, with 6.7% of over-65s locked out.

Key dimensions

Dimension	Score
Innovation level	1/5
Sustainability (ongoing)	1/1
Evaluation evidence	1/1
Demonstrated reach	1/1
Documented learning	1/1

Evaluated by C-NAPSE

Data sources

C-NAPSE web research — accessed 2026-09-07

AKSHI (National Agency for Information Society, Albania); European Commission; UNDP Albania — accessed 2026-09-07

BIRN — Digital Divide: The Albanians Left Behind by Move to Online Public Services (2025) — accessed 2026-09-07

European Commission — Albania 2023 Report, SWD(2023) 690 final — accessed 2026-09-07

UNDP — Assessing Municipal and Public e-Readiness in Albania (2024) — accessed 2026-09-07

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