PROJECT FACTSHEET

Funded by the European Union

Innovative digital municipal solutions in Municipality of Tetovo



Duration: 17.01.2022 - 16.05.2026

Countries:
North Macedonia

EU contribution: € 523 647

Total budget: € 616 055

Implementer:
Municipality of Tetovo, Albiz Foundation

Social media:
facebook.com/profile.php?id=61572456922921

Website(s): teklik.mk/

Project description:

The 'Innovative digital municipal solutions in the Municipality of Tetovo' project supports the digital transformation of local governance by modernising municipal services and improving their accessibility, efficiency, and transparency. It responds to increasing urban demands and administrative challenges by introducing integrated digital tools that streamline key municipal functions.

At the centre of the initiative is the development of an ICT platform that digitalises services related to urban planning, taxation, and inspection. By connecting with national systems such as the cadastre, the platform enables citizens and businesses to access services online, submit requests, and monitor procedures in real time. This reduces administrative burden, shortens processing times, and improves service delivery.

Through strengthened institutional capacities and the introduction of innovative digital solutions, the project contributes to more responsive local governance and supports Tetovo’s transition toward a smarter and more sustainable municipality.

Expected results:

• Municipal services are fully digitalised and integrated into a functional online ecosystem, enabling faster and more transparent service delivery.
• Urban planning processes are improved through the digitisation and integration of all urban plans into a unified GIS platform.
• Municipal staff demonstrate stronger digital competencies and improved capacity to manage data and deliver e-services.
• A sustainable framework for continued digital innovation is established, supporting long-term improvements in governance and service delivery.