MINISTRY FOR INNOVATION AND PUBLIC ADMINISTRATION

First Albanian Government Action Plan

COUNTRY SELF ASSESMENT REPORT

Open Government Partnership

October 18, 2013

LIST OF ABBREVIATIONS

Abbreviation	Explanation
CIO	Chief Information Officer
CMMI	Capability Maturity Model Integration
CSO	Civil Society Organizations
GoA	Government of Albania
IT/ICT	Information Technology/ Information and Communication Technology
IWG	Inter-Ministerial Working Group
NAIS	National Agency of Information Systems
OGP	Open Government Partnership
PPA	Public Procurement Agency
PMI	Project Management Institute
TS	Technical Secretariat
TWG	Technical Working Group

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1. INTRODUCTION AND BACKGROUND

The Open Government Partnership (OGP) is an international, voluntary effort to improve government performance, encourage civic participation and enhance government responsiveness to people. We all want a more transparent, effective and accountable government—with institutions that empower citizens and are responsive to their aspirations. Openness is the most powerful lever for achieving this.

OGP has already demonstrated the power of this approach. In its first year, it has grown from 8 participating countries to 60. Each of which embrace the OGP Declaration of Principles, committing to developing and implementing country action plans jointly developed with civil society. OGP aims to secure concrete commitments to promote transparency, empower citizens, fight corruption, and harness new technologies to strengthen governance from governments.

To achieve these objectives, OGP brings together governments and civil-society organizations as equal partners. The action plan drafting process is a key step that governments undertake upon joining the OGP. OGP action plans are living documents that can be updated on a regular basis. Each country's action plan establishes concrete commitments to open government reforms the government pledge to implement. These commitments may build on existing efforts, identify new steps to complete on-going reforms, or initiate actions in an entirely new area.

Commitments should be structured around key challenges that all governments confront: improving public services, increasing public integrity, managing public resources more effectively, creating safer communities, and increasing corporate accountability. Commitments should also reflect core open government principles: transparency, citizen participation, accountability, as well as technology innovation.

By the end of 2011, an Inter-Ministerial Working Group (IWG) was established by the government of Albania to develop the OGP Action Plan, in compliance with the National Strategy of Development and Integration and the Anti-Corruption Strategy. The IWG is led by the Minister of Innovation and ICT and all its participatory members are high level officials from other central government ministries and institutions.

Between January and March 2012, the Action Plan was drafted based on the input and feedback of the participating government institutions. Civil society organizations were also involved and the media (print and broadcast) helped in transmitting timely information to the public.

The Albanian government's commitments addressed primary three out of five OGP Grand Challenges: Increasing Public Integrity, Improving Public Services, and More Effectively Managing Public Resources.

There is a total of 30 (thirty) commitments undertaken by the Albanian government for the 2012 – 2013 term, which also reflected a number of projects and initiatives from the "Digital Albania" strategy of ICT sector development.

2. ALBANIAN ACTION PLAN COMMITMENTS

The first Albanian OGP Action Plan was focused in the increase of quality and efficiency in the management of public resources and services by implementing measures in the area of fiscal transparency, access to information, use of information technology (IT) and citizens' participation in the process of developing public policies.

2.1 COMMITMENTS AND OGP PRINCIPLES

All four OGP principles were covered by the commitments of the Albanian Government, whose distribution is shown in Table 1

Principle	Description	Planned Commitments
Transparency	Information on government activities and decisions is open, comprehensive, timely, and freely available to the public and meets basic open data standards (e.g. raw data, machine readability).	9
Citizen Participation	Governments seek to encourage citizens to engage in public debate, provide input, and make contributions that lead to more responsive, innovative and effective governance.	2
Accountability	There are rules, regulations and mechanisms in place that call upon government actors to justify their actions, act upon criticisms or requirements made of them, and accept responsibility for failure to perform with respect to laws or commitments	7
Technology and Innovation	Governments should embrace the importance of providing citizens with open access to technology, acknowledge the role of new technologies in driving innovation and the importance of increasing the capacity of citizens in using these technologies	12
		30

Table 1, Distribution of Commitments vs. OGP four main principles

A short summary of each commitment of the Albanian Government 2012-2013 Action Plan is detailed below

2.1.1 TRANSPARENCY

COMMITMENT	COMMITMENT DESCRIPTION	KEY IMPACT BENCHMARK	ACTIVITIES
The e-procurement system for all small purchases of public procurement	This year, the Public Procurement Agency will implement the e-procurement system for all small purchases of public procurement, under 3000 Euros. The e-procurement system enables the ELECTRONIC submission and evaluation of offers. This e-procurement platform is a web-based application that ensures secure transactions between Albanian public institutions and national / international businesses.	The current legislation defines the range of electronic procurement procedures with electronic means, reinforces the principle of non-discrimination in the application of rules and guarantees the necessary functional, legal and technical requirements for performing public procurement procedures by electronic means.	Implementing the e-procurement system for all small purchases of public procurement.
The e-concessions procedures	The Public Procurement Agency (APP) will develop the electronic concessions procedures in the opening phase of offerings. The system will enable the submission of the concession procedures offers electronically, through the electronic platform of the e-procurement system on the APP's website.	The electronic publication of all concession procedures documents' will increase the transparency of the process and enable all operators to benefit from full and free access to the documents. The e-concession system provides the integrity and confidentiality of the offers and ensures fair competition while reducing the opportunities for corruption, as economic operators are not in contact neither with each other nor with the contracting authorities.	Council of Ministers Decision no. 268 of 18.04.2012 "On the electronic performance of competitive procedures for the award of concessions".

Designation and adaptation in the electronic system of APP for carrying out such procedures electronically. |

The regulation on Ethics in research and publishing	The Ministry of Education and Science will adopt and publish the regulation on: "Ethics in research and publishing".	This regulation provides: inter alia, and the obligation of institutions and researchers to publish and verify every scientific Master's thesis, PHD dissertation, monograph, book, scientific article or reference, and all other forms of research and publication on the relevant official website in order to maintain the originality and authenticity of the work and deter plagiarism.	The adoption and the publication of the regulation on Ethics in research and publishing.
The Audio and Video Recording of Judicial Hearings	The Ministry of Justice will implement the Audio and Video Recording of Judicial Hearings project and will develop training programs for the court personnel regarding this process. The project will be implemented in 14 Regional Courts within April 2013.	The materials will be published on the new court's informational portal www.gjykata.gov.al.	Development of the project. Training of the court personnel.
The implementation of the EITI recommendations	In 2012, the Albanian Secretariat for EITI and ALBEITI will continue to implement the International Secretariat of EITI recommendations' (the Extractive Industries Transparency Initiative), including the reorganization of the Inter-Ministerial Working Group of the ALBEITI	Also this year, ALBEITI will organize seminars and workshops with the Albanian EITI Working Group, stakeholders, civil society, communities in areas of extractive industry, etc.	Reorganization of the Inter-Ministerial Working Group of the ALBEITI. Organization of several information and awareness seminars and workshops.
The e-Inspection portal	The Albanian Government will create a single portal of inspections, "e-Inspection", to address the coordination, management, unification and monitoring of inspection procedures.	This portal will help improve the transparency and accountability of the inspection system in the country and will reduce corruption.	The establishment of the e-Inspection portal.

The disclosure of the list of payments, made daily by the government units	Based on the law "On the Right to Information," as well as the Albanian Government's initiative to fight corruption and increase transparency, the Ministry of Finance's General Directorate of the Treasury will disclose the list of payments made daily by all general government units since January 2012. This document reports details such as: the beneficiary, the invoice number, the description, the institution to which the treasury branch makes the payment, the specific amount and the date of registration of this bill in the Treasury system.	This document is available on the official website of the Ministry of Finance.	Daily publication of the list of payments made by all general government units.
The Open Data Portal	The National Agency for Information Society is establishing a governmental portal in the open data format. Initially, this portal will include the Ministry of Finance and Department of Treasury's data for daily expenses made by all central institutions and agencies. The same practice will be implemented for the National Postal and Electronic Communications Authority database. The National Statistics Institute (INSTAT) will implement a long term strategy of an open data format for its database. As the national coordinator for collecting data on Albania's economy and society, INSTAT will standardize the entire process of publishing the public sector's open statistical data during its long term program. A new document on the Technical Standards of data publication on an Open Data format was published in March 2013 by the National Agency for the Information Society.	This process will then continue on a larger scale, encompassing all central public institutions and agencies.	The establishment of the Open Data Portal.
The online State Matura	In 2006 the Albanian government established the State Matura Exams system. This year, the government implemented the online State Matura, which was designed to enhance the quality of the application process. Through this system all student applications were submitted online through www.e-	The online State Matura enhanced the accuracy and effectiveness of the State Matura exam application system and facilitated greater and more inclusive access to information and services.	Establishment of Online State Matura.

	albania.al portal		

2.1.2 CITIZEN PARTICIPATION

Commitment	COMMITMENT DESCRIPTION	KEY IMPACT BENCHMARK	ACTIVITIES
The amendment of the law "On the Right to Information for Official Documents"	The Ministry of Justice will amend the law "On the Right to Information for Official Documents" (Law No. 8503, dated 30.06.1999).	The process will be based on a broad consultation with civil society organizations, in order to improve and clarify the legal dispositions on this matter.	Consultations with civil society organizations. Approval of the law amendments in Parliament.
The drafting a new law on "Notice and Consultation"	The Minister for Innovation and ICT office (currently the Ministry of Innovation and Public Administration) will draft a special law "On Notice and Consultation".	The law will include the legal regulation of the structured consultation processes with civil society actors and interest groups, including economic and social partners.	Consultations with civil society organizations. Approval of the law in Parliament.

2.1.3 ACCOUNTABILITY

Commitment	COMMITMENT DESCRIPTION	KEY IMPACT BENCHMARK	ACTIVITIES
The e-parliament project	Through the use of the e-Parliament Project, the Albania's Parliament will be able to harness information and communication technologies in order to support its primary functions: preparation, representation and approval of laws. The e-Parliament Project will also offer the possibility for the promulgation of the approved laws by the President	The project's goal is to incorporate ICT into the law-making process in order to make it more representative, transparent, accessible, accountable and effective.	Implementation of E-Parliament Project. Integration with the e-Acts Project.

	of the Republic of Albania.		
The e-Acts	The e-Acts project aims to support the process of preparation, approval and submitting of legal acts (laws, decisions of the Council of Ministers, etc.). It offers an extended collaboration process between ministries, working on joint acts and requesting opinions or suggestions within the system. The system will also administer the sessions of the Council of Ministers of the Republic of Albanian and publish all descriptions of the sessions.	The project's goal is to increase the working efficiency and accountability of the public administration. The project also aims to increase the e-participation in the process of legislative formulation.	Implementation of e-Acts Project. Integration with National Action Plan System for the approximation of the Albanian legislation to the *Acquis Communautaire*.
The Work inspection, online complaint	Concerning work inspection, this year, the State Labor Inspectorate website (www.sli.gov.al), will be accessible to citizens who wish to make an online complaint or report violations	The goal is to review the complaint in a timely manner and to take appropriate measures.	The establishment of the project.
The online Inspection of courts and judicial hearings	The Online Inspection of courts and judicial hearings is one of the new services that the Integrated Case Management Information System (ICMIS) provides. This project is implemented through the www.gjykata.gov.al portal.	By introducing this system, the administration seeks to minimize the time needed in the compilation of inspected reports.	Implementation of the online Inspection system of courts and judicial hearings.
The Financial Module of all educational institutions	Last year, a system was created to manage the finances and budget of the Ministry of Education and Sciences and of all other regional education departments. The primary objective was to build a central/unique database. The second phase of the module began in April 2012.	The system enhances the quality of interaction, avoids duplication of information, increases transparency and tracks educational institutions' expenses electronically.	Implementation of the second phase of the financial module.
The Tracking project	The National Agency for Information Society has developed the Tracking Project, a service that enables each citizen or business who applies to a State office, to follow the progress of their application online in the interim period until an official response is received. Up to now there are three state agencies that have	The project's goal is to increase the working efficiency and accountability of the public administration.	Development of the Tracking Project.

	already implemented this service: the Public Procurement Agency, the National Registration Center and the National Licensing Center. e-Tracking can be accessed through the Government Portal, www.e-albania.al.		
The Online citizens' claims in the judiciary system	The Ministry of Justice (MoJ) implemented the project for the online processing of citizens' claims at the ministry and the High Council of Justice (HCJ).	The goals of the project are to shorten the processing time of claims in the judiciary system, to increase the transparency of the processing of claims and to avoid overlap between the HCJ and MoJ during judicial auditing.	The establishment of the Online citizens' claims in the judiciary system.

2.1.4 TECHNOLOGY AND INNOVATION

Commitment	COMMITMENT DESCRIPTION	KEY IMPACT BENCHMARK	ACTIVITIES
The digitalization of the notary register	In November 2012, the Ministry of Justice will implement the project of digitization of the notary register. The main objectives are to ensure accuracy, promptness and minimize the time required in service provision to citizens. The use of modern technology equipment's facilitates easy access for the notary service structures into the general database and consequently, ensures accuracy and shortens significantly the time needed for the notary acts.	The establishment of a centralized notary electronic system will enable the online real-time access to all the Albanian notaries, in the entire territory and at the same time real time supervision by the authorities for the system. In the administrative aspect, the implementation of this system will generate online statistics and various reports designated for the Ministry of Justice, National and Local	The implementation of the digitalization of the notary register project.

		Chambers of Notaries, as well as for the private entities (the notaries).	
The portal www.gjykata.gov.al	The Ministry of Justice will establish the www.gjykata.gov.al portal.	The Portal enables citizens to download data, including the publication of judicial decisions.	The establishment of the www.gjykata.gov.al portal.
The portal e-albania.al	A new multi-functional governmental portal will be established, e-albania.al. This portal is oriented toward users' needs, providing updated and easily accessible information.	In the future, this portal will serve as a single point of contact for e-government services offered to citizens, businesses and public employees.	The establishment of the e-albania.al portal.
The e-Employment project	The e-Employment project will be implemented in 2012, with the aim of digitalizing the information in all employment offices.	The project will consolidate the labor market databases and will create a job seeker and employer registry.	The implementation of the e-Employment project.
The extension of the Governmental Network, Govnet	Govnet provides centralized delivery of major government electronic services to all ministries and other institutions of public administration located in Tirana, Durres, Elbasan and other main cities of the country.	Extension of the Governmental Network, Govnet	Extension of the Governmental Network, Govnet to other main cities of the country.
The Government Datacenter	The National Agency of Information Society will establish a high capacity Datacenter that enables all online public services to be centralized and integrated, in accordance with high standards of space and conditions of servers.	The establishment of the Government Datacenter reduces electronic service delivery cost and enables the service delivery for 24 hours, providing high security for users.	Establishment of Datacenter.

The starting of the e-Tax system	The Tax Administration will develop the terms of reference and bidding procedures for starting the full implementation of the e-Tax system.	This project will integrate the current tax system and subsystem into a single one, with the goal of increasing the tax administration performance.	The drafting of the terms of reference for the e-Tax system. The development of the bidding procedures for the e-Tax system.
The digitalization of Higher Education Accreditation process	The Public Agency for Higher Education Accreditation is completing the digitalization of its management system, which will facilitate evaluation and accreditation procedures of higher education institutions.	This process will serve to strengthen cooperation and awareness between stakeholders of higher education institutions and the general public.	The digitalization of Higher Education Accreditation process.
The Excise system	The new Excise system includes online access and services for economic operators.	The system enables operators to check online the status of their statement, transit and account balance. It will also begin to prepare the processing of online payments.	Establishment of the Excise System.
U-Gov system	The first module of the U-Gov system, a system at the service of universities for internal information management, is underway	Reduced processing time and swift data dissemination, reduced costs for financial transactions, and enhanced efficiency in resource management for educational structures.	Implementing the first module of the U-Gov system.
The e-Government Interoperability Framework, e-GIF	e-GIF enables the exchange of information between public administration institutions. This infrastructure is managed by the National Agency for Information Society and offers a fully electronic service delivery.	The efficiency and transparency of public administration institutions will increase in accordance with European standards for the protection of personal data.	Establishment of the e-GIF.

The digitalization of the File Transfer Process	Another ongoing initiative in progress within the justice sector is the digitalization of the File Transfer Process vertically and horizontally across various levels of the judicial system.	The process will significantly reduce the time needed for registration and other court procedures.	Digitalization of the File Transfer Process.

2.2 COMMITMENTS AND OGP GRAND CHALLENGES

The Action Plan is comprised of 3 priority areas: Increase Public Integrity, Manage Public Resources Effectively, and Improve Public Services. The Albanian Government Commitments distribution by each of the 5 (five) OGP Grand Challenges is shown in Table 2.

Grand Challenges of OGP	Planned Commitments of the Albanian OGP Action Plan
Improving public services	16
Increasing public integrity	11
More effectively Managing Public Resources	3
Increasing corporate accountability	0
Creating Safer Communities	0

Table 2, OGP Commitment vs. Grand Challenges

There are 16 (sixteen) out of the 30 (thirty) commitments correspond to the challenge "Improving public services"; eleven (11) commitments to the challenge "Increasing public integrity" and 3 (three) commitments to the challenge "Managing Public Resources More Effectively".

3 METHODOLOGY

3.1 ASSESSMENT METHODOLOGY

The Assessment Methodology framework used in this process is based on guidelines procured by the Project Management Institute (PMI). It is integrated with the methodology approved by OGP Steering Committee, and presented in the Guiding Principles for Government to Self--Assessment Reports located at www.opengovernmentpartnership.org.

This assessment methodology offers a comprehensive set of functions and principles to design the assessment, decide on evaluation criteria, conduct the assessment, obtain results, analyze and generate the findings about the government and its commitments.

The assessment methodology consists of three stages. Each stage serves a defined purpose through which several activities are conducted. The three stages and their respective activities are depicted in Table 3

Stage	Activities
Preparation and Design	- Establishment of the evaluation team - Collection of all the existing internal documents regarding OGP, in hard copy or electronic format, in the local sources or OGP sources - Organization of a meeting with CIO of public institutions involved in the implementation of OGP Action Plan and informs them on the commencement of the assessment work. - Preparation of CSO and public actors list
Development the Evaluation Process	- Analysis and assessment of the Country Action Plan submitted to OGP - Preparation of formal reporting template for the public actors to collect status update for each commitment - Preparation of online survey for the CSO and private actors - Evaluation of the current status of each commitment based on the collected responses and interviews with government actors, official documents, official Action Plan, survey responses, and direct and group in person meetings, etc. - Organization of a round table with the representatives of civil society and private actors. - Collection of feedback, and organization of meetings with selected representatives from government institutions implementing OGP commitment and CSO - Meeting with Minister of Innovation and Chief of Cabinet.
The Synthesis of Findings in paper and electronically	- Draft Compilation of conclusions and recommendations - Preparation of the OGP final report - Submission of the Country Self-Assessment report to OGP Steering Committee

Table 3, Methodology Stages and Activities

The OGP self-assessment process aims to provide the stakeholder with sufficient information to assess the current action plan commitments, revise the action plan and prepare the next steps.

This self-assessment study follows a comprehensive methodology with defined stages and a methodical evaluation framework. The value of assessing the commitments lies in evaluating the Government's readiness and status, not only towards its commitments, but also towards its citizens and the core OGP principals and challenges.

The assessment of the commitments is being measured against well-defined objectives and a well described status. Assessment will follow systematic criteria that reflect readiness for achieving precise objectives and requirements.

3.2 INDICATORS

In order to successfully identify the commitments status and progress within the governmental context, monitoring and evaluation is essential. This allows the implementers and other stakeholders to be informed about their status, good practices, identification of weak points, and the opportunities for addressing potential problems.

Monitoring and evaluating specific, well defined, and comprehensive indicators is the key to an effective and efficient process.

3.2.1 QUANTITATIVE INDICATORS

The chosen methodology is based is aligned with the guidelines of OGP. The commitment status is measured based on the following 4 (four) levels:

There is a weighting system for each level, which assists the team in obtaining tangible indicators in measuring the level of commitment completion. The weights are set based on a direct subjective approach. The commitment status is defined in the CIO survey (see in Annex A), which is filled out directly by the CIO.

No.	Status	Description	Weight
1	Implemented	Commitment was implemented successfully meeting all goals	1.00
2	Partially implemented	The commitment implementation is closed and only a subset of goals has been fulfilled.	0.50
3	In process	The commitment implementation is still active and on-going	0.25
4	Not implemented	The implementation of this commitments has not started	0.00

Other tangible indicators are presented below:

- No. of commitments per principle and their respective status
- No. of commitments per challenge and their respective status
- Commitments per institution

- Tangible Indicators related to CSO, if any

Other indicators may be introduced in the process of Assessment.

3.2.2 QUALITATIVE INDICATORS

Qualitative indicators are people's judgments and perceptions of a subject, in our case the OGP commitment or the initiative. Qualitative indicators convey information in a narrative or descriptive form, which can include also stating an opinion. Qualitative analysis is usually needed in order to clarify why a specific situation has arisen and the context of the intervention.

OGP is about Government openness towards its citizens represented directly or via a CSO.

A list of qualitative indicators, such as the perception about the impact of OGP in Albania during its implementation phase, their perception about the Government's attitude towards their engagement, and the overall perception about the process were evaluated using the CSO online and workshop survey.

4. IMPLEMENTATION OF COUNTRY ACTION PLAN

The Government has performed a thorough evaluation of the progress of its commitments, and assessed the civic engagement in the OGP compilation process.

The Evaluation Team compiled an online survey and a structured status interview questions for the public actors, organized several meetings with OGP stakeholders and, organized a broad round table with civil society representatives. The following conclusions were reached.

4.1 COMMITMENTS, PRINCIPLES AND STATISTICS

As part of its monitoring work, the Ministry of Innovation and Public Administration, through the National Agency for Information Society gathered information on the progress in the completion of the Action Plan Commitments. The completion status according to the latest September update, collected using the Annex A - CIO Survey template, is shown in Table 4 below:

Principle	Planned Commitments	Implemented	Partially Implemented	In Progress	Not Implemented
Transparency	9	3	2	4	
Citizen Participation	2			2	
Accountability	7	3	2	2	
Technology and Innovation	12	6	4	2	
	30	**12**	**8**	**10**	

Table 4, Commitments Realization for each Principle

The completion rate, calculated using the quantitative subjective index as described in section 4.2.1, is 62%.

The commitments, falling under the "use of technology and innovation" principle, represent majority of action plan commitments and completion rates. The www.e-albania.al portal was successfully established, to provide information of interest for the citizens, the private sector, institutions and visitors. Other portals, like www.gjykata.gov.al, have resulted in the new implementation of information systems for the improvement of public services. These services aim to provide online Citizens' Claims in the Judiciary System together with a number of other commitments like e-acts, e-procurement, e-concession procedures, digitalization of the notary register, work inspection & online complaint.

The consultation and feedback from non-government stakeholders was acquired during the implementation of some of the commitments. During the implementation process the following formal and online consultations were organized:

- A round table by the Public Procurement Agency with the Albanian Association of Information Technology (AITA).
- The e-Employment project was assisted and supervised by the Swedish Public Employment Service under the full responsibility of the Ministry of Labor.
- The Ministry for Innovation and ICT worked to draft a new law on "Notice and Consultation" in close consultation with the CSO community and the Ombudsman.

Improvements were made regarding transparency in openness in budgets and the publication of all daily state budget expenses are now published online.

With regard to citizens' participation, most of the public institutions' official websites succeeded in inviting public participation to contact, participate in the planning / programming phase.

4.2 COMMITMENT, CHALLENGES AND STATISTICS

The Albanian Government commitments primarily addressed three of the OGP Grand Challenges: Increasing Public Integrity, Improving Public Services, and Managing Public Resources More Effectively. A summary of the progress for the implementation of these commitments as of September 30, 2013 is shown in Table 5, Commitments Realization for each Grand Challenge

Grand Challenges of OGP	Planned Commitments	Implemented	Partially Implemented	In Progress	Not Started
Improving public services	16	7	6	3	
Increasing public integrity	11	3	7	1	
More effectively Managing Public Resources	3	2	1		
Increasing corporate accountability	0				
Creating safer communities	0				
	30	**12**	**14**	**4**	**0**

Table 5, Commitments Realization for each Grand Challenge

The status of progress of all Albanian government commitments is found in Annex E. Completion Status of Every Commitment

4.3 CSO ONLINE AND WORKSHOP SURVEYS FINDINGS

4.3.1 SURVEY PREPARATION PROCESS

An online survey was created CSO's, academic institutions, and business representatives in order to assess their position towards OGP, its impact, OGP commitments and their perception and trust.

There are about 1,500 registered CSO in Albania, out of which 700 are reported to be active. In this self-assessment process, the Evaluation Team identified almost 55% of them through various reliable sources. In Albania, there is no a consolidated active database for all CSOs.
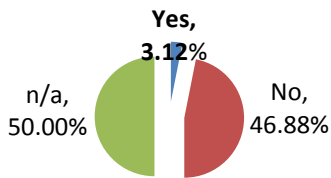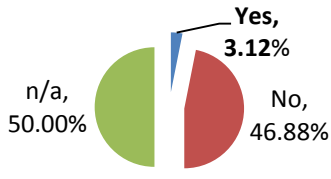
As a result, the compiled online survey reached 390 organizations representing various categories from CSO, business representatives, and academic institutions. The used sources were based in the updated government and donors CSO database.

There was also a high rate of survey responses, over 15% which represents a good sample from the CSO population.

During the workshop, there were about 44 CSO represented actively, where 80% of them replied to the paper based survey. The consolidated results from both surveys are presented in the following section.

4.3.2 SURVEY RESULTS

The following represent a list of several questions selected by the survey, which describe mostly the level of engagement into OGP process, level of engagement and contribution

No	Survey	Survey Answer
1	Do you know about the OGP commitments and the Action Plan submitted by Albanian Government?	Yes, 3.12% / n/a, 50.00% / No, 46.88%
2	Did you have a chance to contribute to OGP Action Plan process?	Yes, 3.12% / n/a, 50.00% / No, 46.88%
3.	Are the specific OGP commitments known / recognized by you?	The top three most recognized commitments by the CSOs are presented below: • Digitalization of the notary register • Online State Matura • e-Employment project The less three recognized commitments by the CSO are presented below: • Implementation of the EITI recommendations • Drafting a new law on "Notice and Consultation" • Financial Module of all educational institutions The whole list of the commitments and the level of

		recognition by CSO are presented in Annex C. On average, the majority of the commitments are less recognized by CSOs as OGP commitments.
4.	**How cooperative has been the Government during the implementation of the following specific commitments?**	As depicted in Annex D, the majority of CSOs percept non engagement in the OGP commitment implementation process. However, despite the low rates, the most cooperative commitments are e-albania.al and the e-employment portals.

Question: Can you please rate the impact OGP Grand Challenges implementation?
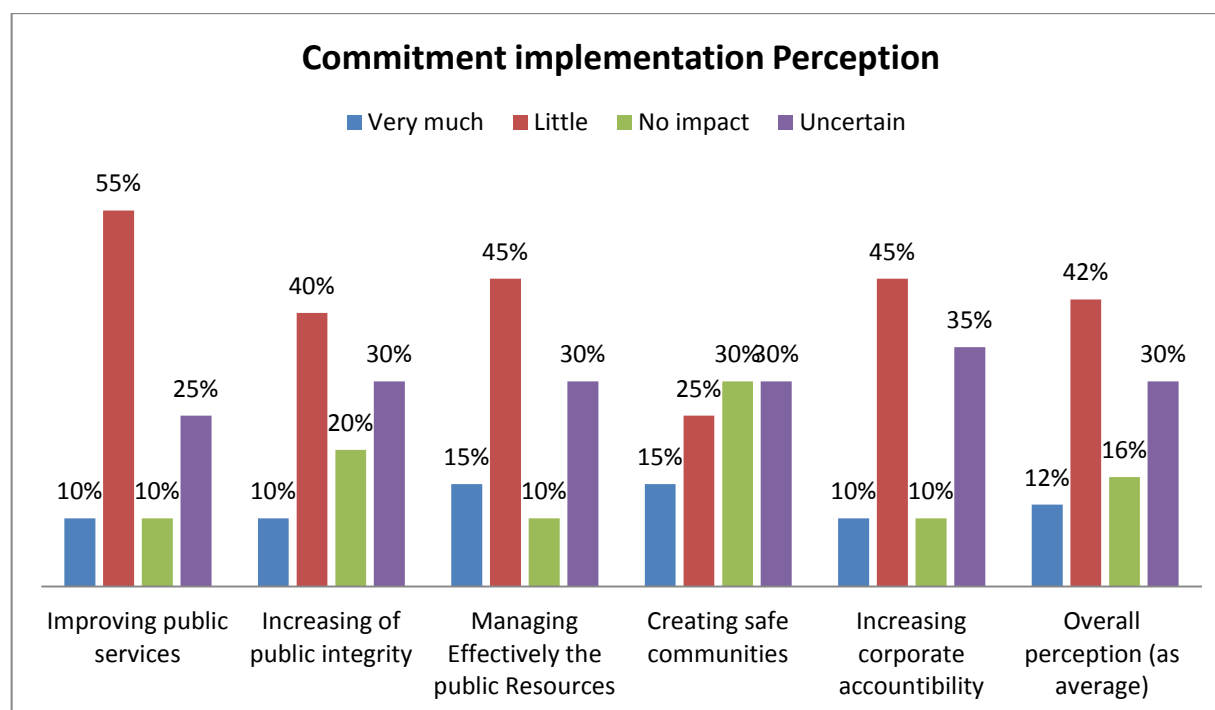
Question: Which are the main OGP Grand Challenges the Government should be focused in the future?

Future Commitments Focus Area

Legend: Very Important | Important | Non Important | Uncertain
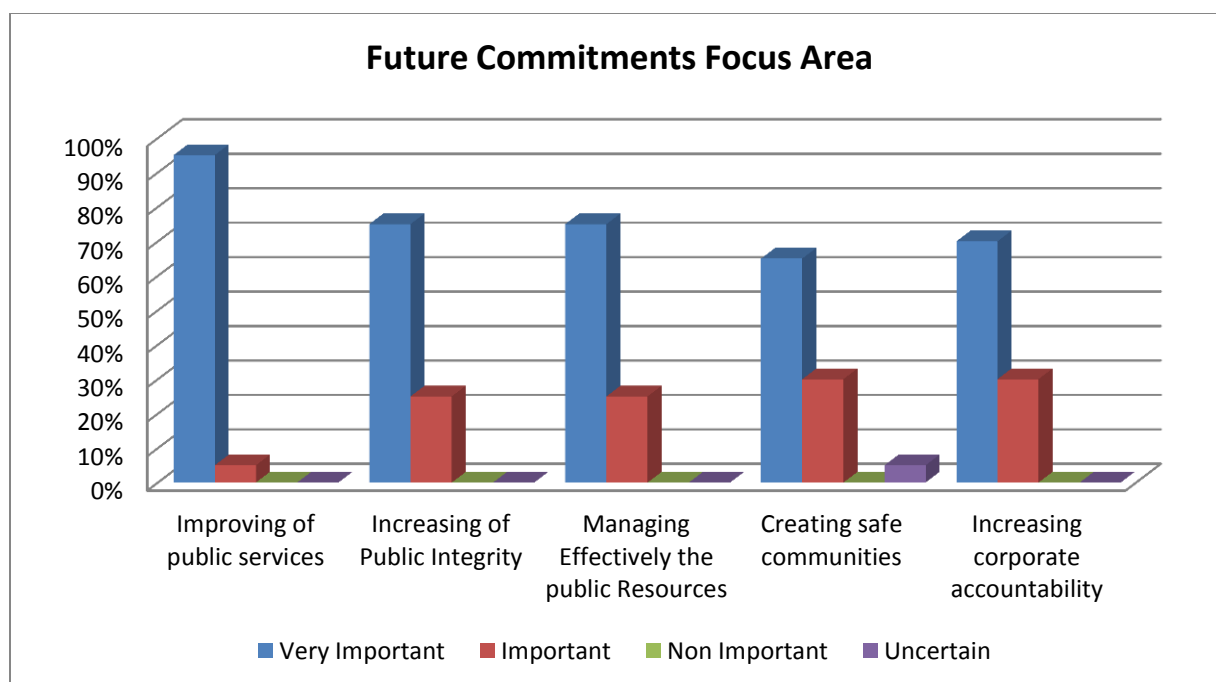
Additional Comment: *As noticed, the top Grand Challenge considered as top priority and important is Improving Public Services.*

4.4 FEATURED PRACTICES

This section will present the featured practices the OGP Action Plan implementation in Albania. These practices will serve as a benchmark to future commitments, and to the development of the new Action Plan.

Commitment No.	12
Title	Create a new multi-functional governmental portal oriented toward users' needs, providing updated and easily accessible information for them.
Responsible Authority	Minister for Innovation and ICT & National Agency for Information Society
Timeline	April 2013 to August 2013
Description	To Create a multifunctional government portal. This portal will serve as a single point of contact for e-government services offered to citizens, businesses and public employees.
OGP Grand Challenges	Improving Public Services
OGP Principle	**Technology and Innovation**
Status	Implemented
Results	The portal www.e-albania.al has been established, covering information of interest for citizens, the private sector, institutions and visitors. This portal publishes information about **177 public services,** including information on legal frameworks, economy, transport, food and agriculture, public procurement, tax system, employment, health and well being, security, business, civil society

organizations, environment, science and technology, education, funds available, consumer protection etc..

e-Albania has implemented the following public online services
- e-Matura. The online application for all high school graduates.
- e-DL. The online application for a driving license
- Tracking services for
    o National Business Registration Centre cases
    o National Licensing Centre cases
    o Public Procurement cases

Some statistics about the utilization of the portal are included below

Indicator	Result
Total Number of Page Views	4222170
Average Number of Page Views per Day	6922
Total Number of Unique Visitors	171855
Total Number of Forum Visitors	17172

CSO Involvement	The portal was developed under constant consultation with several CSOs in order to identify the information priorities

Commitment No.	**3**
Title	The e-procurement system for all small purchases of public procurement
Responsible Authority	The Public Procurement Agency
Timeline	June to December 2012
Description	In 2009, **Albania was the first country in the world** that carried out a mandatory electronic procurement system for all public sector procurements above the threshold of 3000 Euros. The Public Procurement Agency will further implement the e-procurement system for all small purchases of public procurement, below the threshold of 3000 Euros. The e-procurement system enables the submission of offers and their evaluation in an electronic way using a web-based application that enables secure transactions between Albanian public institutions and national and international business. Furthermore, this system provides a secure and transparent administration for the preparation of all tender documents, thus avoiding unnecessary paperwork and providing data about the entire process.
OGP Grand Challenges	Improving Public Services
OGP Principle	**Transparency**
Status	Implemented
Results	Based on a Monitoring Report conducted in 2013 by Partners Albania – Center for Change and Conflict Management, e-procurement system has increased the efficiency of procurement procedures compared to the previous system in several aspects: increasing the speed of procurement procedures implementation, reducing costs, increasing competition, preventing and reducing corruption.

Moreover, the e-procurement has enabled more transparent procedures in the management of public funds

The software development and implementation for the small value payments was successfully completed within its deadline and project budget in 2012.
The system became operative in January 2013 was supported by :
1. Respective regulative changes done through the Council of Ministers Decision No. 47, dated 23.01.2013
2. Technical guides prepared by the Public Procurement Agency (www.app.gov.al).
3. One day training for all parties of procurrement process

In accordance with the statistics for 2011, the costs of public procurement procedures are down by 20%. On average, the number of economic operators participating in tenders is up from 2 to 6.

5. OGP PROCESS SUMMARY

5.1 OGP ACTION PLAN PREPARATION

The Republic of Albania confirmed its participation in the Open Government Partnership initiative on August the 2nd, 2011, through a letter by the Minister for Innovation and ICT. During the launching ceremony of the OGP initiative in New York of Sept 21st, 2011, the Albanian Prime Minister emphasized that "Albania is a country that is making serious efforts towards transparent governance. At this Forum, Albania found inspiration and support to implement an action plan that complies with all the engagements arising from the membership agreement."

The immediate first step undertaken by the Government was the establishment of the Inter-Ministerial Working Group (IWG) by a Prime Minister Order (No. 104, dated 28 December 2011), with the primary goal of "Drafting the Albanian Action Plan to the Open Government Partnership". The chairman of the IWG was the Minister for Innovation and ICT, the other members are either Deputy Ministers of the Albanian Government, the Prime Minister's adviser for the information society, or the General Director of the National Agency for Information Society.

A Technical Working Group was also created, (TWG) involving experts, directors or specialists from all ministries and all institutions. The Technical Secretariat (TS) of the IWG was created to play the role of the coordinator and which revise the action plan. (TS contact below).

During January 2012, all members of the IWG were introduced to the materials that describe the OGP program, and the first drafted version of the Albanian OGP Action Plan. The first meeting of the IWG was held end of January to discuss the first draft of OGP Action Plan and its relevant deadlines. This meeting was followed by two other meetings held on March 20, 2013 and April 6, 2013 respectively.

In February 2012, the IWG held a round table with several representatives of the country's NGOs, who have followed the OGP initiative and the drafting of this Action Plan and have contributed in it with interest.

The final OGP Action Plan was delivered to OGP prior to the participation of the Minister for Innovation and ICT in the second international OGP Meeting that was held in Brazil on April 17th-18th 2012.

The Albania Action Plan commitments have impacted 9 government institutions, government agencies. A group of approximately 20 civil society organizations (CSO) carried out a process of dialogue and cooperation to implement the OGP and adjust it to our needs and context

5.2 OGP ACTION PLAN MONITORING

The Technical Secretariat (TS) of the IWG followed an unstructured monitoring process to track the progress of each commitment implementation.

The formal engagement of the CSO during the action plan commitment implementation has not been substantial and formalized.

As part of the self-evaluation process, MIAP & NAIS carried out a final round of commitment fulfillment evaluation of Action Plan Commitments with each of the following implementation organizations:

No.	Institution	No. of commitments	Commitments code
1	Ministry of Finance	3	1,29,30
2	Ministry of Justice	7	2,3,4,5,6,7,8
3	Public Procurement Agency	2	9,10
4	Ministry of Innovation/NAIS	10	11,12,13,14,15,16,17,18,19,20
5	Ministry of Labor	2	26,27
6	Ministry of Economy	1	28

Table 6, Institutions and Commitments distribution

5.3 SELF-ASSESSMENT PREPARATION

The OGP self-assessment process was based on the OGP guidelines for the process, under the PMI framework. This is an honest assessment process of government performance in implementing its commitments.

The Evaluation team carefully followed the recommendations of OGP and performed at least a two weeks of public consultation, starting from the identification of CSOs, business representatives and other interested parties, numbering around 400 (four hundreds).

The Team compiled an online survey with key questions, relating to the judgment and perception of the CSOs towards OGP commitment implementation, and also their engagement in the process.

The team also prepared a survey for the public actors engaged in OGP commitments, delivered in person during the OGP assessment workshop with CSOs, and it additionally organized direct contact and meetings in order to receive their commitment status.

The process went on with the organization of a workshop with CSOs to obtain their input about the commitment status. Direct contacts and meetings followed, including the Soros foundation, one of the main CSOs globally supporting the OPG initiative.

The first OGP self-assessment was delivered on October 10th and the final report will be delivered on October 21st, 2013.

The overall process lasted about 5 (five) weeks.

5.4 FUTURE COMMITMENT DETAILS

TITLE OF COMMITMENT

Improvement of the Public Administration Recruitment service through a more transparent, merit-based and efficient process

DESCRIPTION

There is a constant recommendation from the citizens through their CSOs, and from business representatives for a better and more efficient, merit-based recruitment process in Public Administration, which will enable the improvement of public services and integrity of public servants. As a result, the Government is launching this new commitment to brings together the interests of government with private businesses and citizens' for a better and more efficient public workforce.

The Minister for Innovation and Public Administration is leading the process.

Activities

- Preparation of the secondary legislation based on the new Law on Public Servants, which aims to create an open and transparent system for the recruitment, motivation, promotion, performance assessment, training and other aspects of the civil servants management.
- Revision of all the procedures related to job vacancies, definition of civil servants selection criteria, selection panel, career path, applicant's monitoring and feedback, and the rights to complain.
- The use of technology for a better and more efficient HRMIS system, and also the establishment of a new website of Public Administration Department (PAD). The announcements about the job vacancies will be published in the PAD website (www.pad.gov.al), National Employment Service portal (www.epunesim.gov.al) and Unique Government Portal (www.e-albania.al), and on the selected online job portals managed by CSOs or private organizations.
- The subscribed citizens will be periodically informed about the job opportunities in public administration.
- Potential candidates will be able to submit their application forms, other required documents and track their application process online.

6 CONCLUSIONS AND RECOMMANDATIONS

The Albanian Government has publicly and internationally voiced its commitment to the Open Partnership Declaration and the growing availability of the information about government activities, encouraging public participation, implementing the highest integrity standards in public administration and facilitating access to new technologies.

The Albanian Government will continue to participate in OGP. Work for the remaining challenges will be reviewed carefully and prioritized together with new challenges and initiatives of the newly elected government over the upcoming months.

During the summer of 2013, the Ministry for Innovation and ICT drafted a new law on "Notice and Consultation" in close consultation with the CSO community and the Ombudsman. The Ministry of Justice worked on the amendment of the law "On the Right to Information for Official Documents" (Law No. 8503, dated 30.06.1999). None of them was yet approved while this assessment was prepared. The current government is fully committed to pass these draft laws through Parliament.

In general, the feedback received from the online survey, the workshop, and the meetings held during the self-assessment period with various CSOs conclude that there is a lack of awareness and understanding of the Open Government Partnership Initiative from the citizens and the general public.

As a result there are a number of useful lessons learnt during the overall process of action plan preparation, implementation, consultation, and monitoring. Some of the most important are listed below:

- The prioritization and the reduction of the number of commitments in the future.
- The detailed delineation of commitments' timeframes, budgets and in activities
- Establishment of the assessment indicators, in order to avoid subjective based assessments of commitment completion
- Establishment a website maintenance protocol for all the institutions with websites, which will ensure updated and reliable content and information.
- Consultation with CSOs and other private actors should be structured, regular, broader and meaningful.
- Commitment monitoring should be frequent and professionally driven.

Based on broader consultations with the public and private interest groups, survey findings, and the lessons learnt process, the following recommendations, listed by priority, are identified:

1. Improvement the Awareness of OGP process through various marketing and public relations tools and methods, in order to make it understandable and accessible to a broader range of citizens.
2. Inclusion of local governments into the OGP Action Plan in order to expand the groups of interest who benefit from the implementation.

3. Establishment of a consultation Forum of stakeholders, in order to improve the dialogue, monitoring and evaluation process.
4. Strengthening the relationships in between private and public actors in order to provide and implement commitments based on a broader consultation.
5. The top priorities for the CSOs remain the Improvement of Public Services and the Increase of the Effectiveness of the Management of Public Resources, which provide an orientation for the reshaping of the current commitments and the identification of the new ones.
6. The increase of the penetration of e-services as a vehicle towards the improvement of public services, civic engagements and the public integrity.

This survey was distributed to all the institutions in charge of the respective commitments, based on the OGP Action Plan.

Angazhimi			
Statusi	⦿ 1. Implementuar Plotesisht ○ 2. Implementuar pjesërisht ○ 3. Në proçes ○ 4. Nuk është implementuar		
Data e fillimit		**Data e mbarimit**	
Rezultatet e arritura dhe impakti public (*Nëse statusi është 1,2*) *Mundësisht përdorimi i disa treguesve të matshëm*			
Mosrealizimet, shkaqet dhe vendimi për të ardhmen (*Nëse statusi është 2,4*) *Identifikimi i mosrealizimeve dhe arsyet*			
Sfidat dhe rreziqet e mosrealizimit (*Nëse statusi është 2,3,4*)			
Datat e planifikuara për angazhimet me status 3 dhe 4.			
Nëse me status 3, data e pritshme e mbylljes.			

Nëse me status 4, data e fillimit të implementimit dhe e mbylljes
A janë përdorur mekanizma të konsultimit me pale të tjera të interesuara si organizatat e shoqërisë civile, organizata të biznesit apo organizata ndërkombëtare ? ○ Jo ○ Po
Nëse po, shpjegoni proçesin dhe organizatat konsultuese

ANNEX B – CSO SURVEY (ONLY IN ALBANIAN)

The CSO survey is available at http://ogpsurvey.pm-albania.com. The survey was distributed to about 390 NGOs all over the country.

This survey will serve as one of the sources for the completion of intangible indicators assessment, together with workshop feedback and direct interviews with several CSO representatives.

Are the OGP specific commitments known by you?
(sorted by the most popular)

Commitment	Yes	No	n/a	uncertain
The digitalization of the notary register	67%	21%	4%	8%
The Online State Matura	67%	17%	8%	0%
The e-Employment project	67%	21%	4%	0%
The starting of the e-Tax system	58%	21%	13%	0%
The portal www.gjykata.gov.al	54%	33%	4%	8%
The e-Procurement system for all small purchases of public procurement	54%	29%	8%	8%
The portal e-Albania.al	54%	33%	4%	0%
The e-Parliament project	54%	29%	13%	0%
The amendment of the law "On the Right to Information for Official Documents"	50%	33%	8%	8%
The online inspection of courts and judicial hearings	50%	29%	13%	0%
The online citizens' claims in the judiciary system	46%	29%	17%	8%
The Audio and Video Recording of Judicial Hearings	46%	29%	17%	8%
The e-Acts	42%	42%	8%	0%
The e-Concessions procedures	38%	38%	17%	8%
The Open Data portal	38%	50%	4%	0%
The Government Datacenter	38%	46%	8%	0%
The regulation on Ethics in research and publishing	38%	38%	17%	0%
The U-Gov system	38%	54%	0%	0%

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The disclosure of the list of payments, made daily by the government units	33%	46%	17%	4%
The extension of the Governmental Network, Govnet	33%	42%	17%	0%
The work inspection, online complaint	33%	42%	17%	0%
The excise system	33%	38%	21%	0%
The digitalization of Higher Education Accreditation process	25%	50%	17%	8%
The e-Inspection Portal	25%	54%	13%	0%
The digitalization of the File Transfer Process	21%	54%	17%	8%
The Tracking project	21%	58%	13%	0%
The e-Government Interoperability Framework, e-GIF	21%	67%	4%	0%
The implementation of the EITI recommendations	21%	54%	17%	0%
The drafting a new law on "Notice and Consultation"	17%	63%	13%	0%
The Financial Module of all educational institutions	8%	71%	13%	0%

How much cooperative has been the Government during the implementation of the following specific commitments?	Very Cooperative	Cooperative	Not at all Cooperative	Uncertain	n/a
The portal e-Albania.al	23%	18%	23%	41%	0%
The e-Employment project	18%	18%	23%	41%	0%
The extension of the Governmental Network, Govnet	18%	9%	14%	59%	0%
The online State Matura	14%	14%	23%	50%	0%
The starting of the e-Tax system	14%	23%	18%	45%	0%
The portal www.gjykata.gov.al	14%	27%	18%	41%	0%
The online Inspection of courts and judicial hearings	14%	18%	23%	45%	0%
The online citizens' claims in the judiciary system	14%	14%	14%	59%	0%
The e-Acts	14%	27%	14%	45%	0%
The e-Concessions procedures	14%	23%	9%	55%	0%
The Open Data portal	14%	14%	14%	59%	0%
The regulation on Ethics in research and publishing	14%	9%	14%	64%	0%
The disclosure of the list of payments, made daily by the government units	14%	18%	14%	55%	0%
The drafting of a new law on "Notice and Consultation"	14%	18%	18%	45%	5%
The digitalization of the notary public register	9%	18%	23%	50%	0%
The e-procurement system for all small purchases of public procurement	9%	23%	18%	50%	0%

The e-Parliament project	9%	14%	14%	64%	0%
The amendment of the law "On the Right to Information for Official Documents"	9%	18%	14%	59%	0%
The Government Datacenter	9%	14%	18%	59%	0%
The U-Gov system	9%	23%	14%	55%	0%
The work inspection, online complaint	9%	32%	9%	45%	0%
The Tracking Project	9%	18%	27%	41%	5%
The implementation of the EITI recommendations	9%	5%	23%	59%	5%
The Financial Module of all educational institutions	9%	9%	18%	59%	5%
The Audio and Video Recording of Judicial Hearings	5%	27%	14%	55%	0%
The digitalization of Higher Education Accreditation process	5%	18%	18%	55%	5%
The e-Inspection portal	5%	18%	14%	59%	5%
The digitalization of the File Transfer Process	5%	9%	9%	73%	5%
The e-Government Interoperability Framework, e-GIF	5%	14%	27%	50%	5%
The excise system	0%	14%	23%	59%	5%

ANNEX E. COMPLETION STATUS OF EVERY COMMITMENT

No	Commitment	Implementing Organizations	Status
1	The e-Parliament project	Parliament of the Republic of Albania	In Progress
2	The e-Acts	Council of Ministers	Completed
3	The e-Procurement system for all small purchases of public procurement	The Public Procurement Agency	Completed
4	The digitalization of the notary register	Ministry of Justice	Completed
5	The e-Concessions procedures	The Public Procurement Agency	Completed
6	The work inspection & online complaint	Ministry of Labor, Social Affairs and Equal Opportunities	Completed
7	The regulation on ethics in research and publishing	Ministry of Education and Science	Partially Implemented
8	The portal www.gjykata.gov.al	Ministry of Justice	Completed
9	The Audio and Video Recording of Judicial Hearings	Ministry of Justice	In Progress
10	The online inspection of courts and judicial hearings	Ministry of Justice	In Progress
11	The implementation of the EITI recommendations	Ministry of Economy, Trade and Energy	Partially Implemented
12	The portal e-albania.al	Minister for Innovation and ICT	Completed
13	The amendment of the law "On the Right to Information for Official Documents"	Ministry of Justice	In Progress

14	The drafting of a new law on "Notice and Consultation"	Minister for Innovation and ICT	In Progress
15	The Financial Module of all educational institutions	Ministry of Education and Science	Partially Implemented
16	The portal e-Inspection	Minister for Innovation and ICT	In Progress
17	The e-Tracking project	Minister for Innovation and ICT	Partially Implemented
18	The disclosure of the list of payments, made daily by the government units	Ministry of Finance General Directorate of the Treasury	Completed
19	The online citizens' claims in the judiciary system	Ministry of Justice High Council of Justice	Completed
20	The e-Employment project	Ministry of Labor, Social Affairs and Equal Opportunities	Completed
21	The Open Data portal	The National Agency for Information Society	In Progress
22	The extension of the Governmental Network, Govnet	Minister for Innovation and ICT	Partially Implemented
23	The Government Datacenter	The National Agency for Information Society	Completed
24	The e-Tax system	General Directorate of Taxation	In Progress
25	The Online State Matura	Ministry of Education and Science	In Progress
26	The digitalization of Higher Education Accreditation process	Ministry of Education and Science	Partially Implemented
27	The excise system	The General Directorate of Customs	Completed
28	The U-Gov system	Ministry of Education and Science	In Progress
29	The e-Government Interoperability Framework, e-GIF	Minister for Innovation and ICT	Partially Implemented
30	The digitalization of the File Transfer Process	Ministry of Justice	Partially Implemented