



REPUBLIKA E SHqipërisë

**THE OPEN GOVERNMENT PARTNERSHIP**  
**THIRD OPEN GOVERNMENT**  
**NATIONAL ACTION PLAN FOR ALBANIA 2016 - 2018**

Open  
Government  
Partnership



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## **PREFACE**

After the official launch of the Open Government Partnership, the Albanian Government supported the values promoted by this multilateral initiative. The Open Government Partnership is one of the most important instruments to promote government transparency globally, to increase citizen participation in public life and to use new technologies to improve administrative efficiency and fight corruption.

With increasing demands from the public for a transparent and accountable governance, the Government of Albania has made continuous efforts to ensure a better and open communication with citizens and civil society.

During the establishment of the new government in September 2013, Mr. Edi Rama, Prime Minister of Albania, among other things "creating a fair society", declared open and transparent governance as one of the key factors of the national agenda. In this perspective, Albania is developing various policies to achieve open government.

In order to improve public services, increasing public integrity and effectively managing public resources, Albanian Government presents this national plan in order to increase transparency, citizen participation and government accountability. Moreover, we are making unremitting efforts towards an open government and, above all, an advanced nation. This action plan is the result of a wide consultation process with civil society.

## **OPEN GOVERNMENT EFFORTS TO DATE**

The first national action plan for 2011-2013 focused mainly on increasing quality and efficiency in managing public resources by implementing measures in the area of fiscal transparency, access to information, use of information technology (IT) and the participation of citizens in the process of developing public policies.

Albanian Government commitments mainly addressed three of the five major OGP challenges: increasing public integrity, improvement of public services, and more efficient management of public resources. There were a total of 30 (thirty) commitments undertaken by the Albanian Government for 2012-2013. IDM's Albania progress report 2012/2013 showed that the Government had implemented 16 out of 30 commitments.

Work on the preparation of the second national action plan was launched in January 2014 with the creation of a working group made up of deputy ministers from each Ministry and directors of public institutions and agencies in the country.

A first conference was organized in March 2015, in collaboration with civil society, in which working groups composed of civil society and representatives of the government directly involved in the proposed commitments, evaluated the commitments taken by each ministry.

Subsequent to this conference, the Civil Society Coalition for Open Government Partnership was established and it presented 25 recommendations concerning the improvement of the Second Action Plan for Albania.

Timelines, the Action plan, the 25 recommendations and each commitment were published for public consultation on the official website of MIPA.

After this public consultation, the Minister of State for Innovation and Public Administration organized a second meeting with civil society where comments and suggestions received from the public during the consultation were discussed, consulted and integrated into the draft action plan.

## **NATIONAL ACTION PLAN INITIATIVES**

New commitments on open government include expanding prior commitments, as well as the launch of new initiatives.

On March 23, 2016, Albania launched the Forum of stakeholders, OpenAlb, a mechanism that ensures the successful implementation of the Open Government Partnership (OGP) in the country. OpenAlb has an equal representation of local government officials and civil society. As such, its members engage in regular consultations during the drafting of the national action plan and in evaluating the results achieved by the commitments.

The following action plan is the result of a close cooperation with members of civil society and provides also commitments that are included during the implementation phase of the Action plan.

As a member of the OGP since 2011, Albania just finished implementing the second action plan and is preparing the self-assessment report. The OpenAlb Forum aims to bring together representatives of government, civil society and stakeholders in a dialogue in order to take concrete commitments to push for open and innovative government reforms.

The Forum is committed to promote OGP in the country, consultation and drafting of the national action plan and monitoring of the implementation of commitments with the aim of expanding the practice beyond the country's current state in the areas of transparency, accountability and citizen engagement.

The public administration will continue to work together with the general public, as well as with the civil society organizations in order to implement each of these commitments over the next two years.

**1. OPEN GOVERNMENT TO INCREASE ACCESS TO INFORMATION**

*1.2 Improvement of database/portal with coordinators’ data of the right to information and transparency programs - Commissioner for Freedom of Information and Protection of Personal Data*

Currently the Commissioner for Freedom of Information and Protection of Personal Data has established a central portal for access to information through which citizens are able to make requests for information online and if this right is not fulfilled, they will be able to also complain online. In this portal there will be an expanded database of transparency programs of public authorities through which public information is provided without request, data for coordinators on the right to information and records of such requests and responses.

Under this action plan, the portal will improve its module for the publication of complaints and responses that citizens have addressed to institutions under their programs for transparency, portal will also stay up to date with the latest information for these coordinators at each institution.

This commitment means providing the possibility to track electronically information and complaints from the interested parties themselves. In this portal there will be an expanded database of transparency programs of public authorities through which public information is provided without request, data for coordinators on the right to information and records of such requests and responses.

<b>1.1 Improvement of database/portal with coordinators’ data of the right to information and transparency programs</b>		
Lead implementing Ministry, Department, Agency		Commissioner for Freedom of Information and Protection of Personal Data
Other actors involved	Government	Commissioner for Freedom of Information and Protection of Personal Data
	CSOs private sector	“Soros” Foundation
Status quo or problem addressed by the commitment		The lack of a central registry of applications, the lack of a database with records of the coordinators of the right to information and transparency programs.

Main Objective	Providing the possibility of an electronic tracking of requests for information and complaints from the interested parties themselves. In this portal will be an expanded database programs transparency of public authorities through which will be ensured public information without request, as well as data for coordinators' rights to information and records of requests and answers.				
OGP challenge addressed by the commitment	Improve public services	Manage public resources more effectively	Increase public integrity	Increase the accountability of corporations	Create safer communities
			X		
Important in improving of:	Transparency	Accountability		Public participation	Technology and innovation
	X	X		X	
The measurable and verifiable results for accomplishment of commitments	New or ongoing commitment	Start date		End date	
The establishment of Portal	On going	September 2015		May 2016	
Update of Portal		May 2016		Ongoing	

### 1.2 Budget transparency – Ministry of Finance

Transparency in public finances is a key element of the government, so that budget information published on time, be easily accessible and clear to citizens. This commitment further enhances macroeconomic and fiscal stability as well as higher rates of economic growth. In addition, it helps to improve the efficiency of public expenditure. Ministry of Finance has paid great attention to budgeting transparency, placing it on top of its priorities, materialized in Public Finance Strategy 2014-2020.

Improving budget transparency through this commitment will be achieved by:

- Preparing all necessary documents required for budgeting, in such a format that their structures are clear and comprehensive for citizens;

- Publishing on time these documents;
- Publishing in the website of the Ministry of Finance and in the media, all the activities conducted by the Ministry, including hearings for budget mid-term programming to achieve the active participation of representatives from various organizations, including citizens, NGOs, civil society, from central and local government at all levels.

<b>1.2 Budget Transparency</b>		
Lead implementing Ministry, Department, Agency	Ministry of Finance	
Other actors involved	Government	Ministry of Finance
	CSOs private sector	Partners Albania, AIS, etc.
Status quo or problem addressed by the commitment	<p>Ministry of Finance, within the activities of the Public Finance Management (PFM), fulfilling activities/budget documents which are criteria and required by OBI (Open Budget Index), so that budget information published on time, be easily accessible and clear for citizens, in order to proceed with further progress on Budget Transparency.</p> <p>Transparency is one of the 8 basic principles of "good governance" (Good Governance). According to the OECD budget transparency is defined as "full disclosure of all relevant information on time and budget in a systematic way." Transparency in public finance is a key element of the government, which leads further towards fiscal and macroeconomic stability, as well as determinant for higher rates of economic growth. In addition, it helps to improve the efficiency on public spending, while growth in non-transparency leads to the reduction of fiscal discipline.</p> <p>The Ministry of Finance has paid a very great attention to transparency in budgeting, placing one of its priorities, materialized in Public Finance Strategy 2014-2020.</p> <p>Lack of budget transparency leads to: lack of information to the public, increasing the confidence of the citizens on how public funds are spent, etc.. Problems also occur when there is a lack of published reports monitoring report mid-year report of the budget, "Citizen Budget" which is a pamphlet written in simple language (available also online), which illustrates the main aspects of the annual budget, which must published in time and of course, understandable for citizens.</p>	



	Albania, according to the "Open Budget Survey 2015" results among countries that have seen a decline in the transparency of the state budget, with 38 points out of 100 possible. In addition, it is necessary to advance further the enhancement of budget transparency.				
Main Objective	<p>The basic purpose of this commitment is to increase budget transparency by:</p> <ul style="list-style-type: none"> <li>• Preparing all necessary documents required for budgeting, in a format such that their structures be clear and comprehensive to citizens.</li> <li>• Publishing on time these documents.</li> <li>• Online publication on the MoF and the media of all the activities developed by the Ministry.</li> <li>• Active participation of representatives from various organizations based citizens, NGOs, civil society, government units in central and local level.</li> </ul>				
OGP challenge addressed by the commitment	Improve public services	Manage public resources more effectively	Increase public integrity	Increase the accountability of corporations	Create safer communities
		X	X		
Important in improving of:	Transparency	Accountability		Public participation	Technology and Innovation
	X			X	
The measurable and verifiable results for accomplishment of commitments	New or ongoing commitment	Start date		End date	

<p>-Preparation of key budgeting documents as the Draft Annual Budget Law approved budget, Medium Term Budget Program, monitoring reports, the report of the mid-year report of the season, "Citizen Budget" innovation since the klauar but that should be improved in the coming years so that this brochure will be as simple and as accessible to citizens;</p> <ul style="list-style-type: none"> <li>• Publication on time and according to the rules, the budget documents;</li> <li>• Organizing of regular meetings in preparation of the Medium Term Budget Programme 2017 - 2019, until the publication of its final document, with representatives of the central government, local government and various interest groups;</li> <li>• Meetings with the participation of different interest groups on the new Law on local finances;</li> </ul> <p>Monitoring reports for every Minister every four months;</p>	<p>Ongoing commitment</p>	<p>September 2013</p>	<p>ongoing</p>
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### 1.3 Integrated Registry of Citizens' Housing – Ministry of Internal Affairs

The registration of citizens housing will enable many services that can be offered to citizens from their house; these services will be redimensioned after the creation of this database.

An important aspect of this service is the registration of Albanian emigrants housing. This will enable important information with extensive use of state and private institutions (the vote of emigrants, penalties at home and many other uses).

The whole process will ensure the involvement of citizens in order to verify the accuracy and integrity of datas; an example for this is that the data on registration of emigrants will be obtained through self-declaration. Also, feedback from citizens will be taken through urban offices and civil registry offices spread across the whole country.

<b>1.3 Integrated Registry of Citizens' Housing</b>		
Lead implementing Ministry, Department, Agency	Ministry of Internal Affairs	
Other actors involved	Government	Ministry of Internal Affairs
	CSOs private sector	
Status quo or problem addressed by the commitment	There is a lack of the Integrated Registry of Citizens' Housing.	
Main Objective	<p>The registration of citizens housing will enable many services that can be offered to citizens from their house; these services will be redimensioned after the creation of this database.</p> <p>One aspect of this service is the census of emigrants. This will enable important information with extensive use of state and private institutions (the vote of emigrants, penalties at home and many other uses).</p> <ul style="list-style-type: none"> <li>- Increase quality of services to the citizens through housing registry</li> <li>- Melting of the National Address Registry with the Civil Status Registry</li> <li>- Populating the addresses of residents</li> </ul>	

OGP challenge addressed by the commitment	Improve public services	Manage public resources more effectively	Increase public integrity	Increase the accountability of corporations	Create safer communities
	X	X			X
Important in improving of:	Transparency	Accountability		Public participation	Technology and innovation
	X	X			
The measurable and verifiable results for accomplishment of commitments	New or ongoing commitment	Start date		End date	
<ul style="list-style-type: none"> <li>• Establishment and update</li> <li>• Crowding and identification</li> </ul>	New commitment	June 2016		2017	

#### 1.4 Establishment of electronic Registry for public notification and consultation – NAIS

Creating the registry for public notification and consultation belongs to the implementation of Law No. 146/2014 "On public notification and consultation".

In this context, this system is designed as a section in the form of a unique interactive virtual forum of government services e-Albania.al. Any decision-making and legislative institution, through a user that will be act as coordinator of the institution, and the cast will publish for consultation with citizens and interest groups of every draft or draft prior to its adoption.

The inclusion of this unique portal registry e-Albania.al government, and the inclusion of public consultation system within it will increase the exposure and access of citizens to the system.

This investment is aimed at increasing transparency and increasing public engagement in governance to meet the needs for creating the system functional for public notification and consultation.

<b>1.4 Establishment of electronic Registry for public notification and consultation</b>						
Lead implementing Ministry, Department, Agency		National Agency for Information Society (NAIS)				
Other actors involving	Government	Minister of State for Innovation and Public Administration Line ministries				
	CSOs private sector	Great impact for CSOs and the public				
Status quo or problem addressed by the commitment		<p>Creating Registry for public notification and consultation comes under Law no. 146/2014 "On public notification and consultation".</p> <p>The system is conceived as a section in the form of an interactive virtual forum on e-Albania portal. Any decision-making and legislative institution, through a user that will act as coordinator of the institution, and the cast will publish for consultation with citizens and interest groups of any decision or law prior to its adoption.</p> <p>The existence of unique portal e-government Albania, and the inclusion of public consultation system within the e-Albania will increase the exposure and access of citizens to the system.</p> <p>This investment is aimed at increasing transparency and increasing public engagement in governance to meet the needs of the system functional for creating Notification and Public Consultation.</p>				
Main Objective		<p>Through this registry, access and opportunity of communication of all parties concerned will be provided. This form ensures and strengthens equality in terms of access to information and service, taking into consideration the specific needs to certain individuals or groups.</p> <p>This commitment also aimed at increasing transparency and increasing public engagement in governance.</p>				
OGP challenge addressed by the		Improve public services	Manage public resources more effectively	Increase public integrity	Increase the accountability of corporations	Create safer communities

commitment	X				
Important in improving of:	Transparency	Accountability		Public participation	Technology and innovation
	X			X	X
The measurable and verifiable results for accomplishment of commitments	New or ongoing commitment	Start date		End date	
System established and functional	New commitment	2016		2017	

### *1.5 Digital archive – Ministry of Urban Development*

The commitment proposed by the Ministry of Urban Development and the Central Archive for Technical Construction has the overall objective of monitoring compliance with the development of the Digital Agenda in Albania and recognized technological standards referred to by similar entities in other countries of the EU, as well as similar institutions in the country. The Archive should turn into a technology-based asset for access, convertible and comparable with European similar archives, improving the effectiveness of the service provided to citizens through:

- Providing services online through access on the Internet / intranet citizens or entities and other interested parties who require these services, access to online material opportunities.
- Creating opportunities for publication technological and infrastructural services, real-time benefit in their reduction in costs of services, human processes of energy saving automatic.
- Reduction of the use of documents and other archival materials of the original by increasing the scale of their use in an electronic form.

<b>1.5 Digital archive</b>	
Lead implementing Ministry, Department, Agency	Central Technical Archive of Construction /Ministry of Urban Development

Other actors involved	Government	Ministry of Urban Development / Central Technical Archive of Construction			
	CSOs private sector				
Status quo or problem addressed by the commitment	<p>The lack of state database of the digital archiving will be considered by this commitment. Central Technical Archive of Construction is the only institution in Albania that collects and manages documents of technical construction. For that reason people who have to apply for and obtain archival documentation have to travel to the capital Tirana. Consequently, this leads to:</p> <p>a) Increased costs for citizens;  b) Delays in obtaining the required material (because citizens will have to travel in person);  c) Finally, payment can only be made by banks.</p> <p>This commitment aims at the overall monitoring and compliance with the development of the Albania's Digital Agenda and over AQTN at an advanced stage and recognized technological referred Authorities analogue in other countries of the EU, and similar entities within the country.</p> <p>The Archive should turn into a technology-based asset for access, convertible and comparable with European similar archives, improving the effectiveness of the service provided to citizens.</p>				
Main Objective	<p>Improving the effectiveness of service offered to citizens through:</p> <ul style="list-style-type: none"> <li>- Providing access to online services through Internet / Intranet citizens or entities and other interested parties who require these services, access to online material.</li> <li>- Creating opportunities for publication technological and infrastructural services, real-time benefit in their reduction in costs of services, saving human energies for automatic processes.</li> <li>- Reducting the use of documents and other archival materials of the original by increasing the scale of their use in an electronic form.</li> </ul>				
OGP challenge addressed by the	Improve public services	Manage public resources more effectively	Increase public integrity	Increase the accountability of corporations	Create safer communities

commitment	X	X			
Important in improving of:	Transparency	Accountability		Public participation	Technology and Innovation
	X	X			
The measurable and verifiable results for accomplishment of commitments	New or ongoing commitment	Start date		End date	
	New commitment				

#### *1.6 Creating a database for archiving and publication of research funds and programs in Albania - IDM*

The Albanian government will be committed to maximizing access to information related to researches funded by public and private funds to promote greater cooperation between the scientific community, public institutions and private sector. Activities proposed in this context are the following:

- Development, adoption and promotion of open standards for science in Albania.
- Completion of legislation through a bylaw to enable one-stop search for publications and data resulting from scientific work undertaken by the Albanian institutions and researchers (supported by albanian and other funding resources).

<b>1.6 Creating a database for archiving and publication of research funds and programs in Albania</b>		
Lead implementing Ministry, Department, Agency		Ministry of Education and Sport
Other actors involved	Government	Agency for Research, Technology and Innovation
	CSOs private sector	IDM



<p>Status quo or problem addressed by the commitment</p>	<p>In Albania there is few cooperation (or nonexistent) between the scientific community and the private sector and the scientific community and public institutions about policy-making based on evidence. One of the main negative consequences is the lack of research's results produced in Albania.</p> <p>Currently, there are a number of programs in the country (with public funds or donor's funds) that support research. But the lack of a unique portal, which should contain all research deliverables and calls, hinders the development of this cooperation.</p>				
<p>Main Objective</p>	<p>The Albanian Government is committed to maximize access to research financed by public and non-public funds to promote greater cooperation between the scientific community, public and private sector institutions. Activities proposed:</p> <ul style="list-style-type: none"> <li>- The development, adoption and promotion of standards for Open Science in Albania.</li> <li>- Creation of an online service to provide one stop search for publications and data resulting from scientific work undertaken by the Albanian institutions and researchers (supported by Albanian funding or others)</li> </ul>				
<p>OGP challenge addressed by the commitment</p>	<p>Improve public services</p>	<p>Manage public resources more effectively</p>	<p>Increase public integrity</p>	<p>Increase the accountability of corporations</p>	<p>Create safer communities</p>
		<p>X</p>	<p>X</p>		
<p>Important in improving of:</p>	<p>Transparency</p>	<p>Accountability</p>		<p>Public participation</p>	<p>Technology and Innovation</p>
	<p>X</p>	<p>X</p>		<p>X</p>	
<p>The measurable and verifiable results for accomplishment of commitments</p>	<p>New or ongoing commitment</p>	<p>Start date</p>		<p>End date</p>	
<p>Bylaw approved</p>	<p>New commitment</p>	<p>2016</p>		<p>December 2017</p>	

*1.7 Commitment to publish online central and local government legislation in open systems and for free - INFOCIP*

Infocip considers that access to the central and local legislation is a public service that does not need improvement, despite more explicit legal requirements.

The commitment to publish online in open systems free national and local legislation includes:

- Regarding the central legislation, the government is committed to the publication of legislation in the official websites of the line Ministries, free of charge, in the section: Legislation.
- Regarding local government legislation, Infocip offers vendime.al as online national platform, unique in its kind, which may be adopted as a reporting mechanism.

<b>1.7 Commitment to publish online central and local government legislation in open systems and for free</b>		
Lead implementing Ministry, Department, Agency	Minister of Local Affairs	
Other actors involved	Government	Minister of Local Affairs
	CSOs private sector	Infocip
Status quo or problem addressed by the commitment	<p>INFOCIP considers that access to the central and local government legislation is a public service, which is provided, for free in a bad quality and for many years, despite explicit legal requirements.</p> <p>INFOCIP proposed GoA to commit in publishing online in open systems and for free this kind of legislation. For central government legislation, a coherent system should be adopted (the oldest is lacking efficiencies and consistency). For local government, INFOCIP offers vendime.al as a national platform, unique in its kind, which is adopted, it is reported directly as a significant contribution of civil society within the new commitment, but also the reporting mechanism.</p>	
Main Objective	This commitment’s main objective is to publish online in open systems and for free, central and local government legislation.	

OGP challenge addressed by the commitment	Improve public services	Manage public resources more effectively	Increase public integrity	Increase the accountability of corporations	Create safer communities
			X		
Important in improving of:	Transparency	Accountability		Public participation	Technology and Innovation
	X	X			
The measurable and verifiable results for accomplishment of commitments	New or ongoing commitment	Start date		End date	
- Portal online and functional  - Updated portal by the public authorities	New commitment	2016		Ongoing	

*1.8 Commitment to Open Standards for Contracting, public contracts to be published in open data format - AIS*

AIS organization is as an organization that promotes open data and transparency, simultaneously engaged as a member of the Coalition for Open Government Partnership for Albania. In this term, AIS proposed several commitments to the Government and its partners, to be included in the 2016-2018 national action plan, including: online publication of concession and PPP contracts in which the GoA is part.

The governmental institution engaged in this commitment is the Ministry of Economic Development, Trade, Tourism and Entrepreneurship.

The Albanian government is engaged in the use of open standards for contracting. This is a current trend of the efforts of nations and stakeholders to access information on public contracts and the way they proceed to their finalization. The Concessionaire Register has to be built on the basis of the Law on Concessions and PPP, and DCM is deemed delivering in an open data format by also ensuring trade or

intellectual secret. The Concession Treatment Agency has undertaken this commitment to create the Electronic Registry of Concessions and Public Private Partnership pursuant to Law No. 125/2013, as amended, and the Council of Ministers Decision Nr. 211 dated 16.03.2016 "On the establishment and administration of the Electronic Registry of Concessions / PPP". This institution is currently collecting data on all contracts and PPP concession by all contracting authorities in the Republic of Albania. The database that will be created as a result of this commitment will be public and accessible to all.

<b><i>1.8 Commitment to Open Standards for Contracting, public contracts to be published in open data format</i></b>	
Lead implementing Ministry, Department, Agency	Ministry of Economic Development, Trade, Tourism and Entrepreneurship.
Other actors involved	Government Ministry of Economic Development, Trade, Tourism and Entrepreneurship/ Concession Treatment Agency
	CSOs private sector AIS
Status quo or problem addressed by the commitment	Currently there is contracts on concessions, PPP contracts are not published online in their entirety.
Main Objective	<p>The Albanian government is engaged in the use of open standards for contracting. This is a current trend of the efforts of nations and stakeholders to access information on public contracts and the way they proceed to their finalization. The Concessionaire Register is to be built on the basis of the Law on Concessions and PPP, and DCM is deemed delivering in an open data format by also ensuring trade or intellectual secret. The Concession Treatment Agency has undertaken this commitment to create the Electronic Registry of Concessions and Public Private Partnership pursuant to Law No. 125/2013, as amended, and the Council of Ministers Decision Nr. 211 dated 16.03.2016 "On the establishment and administration of the Electronic Registry of Concessions / PPP". This institution is currently collecting data on all contracts and PPP concession by all contracting authorities in the Republic of Albania. The database that will be created as a result of this commitment will be public and accessible to all.</p> <p>This institution is currently collecting data on all contracts, PPP and concessions by all contracting authorities in the Republic of Albania. The database that will be created as a result of this commitment will be public and accessible to all.</p>

OGP challenge addressed by the commitment	Improve public services	Manage public resources more effectively	Increase public integrity	Increase the accountability of corporations	Create safer communities
			X	X	
Important in improving of:	Transparency	Accountability		Public participation	Technology and Innovation
	X	X			
The measurable and verifiable results for accomplishment of commitments	New or ongoing commitment	Start date		End date	
System online and functioning	New commitment	2016			

## 2 OPEN GOVERNMENT FOR CREATING SAFER COMMUNITIES

### 2.1 Implementation of the Law "On protection of whistleblowers", capacity building, amendments and its bylaws – Ministry for Local Affairs

In May 2014, NCAC and the Ministry of Justice, with the assistance of the Dutch government that is channeled through Utrecht University, began drafting the Law “On whistle blowers and the protection of whistleblowers”. This law serves at increasing transparency of public and private institutions by creating a better environment for employees to step up and denounce corruption cases.

The law defines corruption related offences, delineates the competences of the internal mechanisms, and pinpoints which body should serve as the external reporting mechanisms and defines how the protection of whistleblowers should be ensured. In addition, the law applies both to the public and private sector. It was adopted in Parliament on June 2, 2016. By Decree of the President of the Republic No.9647 dated on 20.06.2016, the law was published in the Official Gazette No.115 on June 23, 2016 and it entered into force on July 8, 2016. Its legal effects extend from October 1, 2016 with the exception of legal effects for internal whistleblowing for private subjects, which start on July 1, 2017 (*Note: this was a commitment of NAP 2nd 2014-2016*).

Objectives for this NAP’s commitment:

- Drafting of bylaws, relevant instructions and reporting forms for the prosecution and investigation by HIDAACI for successful implementation of this law;
- Consultations with stakeholders in Tirana and other districts for the introduction of bylaws, consultation and recommendations thereof;
- Capacity building through trainings and technical assistance for staff of HIDAACI and other public administration staff about the successful implementation of the law, bylaws and regulations, preparation of job descriptions for staff responsible for receiving alerts and pursuits;
- Awareness and education campaigns in the media of the law and the importance of its implementation in the fight against corruption.

<b>2.1 Implementation of the Law "On protection of whistleblowers", capacity building, amendments and its bylaws</b>		
Lead implementing Ministry, Department, Agency		Minister for Local Affairs (MLA), Ministry of Justice, etc.
Other actors	Government	Minister for Local Affairs (MLA)
	CSOs private	Partners Albania, media, businesses

involved	sector	
<p>Status quo or problem addressed by the commitment</p>	<p>The 2 year process of drafting the Law “On protection of whistleblowers”, as an important preventive tool and reporting of corrupt practices within the public authorities and private entities, has come to an end. The draft law was approved by the Council of Ministers on December 16, 2015; On February 17, 2016, the bill was introduced by Minister Çuçi at the Parliamentary Commission for Legal Issues, Public Administration and Human Rights, where discussions were held first in principle on the content of the draft law among the members of the Commission (rapporteur: V. Hysi) and representatives from the Ministry of Local Affairs.</p> <p>On March 1, 2016, the draft was discussed in principle in the Parliamentary Commission of National Security and was approved in principle.</p> <p>On March 7, 2016, the Parliamentary Committee for Legal Issues, Public Administration and Human Rights, in accordance with the Rules of Parliament, held a hearing with representatives of independent institutions, civil society organizations and international organizations to review the draft law "On protection of whistleblowers" (rapporteur: V. Hysi). Independent institutions that have participated directly in the Commission were: General Prosecutor, the Ombudsman, HIDAACI and Commissioner for Protection against Discrimination, and civil society representatives also took part, the Albanian Helsinki Committee, Institute for Democracy and Mediation, the Albanian Institute of Science, Partners Albania and Flag. However, comments on the draft came also from OSCE, EUD, etc.</p> <p>MLA, in cooperation with the Ministry of Justice as co proposers of the bill, have considered comments received from all stakeholders and reflected them in the draft.</p> <p>On 29 and 30 March 2016, the bill was approved in principle and article by article in the Parliamentary Commission for Legal Issues, Public Administration and Human Rights.</p> <p>The draft law was approved by the Parliament and comes into force in October 2016. In the forcoming, it is also expected: (i) issuance of bylaws; (Ii) strengthen capacities of HIDAACI with 7-8 people that will implement the bill.</p> <p>Drafting of this bill has become part of the fulfillment of the Roadmap for the five priorities recommended by the European Commission, approved by Council of Ministers Decision No. 330, dated 28.05.2014 and in fulfillment</p>	

	<p>of the Crosscutting Anti Corruption Strategy for 2015-2020, approved by the Council of Ministers Decision No. 247, dated 20.03.2015. This law stipulates creation of a new mechanism of denunciation of corruption practices in the workplace by employees of a public authority or private entity in the Republic of Albania.</p> <p>There are some several key factors that will influence the governance of public and private institutions, increase transparency for the public and discourage corruptive practices as a result of the adoption of this law: (i) encouraging the public to actively use mechanisms of reporting and preventive corruption in the workplace; (Ii) increase transparency in public administration activities and private enterprises; (Ii) encourage cooperation with the institutions of justice; and (iii) protection of whistleblowers against retaliatory measures.</p>				
Main Objective	Increasing number of reports on cases of corruption in public authorities and the protection of ‘whistleblowers’.				
OGP challenge addressed by the commitment	Improve public services	Manage public resources more effectively	Increase public integrity	Increase the accountability of corporations	Create safer communities
		X	X	X	X
Important in improving of:	Transparency	Accountability		Public participation	Technology and Innovation
	X	X		X	
The measurable and verifiable results for accomplishment of commitments	New or ongoing commitment	Start date		End date	
<ul style="list-style-type: none"> <li>- Bylaws drafted and implemented</li> <li>- Trainings held</li> <li>- Awareness campaign</li> </ul>	Ongoing commitment	Ongoing		2017	



- Number of public consultations held			
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### 3. OPEN GOVERNMENT FOR PUBLIC SERVICE MODERNIZATION

#### 3.1 Provision of electronic services - NAIS

This commitment aims at delivering e-services through an electronic forms management system (E-forms). This will help institutions involved to reduce manual paper work which is much slower than electronic processing of information using electronic forms of communication with citizens. The system will also help citizens and businesses to reduce time for obtaining services. Form's processing time will be reduced because eForms will be submitted in electronic format. The system will increase the efficiency of government employees, which will serve citizens faster and better.

<b>3.1 Provision of electronic services through E- Albania / Increasing number of services with interoperability function</b>	
Lead implementing Ministry, Department, Agency	National Agency for Information Society (NAIS)
Other actors involved	Government Line ministries and their subordinate institutions, local authorities, independent institutions In total, over 85 institutions that provide services through the E – Albania.
	CSOs private sector Citizens / business / public administration employee In total, 214 041 registered users (citizens / businesses) Users: Staff of public administration 15,000
Status quo or problem addressed by the commitment	<p>Currently there are available 248 electronic services in level 3-4. National Agency for Information Society aimed at building an electronic forms management system (Eforms).</p> <p>This will help the institutions involved in the project to reduce manual paper work which is much slower than electronic processing of information using electronic forms for communication with citizens. The system will also help citizens and businesses to reduce the time for obtaining services. Forms processing time will be reduced because eForm will be submitted in electronic format. The system will increase the efficiency of government employees, which will serve faster and better citizens.</p> <p>NAIS has undertaken the project for the digitization of 36 services of Ministry of Foreign Affairs.</p> <p>The objective of this project comprises in:</p> <ol style="list-style-type: none"> <li>1. Publication and digitalisation of services provided by the Ministry of Foreign Affairs and the diplomatic and consular services in the unique</li> </ol>

	<p>governmental portal e-albania.al</p> <p>2. Standardisation of websites of every consulate elements: virtual percussion, virtual tour in 3D for each consulate, the Minister of MFA video that welcomes visitors and directs them to the package of services.</p> <p>Another project is the service that detects electronic e-permits. This electronic service offers the possibility of applying for a construction permit online through the e-Albania portal over the range of the following permits:</p> <ul style="list-style-type: none"> <li>• Application for the issuance of a development permit;</li> <li>• Application for issuance of a building permit by category including construction permit for a new building or additional breach in the existing building;</li> <li>• Request for issuing a preliminary statement for performing work;</li> <li>• Request for deferment of the construction permit;</li> <li>• Application for a permit for a review of the ndënimit Iejas conditions;</li> <li>• Application for a permit to change the activities and / or functions of the individual unit;</li> <li>• Request for issuance of certificate of use.</li> <li>• Request for completion of documentation</li> <li>• Application to change the subject of the building permit</li> </ul> <p>The main difficulties encountered for the above projects are a lack of computerized systems in some institutions.</p>				
Main Objective	<p>The provision of new electronic services in e-government portal Albania, will:</p> <ul style="list-style-type: none"> <li>• Reduce manual work with papers circulating between institutions involved, which is much slower than electronic processing of information using electronic forms for communication with citizens;</li> <li>• Reduce cost and time for citizens and also the administration;</li> <li>• Improve public services for citizens;</li> <li>• Reduce possibilities of corruption.</li> </ul>				
OGP challenge addressed by the commitment	Improve public services	Manage public resources more effectively	Increase public integrity	Increase the accountability of corporations	Create safer communities
	X				

Important in improving of:	Transparency	Accountability	Public participation	Technology and innovation
	X	X		X
The measurable and verifiable results for accomplishment of commitments	New or ongoing commitment	Start date	End date	
Over 390 electronic services by the end of 2016	Ongoing commitment	2016	December 2017	

### 3.2 Establishment of multifunctional centralized system for building permits - NAIS

This commitment foresees the establishment of a multifunctional system to simplify the procedure of building permit applications and their processing by providing citizens and businesses the opportunity to apply only online for those permits. The purpose of this project is the construction of a multifunctional system and centralized to simplify procedures for license applications development and construction, providing citizens and businesses the opportunity to apply online. Being a centralized system is intended to be accessed electronically from all units of the central government and all other institutions involved in the decision making process through the respective accounts. This project aims to implement electronic communication between the National Territorial Planning Agency registry with the electronic records of other institutions to checks and/or automatically revoke applicants' data through the the government interoperability platform; also tracking status of the application at any stage of the procedure.

<b>3.2 Establishment of multifunctional centralized system for building permits</b>	
Lead implementing Ministry, Department, Agency	National Agency for Information Society (NAIS)
Other actors involved	Government Ministry of Urban development/ National Territorial Planning Agency, Local government units
	CSOs private sector

Status quo or problem addressed by the commitment	This kind of permit is only provided 'offline' asking for businesses to receive lots of documents from other public institutions and submit everything at the premises of the National Territorial Planning Agency (situated in Tirana). This process includes extensive efforts and time 'til the provision of the permit.				
Main Objective	<p>This project aims at implementing electronic communication registry NTPA with the electronic records of other institutions for vetting or making automated database of applicants, through the platform governmental interaction and tracking the status of the application at any stage via e-Tracking system. This project will also adapt the current registry in accordance with the latest legal changes.</p> <p>The system will be introduced for the first time in the Albania and will include the application for development permit applications through the system fully online. It is very important the close cooperation with local authorities to achieve this multifunctional centralized system.</p>				
OGP challenge addressed by the commitment	Improve public services	Manage public resources more effectively	Increase public integrity	Increase the accountability of corporations	Create safer communities
	X				
Important in improving of:	Transparency	Accountability		Public participation	Technology and innovation
	X				X
The measurable and verifiable results for accomplishment of commitments	New or ongoing commitment	Start date		End date	
System online and functional	New commitment	2016		2016	

### 3.3 Establishment and distribution of digital counters - NAIS

Through the distribution of digital counters e-Albania portal aims at providing access and easier navigation on the Internet for all Albanian citizens who can run on a single point of public access to information or public services online that are provided through the unique e-government portal. Digital counter will offer public services 24/7.

Presentation for the first time of digital counters will bring increased transparency to provide the administration services. Through electronic delivery, NAIS intends to improve availability, quality and transparency of public services and reduce time of implementation of procedures and public administration costs.

<b>3.3 Establishment and distribution of digital counters</b>						
Lead implementing Ministry, Department, Agency		National Agency for Information Society (NAIS)				
Other actors involved	Government					
	CSOs private sector	Close cooperation with private sector				
Status quo or problem addressed by the commitment		<p>In order to improve public services provided to the citizens and to promote latest technologies, NAIS has taken the initiative to spread digital counters throughout the country.</p> <p>Presentation for the first time of digital counters will bring increased transparency to provide the administration services. Through electronic delivery, NAIS intends to improve availability, quality and transparency of public services and reduce time of implementation of procedures and public administration costs.</p>				
Main Objective		Through the distribution of digital counters e-Albania portal aims at providing access and easier navigation on the Internet for all Albanian citizens who can run on a single point of public access to information or public services online that are provided through the unique e-government portal. Digital counter will offer public services 24/7.				
OGP challenge		Improve public services	Manage public resources more effectively	Increase public integrity	Increase the accountability of corporations	Create safer communities

addressed by the commitment					
	X		X		
Important in improving of:	Transparency	Accountability		Public participation	
	X				X
The measurable and verifiable results for accomplishment of commitments	New or ongoing commitment	Start date		End date	
Number of digital counters established	New commitment	2016		2017	

### 3.4 Service passport standardization – ADISA

Agency for the Delivery of Integrated Services Albania (ADISA) is committed to preparing service passports for each administrative service, based on experience with customer service standard's delivery in the private sector. This commitment comes as a result of the public service reform, based on a lack of necessary information, transparency, accountability and efficiency in the way of the delivery of public services in the Republic of Albania.

Service passports will be used for all citizens of the Republic of Albania for the delivery, simplification and unification of information for all public services. This will bring a clear picture to the citizens on the manner of how public services are delivered. Each service has his unique service passport, stating data associated with: name of the institution, name of service, code, description, necessary documentation, document delivered, validity of the document, beneficiaries of the service, the time of receipt of service, fee, payment, provision of online services, legal basis, address the office, complaints system, the description of the application procedure in the reception office, call center.

The main objectives of the service passport are as follows:

- Simplifying of information for citizens on how to benefit public services;
- Unification of organizing information for public services;

- Standardization of its intended use not only in offices but also in the call center and the e-government portal.

Currently, ADISA is focused on 10 institutions and is working on the completion of 400 service passports, which are in the final phase of adjustments and coordination to be delivered. Further on ADISA will work upon standardization of 700 service passports already agreed with institutions that provide public services, which will be completed by the end of 2017.

<b>3.4 Service passport standardization</b>		
Lead implementing Ministry, Department, Agency	Agency for the Delivery of Integrated Services Albania (ADISA)	
Other actors involved	Government	Ministry of Innovation and Public Administration and all line ministries
	CSOs private sector	With impact at the CSOs and private sector
Status quo or problem addressed by the commitment	<p>Service passport's standardization to be issued by ADISA is based on Law No. 13, dated 18.02.2016 "On the provision of public services at the counter in the Republic of Albania", and DCM. No. 343, dated 05.04.2016 "On establishing the authority responsible for drawing up models."</p> <p>In connection with the foregoing, ADISA cooperates with state institutions that provide public services at the counter to obtain relevant information, therefore the Service Passport content.</p> <p>For each service, the service passport, will contain the following information:</p> <ul style="list-style-type: none"> <li>a) Code of service;</li> <li>b) Name of service;</li> <li>c) Documentation required for the service requested;</li> <li>d) Fee for obtaining the service;</li> <li>e) The time limit of delivering the service from the institution.</li> </ul> <p>There are 371 service passports standardized currently provided by 10 state institutions.</p> <p>Under this commitment, 700 more service passports are to be delivered.</p> <p>Service passport will be accessible online as well as in the service counters.</p>	
Main Objective	The service passport is intended to serve as a unique public document to increase transparency, citizen access, speed of service, service delivery, continuous improvement, performance and provides alternative means to fight corruption.	



OGP challenge addressed by the commitment	Improve public services	Manage public resources more effectively	Increase public integrity	Increase the accountability of corporations	Create safer communities
			X		
Important in improving of:	Transparency	Accountability		Public participation	Technology and innovation
	X	X			
The measurable and verifiable results for accomplishment of commitments	New or ongoing commitment	Start date		End date	
Nr. of service passports	New commitment	2016		2017	

### 3.5 Citizen Card – ADISA

Minister of State for Innovation and Public Administration, in cooperation with the Agency for the Delivery of Integrated Services Albania (ADISA) undertook the creation of a public document, which, for the first time, will be provided to guarantee citizens and institutions, information on baseline standards for public service delivery at the counter. Institutions and citizens did not know this kind of information previously.

This commitment is to be fulfilled by ADISA, as the authority responsible for standardizing methods of delivering public services at the counter, creating the Citizen's Card, which will include for each service/information on ways/channels for obtaining the service:

- Rules of conduct at the physical counters;
- Rules for the application at the physical service counters;
- Rules for obtaining answers to the physical counters;
- Rules for appeal;
- Models of visual representation at the physical counters;
- Service's necessary elements at the physical counters;

- Rules of communication and organizing of information on services;
- Rules on the use of shapes and functionality of different channels for delivery of public services from the point of view of natural and legal persons;
- Classification of services;
- Codification of services;
- Forms for service application.

Drafting and publication of the card extensively in print or electronic format would ensure increase of transparency, speed of service, service delivery, continuous improvement, performance and it provides alternative means to fight corruption.

<b>3.5 Citizen Card</b>		
Lead implementing Ministry, Department, Agency	Agency for the Delivery of Integrated Services Albania (ADISA)	
Other actors involved	Government	Ministry of Innovation and Public Administration and all line ministries
	CSOs private sector	With impact for CSO-s and private sector
Status quo or problem addressed by the commitment	<p>Develop the Citizen Card is based on Law No. 13, dated 02.18.2016 "On the provision of public services at the counter in the Republic of Albania", Article 35, which provides that:</p> <p>Standardization of delivery of public services at the counter made by national models, as well as European and international models, are based on DCM. No. 343, dated 05.04.2016 is ADISA. The term "model" means:</p> <ul style="list-style-type: none"> <li>• Rules of conduct at the physical counters;</li> <li>• Rules for the application at the physical service counters;</li> <li>• Rules for obtaining answers to the physical counters;</li> <li>• Rules for appeal;</li> <li>• Models of visual representation at the physical counters;</li> <li>• Service's necessary elements at the physical counters;</li> <li>• Rules of communication and organizing of information on services;</li> <li>• Rules on the use of shapes and functionality of different channels for delivery of public services from the point of view of natural and legal persons;</li> <li>• Classification of services;</li> <li>• Codification of services;</li> <li>• Forms for service application.</li> </ul> <p>Every standard consists of several processes, guaranteeing the standard</p>	

	itself. Finally, processes are measured through indicators whether standards are at the appropriate levels.				
Main Objective	Citizen's card aims at ensuring increase of transparency, speed of service, service delivery, continuous improvement, performance and it provides alternative means to fight corruption.				
OGP challenge addressed by the commitment	Improve public services	Manage public resources more effectively	Increase public integrity	Increase the accountability of corporations	Create safer communities
	X		X		
Important in improving of:	Transparency	Accountability		Public participation	Technology and innovation
	X	X			
The measurable and verifiable results for accomplishment of commitments	New or ongoing commitment	Start date		End date	
Number of service for which the citizen card is standardized	New commitment	2017		2018	

### 3.6 Electronic system of registration of e-prescription in the Republic of Albania - Ministry of Health

This commitment is intended to replace medical prescription on papers to electronic prescription nationwide. Fulfilling this commitment brings increased efficiency of drug reimbursement medical funds and accuracy of determining medical drugs impacting directly on improving the quality of patients' health and health care.

Among other things, e-prescriptions will bring:

- Reduced possibility of errors resulting from misunderstandings in writing between physicians and pharmacists;

- Reduced administrative time communication between patient - physician, patient - pharmacists, pharmacist - Compulsory Insurance Health Care Fund (CIHCF);
- Increased level of compliance of drugs given to a patient and increase patient's comfort and in accessing these medicines;
- The system will enable gathering of a historical record of actual medication that the patient received.

<b>3.6 Electronic system of registration of e-prescription in the Republic of Albania</b>		
Lead implementing Ministry, Department, Agency	Ministry of Health	
Other actors involved	Government	Ministry of Health
	CSOs private sector	Pharmacies
Status quo or problem addressed by the commitment	<p>So far, the generation of medical prescriptions has been performed only on paper. The volume of processing recipes on paper is difficult to manage since it has increased significantly. Ministry of Health after successfully piloting the electronic prescription system in the district of Durrës, will extend this system all over Albania. The lack of a computerized registry for the registration of prescriptions issued by doctors favors:</p> <ul style="list-style-type: none"> <li>• Possibility of high performing errors;</li> <li>• Errors of interpretation in delivering drugs;</li> <li>• Requires very large volume of work with prescriptions on paper;</li> <li>• Extensive efforts in data entry of recipes on paper in a register for calculating pharmacy reimbursement for reimbursable drugs.</li> </ul>	
Main Objective	<p>The objective of this commitment is to substitute medical prescriptions on paper to electronic prescriptions nationwide. Through this system we aim to achieve:</p> <ol style="list-style-type: none"> <li>1. Increase the efficiency of drug reimbursement funds and accuracy of determining medical drugs impacting directly on improving the quality of patients' health and healthcare.</li> <li>2. Reduce the possibility of giving false medical drugs for patients.</li> <li>3. Reduce the possibility of errors that result from writing misunderstandings between doctors and pharmacists.</li> <li>4. Reduce administrative time communication between <ul style="list-style-type: none"> <li>• Patient - Doctor</li> <li>• Patient - Pharmacist</li> <li>• Pharmacist - (CIHCF)</li> </ul> </li> </ol>	

	<p>5. Increase the level of compliance of drugs given to a patient and increase patient comfort and in accessing these drugs.</p> <p>6. The system will enable establishment of a historical record of actual medication that the patient received.</p> <p>7. Conveniences and profitabilities for pharmacists are, as follows:</p> <ul style="list-style-type: none"> <li>o Reduce chance of errors;</li> <li>o Increase accuracy in delivering drugs;</li> <li>o Reduce paper work with prescriptions.</li> </ul>				
OGP challenge addressed by the commitment	Improve public services	Manage public resources more effectively	Increase public integrity	Increase the accountability of corporations	Create safer communities
	X	X	X		X
Important in improving of:	Transparency	Accountability		Public participation	Technology and innovation
	X	X		X	X
The measurable and verifiable results for accomplishment of commitments	New or ongoing commitment	Start date		End date	
System online and functional	New commitment	2016		2017	

## 4. OPEN GOVERNMENT TO PROTECT THE ENVIRONMENT

### 4.1 *Electronic Monitoring System of Forests – Ministry of Environment*

This commitment aims at the creation of an integrated system that will enable monitoring of illegal activities and the timely identification of fire as one of the strategic objectives of the government program regarding forestry.

This commitment aims to:

- Establish an integrated system for monitoring of forests to prevent illegal cutting of forests;
- Real-time detection of fires that may occur in the points to be covered by the system;
- Monitoring during 24/365, set out the key points to prevent and control transport of illegal cutting wood material from forests towards urban centers where it is collected and marketed.
- Improving quality of service for the prevention of violations of forest cutting.
- Real time information exchange with other structures responsible for monitoring and prosecution of the perpetrators of actions against legitimate.
- Reduce corruption in this area.

<b>4.1 Electronic Monitoring System of forests</b>		
Lead implementing Ministry, Department, Agency	Ministry of Environment	
Other actors involved	Government	State Inspectorate of Environment and Forests
	CSOs private sector	
Status quo or problem addressed by the commitment	<p>Illegal cutting of forests is one of the illegal activities of major impacts on forest ecosystems and damage to the environment as a whole, causing a chain of negative consequences that result in serious injuries to forests, land and national economy. Despite continuous efforts made by state structures for the prevention and suppression of this activity again present problems in some districts. Currently, the State Inspectorate of Environment, Forestry and Water Management has no computerized system for monitoring and recording illegal activities or forest fires in every region of the Republic of Albania.</p> <p>Installation of monitoring cameras and the establishment of a system suitable for information analyzing and responsive measures on accrual illegal crossing, will significantly increase the effectiveness of the work of the Inspectorate of Forestry Police, identifying evidence for the initiation of</p>	

	<p>proceedings documenting of violations and punishment of perpetrators.</p> <p>The establishment of this system will reduce costs of inspections and a better appreciation of the work of the Inspectorate of Police Inspectors Forestry and Environmental Guards who have responsibility forested areas.</p> <p>Given that some of the cameras will be placed at prominent points of the terrain and within the National Park they will serve as surveillance and reconnaissance systems of forest fires.</p> <p>Continuous monitoring will have an impact and reduce the level of corruption in the forest sector.</p>				
Main Objective	<p>Establishment of an integrated system that enable the monitoring of illegal activities and the timely identification of fire as one of the strategic objectives of the government program for forests. This commitment aims to:</p> <ul style="list-style-type: none"> <li>- Establish an integrated system for monitoring of forests to prevent illegal cutting of forests;</li> <li>- Real-time detection of fires that may occur in the points to be covered by the system;</li> <li>- Monitoring during 24/365, set out the key points to prevent and control illegal prerejve transport wood material from forests towards urban centers where it is collected and marketed.</li> <li>- Improving quality of service for the prevention of violations of forest cutting.</li> <li>- Real time information exchange with other structures responsible for monitoring and prosecution of the perpetrators of actions against legitimate.</li> </ul>				
OGP challenge addressed by the commitment	Improve public services	Manage public resources more effectively	Increase public integrity	Increase the accountability of corporations	Create safer communities
		X		X	
Important in improving of:	Transparency	Accountability		Public participation	Technology and innovation
	X	X			X

The measurable and verifiable results for accomplishment of commitments	New or ongoing commitment	Start date	End date
<ul style="list-style-type: none"> <li>- Building a monitoring and surveying system around 240 video cameras at 24 key points across the country, which will monitor the intersections key which can be transported wood material and cover several areas of national parks to monitor decline fires.</li> <li>- Transmission of the images filmed by the cameras in a server which will be at the offices of the regional branches SIEF, sections of the Forestry Police Inspectorate and the SIEF.</li> <li>- Blocking illegal transport with the impact reducing illegal logging</li> <li>- The immediate impact of the media filming results of which will influence</li> </ul>	New commitment	August 2016	2017



<p>the reduction of illegal activities across the country.</p> <p>- The quantity of wood material seized, the number of blocked assets seized, the number of fines imposed, the number of trees cut illegally.</p>			
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*4.2 Integrated electronic system for professional licensing of individuals and legal entities that will operate in the field of study design and supervision of commissioning of construction works – Ministry of Urban Development*

Currently, Ministry of Urban Development does not have a software application to manage applications for professional licensing in the above areas, and every practice is currently being processed only by paper. This project will provide online applications for professional licensure through the unique interoperability government gateway and their provision at e-albania.al, being in line with the initiatives of the GoA for the delivery of digital services to citizens and businesses.

The system will improve service delivery to citizens, facilitate procedures, accelerate and further increase transparency of the system within the ministry, between ministries and other public institutions and also among the public. The system will utilize the entire database of information and minimize as much as possible human intervention in the process, during performance of arithmetic and logical control.

<b><i>4.2 Integrated electronic system for professional licensing of individuals and legal entities that will operate in the field of study design and supervision of commissioning of construction works</i></b>	
Lead implementing Ministry, Department, Agency	<b><i>Ministry of Urban Development</i></b>
Other actors involved	Government
	CSOs private sector
Status quo or problem	Ministry of Urban Development is responsible for the design and implementation of legislation, strategies and policies (among others) in the

addressed by the commitment	<p>field of occupational licensing of individuals and legal entities that operate in the field of design and supervision of construction commissioning works.</p> <p>Currently, Ministry of Urban Development does not have a software application to manage applications for professional licensing in the above areas, and every practice is currently being processed only by paper.</p>				
Main Objective	<p>The main objective of this commitment is to improve services provided to beneficiaries regarding professional licensing of individuals and legal entities that operate in the field of study of the design and supervision of commissioning of construction works. In this way, citizens, businesses and other stakeholders will be able to refer to substantial information and validated in terms of individuals and legal entities that operate in the field of study of the design and commissioning supervision of construction works.</p>				
OGP challenge addressed by the commitment	Improve public services	Manage public resources more effectively	Increase public integrity	Increase the accountability of corporations	Create safer communities
	X	X			
Important in improving of:	Transparency	Accountability		Public participation	Technology and innovation
	X	X			
The measurable and verifiable results for accomplishment of commitments	New or ongoing commitment	Start date		End date	
<ul style="list-style-type: none"> <li>• Online service for professional licensing applications through e-albania;</li> <li>• Exchange information in real time to verify the status</li> </ul>	New commitment	June 2016		2017	

of the application; • Improving capacity for monitoring.			
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