

Albania
End of Term Self-Assessment Report
National Action Plan 2014 – 2016

Minister of State for Innovation and Public Administration
September 14, 2016

List of Abbreviations

ASIG	National Authority for Geospatial Data
ASPA	Albanian School for Public Administration
CSO	Civil Society Organization
GDC	General Directorate of Customs
ME	Ministry of Environment
MEI	Ministry of Energy and Industry
MSIPA	Minister of State for Innovation and Public Administration
MSLA	Minister of State for Local Affairs
MSWY	Ministry of Social Welfare and Youth
NAIS	National Agency for Information Society
NAP	National Action Plan
OGP	Open Government Partnership
OGPCCSO	Open government partnership coalition of civil society organization

1. Executive Summary

Since the *Open Government Partnership* was launched in September 2011, Albania has shown its commitment to the initiative's founding principles and values. 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 former Minister of Innovation and ICT and all its participatory members are high level officials from other central government ministries and institutions. Our first action Plan was drafted between January and March 2012 and it was 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.

The work for the preparation of the Second National Action Plan started in January 2014 with the creation of an Inter-Ministerial Working group composed by the vice ministers of each Ministry and by the Directors of the most important public institutions and agencies in Albania. The process was this time leaded by the Minister of State for Innovation and Public Administration (MSIPA). A technical working group, with representatives from each ministry and Agency was also constituted in order to follow periodically the drafting and monitoring phases of the action plan.

In collaboration with civil society a first Conference was organized in March 2015 during which the draft commitments of each ministry were distributed to working groups composed by representatives of civil society and representatives of the State that were directly involved with the proposed commitments.

After the Conference the Coalition of Civil Society for the Open Government Partnership was created and presented 25 recommendations in regard to the improvement of the second Albanian NAP.

The timeline of the activities, the draft action plan, 25 recommendations and each commitment was published for public consultation on the MSIPA website.

After the public consultation phase, MSIPA organized a second meeting with civil society where the comments and suggestions arrived from civil society during the consultation phase were consulted, discussed and integrated in the draft action plan

The NAP was further officially approved by each Ministry involved in the process and published on the OGP website.

The 13 commitments of the second NAP address four grand challenges identified by the OGP:

- Increasing Public Integrity
- Managing Public Resources More Effectively
- Improving Public Services
- Creating Safer Communities

Commitments	OGP GRAND CHALLENGES			
	Increasing Public Integrity	Effectively Managing Public Resources More	Improving Public Services	Creating Safer Communities
Standardization of processes on complaints related to corruption	X			
Electronic Registry of authorizations, permits and agreements issued by the Ministry of Energy and Industry	X			
Promoting OGP values among local authorities	X			
Implementation of public expenses module in "open data" format	X			
Establishing the database of government data for economic assistance		X		
Electronic Portal on water resources management		X		
Single Window		X		
Electronic Access to Protected Areas			X	
E-Albania			X	
National Geoportal			X	
E-document			X	
Law on whistleblowers protection				X
The Police Service Offices				X

On 23 March 2016, Albania launched the Forum of stakeholders, OpenAlb, a mechanism that ensures the successful implementation of the OGP in the country. OpenAlb has an equal representation of representatives of local government officials and civil society representatives, 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 of the current action plan.

This Forum aims to bring together representatives of government, civil society and stakeholders in a dialogue in order to take feasible commitments to push for good governance reforms. The Forum is committed to: promote the open government partnership initiative, consulting and drafting of the national action plan and monitoring of the implementation of the commitments with the aim of expanding the practice throughout the country in the areas of transparency, accountability and citizen engagement.

OpenAlb has equal participants of government institutions and civil society organizations. Government representatives at the Forum are set by the Prime Minister's Order No. 37 dated 05.02.2014 on the "Establishment of the Interagency Working Group for drafting and prosecution of the action plan "Open Government Partnership 2014-2016". This interagency working group is chaired by the MSIPA and is comprised of every Deputy Minister responsible also for planning and development in the field of information and communication technology appointed by the Minister in each and every ministry, the NAIS's general director. While representatives of the civil society in the Forum are promoters and members of the Coalition for OGP, launched in Tirana on December 5, 2013. These organizations have a history of engagement and cooperation with institutions within the design, implementation and evaluation of the NAP 2014-2016. The forum is open also to all actors of civil society in Albania.

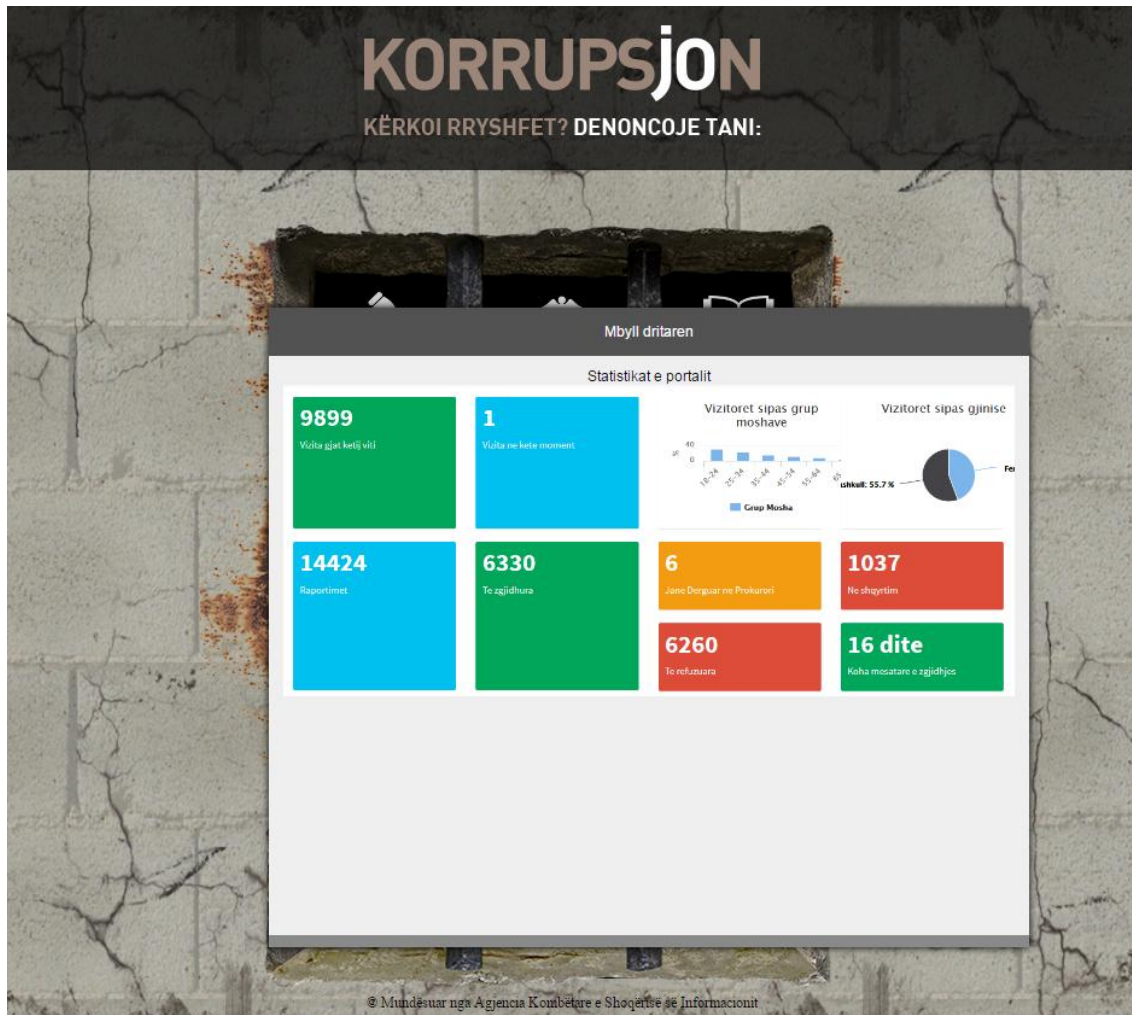
This self assessment report reviews the Albanian government progress to date in implementing the entire national action plan for the period 2014 – 2016, the second for country. While not all the commitments of the Second Action Plan are fully implemented, work continues to finalize those commitments. There has been significant development on the commitments status on the second year of implementation of the action plan compared to the previous year.

2. Progress on commitments

1.1 Standardization of processes on complaints related to corruption - MSLA

COMMITMENT: *The Minister of State for Local Issues, in the role of the National Coordinator for Anti-Corruption, will undertake the standardization of the process related to complaints addressing corruption. Currently, although many ministries have been given green lines or forms to denounce corruption, there is no standardized procedure, which ensures transparency in the review of the complaint and concrete deadlines to ensure a good service.*

STATUS: IMPLEMENTED



Picture 1: Image of the portal's homepage, <http://stat.stopkorrupsionit.al/home/index>

ACTIVITIES:

- Prime Minister Order “Unified procedures for handling corruption complaints” No. 30, dated 05.03.2015 adopted;
- Order accessible on the official website of PM and MSoLI;
- Responsible officials’ network established and operational;
- Complaints handled within the set timeframe;
- National campaign for public awareness on the new procedures for reporting corruption already drafted;
- Compilation of weekly statistical reports;
- Monthly reports on the progress of cases;
- Publication of the weekly statistical reports;

Compliance with the milestone set: Achieved

- Drafting relevant guidelines by the NCAC
- Integrating transparency rules on plans of each ministry
- Respecting deadlines and relevant rules
- Publish standards on the website

On 2 February 2015, the Government started a nationwide campaign to address the issue of corruption with the slogan “*Show the real face of corruption – Denounce the invisible so visible!*”. Key component of the campaign was the launching of the unique portal to denounce corruption cases: www.stopkorrupsionit.al, a novelty that brings together in a unified format, all the portals to denounce corruption in the institutions of the executive. The campaign which took place during December 2015 is expected to resume during the 4th quarter of 2016 through a revitalized approach aimed at increasing corruption practice denunciation across the country, with an improved geographical distribution of reporting cases.

The unified procedures for handling corruption complaints, which have been drafted and approved with the Prime Minister Order No. 30, dated on 5.3.2015, aim at further building public trust, increasing transparency and ensuring accountability. The novelty with the unique portal is that cases are diligently followed by the responsible officials in the institutions within the set timeframe and feedback is provided to the citizens on the status of the case. Citizens can remain anonymous while declaring cases of corruption.

Furthermore, the whole process is monitored and supported by an operating room which guarantees that all cases are followed and investigated professionally within the set timeframe. The NCAC is currently making all efforts to ensure that the functions of the operating room gradually transit from donor support to the central government and they are fully embedded within its institutional structure, in order to guarantee a sustained and integrated service delivery for citizens.

In this regard, all interested parties can access publicly available information on corruption cases denunciations related to central and local government institutions (namely ministries and prefectures) and other independent central level institutions (namely, customs, police, etc.) through open source and real time data attainable from multiple sources such as the portal www.stopkorrupsionit.al (i.e. detailed database access available at: stat.stopkorrupsionit.al/reports) where access to raw statistical data is granted and interested users can aggregate, export and eventually analyze the statistics and/or weekly statistical reports published on the official website of the MsLI.

Other data regarding visits on the portal and statistics on denunciations, cases resolved, those in process, etc., can be found at: <http://stat.stopkorrupsionit.al/home/index>.

Data from Stop Korrupsionit.al portal [status until 30.06.2016]	
Total denunciations	14910
Administrative complains	9557
Corruption related denunciations	1275
Under evaluation	1142
Refused	6568
Resolved	6574
In prosecution	5
Portal access statistics	
Average time of resolving a denunciation (days)	17
Visits during 2016	11916
Visits during 2016 (by gender)	55,9 % male
	44.1 % female

Table 1: Data on stopkorrupsioni.al portal

1.2 Electronic Registry of authorizations, permits and agreements issued - MEI

COMMITMENT: *The Ministry of Energy and Industry, in the framework of increasing transparency and accountability, has undertaken the Electronic Registry initiative, aiming to establish and publish in its web page an Electronic Registry of authorizations, permits and agreements given in the relevant fields and their updated status.*

STATUS: PARTLY IMPLEMENTED

Currently there is a lack of information not only on the procedures for obtaining an authorization or permit, but also citizens, interested groups, civil society have no information on the number of permits and authorization given in the energy and industry sector.

ACTIVITIES:

- The project is approved by the Council of Minister Decision no. 607, on September 6, 2014;
- Entry into force on November 27, 2014;
- The deadline of the project: December 30, 2015;

Until now the recognition phase is completed and approved as an inception report. Currently MEI is working on the establishment Monitoring and Information System (MIS) for concessions, following the first phase known as capacities establishment. After the approval of the European Bank Reconstruction and Development (EBRD), second phase will start.

The electronic register for the concessions/permits/authorization is leaded by the Department of Concessions and is still in the process of implementation.

Information about the legislative aspect for the concession application procedures, are available: <http://www.energija.gov.al/al/baza-ligjore/koncesione/vkm1426776682>

Also, information about concessioner permits on electric energy area, is already available: <http://www.energija.gov.al/al/sherbime/lejet-per-koncesionet-minerare> and <http://www.energija.gov.al/al/baza-ligjore/koncesione>

1.3 Implementation of public expenses module in "open data" format – NAIS

COMMITMENT: *The National Agency for Information Society in the context of the global initiative "Partnership for Open Governance", has undertaken as commitment the implementation of e-services that allows online access to information on budgetary data of the Ministries, in an open data format. The e-services are accessed from the government portal, e-Albania.*

STATUS: IMPLEMENTED

ACTIVITIES:

In the e-Albania government portal, NAIS has implemented 3 e-services in open data format, one of which is the “public expenses” module of daily payments disbursed from the Treasury branches. NAIS and Ministry of Finance through this e-service provide information to the users, regarding payments executed by the Treasury branches in Albania since 2012. The link to access this service: <https://e-albania.al/sherbimi.aspx?kodi=4709>. The “publication of daily payments” service, accessible from the e-Albania Government portal has had more than 1700 users till August 2016.

The second open data format e-service is “price list of reimbursable medicaments”. NAIS and the Compulsory Health Care Insurance Fund provide information on the prices of all reimbursed medicaments in the Republic of Albania, to the users of the e-Albania governmental portal. The link to access this service: <https://e-albania.al/sherbimi.aspx?kodi=4707>

The third e-service of the open data format is “data on medical drugs and their prices”. Through this online service, users of the e-Albania governmental portal can be informed on all medicaments data’s (not all those reimbursed) and their respective prices registered in the Republic of Albania. The link to access this service: <https://e-albania.al/sherbimi.aspx?kodi=4699>

1.4 Promoting OGP values among local authorities - MSIPA, MLA and the OGPCCSO

COMMITMENT:

MSIPA in cooperation with the MLA and the open government partnership coalition of civil society organization will undertake together the commitment to promote and engage local authorities in the OGP values. This commitment was proposed by civil society organizations with the aim to introduce and promote the core value of OGP also in the governance of local authorities.

STATUS: PARTLY IMPLEMENTED

This engagement was taken by the MSIPA in cooperation with the MLA and the open government partnership coalition of civil society organization. Unfortunately due to lack of funds this engagement has not yet started to be implemented. Several attempts have been done by CSO part of the OGPCCSO to fund this engagement through different call for proposal and grants.

During September 2015 in collaboration with IDM, one of the CSO members the OGPCCSO, MSIPA, organized a two day event on: OGP Open Dialogue for the region of the Western Balkans. Furthermore, the activity aimed to foster inclusive, accountable and transparent governance and policymaking through enhanced civil society expertise and strengthened dialogue between civil society and governments within the framework of the OGP.

In this event, a special session was dedicated to local government, how CSO and local government can work together. Transparency is the foundation of local accountability; it gives people the tools and information they need to enable them to play a bigger role in society. Sessions encouraged governments and CSOs to work together and extend the OGP at local government level as well.

An open government partnership one day workshop for capacity building in OGP commitment drafting, NAP monitoring and implementation was held during June 2016, with the participation of representatives also from Shkodra municipality which found it quite relevant to their local initiatives.

The municipality of Tirana, is a best practice in terms of OGP initiatives in the country. "Tirana Ime" (en. 'My Tirana') application is an example of that: <http://www.tirana.al/aplikacioni-tirana-ime/>

The app "Tirana Ime" comes to all the citizens of Tirana as a digital guide to the capital, with the intention of facilitating and improving citizen's lives. Designed in a unique platform and easily accessible, "Tirana Ime" includes 6 different categories (traffic, transportation, pollution, information, reports, tourism), which would come to users of mobile smartphone to get any information needed in real time, whenever and wherever they are.

"Tirana Ime" app is available and can be downloaded for free from the Play Store for Android phones and in App Store for iOS (mobile iPhone, iPad, and iPod).

Anyhow, since efforts to promote OGP values among local authorities, have not included all municipalities in Albania, also due to the recent territorial reform, this commitment is considered to be partly implemented.

2.1 Establishing the database of government data for economic assistance - MSWY

COMMITMENT:

MSWY, in close collaboration with the State Social Service, in the framework of the reform for poverty alleviation, increase of transparency, service quality and effective use of budgetary funds and exclusion of abusive cases in the economic assistance scheme, has undertaken the initiative to establish the National Electronic Registry of beneficiaries of Economic Assistance.

STATUS: IMPLEMENTED

ACTIVITIES:

The system is fully implemented in three pilot regions and for the moment the problems are only due to daily maintenance and administration.

- The precise identification of the families/individual that need economic assistance;
- Improving of capacities for planning, managing, and providing economic assistance;
- Exchanging information in the real time to verify the data of applicants for economic assistance;
- Improving the capacities for monitoring the Economic Assistance and Administration;
- The exclusion of the abusive cases from the economic assistance scheme;
- The coordination of quality and the processes through case management;

Supporting the automated interoperability for the data on the regional and local service social offices and agencies/other state institutions.

The economic assistance system of is set up as infrastructure at the government datacenter premises.

The system comprises of the following modules:

- *System Management Module:* The system administrator provides the necessary permissions for all users: local government units, regional offices and data entry rights of different roles defined in the system.
- *Economic Assistance Administration Module:* according to user's rights and features this module performs all procedures related to the application, verification, calculation and decision making regarding economic assistance.
- *Internal Document Management Module:* Responsible units can protocol, preserve, scan documents and retrieve information.
- *Helpdesk Module:* performs allocation, reporting and monitoring of all tasks and problems reported by users asking for assistance.
- *Reporting Module:* enables issuing of various statistical reports according to user rights. By this system issued reports on the number of applications, beneficiaries divided by categories, family or individual, data on the use of the fund available, verification of activities performed by the administrator, etc.

The system is in use by all users of all local units in the three pilot regions (Tirana, Durrës, Elbasan). Since June 2014, payments to welfare recipients are defined automatically by the system on basis of provisions adopted by law. The system generates automatically the lists of beneficiaries as well as the

roster of financiers of local units, mitigating prior potential abuses derived from human factor. No payments are executed if they are not defined as such by the system.

Currently in there are about 27,000 active applications in the system, out of which 26,000 are beneficiaries of economic aid (*source: statistics provided from MSWY for July 2016*).

Up to date integrations performed with other state institutions are as follows:

- *The General Directorate of Civil Status Register: Full integration;*
- *Institute of Social Insurance: Full integration;*
- *National Registration Center: Full integration;*
- *General Directorate of Road Transport Services: Full integration;*
- *Office of the Immovable Property Registration: Full integration;*
- *National Employment Service: Full integration;*
- *The court system: Functional Integration in the Test environment;*
- *General Directorate of Taxation: Full integration.*

By the end of this year this register will be extended to nine other regions in the country and information management system will be supplemented by two other modules dealing with: case management and the treasury branch.

It is fully implemented for three pilot regions (Tirana, Durrës, Elbasan). At the end of 2016, there will be an expansion on the national level.

2.2 Electronic Portal on water resources administration and management - ME

COMMITMENT:

The Ministry of Environment, through the Directorate of Policies for Water Resources, will undertake the creation of an integrated water management system that will improve the cooperation of public and private actors through the use of new technologies for license applications and control. The creation of an online register of water resources users will positively affect transparency.

STATUS: NOT IMPLEMENTED

ACTIVITIES:

The Department of Administration and Management of water resources that was during the drafting of the national action plan, part of the Ministry of Environment has been incorporated in the Ministry of Agriculture and the commitment has had no follow up.

2.3 Single Window - GDC

COMMITMENT:

In order to facilitate and accelerate the procedures for trade in the custom system, the General Directorate of Customs will centralize the administration of requests and procedures through a single window. The utilization of a single window will reduce the time of administrative practices, will reduce the cost and inevitably increase the transparency level.

STATUS: IN PROCESS

Currently, the contract is expected to be signed, after reallocation of funds for implementation.

ACTIVITIES:

Based on an order of the GDC a working group was established for the project in the Directorate General of Customs under the direction of Deputy/Director General.

GDC and UNECE on 13- 17 June 2016 organized a training on improving capacities of state agencies of trade control in Albania on implementation of the “Single Window” with 15 participants.

3.1 Electronic Access to Protected Areas - ME

COMMITMENT:

Electronic access to a registry of protected areas increases the participation and the inclusiveness of the public opinion and interested stakeholders for activities related to protected areas, hunting areas and national legislative initiatives in the field of nature conservation and biodiversity. The creation of this portal will strongly contribute in the increase of transparency and public participation.

STATUS: PARTLY IMPLEMENTED

ACTIVITIES:

We have designed the template database for electronic access to protected areas in collaboration with the GEF-UNDP project. The identification and collation of the main information have been gathered in order to achieve a complete database. The template is formatted and designed in such a way as to ensure the review and update of data on protected areas.

This database will be an integral part of the portal of information exchange mechanism (CHM - clearing house mechanism) for biodiversity and will be part of the Bion portal dedicated to biodiversity in Albania.

Meanwhile, the National Agency of Protected Areas has provided such a list electronically: http://akzm.gov.al/index.php?option=com_k2&view=item&id=181:lista-e-zonave-te-mbrojtura&Itemid=477&lang=en

It includes list of protected areas for each category (protected area, national park, natural parc, natural monument, etc.), and short information for each: <http://akzm.gov.al/index.php?lang=en>

3.2 National Geoportal - MSIPA and ASIG

COMMITMENT:

The Ministry for Innovation and Public Administration, in collaboration of the Albanian Authority for geospatial information will undertake the creation of a National Electronic Geoportal, which, for the first time, will provide citizens and institutions, transparent and accurate geospatial information. Through the National Geoportal mapping citizens and interested parties can have access to topographic maps, orthophotos, boundary maps, indicative maps of immobile property, and maps of the property value.

STATUS: IMPLEMENTED

ACTIVITIES:

The National GeoPortal which can be accessed at the following link:

<http://geoportal.asig.gov.al/Default.aspx>

is continuously expanding through several added services and enhancing technical standards.



Picture 2: Image of the geoportal's homepage, <http://geoportal.asig.gov.al/Default.aspx>

ASIG has published in the National Geoportal, spatial data of the Republic of Albania that have been officially received from various public institutions, on topics such as:

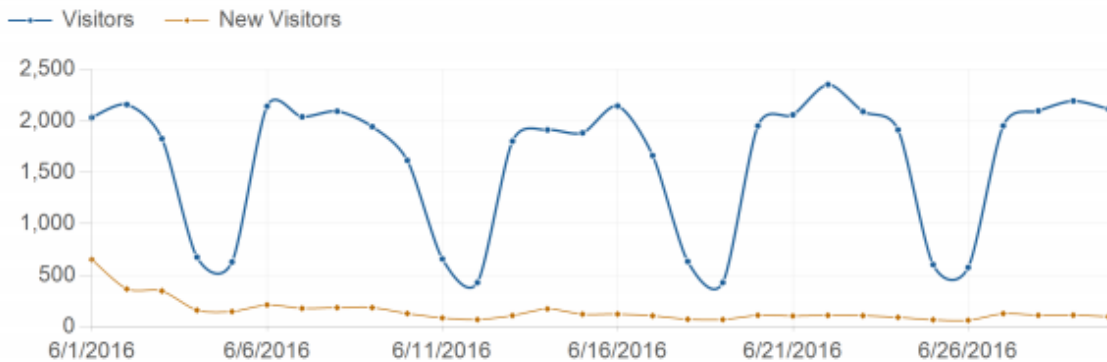
- Administrative divisions
- Ortho photo 2015
- Ortho photo 2007
- Cadaster
- Topographic Map
- Census 2011
- Address system
- Information on roads
- Information on educational structures
- Geology
- Land Use
- Protected Areas (Natural and Historical)
- Land Value

Up to this point, the public can benefit from 46 online services which are available for free and cover 2,402 cadastral areas including 2.2 million published ownership plots, 745,197 buildings and 147,776 labeled roads.

During the first half of 2016 a company was contracted that will further develop the National Geoportal in full conformity to the Law Nr. 72/2012 and to the European Directive on European

Spatial Data Infrastructure INSPIRE. By the end of 2016 the system shall be running with more functionalities for the public like direct download of datasets, morefriendly webmap viewer functionalities, advanced printing map functionalities, etc.

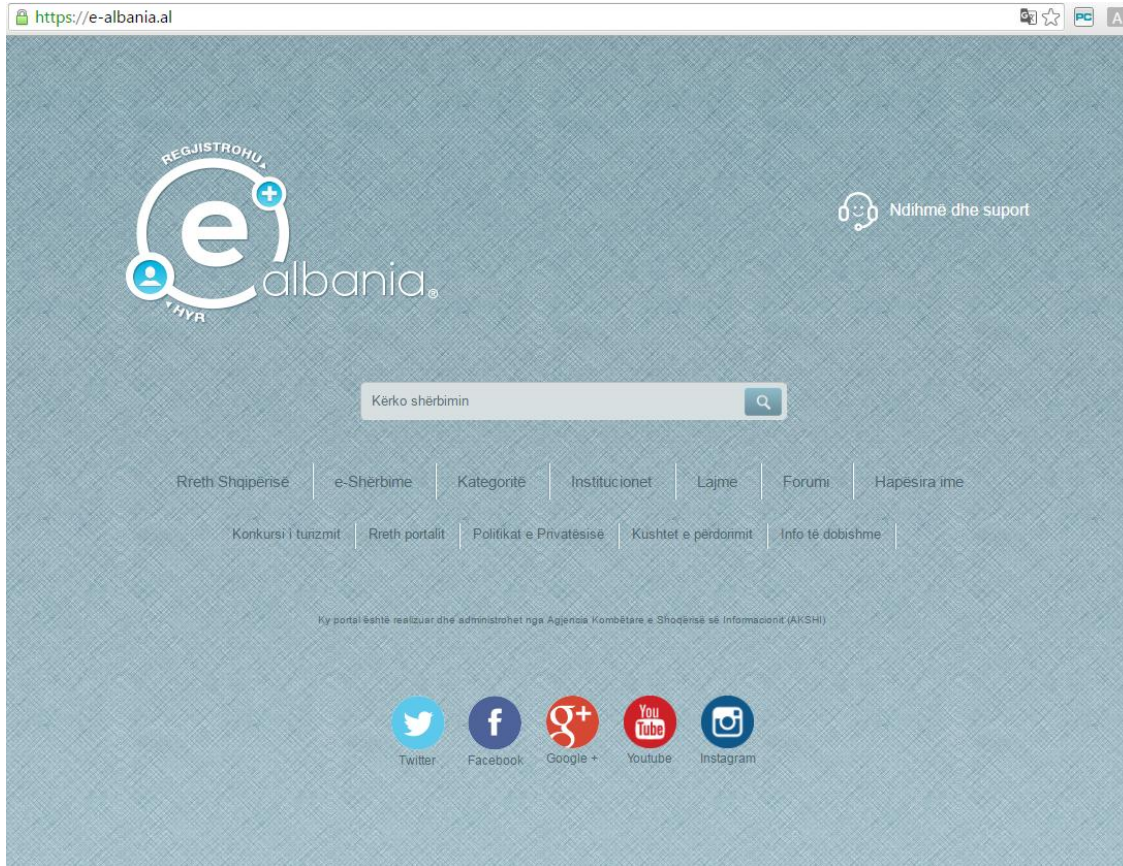
During 2016 data from the project of Aerial photography of the Republic of Albania that is still ongoing, such as the 2015 ortho photo, has already been published in the Geoportal. Also different existing datasets like Land use, Cadaster, Geology and protected Areas are in process of updating.



Graph 1: Example on usage of the geoportal during June 2016

3.3 E-Albania - NAIS

COMMITMENT: *E-Albania portal serves as a single contact point for government services, helping to improve the overall accessibility of information to the public. Interoperability Platform on which this portal is based can be extended for other essential governmental services. The aim of this commitment is to pass from first level services (informative services) to level 3 and 4, which means public services that are offered entirely online. It is expected that till the end of 2016, 160 new services of level 3 and 4 will be offered entirely online and within 2017, 100 new electronic services of level 3-4 will be added in the e-Albania governmental portal.*



Picture 3: Image of the e-government portal's homepage, <https://e-albania.al/>

STATUS: IMPLEMENTED

ACTIVITIES:

For the purpose of improving e-Albania government portal, during 2016, the following projects (already concluded) have been undertaken:

□ The improvements of e-Albania government portal, which consist on re-engineering of the portal in a new upgrade version. The new version has been published in 2015. As a result, the following activities have been performed:

-The update of e – Albania.al government portal;

-Facilitate the usability of the portal;

-Visual improvement of government portal;

- The implementation of public key government infrastructure on the e-Albania.al portal;
- The establishment of the e-Albania portal on mobile version;
- The establishment of mobile apps for Android and IOS;
- The implementation of electronic payment module;
- Links of the systems in the government interoperability platform and adding new services in e-Albania portal. As a result the following activities were performed:
 - Increasing e – Albania.al portal by adding new electronic services;
 - Upgrade of the existing electronic services;
 - Publishing of the electronic services on e – Albania. al portal;
- A new redesigned and newly programmed e-Albania online portal is up and running; the new version having upgrades in the easiness of usability, as well as integration of Public Key Infrastructure (authentication and signature). The new website can be accessed through different platforms, both PCs and mobile ones such as Android and IOS; as well as having integrated in itself an online payment module.

Updated data on electronic services currently on the portal, the progress to date and the provision are as follow:

- 278 existing electronic services of level 3 and 4 and over 550 existing electronic services of level 1 and 2 according to UNPAN 2014 standards on e - Albania online portal;
- Over 400 electronic services which will be online until the end of this year.

3.4 E-document - GDC

COMMITMENT:

Forms and documents to be completed for different procedures in the customs system are not only complicated but also numerous. In the aim to facilitate the access to the customs system we shall introduce the e-document. Not only will we facilitate the use of different forms and

documents, but we will also contribute in the establishment of a paperless environment. The provision of public services in electronic way through e-documents and e-forms will facilitate the procedures for citizens and business, by reducing the costs and time employed for this services, it will also improve the degree of access to information for citizens thus making the procedures more transparent.

STATUS: IN PROCESS

Related to the e-document, development and implementation of a project based on paperless customs is completed, funded by the Prime Minister office through NAIS.

Currently the delivery of hardware (scanner + PC Workstation) will take place from NAIS to the GDC.

ACTIVITIES:

There are two parallel developments:

1. E-document for the Automated System for Customs Data (AYCUDA WORLD), which is related to the use of electronic certification. It is being coordinated with NAIS in order to improve legislation to provide this service also for businesses.
2. E-document for administrative purposes, NAIS is developing the application that will be hosted in its premises.

4.1 Law on whistleblowers protection - MSLA

COMMITMENT:

Currently, the trust of the public towards the public administration is low, while the risk that an informant will have when denouncing cases of corruption is very high. In Albania, there is no clear framework which ensures cooperation with informants and protects whistleblowers. This law will not only enhance transparency and reporting

of cases of corruption, but also increases credibility of the administration.

STATUS: IMPLEMENTED

ACTIVITIES:

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 whistle blowers*”. 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 first draft law was discussed in a roundtable with central and independent institutions representatives on 9 June 2014. Feedback collected from several rounds of consultations with relevant stakeholders and written proposals received, further improved and shaped the proposed initial draft. Following the roundtable with interested actors in end of February 2015, the draft law has been further improved and reflects not only suggestions coming from the best international examples and Albanian counterparts but is aligned with the Albanian legal and institutional framework.

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 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.

The second phase of the law implementation is expected to be followed by the preparation of the relevant package of bylaws, combined to a thorough capacity-building among implementing institutions and an awareness raising campaign. The Minister of State for Local Issues is

preparing the terms for a set of targeted actions in capacity-building and awareness raising activities, in close collaboration with HIDAACI and with the support of Partners Albania.

The aim of the law implementation second phase is to boost the capacities of specialized units in managing the mechanism of internal disclosure of corruption practices as stipulated under Law no. 60/2016 by means of targeted trainings and a specific ASPA curriculum based on the principles of the law “On whistle blowers and the protection of whistle blowers”. Combined, the second phase aims at raising awareness among the private sector and the public regarding whistleblowing for corruption practices and the implementation of the law “On whistle blowers and the protection of whistle blowers”. Under this framework, on July 25, 2016 the MSoLI in capacity of NCAC, the Chief Inspector of the HIDAACI and Partners Albania signed a Memorandum of Understanding in order to formalize the collaboration for the second phase of implementation, towards the fight against corruption, so as to continue the efforts of the Government of Albania in promoting transparency, fighting corruption and empowering citizens.

Following, a detailed timeframe of all activities pursued under commitment 4.1.:

- First draft of the law, May-June 2014. NCAC and the Ministry of Justice, with the assistance of the Dutch government that was channeled through Utrecht University, began drafting the WB protection law;
- First round of public consultations with the focal points in line ministries and donor community in June 2014;
- Consultation roundtable with civil society organizations in September 2014;
- Consultation roundtable with business community in November 2014;
- Second draft law improved based on the written proposals received from different stakeholders;
- Roundtable with relevant ministries, civil society and the private sector to discuss the second draft of the law in February 2015;
- Request for opinion/comments on the consolidated final draft law to all stakeholders, July 2015;

- The final improved draft law was approved at the Council of Ministers in December 2015;
- The draft law was discussed and approved in principle and article by article at the Parliamentary Committee on Legal Issues, Public Administration and Human Rights on March 29-30, 2016;
- Hearing sessions with all stakeholders including independent institutions, CSOs, the business community and international donors took place throughout March, 2016;
- The draft law was approved in Parliament during its Plenary Session on June 2, 2016;
- The law was published in the Official Gazette No.115 on June 23, 2016 and it entered into force on July 8, 2016;
- Initiation of consultation on sublegal acts and scheduling of hearings with all involved stakeholders is currently under process.

4.2 The Police Service Offices

COMMITMENT:

The Albanian Government in the aim to ensure and facilitate the access to Police Service, will establish “one stop shop” point in each police district with the purpose to: create a unified reception desk for all services delivered, simplify the procedures and limit the number of documents to be submitted. The one stop shop will also improve and make more efficient the cooperation Police-Community thus helping in the creation of a safer community and raise public participation.

STATUS: IMPLEMENTED

In order to facilitate access to police services, increased police - community cooperation, increasing transparency, etc., Albanian State Police has implemented the system "Citizen Service Offices", which helps citizens receive services in a single office.

ACTIVITIES:

1. 20 Citizen Service Offices (CSO) were established. These offices have been configured following the standard model stated initially in the project planning. CSOs are located in the local police departments of Tirana, Lezha, Berat, Vlora, Korça, Fier, Kukës, Durrës, Elbasan, Shkodra, Dibra, Gjirokastra, in the police stations no. 1, 2, 3, 4, 5 in Tirana, Pogradec, Lushnjë and Kavaja.

2. 82 people were employed to work at the CSOs, mostly civilians, who provide administrative services to the citizens. Priority was given to employ female candidates, promoting gender equality and equal opportunities.

3. Implementation of the application:

- a. The application for the functioning of CSO's system is used by CSOs and implemented in all newly constructed offices;
- b. Not all application functionalities are being implemented due to lack of investment in increasing the capacity of the server, as well as improving quality of the website.
- c. It also supports police management in facilitating monitoring of the process from the approval of the request, its processing, issuing of a response, etc.

4. The front office staff in the Citizen Service Offices (CSO) have attended continuous trainings:

- a. Mandatory training organized every six months for CSO staff from the Police's Security Academy.
- b. "On-Job" trainings, where system administrator and coordinators provide on hand training for CSO staff regarding various problems which they might encounter during their daily work.

This system facilitates procedures service delivery, monitoring of the process from application to the provision of services for citizens, transparency to the public for services rendered to the state police and issuing of reports as needed. The implementation of the system has brought the following advantages:

- Saving time for service delivery to the citizens;
- Unification of data, steps for approval and issuing of reports.
- Increased transparency;

- Obtaining real time information from citizens;
- Prevention of possible criminal events;
- Reduction potential corruption among the police.

Please, do find below a summary of the status of each commitment:

No.	COMMITMENT	STATUS	GRAND OGP CHALLENGE
1.1	Standardization of processes on complaints related to corruption	<i>Implemented</i>	Increase Public Integrity
1.2	Electronic Registry of authorizations, permits and agreements issued by MEI	<i>Partially implemented</i>	Increase Public Integrity
1.3	Implementation of public expenses module in "open data" format	<i>Implemented</i>	Increase Public Integrity
1.4	Promoting OGP values among local authorities	<i>Partly implemented</i>	Increase Public Integrity
2.1	Establishing the database of government data for economic assistance	<i>Implemented</i>	Manage Public Resources More Effectively
2.2	Electronic Portal on water resources management	<i>Not implemented</i>	Manage Public Resources More Effectively
2.3	Single Window	<i>In process</i>	Manage Public Resources More Effectively
3.1	Electronic Access to Protected Areas	<i>Partly implemented</i>	Improve Public Services
3.2	National Geoportal	<i>Implemented</i>	Improve Public Services
3.3	E-Albania	<i>Implemented</i>	Improve Public Services
3.4	E-document	<i>In process</i>	Improve Public Services
4.1	Law on whistleblowers protection	<i>Implemented</i>	Create Safer Communities

4.2	The Police Service Offices	<i>Implemented</i>	Create Safer Communities
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3. Conclusions and lessons learned

Through implementation of Albania's second NAP, we have worked to strengthen and promote a more efficient, transparent and effective government. The Albanian government has fully implemented many of its open government commitments, and made strong progress on others during the second year of the plan's implementation compared to the previous one.

The top five 2015 smart general recommendation's of IRM, were as follows:

(source: Independent Reporting Mechanism (IRM) Progress Report 2014–15: Albania, http://www.opengovpartnership.org/sites/default/files/Albania_Second%20IRM%20Report_for%20public%20comment.pdf)

1. Establish an ongoing, multi-stakeholder forum and develop a comprehensive management, at least quarterly monitoring, and reporting framework for the Action Plan Implementation.

On 23 March 2016, Albania launched the Forum of stakeholders, OpenAlb, a mechanism that ensures the successful implementation of the Open Government Partnership (OGP) in the country. (Note: Please see Section: Executive Summary)

2. Undertake more ambitious and OGP relevant commitments that place citizens and interest groups in an (inter)active role in the areas of anticorruption, fighting impunity, enhancing transparency, and accountability. More opportunities should be provided to direct citizen input and monitoring, building on the models of corruption denouncing portal and digital commissariats.

Albania's 3rd NAP composed of 17 commitments in total, comprises of 8 commitments aiming at open government to raise access to information, 1 commitment aiming at creating safer communities, 6 commitments aiming at the modernization of public services and 2 commitments aiming to protect the environment. About 47% (8 out of 17) are focused notably on citizen involvement.

3. Promote open government approaches in developing key sectorial reforms and initiatives including judicial reform, political party financing and the ongoing debate on integrity of elected and high level public officials.

Open government principles and approaches have recently materialized in a series of initiatives, such as the Law on decriminalization which was approved by the parliament on December 17, 2015. This law represents an important step to reduce the influence of criminal elements in the country. By this law, involvement in political or constitutional institutions or appointment in senior positions of public administration for ‘people with a dark past’ will be avoided. The law and its necessary constitutional changes were approved by consensus, which paves the way for its immediate enforcement of the law. EU representation in Albania immediately emphasized: “This step, is expected to strengthen law enforcement, improve the integrity between officials, strengthen the fight against corruption but also increase the confidence of the people to the operation of the state and institutions”. The effects of law extends the current elected as parliament and in local government. It defines in detail all the categories affected, since the deputies, ministers or representatives of local elected by the other institutions of the state, thus penalizing not only those who have been sentenced in Albania, but also those who have received a sentence even not final, in the courts of the European Union countries, the United States and Canada. It provides a large number of offenses whose commission is a cause to prevent the exercise of public functions, such as lifelong and for different periods of time depending on the offense. Shortly after the approval, the US embassy distributed a statement by which "welcomes the courageous decision of the Albanian parliament to adopt a law on decriminalization. This law is the harshest in Europe against criminals in politics ", underlines the Embassy, adding that" while this law is the result of hard work from the majority as well, after all it is a victory for the Albanian citizens who want clean governance and end corruption”. Its adoption was followed by an entire process of verification of all public servants subject to the law, which data are being validated by the General Prosecution.

Another good example of such initiative, is the juridical reform that was approved unanimously by the Albanian parliament on July 22, 2016. The two main goals of justice reform are to increase the independence of the system, especially from political influence, and his liberation from the corruption and incompetence. The proposed reform is a profound reform, which affects,

without exception, every element of the justice system. Besides changing the organization and functioning of the justice system, the reform includes a series of measures and transitional institutions to ensure clearance of the current system by corrupt individuals and disabled.

4. Civil Society must take stock of OGP and assume greater role in Albania's OGP process by better streamlining OGP-content embodied in its agenda.

Civil society has engaged in the OpenAlb forum willing to share and contribute and has also shown interest in continuous meetings after the Forum was established for the drafting and consultation of the 3rd NAP already submitted at the OGP.

5. Dedicate a specific budget and human resources to the National Coordinator dealing with the OGP Action Plan development, implementation and monitoring, as well as promotion of Albania's OGP Agenda nationally with the public, interested stakeholders, public administration and the community of donors.

There is not yet a dedicated specific budget and/or human resources within appointed to the National Coordinator – MSIPA .

Other IRM recommendations are to be fulfilled during the implementation of Albania's third NAP. With these lessons in mind, we are determined to implement successfully all our commitments and improve the participatory mechanism for the next NAP.

4. Public consultation

The draft end of term self-assessment report of Albania for Open Government Partnership, for 2014 - 2016, was published for public consultation both in Albanian language and English on September 15, 2016, respectively at the official website of the Ministry of Innovation and Public Administration, <http://www.inovacioni.gov.al/al/prioritete/partneritet-per-qeverisje-te-hapur>, the official website of OpenAlb forum, <http://openalb.net/per-konsultim-raporti-i-vetevleresimit-the-government-to-plan-of-action-2014-2016/>, and in the Facebook account of the Minister of Innovation and Public Administration, <https://www.facebook.com/milenaharito.al/?fref=ts>. The draft report was out for consultation until October 3, 2016. There were no comments/suggestions or opinions from stakeholders on the draft self-assessment report.