

NATIONAL ACTION PLAN FOR OPEN GOVERNMENT 2020 - 2022

End Self-Assessment Report



Albania-November 2022

This draft document/report is approved by the Multi-Stakeholder Committee for Open
Government
November 2022

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Premise

ACTION PLAN PROCESS

Action Plan Submitted to OGP

Preparations

July 2020

- **Methodology:** The Government Point of Contact (POC) developed the methodology framework for the development of the OGP Action Plan 2020-2022. The framework is based on the mechanisms and processes related to Albania's Integrated Planning System.

- 4 Policy Areas of Focus and Lead Focal Point Institutions Selected:** Anti-Corruption, Digital Governance, Access to Justice and Fiscal Transparency have been selected in a consultative approach as the policy areas of focus for the 2020-2022 OGP Action Plan. These policy areas have been elaborated by the LFPs (Ministry of Justice, the Ministry of

Finance, the National Agency for the Information Society and the Agency for Services) and centrally managed and coordinated by the POC.

- **Approval of Methodological Framework:** Methodological package officially approved and launched. Official Letter Package by the Deputy Prime Minister to the 4 Lead Focal Point Institutions (LFPs).
- **Management Calendar:** Designed to facilitate accountability and ensure all procedures are appropriately followed the POC has created a management calendar with all intermediary tasks involved in the development of the action plan.
- **Launch of Action Plan Development Process:** Launch meeting with 4 Secretariats/4LFP& presentation of the process and division of tasks.

Preliminary Consultation

July - August 2020

>150

Key Stakeholders Identified: Each LFP have identified the Civil Society Organizations (CSOs) relevant to their respective policy area of focus. CSOs are predominately chosen from the Agency for Support of Civil Society's list of registered CSOs in order to identify and contact all CSOs whose focus is either directly or indirectly related to their policy area of focus.

4

Pre-Consultation Surveys Designed and published: The LFP, with technical support from the POC, each design a pre-consultation survey to identify main issues on the policy area of focus, identify the priorities of stakeholders and identify priority areas to improve engagement ahead of the consultation period.

4

Pre-Consultation Surveys Implemented through OGP web: The pre-consultation surveys go live and over 200 stakeholders are invited to contribute and feedback.

1

Pre-Consultation Report Template Designed: The POC designed a pre-consultation report template to ensure all stakeholder contributions are recorded in a standard and unified template in order to considered and that all policy areas are reported on in a unified manner that promoted transparency and accountability.

September 2020

4

Pre-Consultation Survey Reports Completed: Each LFP have submitted a pre-consultation report to the POC.

4

POC Feedback on Pre-Consultation Reports: The POC have provided structured feedback on each report to support improved stakeholder engagement and promote quality and consistency in reporting.

4

Pre-Consultation Reports Published on the OGP web with the results/feedback from CSO Survey

- **Stakeholders Invited to Participate in upcoming thematic group consultations based on the results received from the 1st round of the consultation**

Thematic Group Consultations for Co-Creation on the NAP 2020-2022

September 2020

- 5 Briefs Created for Stakeholders:** The POC designed a general OGP information brief and a specific policy brief for each of the four proposed policy focus areas.
- 2 Stakeholder Feedback Tools Designed and Distributed to Stakeholders and Published on OGP website.**
- 1 Consultation Report Template Designed for the feedback**
- 6 Thematic Group Stakeholder/CSO Consultations Conducted and published all the evidences in the OGP web**
 - Weekly strategy meetings held between POC and LFPs to Facilitate and Improve Consultation Process
 - On-Going updates to OGP Website with new materials/tools for improving the co-creation process developed

October 2020

- 7 7 Thematic Group Stakeholder Consultations Conducted and published all the evidences in the OGP web**
 - Weekly strategy meetings held between POC and LFPs to Facilitate and Improve Consultation Process
 - On-Going Updates to OGP Website with new Materials
- 13 13 Consultation Reports Produced:** Each LFP submitted a consultation report to the POC following each consultations. The reports capture stakeholder discussion and contributions and identify main priorities and suggestions made by stakeholders/CSOs/participants.
- 13 POC Feedback on Consultation Reports:** The POC provides structured feedback on each report to support improved stakeholder engagement and promote quality and consistency in reporting.
- 13 13 Consultation Reports for the all consultations meeting have been published in the OGP web**
- 1 1 overall consultation Report for the entire consultations meeting have been published in the OGP web produced by POC**

Action Plan Draft Based on LFP & Thematic Group Inputs

October 2020

- 4 Situation Analysis Drafted by each of the LFPs**
- 4 Commitments and all accompanying materials drafted by the LFPs**
 - Consolidation of proposed Action Plan Commitments
 - Consolidation of all Stakeholder Comments and Inputs

- Design of Feedback Tools for Public Consultation
- On-Going Updates to OGP Website with New Materials

Public Consultation on Draft Action Plan

November 2020

- Online Public Consultation of Draft 2020-2022 Albanian National OGP Action Plan
- Consultation Meeting with the National Council of the Civil Society (NCCS)
- All the materials/evidences of the meeting have been published on the OGP web
- 1 Report for the consultation meeting produced and published on the OGP web

Consolidation & Government Approval of Final Action Plan

November 2020

- Revisal and Finalization of 2020-2022 Albanian National OGP Action Plan Draft
- Updates to OGP Website with New Materials

December 2020

- Discussion and approval of the Action Plan in Integrated Management Policy Group (GMIP) Good Governance and Public Administration
- 2020-2022 Albanian National OGP Action Plan sent to OGP Headquarters

METHODOLOGICAL APPROACH

The methodology for the process of drafting the Action Plan 2020-2022 (For Partnership & Open Government) is based on the mechanisms and processes related to Albania's Integrated Planning System. **The Integrated Policy Management Group for Good Governance and Public Administration** under the leadership of the Deputy Prime Minister and focuses on the Albanian Government's priority for 'Good Governance' at the central and local level have been selected to play the role of the Multi Stakeholder Forum for the OGP process.

The Multi-stakeholder Forum on Open Government/ Integrated Policy Management Group (IPMG play the role of the MSF) supports ongoing dialogue between government and Albania civil society on open government. Its mandate is to provide input and advice on the Government of Albania's commitments on open government, identify new areas of focus, and build the open government community across country. The Multi-Stakeholder Forum/ Integrated Policy Management Group (IPMG play the role of the MSF) is relevant, eligible and is

composed of representative of the Government of Albania, representative from civil society and Development Partner's and is based on the EU requirement.

The integrated mechanism of sector-wide/cross-sector approach within the Integrated Planning System (IPS), approved by Prime Minister Order No.157 dated 22 October 2018, is the main system that defines the tools and mechanisms for integrated public policy planning ensuring effective distribution of financial resources. The IPMG mechanism is clearly formally established by 2 successive Prime Minister's Orders which present the structure's organisation, objectives, membership, functioning rules and operation of five Integrated Policy Management Groups (IPMG), five Sector Steering Committees (SSC) headed by a minister at the political level, and twenty-four Thematic Groups (ThGs).

The Government of Albania considers the mechanism in place on IPMG/MSF as a relevant creating a permanent mechanism for civil society guidance and oversight which offer agility and flexibility in working mechanism. The IPMG/MSF coordinate policies and monitor implementation covering measures related to civil society advancement, decentralization and local governance, public administration reform, service delivery public, transparency & anti-corruption, statistics, e-government and digitalization. It will also coordinate with civil society all measures that will be planned in the Action Plan 2020-2022, enabling consultations in periodic stages.

ALIGNMENT WITH NATIONAL PRORITIES AND FRAMEWORKS

Alignment with National Priorities and Frameworks

Integrated Planning System

Strategic planning in Albania is based on the Integrated Planning System (IPS), which was initially approved by Decision of the Council of Ministers, no. 244, dated 21.4.2005 and then by DCM, No. 692, dated 10.11.2005. The IPS aims to provide a comprehensive planning framework within which all government policies and financial planning function in a coherent, efficient and integrated manner. The IPS consists of a framework of operating principles and structures that enable the most harmonious possible connection of all planning processes between them.

There are two basic processes that support IPS:

- A medium to long-term strategic planning process, the National Strategy for Development and Integration (NSDI), which sets strategic priorities and goals;
- A medium-term budgeting process, the Medium Term Budget Program (MTBP), which requires each ministry to develop a three-year plan within budget expenditure ceilings to achieve policy objectives, in line with the NSDI.

LINKING PROCESS AND DRAFTING THE ACTION PLAN

Linking Processes and Drafting the Action Plan 2020-2022

The methodology for the process of drafting the Action Plan 2020-2022 (For Open Government Partnership) is based on the principle of full functioning of all current mechanisms and processes related to the Integrated Planning System.

The drafting of the Action Plan 2020-2022 (OGP) is based especially on the best harmonization with the Medium Term Budget Programming cycle and with the National Plan for European Integration (NPEI) as well as with the strategic planning of the country (sectoral & cross-sectoral strategies).

In particular, the Action Plan 2020-2022 (OGP) will harmonize:

- **Relation to the priorities of the Albanian Government and NSDI II**, where the priorities set out in the Government program, as well as the priority sectors of the Government, are an integral part of the vision and policies set by the NSDI.
- **Full link between the MTBP and the NPEI**, where activities, measures and commitments under the Stabilization and Association Agreement (SAA) are an integral part of the MTBP and the NSDI.
- **Relation to the policies included in the national sectoral and cross-sectoral strategies of the country.**

KEY ACTORS INVOLVED IN THE PROCESS

Key Actors

Lead Focal Point Institutions (LFPs)

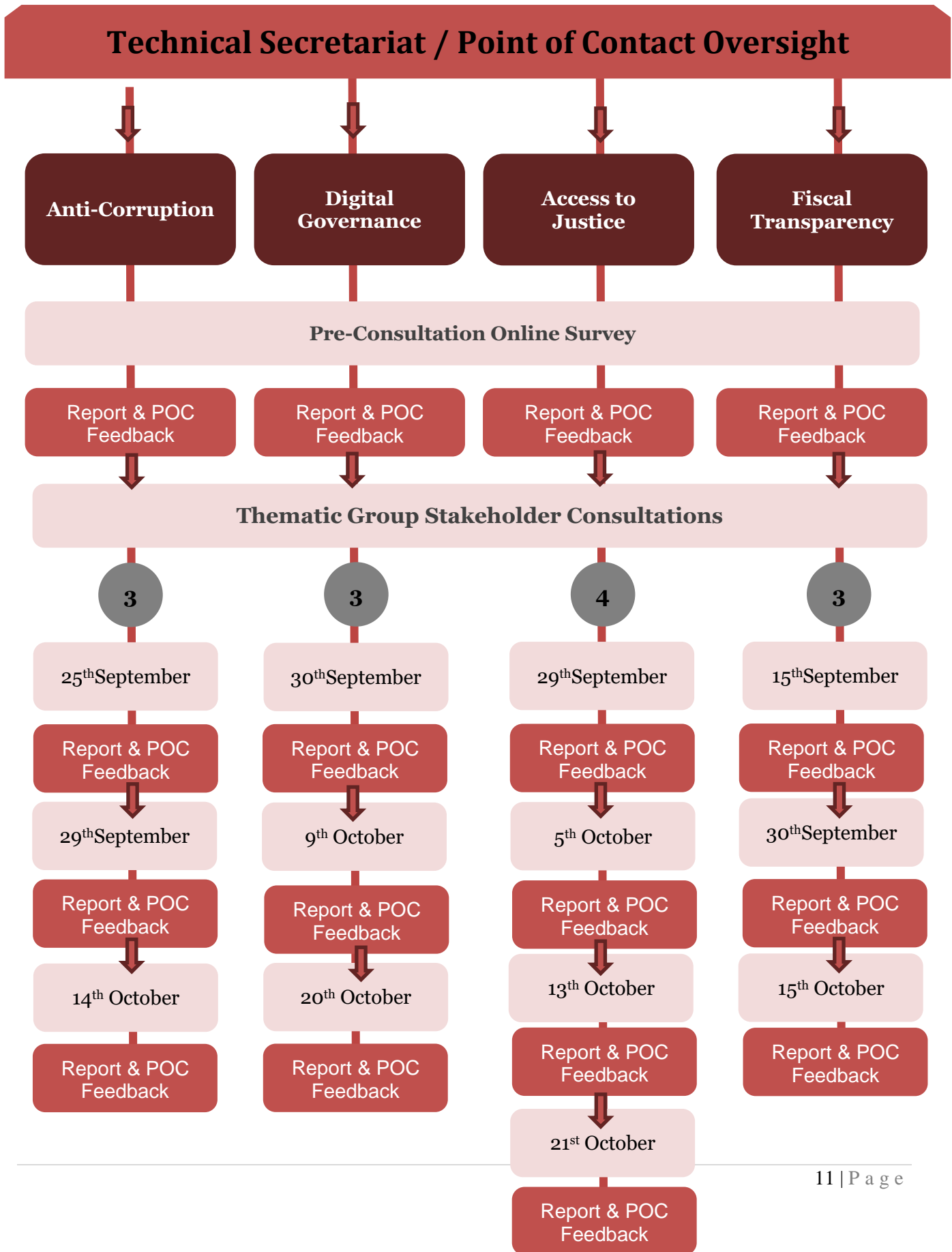
Under the coordination and technical support of the POC Lead Focal Point Institutions (LFPs) oversee the development of Action Plan commitments relevant to their policy area of focus. The LFPs work in collaboration with the POC to co-create commitments with civil society.

Centralized Role of the Technical Secretariat (TS) / Government Point of Contact

With improving participation, transparency and accountability central to Albania's approach to the development and implementation of its next action plan the POC has developed and implemented a new series of support tools, mechanisms and procedures that provide a framework for

expanded co-creation related to draft action plan 2020-2022.

Overview of POC Coordination of the Thematic Stakeholder Consultations



POC Developed Tools, Mechanisms and Procedures:

Strengthened collaboration between line ministries (LFPs) and central government (POC) through the implementation of formal feedback mechanisms and regular on communication support and guidance with government departments and ministries / agencies to align ministerial and central government priorities and coordinate planned actions.

The creation of sustainable systems and tools to foster and develop capacity within the public administration aims to promote coordination and engagement between the PMO, line ministries, civil society and international organizations to develop and implement lasting governance reforms. **These systems are intended to also encourage capacity building within the PMO and LFP institutions on OGP principles and processes and their integration into policy development.**

Management Framework

- **Methodology:** The POC developed the methodology framework for the development of the OGP Action Plan 2020-2022. The framework is based on the mechanisms and processes related to Albania's Integrated Planning System.
- **Stakeholder Consultations:** The POC in the entire process have overseen the consultation process and have collaborate through different channels and produced tools between LFPs and stakeholders for each of the four proposed policy areas. Each policy area have conduct 3-4 stakeholder consultations in collaboration with the POC and in total result that only thematic consultations have been conducted in total 14 consultation meetings. An additional stakeholder consultation have been carried out following the drafting of the action plan.
- **Management Calendar:** POC have designed in order to facilitate accountability and ensure all procedures are appropriately followed the POC has created a management calendar with all intermediary tasks involved in the development of the action plan, which have been published in the OGP web.
- **OGP Website:** The POC in close collaboration with the NAIS continuously have ensure that the OGP website is updated with all the relevant reports, contributions and supplementary information for effective and informed stakeholder participation.

Consultation Process Reporting Framework on the National Action Plan 2020-2022

- **Consultation Report developed and published on the OGP web:** Following each consultation initiative each LFP developed a structured, but brief report based on a specific/unified framework produced from POC (POC have developed a unified structure reporting for the consultation feedback). These consultation reports developed have been focused on stakeholder participation during the consultation such as reflecting on the level of engagement, identifying areas for improvement and how this have been achieved in the all consultations and stakeholder's/CSO's feedback. These reports facilitate dialogue between the POC and LFPs and enable for improvements to be made on an on-going basis and are published on the OGP website for public consumption.

- **Report Framework and Templates:** To facilitate reporting that captures the issues of focus through an easy to complete format that does not overburden the LFP with requirements and report writing the POC developed report frameworks with specific questions as opposed to requiring open-ended generalized reports. The templates focus on evidence/ emphasis on identifying areas for improvement regarding engagement and identification of areas where to improve engagement
- **Quality Check for Reports:** The POC developed structured templates and have provided feedback to the LFPs on their reports through the entire process. Answers are flagged as incomplete, partial or complete with recommendations and comments provided by the POC. This system provides a formal and consistent means of feedback to foster consistency in reporting as well as support improvements to stakeholder engagement and participation.
- **Quality Check for Prioritization:** The POC have provided quality control of the prioritization process ensuring all ideas are included and evaluated using the prioritization template (discussed below under 'stakeholder contribution mechanisms') which have ensured through the entire process transparency and fairness in the evaluation and selection process.
- **Prioritization Tools and reports have been published in the OGP web.**

STAKEHOLDER TOOLS AND MECHANISM

Stakeholder Engagement Tools & Mechanisms

Informational Tools

- **Have been produced and published in the OGP web the OGP Stakeholder Brief:** This package have provided an overview of the OGP process for stakeholders. It promotes participation through by highlighting the independence of the IRM framework and the opportunities that the OGP process offers for stakeholders to partake in policy making and governance.
- **Have been produced and published in the OGP web the Policy Area Specific Stakeholder Brief:** This packages focuses specifically on the policy area being proposed in order to spur brainstorming and the development of ideas as well as to equip stakeholders with sufficient information to engage on the topic with contributions that will be relevant to the OGP process.

STAKEHOLDER CONTRIBUTION MECHANISM

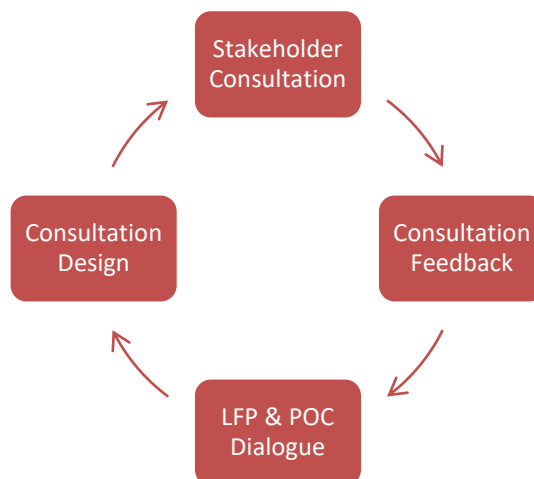
Stakeholder Contribution Mechanisms

- **Developed, efficient used and published in the OGP Web the Prioritization/Criteria Guidance & template:** Based in part from the IRM's stated criteria the POC developed a prioritization framework with categories for verifiability, relevance to OGP principles, estimated impact, civil society engagement, feasibility, alignment with local, national and international priorities. This framework was accompanied with a guidance note for how LFPs can work with civil society to tailor the framework and assess contributed ideas in a transparent and fair manner. The framework is published in the OGP web and all ideas have been assessed according to the framework and their assessment.
- **Consultation Meeting Ideas in frame of the OGP Action Plan:** Stakeholders in the entire process have been encouraged to provide comments, ideas and general feedback during all consultations meetings. All comments and discussions are recorded in the consultation report and have been published on the OGP website. Comments and suggestions made during consultations have been incorporated into the development of the action plan.
- **General and Specific Ideas:** In addition to in-person consultations stakeholders have been encouraged through dedicated emails from LFPs which have stimulates the CSO's to provide feedback and ideas outside of the consultation meetings.
- Both word and googleforms formats produced and published in the OGP web for the feedback consultation have provide opportunities for stakeholders to contribute. A 'general ideas' version focuses on broad issues and solutions relating to the policy focus, meanwhile a 'specific ideas' version enables stakeholders to elaborate and refine their ideas within the format of the OGP requirements.
- All ideas contributed have been published and evaluated using the prioritization framework.

COLLABORATION WITH OGP LFPs

Collaboration with LFPs

- **Partnered Presentations for Stakeholder Consultations:** To encourage informed participation the focal point of the POC have coordinated through entire process with the LFP to facilitate presentations for the stakeholders. The POC have explained to LFPs all the relevant details of their work and suggested ideas and recommendations for the action plan. The POC also have presented through the entire process and in most consultations in order to outline the concept of OGP, outline methodology approach, also have been presented relevant examples from other countries and the ways in which stakeholders can contribute. The content of these presentations is tailored based on the weekly planning meeting, but broadly focuses on equipping stakeholders with the information and tools to utilize their expertise towards developing ideas relevant to the OGP Action Plan – with each presentation building on the previous consultation. Finally, the POC presentations have been emphasized and also have encouraged and promoted the discussion in order to produce a relevant and transparent dialogue between all the stakeholders.
- **Weekly POC Consultation Planning Meetings:**
Each week the POC conducted communication meeting with the focal point of the LFP to address any issues in stakeholder engagement, flag potential areas of concern, discuss any adjustments in approach and develop the strategy for the next period. These meetings have ensure the coherence and harmonization between POC and LFP, also POC to be aware of any issues and can support changes and mitigate any risk in order to address in timing the requirements. Further, POC have facilitated tailoring any guidance/ materials and presentations and have been ensured that fit the particular circumstance of the policy focus (e.g. one focal point may have less stakeholders participating and therefore the outreach strategy may have to be adjusted).
- **POC Support & Guidance:**
In addition to the more structured meetings POC have ensured with the LFPs availability through different channels in the entire process (via email and communications through regular check-ins with the LFPs). This communication has been effective and has facilitated through the feedback procedures established, thus, promoting more cooperation between the POC, LFPs and co-creation process.



PARTICIPATION, CONSULTATION AND CO-CREATION PROCESS

One of the primary objectives of Albania's 2020-2022 Open Government Partnership (OGP) Action Plan (AP) development process it is to improve the level of engagement with civil society, citizens, and other stakeholders in its development. Significantly advancing civic participation presents a substantial challenge.

To facilitate progression in stakeholder engagement towards the 2020-2022 Action Plan a close dialogue with the Lead Focal Point Institutions (LFPs) have been achieved in the entire process and also it was developed a dedicated framework with materials and tools which are produced in line with OGP Participation & Co-creation Standards.

This approach aimed to not only enable stakeholder participation and contributions, but facilitate accountability regarding the incorporation and consideration of stakeholder contributions and also to contribute in the entire mechanism. **Multi-stakeholder Forum on Open Government/ Integrated Policy Management Group** (IPMG play the role of the MSF) **supports ongoing dialogue between government and Albania civil society on open government. Its mandate is to provide input and advice on the Government of Albania's commitments on open government, identify new areas of focus, and build the open government community across country.** The Multi-Stakeholder Forum/ Integrated Policy Management Group (IPMG play the role of the MSF) **is relevant, eligible and is composed of representative of the Government of Albania, representative from civil society and Development Partner's and is based on the EU requirement.**

Collaboration during COVID-19

Pursuing this objective during the COVID-19 Pandemic produced additional challenges as avenues for consultations were severely limited and largely confined to online modalities to ensure physical distancing. To facilitate adaptations to online only modalities the POC worked closely with the National Agency for Information Society (NAIS / AKSHI) to facilitate online feedback mechanisms and support timely and comprehensive upload of relevant materials. Additionally, the POC provided the LFPs with different package and guidance on facilitating online consultations and stakeholder dialogues based on OGP's recommendations and reference sources.

EFFORTS TO INCREASE COLLABORATION IN ACTION PLAN PROCESS

Efforts to Increase Collaboration in NAP 2020-2022 process

Both a broad outreach and targeted approach to stakeholder engagement was pursued to increase collaboration during the 2020-2022 AP development process.

TARGETED APPROACH IN THE ACTION PLAN PROCESS

Targeted Approach

To promote the active involvement of stakeholders with an interest in the policy areas of focus the LFPs utilized the list of registered civil society organizations (CSOs) compiled by the Agency for Support of Civil Society in order to identify and contact all CSOs whose focus is either directly or indirectly related to their policy area of focus. **This approach aimed to establish a personal and collaborative approach to stakeholder involvement and engagement to promote ownership by CSOs and accountability for the LFPs.** Such an approach followed in the entire process have been result in the building of relationships for the constructive dialogue between governance and civil society. Stakeholders/CSOs were personally contacted from LFPs via emails that were sometimes followed up with calls, and were invited to participate in consultations, provided with supplementary information, provided with tools to provide feedback and input and conclusions from consultations. To address instances where relevant CSOs may have not been included contacted stakeholders were requested to invite other stakeholders that made have an interest or relevant knowledge in the topic and the targeted CSO lists were expanded accordingly.

BROAD OUTREACH APPROACH IN THE ACTION PLAN PROCESS

Broad Outreach Approach

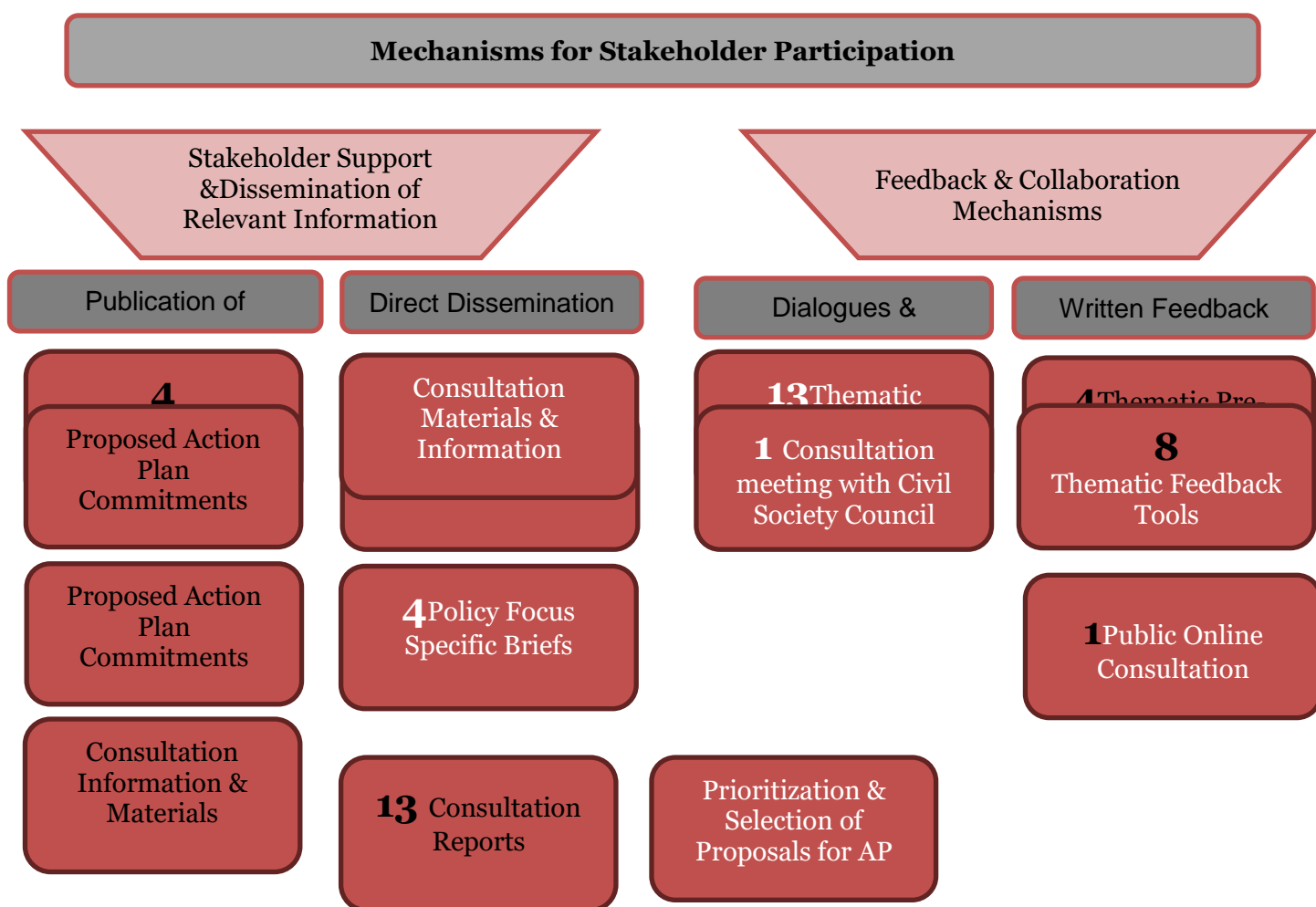
To complement, a broad outreach approach was simultaneously pursued. All materials and feedback mechanisms were published online. Further, an online public consultation period enables all stakeholders to provide feedback and a consultation meeting with the National Council of Civil Society which have been enable more wider CSO community to provide inputs and feedback.

MECHANISM FOR STAKEHOLDER PARTICIPATION IN THE ACTION PLAN PROCESS

Mechanisms for Stakeholder Participation in OGP NAP 2020-2022

To facilitate improved stakeholder participation in the development of Albania's 2020-2022 OGP Action Plan the POC in collaboration with the LFPs and NAIS established a framework which have been provided opportunities to CSOs and stakeholders to propose their own ideas for government reform as well as to discuss, refine and elaborate on government proposed reforms. These advancements are summarized by the figure below.

Mechanisms for Participation in the Development of Albania's 2020-2022 OGP AP



CONSULTATION AND STAKEHOLDER SUPPORT

Stakeholder Support

A structured approach to dissemination of information to stakeholders was a hallmark of the 2020-2022 AP development process. In order to engage civil society, citizens, and other stakeholders throughout the OGP process stakeholders were provided with information relating to all aspects of the OGP AP development process including: background information, how to contribute and how their feedback have been utilized. A summary of these materials is outlined below.

Consultation Materials

All materials utilized in the AP development process are made available online and/or provided directly to stakeholders. This includes, but is not limited to:

- Government proposed AP commitments;
- Support materials and briefs;
- Pre-consultation reports;
- Consultation meeting information, presentations, minutes and operational conclusions;
- Consultation reports;
- Prioritization tools used for AP commitment selection.

Open Government Partnership Brief

This brief provides an overview of the OGP process for stakeholders. It looks to promote participation through by highlighting the independence of the IRM framework and the opportunities that the OGP process offers for stakeholders to partake in policy making and governance.

The brief covers:

- Overview of the OGP;
- Role of the IRM;
- OGP principles;
- Proposed policy areas of focus for the Albanian 2020-2022 AP;
- Why participation and co-creation is important for effective government reforms;
 - Principles of public participation;
 - Reasons for collaboration between government, citizens and civil society;
- Issues that OGP can help address (expanding beyond the four selected areas of focus for the Albanian 2020-2022 AP).

Policy Area Specific Stakeholder Briefs

This brief focuses specifically on a specific policy area (e.g. Digital Governance) being proposed in order to:

- Spur brainstorming and support stakeholders in the development their ideas;
- Equip stakeholders with sufficient information to engage on the topic with contributions that will be relevant to the OGP process.
 - Hyperlinks and references are included to facilitate further research. These briefs are published on the OGP website.

Among other topics each of the four brief includes:

- i. OGP recommendations for the policy area of focus;
- ii. Means of public and civic participation relevant to the policy focus;
- iii. Potential thematic priorities to consider;
- iv. Selection of potentially relevant OGP commitments in the policy area from other countries.

FEEDBACK AND COLLABORATION MECHANISM FOR THE ACTION PLAN

Feedback & Collaboration Mechanisms

To enable stakeholder participation the Albanian 2020-2022 OGP AP development process facilitated a variety of spaces and platforms for dialogue and co-creation that included collaborative/discussion based spaces and opportunities to provide written feedback and input.

DIALOGUE AND CONSULTATION MEETINGS FOR PREPARATION OF THE ACTION PLAN

Dialogues and Consultation Meetings for the preparation of the OGP NAP 2020-2022

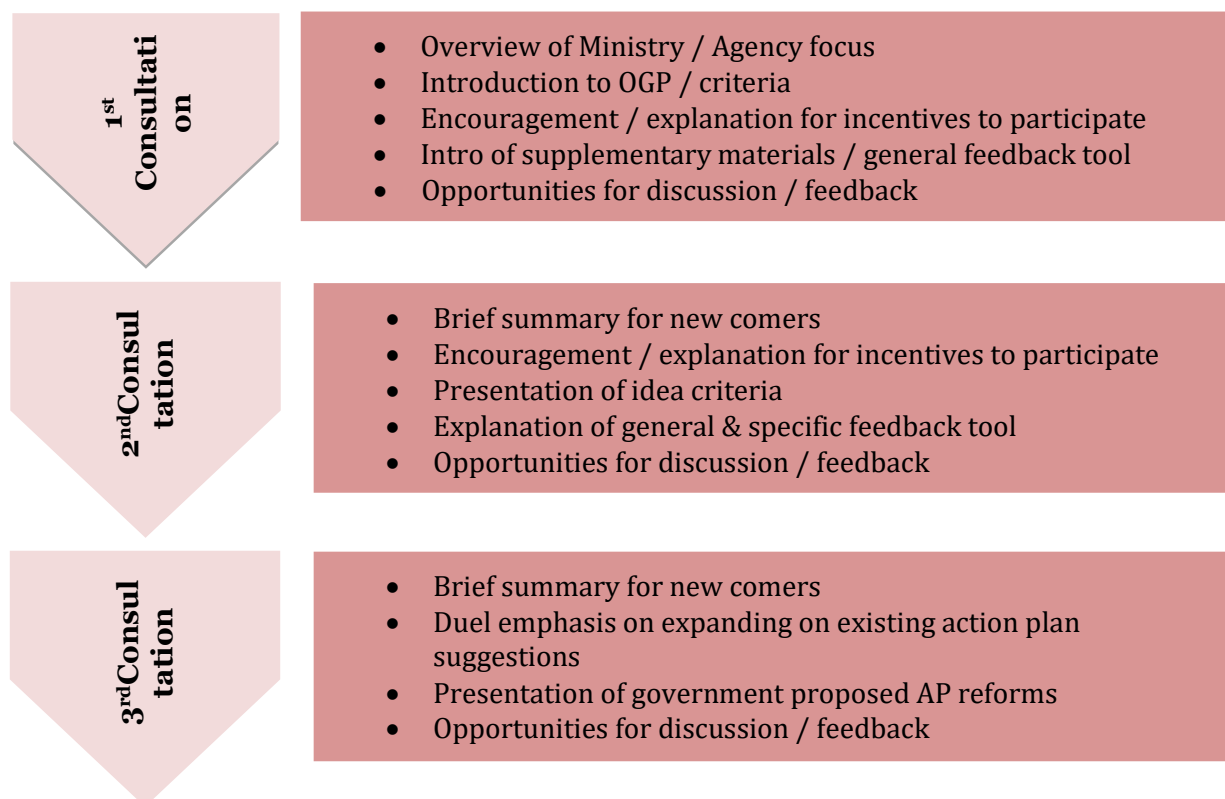
Thematic Stakeholder Consultations

To encourage informed participation based on the OGP Participation & Co-creation Standards have been coordinated and conducted 14 thematic stakeholder consultations. In all the consultative meetings with the CSOs have been presented brief informative presentations to facilitate stakeholder dialogue and contribution. The LFPs explained to the relevant details of their agency's work and suggested reform ideas and recommendations for the AP. The POC also presented in most consultations in order to outline the concept of OGP, outline methodology approach, and also presented relevant examples from other countries and the ways in which stakeholders can contribute.

The content of these presentations is provided tailored based on the weekly planning meeting, but broadly focuses on equipping stakeholders with the information and tools in order to utilize the expertise for developing and concluding ideas relevant to the OGP Action Plan. Finally, the POC presentations emphasized encouragement and promotion of discussion and contributions for more constructive and transparent dialogue.

- The POC coordinated the consultation process between LFPs and stakeholders for each of the four proposed policy areas
- The LFP of each policy area have been **conducted 4 stakeholder consultations in collaboration with the POC (each component conducted at least 3 dedicated consultative meetings with CSOs, all the evidences have been published in the OGP web)**.
- Stakeholders have been encouraged to provide comments, ideas and general feedback during consultations even through dedicated channels.
- All comments and discussions are recorded in the consultation reports and published on the OGP website.
- Comments and suggestions made during consultations have been incorporated into the development of the action plan.

General Structure of Thematic Stakeholder Consultation Meetings



POC Collaboration with LFPs

To facilitate continuous improvement in stakeholder engagement the POC worked closely with each of the LFPs individually to adapt the approach to stakeholder engagement to fit the particular context and any challenges specific to the policy area of focus.

Partnered Presentations for Stakeholder Consultations:

- POC coordinates with the LFP to facilitate presentations for the stakeholders.
- LFPs explained the relevant details of their work and suggested ideas and recommendations for the action plan.
- POC outlines the concept of OGP in each consultative meetings, also presented methodology approach, relevant examples from other countries and the ways in which stakeholders can contribute, etc.
- Focuses on equipping stakeholders with the information and tools to utilize their expertise towards developing ideas relevant to the OGP Action Plan.

Weekly Consultation Planning Meetings:

- POC conducted through different channels a periodic communication with the focal point of the LFP to address any issues in stakeholder engagement, flag potential areas of concern, discuss any adjustments in approach and develop the strategy for the next period

On-Call Support & Guidance:

- POC have ensure the continuously availability via email and phone for regular check-ins with the LFPs
- Communication is encouraged and has been facilitated by the feedback procedures established, thus, promoting more cooperation between the POC/ LFPs and Civil Society.

CONSULTATION REPORTING PROCESS FOR THE ACTION PLAN

Consultation Reporting

To ensure each component meets the co-creation criteria of the IRM for each component pre/consultation reports have been produced, developed and published that assesses the engagement, participation and feedback from civil society. The reports detail the elements below, such as:

- Level of engagement;
- Detail stakeholder suggestions/comments/feedback/ideas;
- Identify potential topics of focus based on the feedback from civil society;
- Areas to improve stakeholder engagement and participation.

Report templates have been produced by POC and have been provided to facilitate consistency, ease of use, accountability and reinforce importance of engagement at each stage. Consultation guidance & accompanying report templates were provided to LFPs for the pre-consultation study and for the stakeholder consultative meetings.

- Reports delivered using structured template
- Focus on evidence/ emphasis on identifying areas for improvement regarding engagement and identification of areas where to improve engagement
- Each report have been published

Consultation Report Guidance have been produced which cover the elements as below:

- Will identify which stakeholders are engaged in the process;
- Will identify gaps in stakeholder engagement and participation that can be addressed ahead of the next stages;
- Will identify preliminary areas for focus and priority for the action;
- Outline stakeholder contributions in details.

Quality Check for Reports

- POC developed structured templates to provide feedback to the LFPs on their reports;
- Answers are flagged as incomplete, partial or complete with recommendations / adjustments outlined by the POC;
- Provides a formal and consistent means of on-going feedback to foster consistency in reporting as well as support improvements to stakeholder engagement and participation.

Consultation Report Template for Thematic Stakeholder Consultation Meetings

CONSULTATION REPORT TEMPLATE	
Consultation Details	
Policy Goal Focus	
Lead Focal Point Institution	
Date&Consultation Meeting Number	
I. Objective of Consultation Meeting	
What was the aim of this consultation? Please answer for all that apply	
(i) Introduce stakeholders to the proposed policy goal	
(ii) Introduce stakeholders to the OGP process	
(iii) Explain the feedback tools for stakeholders	
(iv) Brainstorm ideas with stakeholders	
(v) Develop further details (milestones, etc.) for ideas	
(vi) Gather feedback on proposed policy goals	
(vii) Prioritize proposed policy goals	
(viii) Other (provide details)	
II. Methodology	
What was the format of the meeting? How were stakeholders able to participate?	
(i) Presentations	
(ii) Discussion / Feedback from stakeholders	
(iii) Questions and answers	
(iv) Brainstorming	
Stakeholder Selection	
(i) How were stakeholders selected?	
(ii) How were stakeholders contacted?	
(iii) How many stakeholders were contacted?	
(iv) Was the consultation announced publically? (via websites, social media, etc.)	
(v) Were stakeholders reminded?	
III. Results/ Findings	
Stakeholder Contributions	
(i) How many stakeholders attended?	
(ii) Did stakeholders contribute?	
(iii) Main issues identified by stakeholders	

(iv) Main recommendations from stakeholders?
IV. Shortcomings Identified & Preparations for Next Consultation
(i) Limitations in stakeholder attendance
(ii) Limitations in stakeholder participation
(iii) What can be done to improve attendance?
(iv) What can be done to improve participation in the next meeting?

Stakeholder Feedback Template for Thematic Stakeholder Consultation Meetings

STAKEHOLDER FEEDBACK TEMPLATE			
Name:		Organization/ Affiliation:	
Position:			
Issues Raised			
Feedback			
Ideas Suggested			
Other Comments			

CONSULTATION MEETING WITH CIVIL SOCIETY COUNCIL

Consultation meeting with Civil Society Council

Following the thematic consultations a consultation meeting with the National Council for Civil Society have been conducted which have enable contributions and refinement of the draft action plan from a wider audience of CSOs.

WRITTEN FEEDBACK PROCEDURES

Written Feedback

4 Pre-Consultation Survey have been conducted and published on the OGP web

The LFP, with technical support from the POC, have designed and conducted a pre-consultation survey to identify main issues on the policy area of focus, identify the priorities of stakeholders and identify areas to improve engagement ahead of the consultation period.

GENERAL IDEA PROPOSAL TOOLS FOR THE CO-CREATION PROCESS

General Idea Proposal Tools for the co-creation process have been produced

Available as a word template and as a googleform (provided as a link to stakeholders and embedded within the OGP website) the general idea tool enables stakeholders to outline what they believe to be the most important issues relating to the proposed policy area and to provide some general ideas in broad terms that can be elaborated on in further consultations.

The tool asks participants the following:

- *What do you think are the most important issues the Albanian government should prioritize to improve digital governance/anti-corruption/access to justice/fiscal transparency (depending on the policy focus)?*
- *Please propose any ideas or solutions you may have to improvedigital governance/anti-corruption/access to justice/fiscal transparency efforts*
 - *Briefly describe the overall idea*
 - *What is the problem the idea will address*
 - *What is the main objective of the idea*

SPECIFIC IDEA PROPOSAL TOOLS FOR THE CO-CREATION PROCESS

Specific Idea Proposal Tools

Available as a word template and as a googleform (provided as a link to stakeholders and embedded within the OGP website) the specific idea tool enables stakeholders to detail specific government reform ideas they may have to improve an issue relating to the proposed policy area.

The tool asks participants to consider the following as they provide details of their proposed idea:

- *“Please outline any ideas or solutions you may have for improving digital governance/anti-corruption/access to justice/fiscal transparency. Please include any and all information or details for this idea. When thinking of ideas keep in mind the following:*
 - **Problem:** *What is the social, economic, political, or environmental problem addressed by this commitment?*
 - **Objective:** *What are the objectives stated in the commitment? How does the commitment’s objective contribute to solving or improving the problem?*
 - **Solution:** *What activities does the commitment propose to achieve the objective? How would the activities contribute to the objective of the commitment?*
 - **Impact:** *If fully implemented as written, what potential effect would this approach have on the problem?*

Stakeholder Feedback Form for Specific Idea Proposals

Details of idea	
What is the problem the idea will address	
How will the idea address the problem	
Objective of idea / Potential impact	
Main beneficiaries (who benefits)	
How does it improve or promote:	Transparency & Access to Information?
	Public & Civic Participation
	Public Accountability
	Technology & Innovation
What are the main agencies who would implement the idea (Ministries/NGOs/etc.)	

Online Public Consultation

The draft action plan have been available on the online consultation OGP web where the wider public could provide feedback.

INCLUSION AND INCORPORATION OF STAKEHOLDER FEEDBACK

Inclusion & Incorporation of Stakeholder Feedback

All ideas submitted have been considered in a transparency and fair manner using the prioritization criteria previously established. Based on the assessments according to the criteria established idea proposals have been categorized into one of four groups:

Accepted	Accepted with Changes	Recommended for Future	Not Accepted
Proposals to be incorporated in the 2020-2022 Action Plan	Proposals to be admitted to the 2020-2022 Action Plan with changes	Proposals to be incorporated in future Action Plans	Inadmissible Proposals

PUBLIC CONSULTATION

One of the primary objectives of Albania's 2020-2022 Open Government Partnership (OGP) Action Plan (AP) development process was to improve the level of engagement with civil society, citizens, and other stakeholders in its development. Significantly advancing civic participation presents a substantial challenge.

To facilitate progression in stakeholder engagement towards the 2020-2022 Action Plan, but to also provide a foundational from which to increasingly improve civic engagement the Government Point of Contact (POC) prioritized a close dialogue with the Lead Focal Point Institutions (LFPs) responsible for each areas of policy focus for the OGP AP and the development of a framework with materials and tools.

This approach aimed to not only enable stakeholder participation and contributions, but facilitate accountability regarding the incorporation and consideration of stakeholder contributions. Further, it is intended that this approach will initiate the integration of OGP recommended processes into government systems which can be further elaborated and developed over time.

Four pre-consultation surveys were conducted across the four areas of focus for the OGP AP. In addition to the survey being publically accessible and promoted online on the OGP website stakeholders were directly contacted and invited to participate.

- **Over 270 stakeholders invited** to participate;
- **24 stakeholders completed these surveys.**

14 thematic stakeholder consultations were conducted through coordination between the focal point of the Government Point of Contact (POC) and with the Lead Focal Point Institution (LFP) of each policy focus.

Public invitations to participation in the consultations were announced online through the corresponding government agency websites, OGP website and in some cases government agency social media sites.

- **190 stakeholders from the Civil Society Agency Register and directly contacted and invited** and encouraged to provide comments, ideas and general feedback during consultations. Interested stakeholders were followed up with through both email and telephone.
- **30 non-governmental organizations attended the thematic stakeholder consultations.** All comments and discussions are recorded in the consultation report and will be published on the OGP website. Comments and suggestions made during consultations will be incorporated into the development of the action plan.
- **12 non-governmental organizations contributed comments/recommendations.**

Stakeholder engagement on these reform issues is a persistent challenge as public trust in processes is still being established. Pursuing this objective during the COVID-19 Pandemic produced additional challenges as avenues for consultations were severely limited and largely confined to online modalities to ensure physical distancing. Extensive efforts were made to facilitate adaptations to online only modalities the POC worked closely with The National Agency for Information Society (NAIS / AKSHI) to facilitate online feedback mechanisms and support timely and comprehensive upload of relevant materials. Additionally, the POC provided the LFPs with a guidance brief on facilitating online consultations and stakeholder dialogues based on OGP's recommendations and reference sources.

Analysis of the consultations conducted

Analysis of the consultations conducted in (six months) one year

Total number which public consultations were conducted

The public consultation process for the development of the 2020-2022 OGP Action Plan was initiated from the inception of the action plan development process in July 2020 and is on-going through a number of consultative tools until completion of the process in December 2020 when the action plan is finalized and approved by national and international structures.

- **4 Pre-Consultation Surveys** (August-September 2020): A series of pre-consultation surveys were utilized to gather feedback and input from stakeholders to inform the action plan development process.
- **14 Thematic Stakeholder Consultation Meetings**(September-October 2020): Stakeholders are encouraged to provide comments, ideas and general feedback during consultations covering the 4 policy areas of focus (Access to Justice, Anti-Corruption, Fiscal Transparency, Digital Governance). All comments and discussions are recorded in the consultation report and will be published on the OGP website and will be incorporated into the development of the action plan.
- **Publicly Available Information, Updates & Feedback Tools** (August-December 2020): The Government Point of Contact (POC) of the Albanian OGP action plan process has developed and implemented a new series of support tools, mechanisms and procedures that provide a framework for expanded co-creation for both the upcoming action plan and from which to further build for future action plans.
 - **5 Informational Briefs for the Public and All Stakeholders**:1 OGP Brief &4 Policy Focus Specific Briefs
 - **8 Online Feedback Tools** were also available to facilitate stakeholder input and contributions.
 - **Regularly Updated Public Website** with all documents and presentations used during consultation meetings, all proposed action plan commitments, consultation reports, etc.

How many acts were consulted and how many not?

The consultations covered the government proposed policy areas of focus for Albania's 2020-2022 OGP Action Plan. A series of consultation meetings were conducted for each of the following policy areas of focus each led by a lead focal point institution (LFP):

- **Anti-Corruption** – Led by LFP Ministry of Justice (MoJ)
 - 1 Pre-Consultation Survey
 - 4 Thematic Stakeholder Consultation Meetings
- **Digital Governance**– Led by LFP the Agency for the Delivery of Integrated Services (ADISA)
 - 1 Pre-Consultation Survey
 - 3 Thematic Stakeholder Consultation Meetings
- **Access to Justice**– Led by LFP Ministry of Justice (MoJ)
 - 1 Pre-Consultation Survey
 - 4 Thematic Stakeholder Consultation Meetings
- **Fiscal Transparency**– Led by LFP Ministry of Finance and Economy (MoFE)
 - 1 Pre-Consultation Survey
 - 3 Thematic Stakeholder Consultation Meetings

What was the structure of consulted acts (how many meetings, etc.)?

4 Pre-Consultation Surveys were carried out online to inform the action plan development process. Relevant stakeholders were directly contacted via email and requested to contribute and all citizens had access and the ability to contribute via the publically available OGP website.

Fourteen thematic consultation meetings were conducted across the policy areas of focus (see 2.1.2). These were primarily carried out online through the Webex platform and were accompanied by supporting information and feedback tools, discussed in 2.1.1). For each of the policy areas of focus 3-4 consultation meetings were held with the following focus:

- 1st Consultation Meeting(4 held)
 - Overview of Ministry / Agency focus
 - Introduction to OGP / criteria
 - Explanation of incentives to participate
 - Introduction of supplementary materials / general feedback tool
 - Opportunities for discussion / feedback
- 2nd Consultation Meeting (4 held)
 - Brief summary for new comers
 - Explanation of incentives to participate
 - Presentation of idea criteria
 - Explanation of general & specific feedback tools
 - Opportunities for discussion / feedback
- 3rd Consultation Meeting (4 held)
 - Brief summary for new comers
 - Dual emphasis on expanding on existing action plan suggestions
 - Presentation of government proposed AP reforms
 - Opportunities for discussion / feedback
- 4th Consultation Meeting (2 held)
 - Additional opportunity to expand on discussion and feedback from the 3rd consultation meeting

Consultation methods

2.1.1 What were the most used consultation methods?

Thematic consultation meetings were the most utilized method of consultation, with **fourteen consultations** being conducted between September and October 2020.

>190 Stakeholders directly invited to participate

30 non-governmental organizations attended

- Anti-Corruption
 - 50 CSOs invited to participate
 - Representatives from 13 CSOs and non-government organizations attended
- Digital Governance
 - 60 CSOs invited to participate
 - Representatives from 4 CSOs and non-government organizations attended
- Access to Justice
 - 25 CSOs invited to participate
 - Representatives from 7 CSOs and non-government organizations attended

- Fiscal Transparency
 - 58 CSOs invited to participate
 - Representatives from 5 CSOs and non-government organizations attended

Which consultation method generated the biggest number of comments?

Thematic consultation meetings

18 Contributions were made during the 14 meetings

- Anti-Corruption
 - 6 Contributions (4 Organizations)
- Digital Governance
 - 3 Contributions (2 Organizations)
- Access to Justice
 - 7 Contributions (4 Organizations)
- Fiscal Transparency
 - 2 Contributions (2 Organizations)

Did the ministry also organize some preliminary consultations in the early stages of drafting?

Four pre-consultation public surveys were conducted in September 2020. The LFPs of each policy area of focus, with technical support from the POC, each designed a pre-consultation survey to identify main issues on the policy area of focus, identify the priorities of stakeholders and identify areas to improve engagement ahead of the consultation period.

- 24 Stakeholders participated from over 277 contacted and invited to participate:
 - Anti-Corruption: 2 stakeholders participated from 34 contacted
 - Digital Governance: 6 stakeholders participated from over 65 contacted
 - Access to Justice: 11 stakeholders participated from 121 contacted
 - Fiscal Transparency: 5 stakeholders participated from 57 contacted

Duration of consultations

How many consultations were open for the required 20 days? How many lasted longer or shorter?

Public consultation took place from August 2020 and will continue until December 2020 when the OGP plan is approved. The pre-consultation survey was open for 21 days (three weeks). Stakeholders had the opportunity to contribute in thematic stakeholder consultations or could provide written feedback to any of the four policy areas of focus using feedback tools available for over 20 days in October – total 8 online consultation tools.

What was the average duration of consultation?

Consultation duration varied depending on format, but exceeding 20 days for each of the four components of the OGP Draft Action Plan.

Stakeholders involved

How many external, non-governmental stakeholders took part for drafting the acts as appointed members of the working groups/consultative bodies in the given year?

Thematic Stakeholder Consultations

- >190 Stakeholders directly invited to participate. Relevant stakeholders were identified through the Civil Society Agency Register and were directly contacted through emails and invited to participate and interested stakeholders were followed up with through both email and telephone.
- 30 non-governmental organizations attended¹
 - Anti-Corruption – 13 organizations attended (50 invited)
 - Digital Governance – 4 organizations attended (60 invited)
 - Access to Justice – 7 organizations attended (25 invited)
 - Fiscal Transparency – 5 organizations attended (58 invited)

What was the structure of external members of working groups/consultative bodies (individual experts, CSOs, companies, etc.).

Thematic Working Groups

- 4 working groups dedicated to each component and comprised of external and internal (government) experts

How many stakeholders participated/provided comments in open consultations conducted on draft acts in the given year?

Pre-consultation phase approximately 30 stakeholders participated.

Thematic stakeholder consultations 30 stakeholders participated & 12 provided comments/contributions.

What was the structure of contributors to public consultations– how many individuals, how many legal entities (companies, associations, etc.)?

Thematic Stakeholder Consultations

- >190 Stakeholders directly invited to participate
- 30 non-governmental organizations attended²
 - 11 Human Rights Organizations
 - 2 Organizations focused on people with disabilities
 - 2 Organizations focused on the Roma population
 - 1 Organization focused on women's rights
 - 6 Organizations focused on various other human rights issues
 - 1 Academic Institution
 - 13 Good Governance Focused Organizations
 - 8 Think tanks / research institutes
 - 4 EU integration focused
 - 3 International development organizations

¹ In some cases organizations were represented by more than one individual in a consultation meeting

² 1 attendee was listed as 'other'

Recommendations and comments received

What is the number of recommendations and comments received - total and average per consultation?

Thematic Stakeholder Consultations

18 Contributions were made during the 14 thematic stakeholder meetings

12 Non-governmental organizations contributed comments

- 4 Human Rights Organizations
 - 1 Organization focused on people with disabilities
- 1 Academic Institution
- 6 Good Governance Focused Organizations
 - 5 Think tanks / research institutes
 - 2 EU integration focused
- 1 International development organization contributed comments

Reports on consultation outcomes

How many consultation reports did the ministry publish?

- Pre-Consultation Reports were published;
- 14 Consultation Reports are in the process of being published.

If some were not published, what are the reasons?

All reports are published or are in the process of being published.

Challenges and opportunities for the future

The main challenges highlighted by the implementing ministries were:

- 1) Limited time to conduct all consultations;
- 2) COVID-19 constraining the ability to conduct in person consultations;
- 3) Limited stakeholder interest and attendance.

Efforts to address challenges:

- 1) Publication of all materials on OGP website;
- 2) Increased outreach efforts via email, social media and telephone;
- 3) Emphasis on importance/relevance of stakeholder participation in meetings and discussion of how contributions will be incorporated;
- 4) Stakeholder support materials;
- 5) Diversity of feedback options for stakeholders to participate and contribute.

IRM RECOMMENDATIONS

During the 5th NAP cycle, the Independent Evaluation Mechanism (IRM) elaborated the evaluation report and highlighted “that the government continued to act contrary to the OGP process as it developed the action plan without a multi-stakeholder forum. A dedicated multi-stakeholder forum should be established, without delay, to monitor implementation of the current plan and develop future action plans that also consider citizen and civil society priorities”, reference page 2.

In this context the Government of Albania have been mobilized based on this recommendation and have established the Multilateral Committee on Partnership for Open Government by Prime Minister's Order no. 145, dated 20.12.2021 "For the establishment and operation of the Multilateral Committee on Partnership for Open Government" which have been amended by Prime Minister's Order no. 177, dated 28.10.2022.

The Prime Minister Order no. 177, dated 28.10.2022 aims to contribute to a more effective implementation of standards of Open Government within the membership of the Albanian Government in the Global Initiative of "Open Government Partnership" (OGP).

Transparency, communication, accountability and the fight against corruption, as well as the participation of citizens have a great impact on the social and economic development of the country.

MULTI-STAKEHOLDER COMMITTEE FOR PARTNERSHIP (OGP) IN ALBANIA

Multi-stakeholder OGP Committee in accordance with OGP standards

The committee is a consultative body for the fulfillment of obligations for open governance on behalf of the Albanian Government.

The creation of this Committee comes in fulfillment of the obligations arising from Albania's membership as a member country with full rights in the Global Initiative for Open Government (OGP).

The implementation of obligations as a member country makes necessary the constitution and functioning of the Committee, which will fulfill the obligation to coordinate a national process for the approval of the National Plan for Open Government and its periodic monitoring.

Line ministries and central institutions take measures to pursue the objectives of the National Plan for Open Government, its implementation and monitoring, in accordance with the standards of the Global Initiative for Open Government.

The committee is co- chaired by the Minister of State for Service Standards as National Coordinator _ for OGP and from representatives of members of non-profit organizations.

The tasks of the Committee:

1. To review and promote the implementation of the National Plan for Open

Government, as well as to provide orientation for the implementation and reporting of the institutions on its progress;

2. Encourage you coordination at the highest level of the institutions, with the purpose of orientation and leadership of the work for the implementation of policies and measures to achieve open governance commitments .
3. To encourage dialogue in the framework of policies and between them , in the implementation of open governance.
4. Examine the self-assessment reports of the fulfillment of the measures for the country, prepared by the secretariat, as well as to give recommendations for improvement.
5. Review evaluation reports from the independent open government mechanism for the country.
6. Recommend the necessary legal measures, as well as orient the organizational work for legal initiatives to achieve commitments.
7. Promote planning for the financing of measures through medium-term budget programming, cooperation with development partners, through the integrated planning system (SPI).
8. Encourage dialogue between the Council of Ministers and independent institutions, local self-government bodies, partners for development, civil society, for the implementation of measures, as well as to promote the initiatives of coordinated actions in this context.
9. Provides technical support for the activities of the Multilateral Committee ABOUT Partnership for Governance to Open in general , as well as in particular for the 'collaboration' process, in line with the standards for participation in the OGP Initiative;
10. Ensures the organization of meetings and the topic of the issue for discussion, prepared in cooperation with the ministries and other actors, at the Committee;
11. Coordinates the technical process and methodological orientation of the institutions at the technical level for the preparation of the National Plan for Open Government;
12. Coordinates the technical process with the institutions in charge of monitoring the implementation and preparing self-assessment reports on the progress of the implementation of the measures of the National Plan for Open Government by the institutions in charge of them;
13. Ensures the coordination of the work with the institutions for the drafting and technical review of the evaluation reports by the independent Open Government mechanism for the country, as well as presents the relevant information with recommendations to the Committee;
14. Coordinates the work for the preparation of the necessary legal initiatives, as well as measures related to planning for financing in the medium-term budget program;

15. Coordinates the work between the Committee, public institutions and partners for development, as well as social partners and other interested actors;
16. Ensures the methodological and technical direction of the work, for the preparation of effective technical instruments for achieving the commitments in the National Plan;

The Multi-Stakeholder Committee consists of the members provided for in Prime Minister's Order no. 145 dated 20.12.2021 amended by Order no. 177, dated 28.10.2022 and is co-directed in the roles of co-chairs by the Minister of State for Service Standards, as well as by a representative chosen from among the members of civil society in the Committee, which is determined by the members themselves civil society and is communicated at the first meeting of the Committee, pursuant to Law No. 119/2015 "On the creation and functioning of the National Council for Civil Society KKSHC".

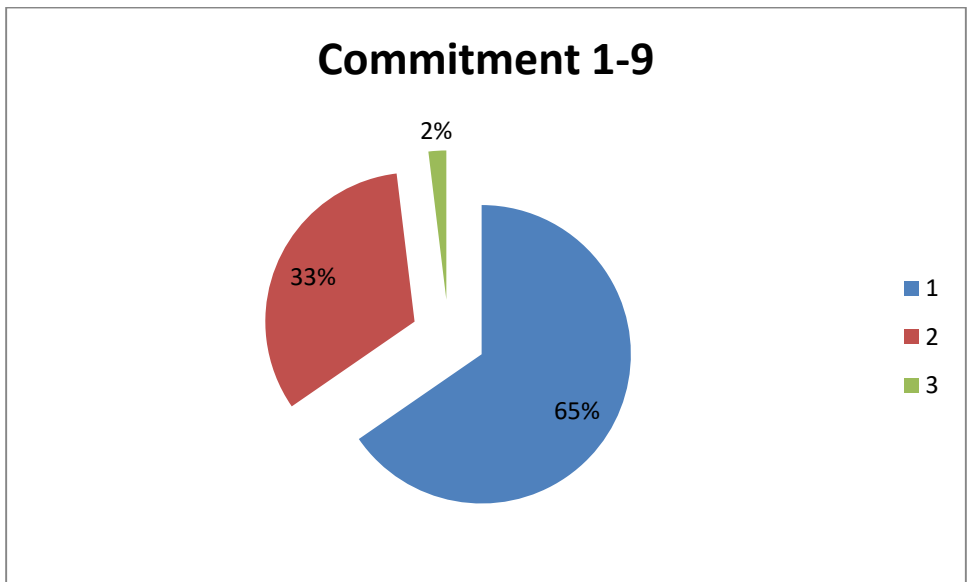
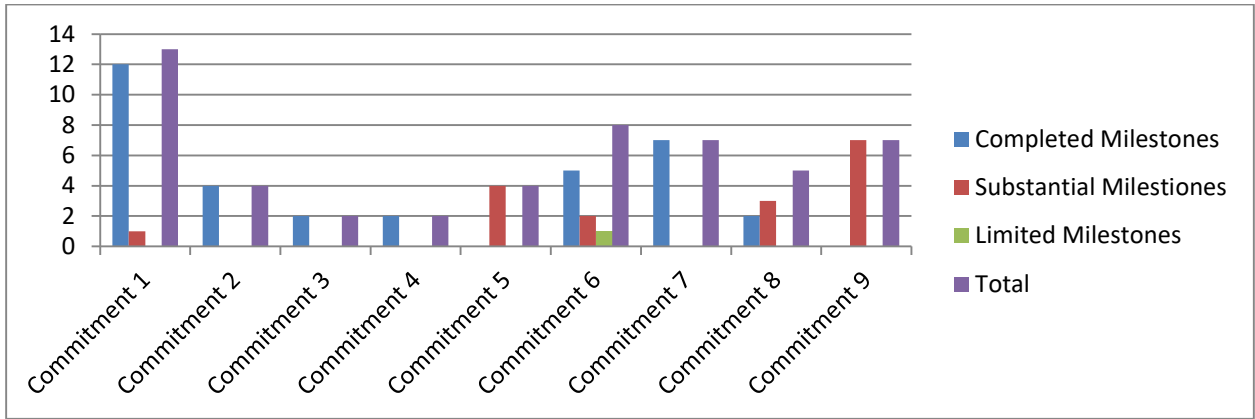
IMPLEMENTATION OF THE ACTION PLAN COMMITMENTS

Albania's 2020–2022 action plan is the country's fifth OGP action plan. It contains nine commitments, which seek to develop integrity plans, a beneficial ownership register, improve and digitize public service delivery, publish open data, expand measures ensuring access to justice, and implement budget transparency and transparency of state assets and revenue.

No. Commitment	Commitment	No. Priority Measures	No. Milestones
1	Integrity Plans	2	13
2	Beneficial Ownership Register	2	4
3	Development of e-government through provision of interactive electronic public services for citizens & businesses	1	2
4	Expansion and increased accessibility of the Open Data Portal to increase transparency	1	2
5	Improving the quality of public service delivery in ADISA Integrated Services Centers (ISC's) and service counters	1	4
6	Access to justice is guaranteed and in accordance with national laws, as well as European standards and best practices.	2	8
7	The Ministry of Justice website is fully functional with timely, easily understandable, accessible information and the appropriate capacities developed to ensure transparency and accountability for the citizens	3	7
8	Budget Transparency	3	5
9	Transparency on Revenue	2	7

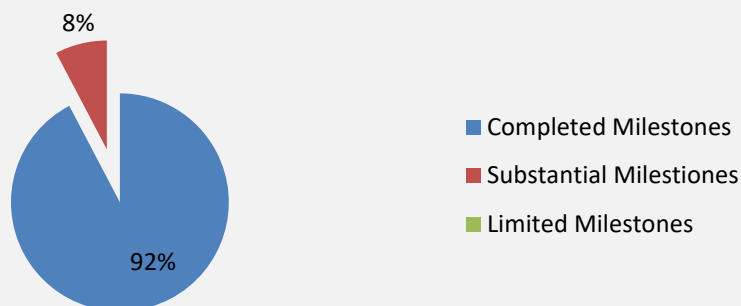
PROGRESS OF COMMITMENTS AND MILESTONES OF THE 5TH ACTION PLAN

The national plan for Open Government 2020-2022 has a total of 9 commitments, 15 priority measures and 52 milestones. The progress achieved is very visible, of which 65% have been completed within the deadlines, 33% have been achieved considerable and only 2% are progress on the limit.

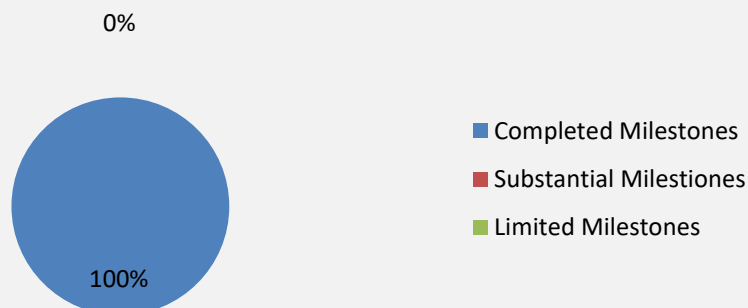


SUMMARY OF THE PROGRESS ON THE COMMITMENT I,II OF THE 5TH ACTION PLAN

Commitment 1: Anticorruption



Commitment 2: Beneficial Ownership



Corruption is a threat to democracy, good governance, fair competition, sustainable economic, social and political development of a country. It severely hinders economic development, creating a system of inequality, prejudice and nepotism, destroying people's trust in their state, so the fight against corruption is today one of the primary challenges of any state with a democratic culture, vision and high integrity. The government has and will continue to have an unwavering will in the fight against corruption, through preventive actions, punitive measures and awareness-raising activities. The government's priority in the fight against corruption is in line with the conditions set by the European Union for the opening of EU membership negotiations. Tackling corruption is one of the most important objectives of the Albanian government and has been identified by the European Union as one of the five main priorities for the country towards integration into the European Union.

Since 2015, Albania follows and implements the Inter-Sectorial Anti-Corruption Strategy. The vision of ISAC 2015-2023 is: "Transparent Albanian institutions and with high integrity, which enjoy the trust of citizens and guarantee quality and non-corrupt service." The major policy goals of the Inter-Sectorial Anti-Corruption Strategy are to prevent, punish and raise

awareness / education about corruption. These goals are long-term and extend throughout the implementation of the strategy and the action plan in its implementation.

Anti-corruption initiatives and policies support the inter-institutional reforms necessary for the improved functioning and efficiency of all public and private institutions. These anti-corruption initiatives and policies will increase the integrity, performance and accountability of institutions and promote responsible governance that facilitate equal and equitable law enforcement and improve public service for all citizens, as well as the implementation of citizens' rights and obligations in property matters.

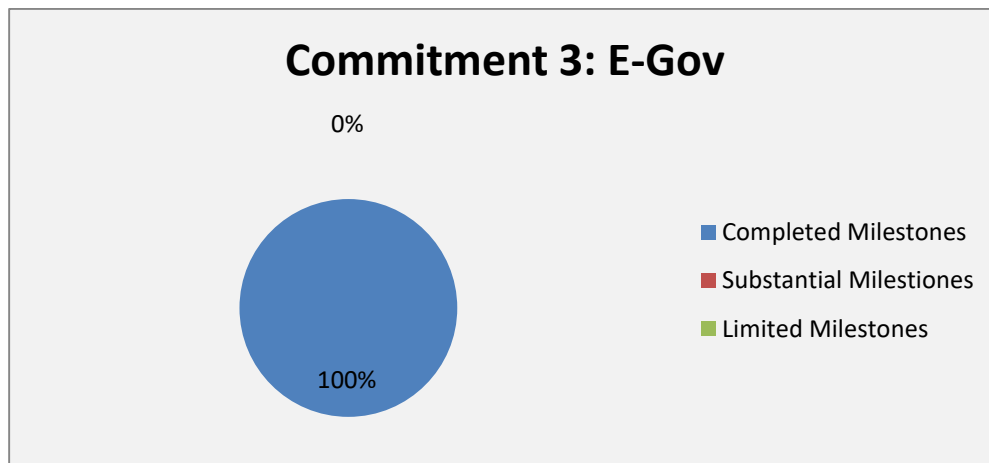
The Ministry of Justice, in its role of National Coordinator Against Corruption, leads the inter-institutional commitment to improve public integrity and promote a culture, transparency and accountability for all civil servants and public officials at all levels of government, but especially at the highest levels. vulnerable as well as corruption-sensitive sectors.

The development and implementation of integrity plans for all central administration institutions and their subordinate institutions requires substantial political will, technical capacity and commitment within these institutions. Institutional resistance against integrity breaches will need to be strengthened and increased transparency, public access to official information and state activities will require commitment to development and enforcement as well as timely reporting.

These initiatives are a very good example of cooperation with CSOs, indeed. Integrity risk assessment, consultation meetings and capacity building in risk assessment, co-drafting of the integrity plan for the Ministry of Justice, its replication in the MoJ dependencies initially and in other ministries are steps that improve the fight against corruption, strengthen integrity and performance of administrative bodies as well as provide better services to the public.

Finally, the ongoing establishment and administration of a Register of Beneficiary Owners will require substantial political commitment to prevent corruption through mandatory transparency and traceability measures.

PROGRESS ON THE COMMITMENTS AND MILESTONES OF SUMMARY OF THE COMMITMENT III OF THE 5TH ACTION PLAN



The commitment is in line with the government-wide strategy of the improvement of public services, namely the 2022 – 2026 Digital Agenda of Albania and the 2015-2020 Cross-cutting Public Administration Reform Strategy as well as its implementation plan 2018 – 2022. Following both these strategies and pursuant to the Law No 107/2021 “On co-governance”, the Government of Albania has continued its path of no return towards the fully online provision of public services and the complete digitalization of the administration's work processes. At the same time, reducing the number of associated documents required to citizens/businesses and also re-engineering the whole process of their provision, in order to reduce processing steps, digitalize internal processes thus reducing bureaucracies, costs and time for citizens.

Currently, 95% of all public services are being provided online-only (application and the obtainment of the final document, e-sealed or e-signed). The administration is no longer the same. Citizens and businesses do not collect documents and certificates as it is the public administration employees who collect all state documents needed for the respective services. All governmental data and documents are being used and reused within the administration, relieving citizens of the burden of collecting their hard copies by the state counters. The dedicated system (the e-Signed Documents Circulation System) is enabling the interaction of all institutions, with the aim of exchanging all associated documents of the citizen's file in electronic form, paperless and bearing electronic signature. This reduces the burden on citizens and businesses in institutions and the only documents they need to upload are self-declarations and documents that they receive from private entities.

In accordance with the aforementioned law, the services offered by all service provider institutions, whose applications are submitted through the e-Albania platform, as of May 1, 2022 are provided only electronically by ensuring the issuance of the final document with legal value (e-sealed/e-signed). The public administration is using the e-Signed Documents Circulation System (SQDNE which has been extended in use and more functionalities have been added) to provide the e-signed document to the citizen, who then downloads it from his e-Albania account. In compliance with the provisions of Article 61 of this Law, the final document needed to complete the process for all electronic services is being issued either as an e-sealed or as an e-signed document. Prior to this moment, these documents were mostly provided only as hard copies. From the 1st of May the government decided to reduce

drastically the number of front desks in the country. Currently, the only offices open for citizens are the ones that provide services that need the physical presence of the citizen (getting married, registering the fingerprints during the passport application etc.) or vehicle (inspections etc.).

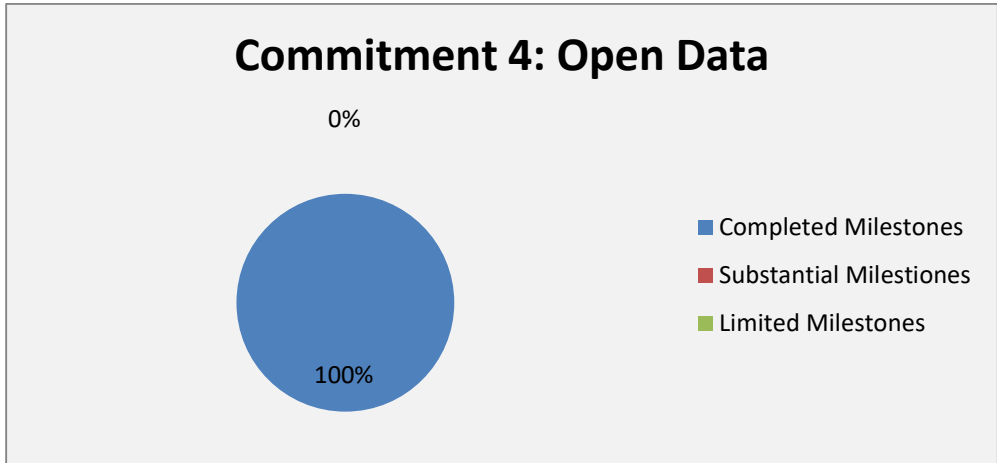
The Agency for Dialogue and Co-Government is responsible for monitoring the implementation of deadlines and the use of the aforementioned system to ensure that the service and the final document with electronic signature are delivered to citizens and entities, according to legal deadlines.

This centralized approach of e-Government services has enabled to have service standardization and even development among the ICT infrastructure of public institutions nationwide, increase the quality of our services as quality assurance processes are performed more rigorously, faster knowledge and troubleshoot sharing among our specialists resulting in better use of human resources. Enabling fully online services means providing them at no additional cost for citizens/businesses, without waiting in queues at the state counters thus not wasting time and without having any physical contact with administration employees thus eliminating corruption.

Centralizing public services into e-Albania platform enables increased public accountability on three levels:

- First, an online electronic platform establishes traceability for service delivery actions and eliminates in 95% of public services the need for face-to-face contact between citizens and public administration employees, lessening opportunities for corruption to take place or go unnoticed.
- Second, public services on the platform must meet an established criteria on the electronic provision of services and the compliance with this criterion is always monitored. Setting and enforcing a unified criteria across public institutions eliminates variations in administrative practices across institutions' and remove ambiguity and consequently, not only promotes increased efficiency across the whole public administration, but also reduces the opportunities for corruption and mismanagement.
- Third, the e-Albania platform is not only accountable to internal institutions, but also through outward feedback mechanisms that enable civic participation towards its continual improvement. Through awareness campaign to capacitate citizens and businesses and its feedback mechanism (milestone 2), the e-Albania platform promotes a citizen-centered culture and approach to the transformation of public services. An online format that eliminates in-person or physical feedback and guaranteed privacy protection for citizens aims to incentivize citizens to not only use the platform, but to provide feedback and recommendations, secure that their identity will be protected.

SUMMARY OF THE COMMITMENT IV OF THE 5TH ACTION PLAN



The commitment for the open data portal, although it is a continuation of the previous commitment, has as its main goal the improvement of the data quality in order to be reused by the civil society, academia, start-ups and SMEs etc.

Enriching the opendata.gov.al portal with more automatic data being published directly from the state databases via the Governmental Interoperability Platform provides the civil society, students, academics, journalists, businesses and start-ups etc. *easier access to various governmental data needed for their research, studies/analysis or building up their businesses and increases government transparency and trust, since the data are published with no human intervention.*

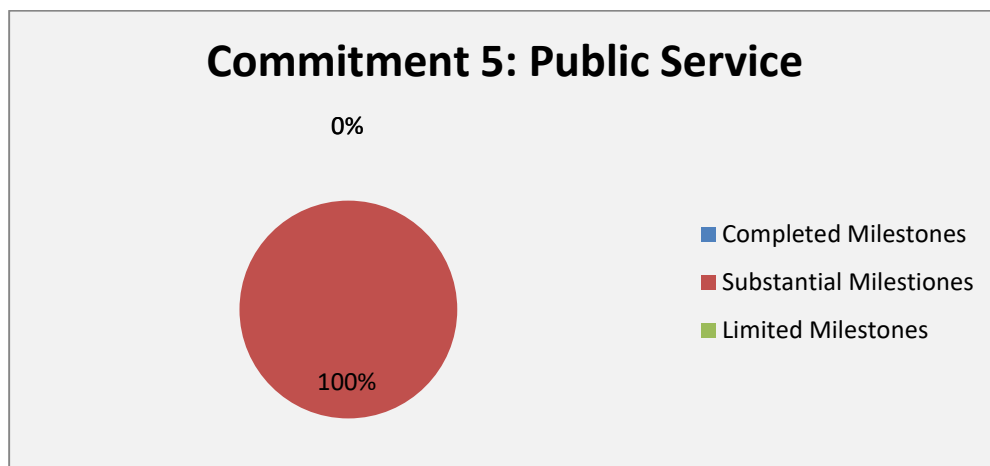
At the same time, further developments are planned to improve the features of the portal and the quality of data, thus *enabling the users to have more data options and better searching.*

No matter how good the contents of the dataset, if it is not clearly documented, well-structured and easily accessible, then it will not get used. In this context, we will work to increase the quality of our data in parallel with promoting as much of them as possible to enable civic participation and more engagement between governments and citizens.

As a result, Open Data will make it easier and less costly for government ministries to discover and access their own data or data from other ministries, which reduces acquisition costs, redundancy and overhead.

Increasing the accessibility of Open Data Portal for the re-use of public data is the key resource for social innovation and economic growth. Open Data provides new opportunities for governments to collaborate with citizens and evaluate public services by giving citizens access to data about those services. Businesses and entrepreneurs will use Open Data to better understand potential markets and build new data-driven products.

SUMMARY OF THE COMMITMENT V OF THE 5TH ACTION PLAN



This commitment establishes an inclusive strategy for the assessment of the quality and accessibility of public service delivery at ADISA ISCs that is centered on listening to the needs of citizens. It provides multiple opportunities and platforms for citizens to express their needs, opinions, circumstances and feedback and commits to a transparent process of incorporating citizen contributions towards improved public service delivery quality and accessibility. As such this commitment will entail carrying out citizen surveys to monitor citizen satisfaction with public service delivery and the timeliness of these services.

*From May 1, 2022, the Prime Minister has announced that every public service will be offered only online and there will no longer be physical counters, except for those services that still require the physical presence of citizens, as a very important step to avoid corruption, waiting in queues of citizens, delays in obtaining a state document. Pursuant to Article 61 of Law 107/2021 "On co-governance" and Decision no. 252, dated 29.04.2022 of the Council of Ministers "On the procedures of providing online services by service-providing institutions and on the methodology of monitoring and controlling the administrative activity of their provision" it was decided to close all counters, which they do not require the physical presence of citizens and their provision only online in the e-albania portal.

The results of these surveys and consultations will be integrated into performance monitoring assessments in order to identify ways to improve service delivery at ISCs and in general ADISA's performance assessment of service channels aims at improving public service delivery to citizens, its accessibility and increasing the overall satisfaction of service users. By monitoring the quality of public service delivery at ISCs through on-going citizen satisfaction assessment mechanisms this commitment aims to improve public service by listening directly to the needs of citizens in order to increase accessibility of quality public service delivery.

During the reporting period Citizen Satisfaction Survey were conducted in 4 ADISA locations, which showed that majority of citizens were "Satisfied" or "Very satisfied" with the service received at the application counters.

Results from the public perception survey on service delivery suggest that governments in the Western Balkans are striving towards digitalization and citizen-oriented services. This year's surveys show that all of the countries in the region are either making progress or remain at the level of the first PAR Monitor 2019/2020.

Currently, the Agency for the Delivery of Integrated Services Albania (ADISA), in implementation of the legal acts in the framework of the provision of public services only online and the Prime Minister's Order no. 87 dated 13.05.2022 "For the commitment of the structures of the Agency for the Delivery of Integrated Services Albania (ADISA) to cooperate with the Agency for Dialogue and Co-governance (ADB), for the realization of some tasks related to the provision of services" is cooperating with the Agency for Dialogue and Co-Governance (ADB) regarding:

- Monitoring the implementation of the deadlines for the use of the Document Circulation System with Electronic Signature (SQDNE), in cases where there must be an exchange of accompanying documentation between institutions, until receiving the service of the final document with an electronic stamp or electronic signature from the citizens and subjects according to legal deadlines, as well as;
- Monitoring the progress of complaints administered by the ADB about the way services are provided by state institutions at the district level.

During the reporting period, the process of identifying the standards of service-providing institutions and the creation of Metadata and Barometer of the quality of public services continued, as well as in implementation of order no. 2, dated 19.01.2022, of the Minister of State for Service Standards "On the establishment of working group for the design of the passport, platform and methodology and coordination with other institutions for monitoring the implementation of service standards" and Order no. 239, dated 03.04.2022 "On the establishment of working groups" for the design of methodology and questionnaires divided into two categories: the general questionnaire on the operation of the institution and the questionnaire at the service level, working groups were set up to assist the employees of public institutions in completing the questionnaires at the institution and service level, for the 11 institutions included in the pilot phase. In each institution, a sample of services was selected, including the main categories, whose data will serve to build a model for measuring the level of service quality according to the defined indicators/index. At the end, the barometer and the passport of the standards would be drawn up and the implementation of the latter would be monitored, as one of the priorities of the Albanian Government.

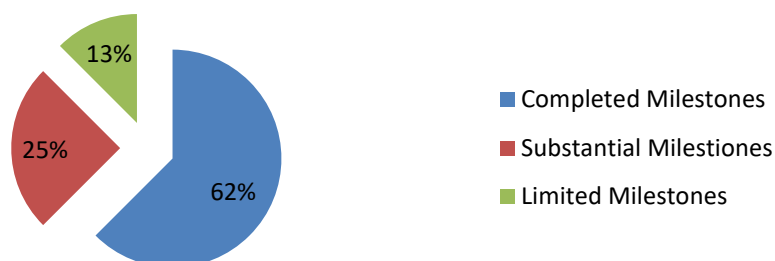
During the reporting period, the employees of the ADISA Central Directorate have carried out a series of trainings on the SQDNE system and monitor the Document Circulation System with Electronic Signatures and report twice a day, at 9:30 a.m. and at 4:00 p.m. to the responsible coordinator of the Co-Government on the progress of the applications, which are assigned according to the monitoring institution, based on the model report defined by the ADB.

They also cooperated with the responsible coordinator of the Co-Government to compile, on a daily basis, the application monitoring report and the determination of the responsible persons who have not met the deadlines and to identify the problems with the backlogged applications.

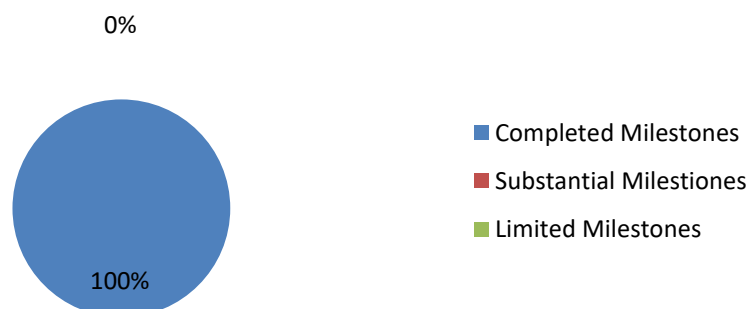
As far as the employees of the Regional/Local Offices are concerned, they have engaged in continuous training and then continued with the handling of complaints on the alqiëriaqeduam.al platform, divided by districts.

SUMMARY OF THE COMMITMENT VI,VII OF THE 5TH ACTION PLAN

Commitment 6: Access to legal aid



Commitment 7: Accessibility



Accountability, transparency and access to justice are considered the three most important pillars on which democratic development rests, thus being considered essential indicators in increasing the quality of governance and strengthening the community. Achieving full international standards in the field of transparency and accountability remains a qualitative and vital challenge for ensuring democracy according to international standards and best practices. The most important document in the hierarchy of normative acts that protect and guarantee the fundamental rights and freedoms of every individual is the Constitution of the Republic of Albania.

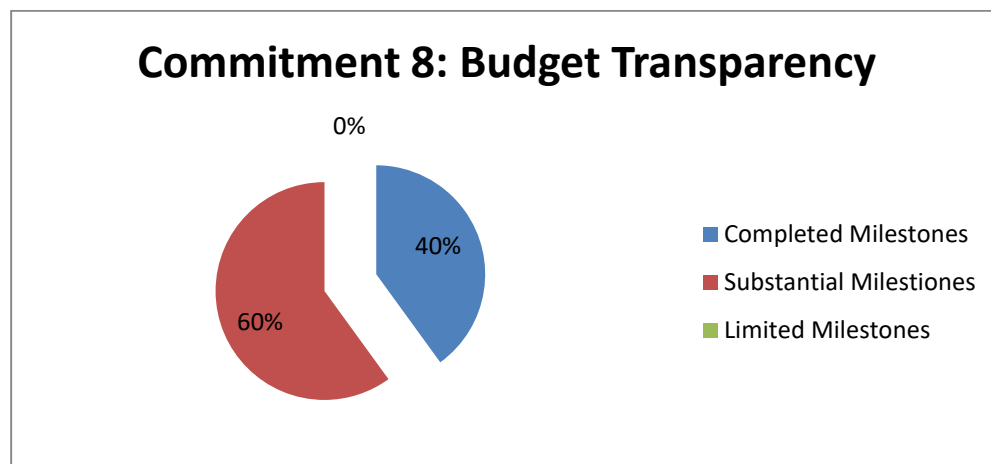
The initiative undertaken, such as the Open Government Partnership, was considered an important mechanism with a clear aim to promote through engagements key processes of the country's strategic development and European integration. Component 3 "Access to Justice" was envisaged in the National Action Plan of the Partnership for Open Government in order to materialize, link and ensure the triple approach on access, transparency and accountability.

This component is also translated into a wide range of measures taken in the implementation of many sectorial and cross-sectoral strategies such as the Cross-Sectoral Justice Strategy where special activities aim to increase transparency, professional skills, accessibility in

accordance with legal requirements and European standards, the Strategy Cross-sectoral Anticorruption, Juvenile Justice Strategy, Public Legal Education Strategy, as well as other measures taken to fulfill the mission for an open, transparent and accountable and comprehensive government/policy. Taking into consideration all the developments of the justice reform so far, the Cross-Sector Justice Strategy implements its vision in an "independent, accountable, accessible, transparent, and efficient justice system that protects human rights and serves society." according to European standards". Specifically, the second goal of the policy has a direct focus on strengthening the transparency, efficiency of the judiciary and access to justice in accordance with constitutional, legal requirements and European standards.

This commitment also creates mechanisms of particular importance not only in fulfilling the minimum obligations defined by the law, but that information is conveyed in such a way that it is easily understandable and clear for every citizen. This component will continue to improve by taking all the necessary steps to achieve a transparent government in accordance with best practices and European standards.

PLAN



Government of Albania has continued to work with the aim to provide a satisfactory progress with regard to the public availability of accessible, timely, comprehensive, and sound budgetary information. This is a continued work that has been materialized in different programs in the Albanian policies, such as, strategic documents i.e. PFM Strategy, action plans, as OGP Action Plan, IPA annual action documents etc. The results expected to open government in terms of transparency of government.

Progress was made during 2022 by INSTAT in creating a sustainable statistical system named "Albanian Integrated GFS Compilation System (AIGCS)" which is used for compiling Government Finance Statistics (GFS) and Excessive Deficit Procedure (EDP) following ESA 2010 methodology. The target indicator *Government National Accounts* was achieved in level 75%. Using the new system, INSTAT during April 2022 notifications has compiled and transmitted to Eurostat, Government Finance Statistics for non-financial accounts for General Government sector table 2, 9, NTL, 11 and 25. Also from the system are compiled and transmitted to Eurostat during April 2022 notifications EDP tables for period 2018-2021. The output "EDP tables are revised and full statistical system created" could be considered achieved as all its target are completed. In this regard the tables for EDP Transmission Programme are automated and the statistical system was created.

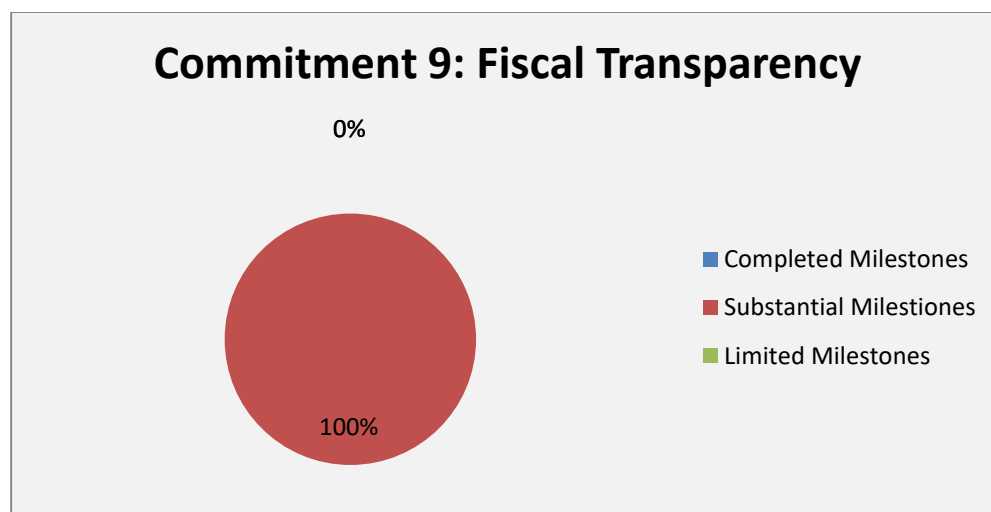
Indicator *an improved Fiscal Risk Statement*, was achieved. For the fiscal year 2022 the monitoring of SOE-s has been furtherly expanded by +3 additional companies, part of the water supply sector. Fiscal risk analysis has been improved and expanded. The main risks that are monitored are: Arrears accumulation, Concessions/PPP contracts with budget support, Court cases contingent, State Owned Enterprises (SOEs) related risks. The Annual Budget Execution Report for FY 2021 has been published on the MFE's website³. In-year budget execution reports only in terms of Budget Performance Monitoring Reports were in progress during September 2021-September 2022. The 'Approval of the new Guideline annexes' will be able to end by the end of FY 2022. The new templates of guideline for budget monitoring annexes will be implemented by the end of FY2023.

³<https://financa.gov.al/paketa-e-projektligjit-te-buxhetit-faktik-2021/>

The continuation of the membership in OGP and in specific the current priority on budget transparency, will continue with the aim to improve transparency and to achieve a fully open government.

SUMMARY OF THE COMMITMENT IX OF THE 5TH ACTION

PLAN



Albania has continued to work with the aim to increase revenue transparency through better financial and non-financial performance reporting in line with international standards to improve coverage, quality and accessibility of information on public finances. This is a continued work that has been materialized in different programs in the Albanian policies, such as, strategic documents i.e. PFM Strategy, action plans, as OGP Action Plan, IPA annual action documents etc. The results expected to open government in terms of transparency of government.

Regarding outcome performance indicator *Legal acts and accounting standards in line with IPSAS and approved country strategic action plan are in place* work is ongoing. Work regarding *Inventory of assets implemented in all central government units, based on the approved methodology* is ongoing.

During 2021, the consulting company in collaboration with MoFE has carried out the gap analysis of national accounting standards comparing with IPSAS and a report estimating the quantitative impact for implementation of each IPSAS individually. The instruction regarding accounting treatment of inventories and intangible assets in public sector was drafted. During 2022, the consultant and the MOFE team have developed draft accounting instructions, business process review, and chart of accounts. In addition, the consultant has delivered an assessment report on AGFIS functionality, which provides recommendations for adjustments and additions, including introduction or activation of new accounts and modules in system.

MoFE is collaborating with World Bank to prepare an asset register methodology and format, based on the amendments that the consultants have provided regarding the regulatory framework in public sector accounting. Will be carry out an assessment report about the quality, completeness and accuracy of the assets information as prepared by public institutions based on the actual accounting methodology and procedures, by using the information collected through pilot implementation of accounting instruction prepared during this year. The assets inventory of the Tirana Municipality Institution are migrated in AGFIS on May 2022 from the Business Processing Directorate. Until the end of 2022, the migration for the Ministry of Justice institution is expected to be completed. The continuation of the membership in OGP and in specific the current priority on revenue transparency, will continue with the aim to improve transparency and to achieve a fully open government.

IMPLEMENTED ACTIONS OF THE 5TH ACTION PLAN OGP

COMMITMENT 1 SPECIFIC COMMITMENT Integrity Plans Beneficial Ownership	
IMPLEMENTATION PERIOD: Year 2020- 2021	
Lead implementing agency	Ministry of Justice / National Coordinator Against Corruption
Commitment Description	
What is the public problem that the commitment will address?	<p>Integrity Plans:</p> <p>Potential abuses in public administration bodies, violation and non-observance of procedures create opportunities for exposure of public institutions to the risks of corruption in the implementation of their duties and responsibilities.</p> <p>Addressing corruption is an important challenge that requires action at all levels of public administration. Since 2017, the Ministry of Justice in its role as National Coordinator Against Corruption has led the government's anti-corruption policy efforts and the preparation of relevant laws and bylaws. As the main public institution responsible for anti-corruption, the MoJ / National Coordinator Against Corruption leads the inter-institutional commitment to ensure a higher performance and culture in the fight against corruption. This inter-institutional commitment focuses on the most vulnerable and corruption-prone sectors and seeks to promote and ensure an impartial, honest and efficient public administration with civil servants and other public officials with high values, principles and integrity.</p> <p>The Integrity Plan is an applicable instrument that strengthens and improves the performance of public institutions, their accountability and transparency. The Ministry of Justice is the first central level institution to conduct an integrity risk assessment and develop an Integrity Plan. This is a model document for its subordinate institutions and line ministries, a document that includes integrity risks according to the functional areas of the Ministry of Justice and concrete activities have been identified and planned to address them. Its purpose is to improve policies, rules, practices to prevent corruption, as well as strengthen institutional resistance to integrity breaches. The MoJ Integrity Plan will positively impact all other ministries, as well as depending institutions, in their institutional anti-corruption agendas. The integrity risk assessment methodology for central government, first applied to the Ministry of Justice in 2020, will be</p>

	<p>a model and assessment guide in other central administration institutions as well.</p> <p>The Republic of Albania, until 2021 did not have a mechanism to identify who are the real beneficial owners of entities registered in Albania. For this purpose, the Committee of Experts on the Evaluation of Anti-Money Laundering Measures and the Financing of Terrorism (MONEYVAL), recommended the establishment of a register which will enable the registration of the real beneficial owners.</p>
What is the commitment?	<p>Integrity Plans:</p> <p>Component 1 / Integrity Plans: creates a framework for the development and implementation of integrity plans throughout the public administration.</p> <p>The political aim is to create a methodology, evaluate and develop not only the increase of integrity within the Ministry of Justice, but also to lead this example in other ministries and dependent institutions. Commitment prioritizes structured reporting frameworks and consultation and monitoring mechanisms that promote citizen involvement and accountability.</p> <p>The political objective of this commitment is to guarantee a functioning system of public administration that promotes transparency, accountability, order and efficiency in the management and use of public resources to improve the quality of service delivery and economic development. The development and implementation of integrity plans that clearly define workplace ethical obligations throughout the public administration aims to build and maintain a work ethic of work ethic practices.</p> <p>Expected results:</p> <ul style="list-style-type: none"> - The integrity plan guideline and integrity risk assessment methodology for the central government have been approved; - Integrity risk assessment carried out in the institutions under the Ministry of Justice and integrity plans have been approved; - Strengthening the capacity of MoJ technical staff to identify integrity risks - Information and presentation mechanisms to the MoJ and dependent institutions of other ministries, for the risk assessment process and the presentation of the integrity guide - Increasing transparency by public administration institutions (e-bulletin) <p>Beneficial ownerships:</p> <p>In order to implement the recommendations of the Committee of Experts on the Evaluation of Anti-Money Laundering Measures and the Financing of Terrorism (MONEYVAL), of the Council of Europe, and the commitment involved in the NAP OGP 2020-2022, the</p>

	<p>Prime Minister have set up the inter-institutional working group to fulfill the recommendations of MONEYVAL. Following this process, the Minister of Finance and Economy set up an inter-institutional subgroup of work, with the participation of representatives of the responsible institutions under this ministry, part of which was the National Business Center, to monitor, coordinate and report on the progress of measures set out in the action plan to fulfill the recommendations of the Committee of Experts on the Evaluation of Anti-Money Laundering Measures and the Financing of Terrorism (MONEYVAL), of the Council of Europe.</p> <p>The task of this working group was:</p> <ul style="list-style-type: none"> - the review of Albanian legislation; - the evaluation of best practices; - drafting the recommendations for the establishment of the Register of Beneficial Owners. <p>Regarding the above, in the framework of the tasks defined by the working group for the implementation of MONEYVAL recommendations for the establishment in our country of a register for the beneficial owner, the Ministry of Finance and Economy through National Business Centre with the assistance of GIZ, based on Albanian legislation and practices of foreign countries drafted the law "On the register of beneficial owners".</p>
<p>How will the commitment contribute to solving the public problem?</p>	<p>Integrity Plans:</p> <p><i>What were the preliminary steps:</i></p> <p>The "Integrity Plans" commitment includes integrity risk assessment in central administration institutions. For this, a model of cooperation was created between the MoJ and CSOs, to design an integrity risk assessment methodology, which will be applied in the future in other central administration institutions.</p> <p>Risk assessment relied on the functional areas of the Ministry of Justice; workshops were conducted in order to strengthen the capacity of the Ministry of Justice with best practices and procedures, training them on the implementation of assessment frameworks and tools in order to strengthen methodological techniques in identifying, assessing and addressing integrity risks; through the same cooperation, the "Integrity Plan of the Ministry of Justice has been drafted; and the process has started in dependent institutions of MoJ; and to ensure the proper implementation of integrity plans, they will be accompanied by a comprehensive monitoring process that follows a structured monitoring and evaluation framework (monitoring methodology instrument).</p> <p><i>Information on priority measures:</i></p>

	<p>This commitment for the period 2020 and 6M1 (January-June) 2021 has contributed with 2 priority measures as follows:</p> <p>Priority Measure 1 - Integrity Plans drafted and approved by central institutions</p> <p>Year 2020:</p> <p>The Ministry of Justice/NACC has drafted and approved in 2020, the document "Integrity Risk Assessment Methodology for central government institutions". This document was carried out in collaboration (evaluation and consolidation, publication) with the organization 'Institute for Democracy and Mediation (IDM)'.</p> <ul style="list-style-type: none"> - The methodology was approved by order of the Minister of Justice no. 334, dated 07.10.2021 "On the approval of the Integrity Risk Assessment Methodology for Central Government Institutions". - The methodology was publicly announced on the official website of the MoJ (Albanian and English version) in October 2020, publication link: https://www.drejtesia.gov.al/wp-content/uploads/2021/04/3.-Metodologjia-e-Vler%C3%ABsimit-t%C3%AB-Riskut-t%C3%AB-Integritetit-p%C3%ABr-Institucionet-e-Qeverisies-Qendrore_AL.pdf https://www.drejtesia.gov.al/wp-content/uploads/2021/04/4.-Metodologjia-e-Vler%C3%ABsimit-t%C3%AB-Riskut-t%C3%AB-Integritetit-p%C3%ABr-Institucionet-e-Qeverisies-Qendrore_EN.pdf <p>(reference point 1; reference point 3)</p> <p>In MoJ during 2020, several workshops were held that have recognized and strengthened the capacity of the Ministry of Justice with best practices and procedures, training them on the implementation of frameworks and assessment tools by strengthening methodological techniques in identifying, evaluating and addressing integrity risks. In the period January 2020, 13 meetings and seminars were held (Dates 15 -23 January 2020, meetings (focus groups), in order to identify all work processes followed by the MoJ and that may be exposed to corruption, integrity violations , unethical and unprofessional behavior and other irregularities, as well as secondly the identification and analysis of integrity risk. The meetings identified integrity risks by areas and their impact on the area of responsibility of the MoJ.</p> <p>In February, the analysis and assessment of the intensity of risks identified in the MoJ was done; In March, the treatment of priority and moderate risks continued, as well as the drafting of the MoJ integrity plan. In the period April-May-June the directorate of</p>
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	<p>Programs and Projects in the Field of Anticorruption finalized the draft/document: Methodology for monitoring IP for central government institutions and the MoJ Integrity Plan.</p> <p>The working group together with the team of CSO experts (IDM Albania) have been focused on staff training on strengthening the capacity of MoJ technical staff to identify integrity risks (according to work processes; Analysis and assessment of the intensity of identified risks). (reference point 2).</p> <p>In 2020, MoJ / NCAC through the same collaboration with CSOs (IDM Albania) has drafted and finalized the document "Integrity Plan of the Ministry of Justice 2020-2023", through an open and consultative process. This document was approved by an order of the Minister of Justice no. 333, dated 07.10.2020. The Integrity Plan has been announced for publication on the official website of the Ministry of Justice in October 2020 (Albanian and English version), publication link:</p> <p>https://www.drejtesia.gov.al/wp-content/uploads/2021/04/1.-Plani-i-Integritetit-p%C3%ABr-Ministrin%C3%AB-e-Drejt%C3%ABsis%C3%AB-2020-2023_AL.pdf</p> <p>https://www.drejtesia.gov.al/wp-content/uploads/2021/04/2.-Plani-i-Integritetit-p%C3%ABr-Ministrin%C3%AB-e-Drejt%C3%ABsis%C3%AB-2020-2023_EN.pdf.</p> <p>(reference point 4)</p> <p>In November 2020, the Integrity Risk Assessment Methodology (IRAM) was officially sent to the MoJ dependent institutions (official letter no. 6158/5 dated 9.11.2020) for recognition and implementation, and a roundtable was held for the promotion and notification of the document Integrity Risk Assessment Methodology and The Integrity Plan of MoJ, in the presence of members of the Coordinative Committee Against Corruption, other ministries, MoJ dependent institutions, CSOs and foreign partners. https://www.drejtesia.gov.al/newsroom/fjalime/fjala-e-zevendesministres-pirdeni-metodologjia-e-vleresimit-te-riskut-te-integritetit-ne-institucionet-e-qeverisjes-qendrore/</p> <p>(pika e referimit 5).</p> <p>Also, reference point 5 refers to the annual monitoring report of the ISAC Action Plan, 2020, link: https://www.drejtesia.gov.al/wp-content/uploads/2021/04/1.-Raporti-i-monitorimit-SNKK-Janar-Dhjetor-2020_AL.pdf (alb)</p> <p>https://www.drejtesia.gov.al/wp-content/uploads/2021/04/2.-Raporti-i-monitorimit-SNKK-Janar-Dhjetor-2020_EN.pdf (eng)</p> <p>Year 2021:</p> <p>The Ministry of Justice/NCAC during January, February and April</p>
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	<p>2021, has organized 3 meetings on integrity risk assessment in its dependent institutions and drafting of IP, respectively:</p> <ol style="list-style-type: none"> 1. Launch meeting of the beginning of the integrity risk assessment in the dependent institutions of Ministry of Justice. Drafting the Integrity Plan in these institutions, date 12.01.2021, (via zoom) 2. Integrity risk assessment in dependent institutions of Ministry of Justice. Drafting the Integrity Plan, date 11.02.2021 (via zoom) 3. Integrity risk assessment in dependent institutions of Ministry of Justice (Probation Service, Internal Control Service in Prisons, State Archive of Judicial System, Free Legal Aid Directorate, National Bankruptcy agency). Drafting the Integrity Plan, date 12.04.2021. <p>Following the methodology developed by the Ministry of Justice, dependent institutions are in the process of integrity risk assessment and in the process of drafting integrity plans in accordance with their respective areas of responsibility and specific risk factors. The subordinated institutions of Ministry of Justice have set up working groups for the integrity risk assessment process and are in the process of drafting the IP;</p> <p>The process of integrity risk assessment has been completed in two subordinated institutions, respectively in Free Legal Aid Directorate and Internal Control Service in Prisons and still continues to be in process in all other dependent institutions. This process continues and is expected to be completed with the finalization and approval of the IP of the MoJ subordinated institutions within 2021. (reference point 6).</p> <p>At the end of June 2021, MoJ/NACC distributed and published the e-newsletter with activities of June 2021, in the framework of increasing transparency by public administration institutions, publication link: https://drejtesia.gov.al/wp-content/uploads/2021/07/AK-Newsletter--Qershor-2021.pdf https://drejtesia.gov.al/wp-content/uploads/2021/07/AC-Newsletter--June-2021.pdf(reference point 8)</p> <p><i>Priority Measure 2 - Comprehensive analysis on the implementation of integrity plans in MoJ and other Ministries</i></p> <p>To ensure proper implementation of integrity plans, the MoJ is in the process of drafting an instrument/ methodology: Methodology for monitoring the Integrity Plan of central government institutions. The draft has been announced for public consultation</p>
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	<p>on web https://www.drejtesia.gov.al/wp-content/uploads/2021/06/DRAFT-METODOLOGJI-MONITORIMI-PI.pdf</p> <p>This document has been sent for consultation to the CSOs (partners in the process) via email and an online consultation roundtable is being prepared in July 2021. (reference point 9).</p> <p>Beneficial Ownership: According to the legal provisions in force until 2020, the entities registered in the Republic of Albania and their data, such as the object of activity and the status of their partnership, are registered and administered in the Commercial Register (NBC) and in the Register of Non-profit organizations (currently Court-GDT). Meanwhile, on MONEYVAL's recommendations, it was required the establishment of a register for the identification and registration of the beneficial owner of the commercial entities and non-profit organizations, registered in the Republic of Albania. Therefore, this law fulfills one of the tasks set by the inter-institutional working group for the implementation of the recommendations of MONEYVAL, set up by the Prime Minister of Albania, in order to implement the recommendations of the Committee of Experts on the Evaluation of Anti-Money Laundering Measures and the Financing of Terrorism (MONEYVAL), of the Council of Europe.</p> <p>Based on this law, through the definition of the beneficial owner and the entities obliged to register their Beneficial owners, stipulating at the same time the rights and the obligations of the reporting entities, the institution in charge of data registration and their administration and other state institutions that in order to fulfill their legal obligations must access the recorded data, aims to identify the beneficial owner, who has the last ownership or exercises the last effective control over a legal person (commercial entities and NGO-s), registered in the Republic of Albania and identified with unique identification number of the entity(NUIS/NIPT). Also, based on this law, is provided the establishment of the Beneficial Owners Register, which has been established by the Ministry of Finance and Economy and NAIS, and is administered by NBC.</p> <p>Meanwhile, in order to fulfill the legal obligation to identify, report and register the beneficial owners, are provided punitive measures in case of non-fulfillment of this legal obligation, within the deadline provided by law.</p>
<p>Why is this commitment relevant to OGP values?</p>	<p>Integrity Plans:</p> <p>This commitment is relevant to the values of Open Government</p>

	<p>Partnership/ OGP because it conforms to the four principles of OGP which are:</p> <p><i>1. Transparency and Access to Information;</i></p> <p>All consultative meetings, workshops, consultation of draft documents as a methodology for integrity risk assessment in central government institutions; MoJ integrity plan; e-newsletters have been published and are publicly available. (Reference points 3,4,9)</p> <p><i>2. Public responsibility;</i></p> <p>The drafting and the finalization of anti-corruption acts / instruments follow the progress of engagement with citizens and stakeholders outside the public administration. The processes have been completed through public consultations and have been published and/or are in the process of cooperation with CSOs. (Reference points 1,2,3,4,5,6,9)</p> <p><i>3. Public and Civic Participation;</i></p> <p>The commitments set out in this component have been made possible by collaborating with certain stakeholders such as CSOs, helping to promote public and civic engagement at several levels. The initiatives planned in this action plan aim to encourage citizens to use mechanisms to control the functioning of public administration towards accountability and transparency and to bring citizens closer to the use of these structures. (Reference points 1, 4, 9)</p> <p><i>4. Technology and Innovation.</i></p> <p>The publication on the web of MoJ of the drafted documents enables real-time transparency together with the online opportunities for consultation with stakeholders and their feedback enable a larger number of citizens to participate and give feedback. Furthermore, the use of an electronic newsletter will support transparency and accountability over the implementation of integrity enforcement. (Reference points 3, 4, 8, 9)</p> <p>Beneficial Owners:</p> <p>Integrity Plans:</p> <p>This commitment is relevant to the values of Open Government Partnership / OGP because it conforms to the four principles of OGP which are:</p>
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1. Transparency and Access to Information;

The data recorded in the Register of Beneficial Owners, which will be freely accessible and public, are:

- a. First name and last name of the Beneficial owner
- b. Citizenship
- c. Year and month of birth;
- d. Date of establishment of the individual as a Beneficial owner
- e. Type and percentage of ownership
 - Direct
 - Indirect

Other data of the beneficiary owners, registered in the Register of Beneficiary Owners and which are not freely, can be accessed by:

- a) persons authorized to represent the reporting entity only in the data registered in the register for the entity they represent;
- b) competent state authorities.

Competent state authorities:

- General Directorate for the Prevention of Money Laundering;
- The Bank of Albania;
- General Directorate of Taxes;
- Financial Supervision Authority;
- General Directorate of State Police;
- Prosecution;
- Special Structure Against Corruption and Organized Crime (SPAK)

2. Public responsibility;

The competent state authorities will have free, direct and unrestricted electronic access to the data registered in the register, in order to fulfill their legal duties related to the inspection of the Beneficial Owners Register and the collection of data on the beneficiary owners.

Obliged entities may obtain information on the data registered in the register, which are not freely accessible and public, when this data is needed for the fulfillment of their legal duties.

Any person may obtain information about the data recorded in the register, which is not freely accessible and public, only if he proves that he has a legitimate interest in obtaining this information.

3.. Public and Civic Participation:

	<p>The competent state authorities, if they find a discrepancy between the data registered in the register and the data they have, notify the National Business Center.</p> <p>Also, if an obliged entity finds that the data registered in the Register of Beneficiary Owners do not match the data held by this obliged entity for the beneficial owners then the obliged entity notifies the reporting entity and the National Business Center.</p> <p>4. Technology and innovation: All data on beneficial owners are recorded in the Register of Beneficial Owners. The Register of Beneficial Owners is a state electronic database, in which are registered the data of the beneficial owners of the entities that have the obligation to report them. The Register of Beneficial Owners serves as the official electronic archive and ensures transparency in the field of beneficial owners. The Beneficial Owners Register, is administered by the National Business Center.</p>			
Additional Information	<p>Integrity Plans:</p> <p>This commitment is relevant to the Inter-Sectorial Strategy against Corruption 2015-2023 and the Action Plan 2020-2023. The strategy and action plan act as guidelines for specific areas of fight against corruption in the country, respectively Approach A: Preventive approach / specific objective A8 and A9:</p> <p><i>-A.8 Systematic use of the mechanism for identifying areas for corruption</i></p> <p><i>-A.9 Strengthening the integrity of public servants</i></p> <p>Beneficial Owners: The registration process of the beneficial owners of the existing reporting entities started on 01 February 2021 and ended on 30 June 2021. As of June 30, 2021, out of 52,263 registered legal entities and NGOs registered in the respective registers, 23,307 reporting entities have registered their beneficiary owners in the register, of which 1,894 are NGOs and 21,413 are commercial entities. Meanwhile, reporting entities have the legal obligation to register any changes to the already registered data of their beneficial owners, within 30 calendar days from the date of the actual change of data.</p>			
Completion Level	Not Started	Limited	Substantial	Completed
				X

Description of the results	<p>Integrity Plans:</p> <p>Refer to ‘Activities / Milestone’</p> <p>Refer to ‘How will the commitment contributes to solving the relevant issue?’</p> <p>Reference points 1, 2, 3, 4, 5 and 8 are completed. Reference points 6 and 9 are still in process.</p> <p>The drafting and approval of the law no 112/2020 “On the register of beneficiary owners”, The establishment of Register of Beneficial Owners</p>			
Next steps	<p>Integrity Plans:</p> <p>Reference point 6 “<i>Integrity risk assessment in MoJ dependent institutions according to the model developed in MoJ and the Integrity Plan drafted</i>” is still in process as some dependent institutions are completing the risk assessment and IP processes.</p> <p>Reference point 9 “<i>Methodology document: the instrument for monitoring Integrity Plans in central government institutions</i>” is also in process. Drafting / instrument: Methodology for monitoring the IP of central institutions is in the process of public consultation on the official website of the MoJ and CSOs.</p> <p>A roundtable consultation with CSOs will be organized and then this process will be finalized with the approval of the Minister of Justice.</p> <p>Reference point 10: The drafting and approval of the law no 112/2020 “On the register of beneficiary owners”</p> <p>Reference point 11: The establishment of Register of Beneficial Owners</p>			
Milestone Activity with a verifiable deliverable	Start Date:	End Date:	Completion level	
Reference point 1: Methodology document: Guidance / integrity risk assessment methodology for the central government drafted	6M1 2020	6M2 2020	Completed	
Reference point 2: Strengthening the capacities of the MoJ technical staff on the identification of integrity risks	6M1 2020	6M2 2020	Completed	
Reference point 3: Approval and Publication of the Integrity Risk Assessment Methodology for the central government	6M2 2020	6M2 2020	Completed	

Reference point 4: Drafting, consulting, approval and publication of the IP document of the MoJ		6M2 2020	6M2 2020	Completed
Reference point 5: Information and presentation mechanisms to MoJ and LM subordinate institutions, for the risk assessment process and presentation of the integrity guide		6M2 2020	6M2 2020	Completed
Reference point 6: Integrity risk assessment in MoJ subordinate institutions according to the model developed in MoJ; Integrity plan drafted		6M1 2021	6M2 2021	In process
Reference point 8: Increased transparency by public administration institutions on IP (e-bulletin)		6M1 2021	6M2 2022	Completed
Reference point 9: Methodology document: instrument on monitoring Integrity Plans in central government institutions		6M1 2021	6M1 2021	In process
Reference point 10: The drafting and approval of the law no 112/2020 "On the register of beneficiary owners" and DCM Nr. 1088, date 24/12/2020; DCM Nr. 1090, date 24/12/2020		6M1 2020	6M2 2020	Completed
Reference point 11: The establishment of Register of Beneficial Owners		6M2 2020	6M1 2021	Completed
Contact Information				
Lead implementing agency		Ministry of Justice		
Persons responsible person from implementing agency		Rovena Pregja Flogers Broqi		
Title, Department		Directorate of Programs and Projects in the Field of Anti-Corruption MoFE, NATIONAL BUSINESS CENTER		
Email and Phone		Rovena.Pregja@drejtesia.gov.al Hener.Shanaj@drejtesia.gov.al Romana.Qamo@qkb.gov.al Flogers.Broqi@qkb.gov.al		
Other Actors Involved	Other Actors Involved	CSOs: IDM, ICC Albania, CRCA, EM-AL, CD-institute, Partners Albania, Altri Center, NDI, AHC		
	CSOs, private sector, multilaterals, working groups	Work Group for drafting the Integrity Plan and Integrity Risk Assessment Methodology. Technical structure that drafted the Integrity Plans monitoring methodology for central government institutions (Directorate of Programs and Projects in the Field of Anti-Corruption)		
Additional Information				

COMMITMENT ANTICORRUPTION 1. Integrity Plans 2. Beneficial Ownership	
Open Government in order to fight corruption Implementation period: 2021–2022	
Lead implementing agency	Ministry of Justice/National Coordinator Against Corruption
Commitment Description	
What is the public problem that the commitment will address?	<p>The Integrity Plan is an anticorruption instrument to strengthen and improve the performance of public institutions and their accountability and transparency.</p> <p>The adoption of the Integrity plans in central level institutions and the implementation of such instruments in the light of the integrity system and raising performance of public institutions are two main outcomes addressed, in the implementation period of time, September 2021- October 2022.</p> <p>The Ministry of Justice has provided technical assistance to the central institutions, such as to the line ministries and to the subordinate agencies/directorates under its field of activity to the integrity risk assessment and as to the drafting and adoption of the Integrity Plans, by assuring its leading role in the anticorruption policies and public actions.</p> <p>The process delivered in the Ministry of Justice is replicated consequently in the other institutions by assuring an unique and uniform model of the implementation of the principles of transparency and good governance.</p> <p>So far, all ministries (11) and subordinate agencies of the Ministry of Justice (12) has Integrity Plans adopted and under implementation.</p> <p>These institutions are open to the public and with an increased level of accountability and transparency.</p> <p>The integrity plans are publicly accessible in the websites of the Ministry of Justice and the ministries websites.</p>
What is the commitment?	<p>A thorough process of integrity risk assessment and adoption of integrity plans for all the subordinate institutions of the Ministry of Justice and the Line Ministries.</p> <p>The integrity instruments are closely to be developed in</p>

	<p>partnership with local expertise and international financial support, by strengthening the synergies in ensuring accountability of the public administration.</p> <p>The political aim is to replicate and to extend the integrity risk assessment and adoption of integrity plans in other ministries and subordinate institutions of the Ministry of Justice. As such, to increase the transparency of the public institutions to the public. In this regard, to assure the integrity by providing deliveries of implementation report.</p> <p>The political objective of this commitment is to guarantee a functioning system of public administration that promotes transparency, accountability, order and efficiency in the management and use of public resources to improve the quality of service delivery and economic development. The objective is to enforce cooperation with other stakeholders to the public institutions.</p> <p>Expected results:</p> <ul style="list-style-type: none"> - Subordinate agencies/directorates of the Ministry of Justice to have integrity plans adopted and in place; - Line ministries to have integrity plans adopted and in place; - Increasing transparency by public administration institutions (e-bulletin) - Monitoring reports of the Integrity Plan of the Ministry of Justice approved and published; - Evaluation reports and recommendations provided - Cooperation with stakeholders via information to them.
<p>How will the commitment contribute to solving the public problem?</p>	<p><i>What were the preliminary steps:</i></p> <p>The Integrity Plans commitment includes integrity risk assessment in central administration institutions, a template/model of cooperation was created between the MoJ and CSOs, in the design of the integrity risk assessment methodology, applied in the process evaluation of line ministries and subordinate institution of the Ministry of Justice.</p> <p>The technical assistance have been provided to the all the subordinate agencies of the Ministry of Justice and to the line ministries, also.</p> <p><i>Information on priority measures:</i></p> <p>This commitment for the period September 2021 – October 2022 has contributed with 2 priority measures as follows:</p>

	<p>Priority Measure 1 - Integrity Plans drafted and approved by central institutions</p> <p>The Ministry of Justice has intensively technically assisted and consulted the process of the integrity risk assessment of the 12 subordinate agencies to its competence; consultation meetings and sharing of the final template of the Integrity Plans based on the risk analyses of the every sector units of the institutions.</p> <p>The final Integrity Plans adopted by the heads of the 12 institutions are published even in the Ministry of Justice website, and can be accessible in the link: https://www.drejtesia.gov.al/instrumente-antikorrupsioni/(reference point 6)</p> <p>Each line ministry has drafted and approved the integrity plan, and made these plans easily accessible online.</p> <p>The process has been conducted in each line ministry through the establishment of a working group, and with the technical assistance of the Ministry of Justice for two ministries such as the: the Ministry of Economy and Finances and the Ministry of Agriculture and Rural Development.</p> <p>With regard to 6 other ministries have developed the process of integrity risk assessment with the technical assistance of IDM Albania through a cooperation project of UNDP Albania (for 5 ministries) and with SIDA (for 1 ministry) the flow of the process has been very carefully observed. Throughout this process, the integrity risks, the unethical and unprofessional behavior as well as other irregularities were assessed according to the scope of activity of each ministry: financial management and internal control; transparency, HR management; archiving, storing and administering official documents; In particular, in the Ministry of Health and Social Protection, the concessions and procurements in the health sector have been examined; harmonization and regulatory framework; pharmaceutical and medical equipment policy sector; hospital and primary care and public health policy sectors; social inclusion and gender equality, as well as integration, coordination and agreements in the health and social protection sector. The Integrity Risk Assessment Methodology for Institutions of Central government is the methodological instrument used by all the ministries.</p> <p>The Ministry of Justice has ensured that the entire risk assessment exercise is conducted by the line ministries fully in line with the adopted Integrity Risk Assessment Methodology for Institutions of Central Government.</p> <p>By end of April 2022, all the line ministries have fully conducted the integrity risk assessment and adopted the Integrity Plans, published in the official websites:</p> <p>https://www.infrastruktura.gov.al/rregullore-5/</p>
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	<p>has been consulted as well. The monitoring report after having approved by the minister of Justice is published in the website of the ministry, at the link: https://www.drejtesia.gov.al/wp-content/uploads/2022/05/Raport-Monitorimi -PI-MD 2021.pdf.</p> <p>Due to cyber-attack to the e-gov, we can not provide the online email consultation done in this regard, but finally it is made public to all the interested stakeholders via the e-bulletin of May, at the link: https://drejtesia.gov.al/wp-content/uploads/2022/06/AC-Newsletter-May-2022.pdf (reference point 10)</p> <p>The Ministry of Justice continued with the evaluation of the implementation of the integrity plans. For the first six months of 2022, it is prepared a report, an evaluation analyses on the situation for the period of time for the january-june 2022. The report is already published and freely accessible in the link: https://www.drejtesia.gov.al/wp-content/uploads/2022/10/Raport-Monitorimi -PI-MD 6M-1-2022.pdf. (reference point 11)</p> <p>A specific part of the evaluation report/monitoring report is providing of the recommendations, as it is mentioned in the monitoring methodology and in the Ministry of Justice reports, as well.</p> <p>They are all published and freely accessible in the links: https://www.drejtesia.gov.al/wp-content/uploads/2022/05/Raport-Monitorimi -PI-MD 2021.pdf dhe https://www.drejtesia.gov.al/wp-content/uploads/2022/10/Raport-Monitorimi -PI-MD 6M-1-2022.pdf. (reference point 12)</p> <p>To ensure a proper implementation of integrity plans, and such as a very good consultation of the process the MoJ is in the process of preparing the monitoring for the annual report of 2022, with regard to the deadline of the measure. (reference point 13).</p>
<p>Why is this commitment relevant to OGP values?</p>	<p>This commitment is relevant to the values of Open Government Partnership / OGP because it conforms to the four principles of OGP which are:</p> <p><i>1. Transparency and Access to Information;</i></p> <p>All the final adopted integrity plans and the monitoring reports and the e-bulletins have been published and are easily accessible (Reference points 6,7,8,9,11,12)</p> <p><i>2. Public responsibility;</i></p> <p>The drafting and the finalization of anti-corruption instruments follow the progress of engagement with citizens and stakeholders outside the public administration. The processes have been completed through public consultations and have been published and/or are in the process of cooperation with CSOs. (Reference points 6,7,11,12)</p>

	<p><i>3. Public and Civic Participation;</i></p> <p>The commitments set out in this component have been made possible by collaborating with certain stakeholders such as CSOs, helping to promote public and civic engagement at several levels. The initiatives planned in this action plan aim to encourage citizens to use mechanisms to control the functioning of public administration towards accountability and transparency and to bring citizens closer to the use of these structures. (Reference points 7,9, 10, 12)</p> <p><i>4. Technology and Innovation.</i></p> <p>The publication on the web of MoJ of the drafted documents enables real-time transparency together with the online opportunities for consultation with stakeholders and their feedback enable a larger number of citizens to participate and give feedback. Furthermore, the use of an electronic bulletin will support transparency and accountability over the implementation of integrity enforcement. (Reference points 6, 7,8, 11,12)</p>			
Additional Information	<p>This commitment is relevant to the Inter-Sectorial Strategy against Corruption 2015-2023 and the Action Plan 2020-2023. The strategy and action plan act as guidelines for specific areas of fight against corruption in the country, respectively Approach A: Preventive approach / specific objective A8 and A9:</p> <p><i>-A.8 Systematic use of the mechanism for identifying areas for corruption</i></p> <p><i>-A.9 Strengthening the integrity of public servants</i></p> <p>Following the adoption of the GRECO V evaluation report, such as the recommendation ii: <i>that i) concrete integrity plans be adopted and implemented within all ministries, including a systematic analysis of integrity-related risks that ministers and political advisors might face in the exercise of their duties and monitoring and compliance mechanisms and ii) that appropriate remedial measures aimed specifically at PTEFs be designed and implemented</i>".</p>			
Completion Level	Not Started	Limited	Substantial	Completed
				x

Description of the results	Please refer to ‘Activities / Milestone’ Refer to ‘How will the commitment contributes to solving the relevant issue?’ Reference points 6, 7, 8, 10, 11 and 12 are completed. Reference points 13 are still in process.		
Next steps	Reference point 13 “Drafting and consultation of the monitoring report on the implementation of the IP of the MoJ with stakeholders/CSOs through informative meeting is still in process as the final deadline is end of 2022. By that time will be drafted the monitoring report.		
Milestone Activity with a verifiable deliverable	Start Date:	End Date:	Completion level
Reference point 6: Integrity risk assessment of the MoJ subordinate agencies in regard to the MoJ model; Integrity plans adopted	6M1 2021	6M2 2022	Implemented
Reference point 7: Integrity risk assessment; drafting and approval of the Integrity plans in central institutions (line ministrie)	Jan. 2022	Dec. 2022	Implemented
Reference point 8: Increased transparency by public administration institutions on IP (e-bulletin)	6M1 2021	6M2 2022	Implemented
Reference point 10: Drafting and consultation of the monitoring report of the implementation of the IP of MoJ with CSO stakeholders	6M2 2021	6M2 2021	Implemented
Reference point 11: Evaluation report in compliance of the IP of MoJ twice per year (2 internal reports/every 6 months) during the implementation of the IP	6M2 2021	6M2 2022	Implemented
Reference point 12: preparation of the recommendation based on the evaluation process delivered/adding the transparency of the given recommendation	6M2 2021	6M2 2022	Implemented
Reference point 13: Drafting and consultation of the of the monitoring report on the implementation of the IP of MoJ/ to stakeholders/ CSOs through informative sessions.	6M2 2022	6M2 2022	In process
Contact Information			
Lead implementing agency	Ministry of Justice		
Persons responsible person from implementing agency	Rovena Pregja		

Title, Department		Directorate of Programs and Projects of Anti-Corruption-Ministry of Justice
Email and Phone		Rovena.Pregja@drejtesia.gov.al
Other Actors Involved	Ministry of Justice	CSOs: IDM, ICC Albania, CRCA, EM-AL, CD-institute, Partners Albania, Altri Center, NDI, AHC
	Rovena Pregja	technical structures of the MoJ for the monitoring reports Coordinator of Integrity in the MoJ (Directorate of Programs and Projects of Anti-Corruption)
Additional Information		

COMMITMENT 2 SPECIFIC COMMITMENT Beneficial Ownership 2021- 2022	
Lead implementing agency	
Commitment Description	
What is the public problem that the commitment will address?	The Republic of Albania, until 2021 did not have a mechanism to identify who are the real beneficial owners of entities registered in Albania. For this purpose, the Committee of Experts on the Evaluation of Anti-Money Laundering Measures and the Financing of Terrorism (MONEYVAL), recommended the establishment of a register which will enable the registration of the real beneficial owners.
What is the commitment?	<p>In order to implement the recommendations of the Committee of Experts on the Evaluation of Anti-Money Laundering Measures and the Financing of Terrorism (MONEYVAL), of the Council of Europe, and the commitment involved in the NAP OGP 2020-2022, the Prime Minister have set up the inter-institutional working group to fulfill the recommendations of MONEYVAL. Following this process, the Minister of Finance and Economy set up an interinstitutional subgroup of work, with the participation of representatives of the responsible institutions under this ministry, part of which was the National Business Center, to monitor, coordinate and report on the progress of measures set out in the action plan to fulfill the recommendations of the Committee of Experts on the Evaluation of Anti-Money Laundering Measures and the Financing of Terrorism (MONEYVAL), of the Council of Europe.</p> <p>The task of this working group was:</p>

	<ul style="list-style-type: none"> - the review of Albanian legislation; - the evaluation of best practices; - <p>drafting the recommendations for the establishment of the Register of Beneficial Owners.</p> <p>Regarding the above, in the framework of the tasks defined by the working group for the implementation of MONEYVAL recommendations for the establishment in our country of a register for the beneficial owner, the Ministry of Finance and Economy through National Business Centre with the assistance of GIZ, based on Albanian legislation and practices of foreign countries drafted the law "On the register of beneficial owners".</p>
How will the commitment contribute to solving the public problem?	<p>According to the legal provisions in force until 2020, the entities registered in the Republic of Albania and their data, such as the object of activity and the status of their partnership, are registered and administered in the Commercial Register (NBC) and in the Register of Non-profit organizations (currently Court-GDT). Meanwhile, on MONEYVAL's recommendations, it was required the establishment of a register for the identification and registration of the beneficial owner of the commercial entities and non-profit organizations, registered in the Republic of Albania. Therefore, this law fulfills one of the tasks set by the interinstitutional working group for the implementation of the recommendations of MONEYVAL, set up by the Prime Minister of Albania, in order to implement the recommendations of the Committee of Experts on the Evaluation of Anti-Money Laundering Measures and the Financing of Terrorism (MONEYVAL), of the Council of Europe. Based on this law, through the definition of the beneficial owner and the entities obliged to register their Beneficial owners, stipulating at the same time the rights and the obligations of the reporting entities, the institution in charge of data registration and their administration and other state institutions that in order to fulfill their legal obligations must access the recorded data, aims to identify the beneficial owner, who has the last ownership or exercises the last effective control over a legal person (commercial entities and NGO-s), registered in the Republic of Albania and identified with unique identification number of the entity(NUIS/NIPT). Also, based on this law, is provided the establishment of the Beneficial Owners Register, which has been established by the Ministry of Finance and Economy and NAIS, and is administered by NBC. Meanwhile, in order to fulfill the legal obligation to identify, report and register the beneficial owners, are provided punitive measures in case of non-fulfillment of this legal obligation, within the deadline provided by law.</p>
Why is this commitment relevant to OGP values?	<p>Integrity Plans:</p> <p>This commitment is relevant to the values of Open Government Partnership / OGP because it conforms to the four principles of OGP which are:</p> <ol style="list-style-type: none"> 1. Transparency and Access to Information;

	<p>The data recorded in the Register of Beneficial Owners, which will be freely accessible and public, are:</p> <ol style="list-style-type: none"> First name and last name of the Beneficial owner Citizenship Year and month of birth; Date of establishment of the individual as a Beneficial owner Type and percentage of ownership <ul style="list-style-type: none"> - Direct - Indirect <p>Other data of the beneficiary owners, registered in the Register of Beneficiary Owners and which are not freely, can be accessed by:</p> <ol style="list-style-type: none"> persons authorized to represent the reporting entity only in the data registered in the register for the entity they represent; competent state authorities. <p>Competent state authorities:</p> <ul style="list-style-type: none"> - General Directorate for the Prevention of Money Laundering; - The Bank of Albania; - General Directorate of Taxes; - Financial Supervision Authority; - General Directorate of State Police; - Prosecution; - Special Structure Against Corruption and Organized Crime (SPAK) <p>2. Public responsibility;</p> <p>The competent state authorities will have free, direct and unrestricted electronic access to the data registered in the register, in order to fulfill their legal duties related to the inspection of the Beneficial Owners Register and the collection of data on the beneficiary owners.</p> <p>Obligated entities may obtain information on the data registered in the register, which are not freely accessible and public, when this data is needed for the fulfillment of their legal duties.</p> <p>Any person may obtain information about the data recorded in the register, which is not freely accessible and public, only if he proves that he has a legitimate interest in obtaining this information</p> <p>.</p> <p>3.Public and Civic Participation:</p> <p>The competent state authorities, if they find a discrepancy between the data registered in the register and the data they have, notify the National Business Center.</p> <p>Also, if an obliged entity finds that the data registered in the</p>
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	<p>Register of Beneficiary Owners do not match the data held by this obligated entity for the beneficial owners then the obligated entity notifies the reporting entity and the National Business Center.</p> <p>4. Technology and innovation:</p> <p>All data on beneficial owners are recorded in the Register of Beneficial Owners.</p> <p>The Register of Beneficial Owners is a state electronic database, in which are registered the data of the beneficial owners of the entities that have the obligation to report them.</p> <p>The Register of Beneficial Owners serves as the official electronic archive and ensures transparency in the field of beneficial owners. The Beneficial Owners Register, is administered by the National Business Center</p>			
Additional Information	<p>The registration process of the beneficial owners of the existing reporting entities started on 01 February 2021.</p> <p>-The Register of Beneficiary Owners is populated to the extent of 97% for commercial entities registered in the commercial register.</p> <p>Meanwhile, the percentage of the population of non-profit entities that have registered their data in the Beneficial Owners Register is 98.5%.</p>			
Completion Level	Not Started	Limited	Substantial	Completed
				X
Description of the results	<p>The drafting and approval of the law no 112/2020 "On the register of beneficiary owners",</p> <p>The establishment of Register of Beneficial Owners.</p>			
Next steps				
Milestone Activity with a verifiable deliverable	Start Date:	End Date:	Completion level	
Reference point 10: The drafting and approval of the law no 112/2020 "On the register of			Completed	

beneficiary owners" and DCM Nr. 1088, date 24/12/2020; DCM Nr. 1090, date 24/12/2020				
Reference point 11: The establishment of Register of Beneficial Owners				Completed
Contact Information				
Lead implementing agency				
Persons responsible person from implementing agency		Silena Tola Klodjana Kotarja		
Title, Department		MoFE, NATIONAL BUSINESS CENTER		
Email and Phone		Silena.tola@qkb.gov.al Klodjana.kotarja@qkb.gov.al		
Other Actors Involved				
Additional Information				

IRM IDENTIFICATION

Promising commitments

Promising Commitments
<p>1. Integrity plans — This is the first time that risk assessments would be implemented in Albania with a specific corruption focus and measures to tackle these risks. The Ministry of Justice plans to implement, monitor, and evaluate their own integrity plan and support other institutions in doing the same.</p>
<p>2. Beneficial ownership register — This commitment would centralize beneficial ownership information in Albania in one open and public register. Public authorities may find it easier to access such information and tackle issues like money laundering. It may lead to Albania being taken off the Financial Action Task Force “grey list” of countries with strategic deficiencies in this area.</p>

Opportunities, challenges, and recommendations during implementation

Commitment 1: Integrity Plans

IDM has identified both human resourcing and raising awareness of informal and formal measures to implement integrity plans as potential challenges to successful implementation of integrity plans in Albania. The UNDP has committed to providing adequate guidance, resources, and capacity to implement integrity plans, which suggests a risk in maintaining implementation of the plans without external help.

However, institutions must also collaborate closely with civil society, particularly as they monitor implementation. The potential for results is threatened if engagement with civil society is not meaningful. Central state institutions must not only encourage broad engagement, but also clearly demonstrate how civil society and citizen contributions are incorporated into monitoring and evaluation. Implementation can also benefit from cooperation and knowledge-sharing between institutions developing and implementing integrity plans.

Integrity plans will need to address top executives' behaviour and actions to effectively reduce corruption risks. This includes informing such officials regularly if their behaviour or actions fall foul of anticorruption rules and about the potential consequences. IDM stated that a potential challenge to successful implementation could arise from not having the support of the governing body or head of the institution. The Ministry of Justice has already developed its integrity plan, thus completing some milestones of the commitment. GRECO has praised the MoJ, particularly for its assessment of the ethical behaviour of the Minister, Deputy Minister, Chief of Cabinet, and political advisors in the Ministry, saying that the plan could serve as an example for other ministries.

A long term challenge for integrity plans is the extent to which they are dynamic and regularly refreshed. Periodic updates can ensure they are effective in preventing corruption and managing the risks in institutions.

- **During implementation of this commitment, sufficient and dedicated human resources should be allocated within ministries to develop, implement, and monitor integrity plans that are tailored to their specific institution.** This includes sharing knowledge between institutions as well as giving opportunities to external nongovernmental stakeholders who can help identify risks, propose measures, and take part in monitoring and evaluation.
- As part of implementing the integrity plans, institutions should address top executives' behaviour and actions to be effective in reducing corruption. This includes **informing top officials regularly about where their behaviour and actions might fall foul of anticorruption rules and ensuring reprimands if this does happen.**

Opportunities, challenges, and recommendations during implementation

Commitment 2 Beneficial ownership register

As this is the first beneficial ownership register in Albania, it is a blank slate to develop the register along international standards like the Open Ownership Principles and the Beneficial Ownership Data Standard. These principles state that public access to such a register should not include obstacles like payments, identification, or registration. Albania must ensure that the legal obligation for openness is implemented without obstacles like requiring registration.

In that sense, the implementation period is an opportunity to address the register's specifications, which are not yet determined. It is essential that data is accurate, up-to-date, and interoperable with other government processes such as procurement. This would require the National Business Centre (NBC), which will manage the register, to have the resources and mandate to verify the data and impose sanctions for non-compliance. According to an NBC representative, the accuracy and veracity of data and accompanying documents in the register is borne by the reporting entities and the persons authorized to make the registration. Sanctions for not updating the register with beneficial ownership information would lead to

\$5,000 USD fines. However, it is unclear that data veracity would be proactively checked and opens the possibility of unverified and therefore inaccurate data in the register.

Furthermore, the register could be more effective if the government also addressed if and how the register may be used to root out corruption in government processes such as procurement. There are actions that can be taken to deal with this. For example, Denmark automatically checks data against other datasets, such as the civil register, to ensure that false or deceased persons are not registered, and it conducts hundreds of random data checks every year.

Ukraine has proposed a system which would automatically check beneficial ownership data against tax payments to spot potential inconsistencies or evasion of beneficial ownership data. There are also mechanisms that can be used before data is submitted. In Belgium, data such as birthdates can only be registered in certain formats to ensure comparability. These rules can be enforced with sanctions such as in Slovakia where third parties like lawyers or financial institutions are responsible for the accuracy of the data submitted and liable to sanctions if the information is incorrect. France not only applies financial sanctions but incorrect data can also lead to limitations on business activities.

The IRM makes the following implementation recommendations to improve the potential for results:

- **Legal and/or technological mechanisms should be put in place to ensure that the data submitted to the beneficial ownership register is accurate, up-to-date, and compatible with other databases.** Beyond ensuring that submitted data is accurate and compatible with other databases or processes (such as procurement), this can give the National Business Centre the mandate to verify data accuracy.
- **The National Business Centre should be resourced to ensure that they can successfully verify data that is submitted to the register.** Alongside the ability to impose sanctions for not keeping information current, the NBC should also be empowered to impose sanctions for inaccurate or incorrect data submitted.
- **Data from the open beneficial ownership register should be downloadable without administrative obstacles such as having to log in to the e-Albania platform.** The principle of public access to beneficial ownership registers outlines the need for data to be accessible without barriers such as payment, identification, or registration, and that the use of “legitimate interest” be limited so that the register does not become a closed register in practice.

COMMITMENT 3	
<i>Development of e-government through provision of interactive electronic public services for citizens & businesses</i>	
2020 – 2021	
Lead implementing agency	National Agency of Information Society
Commitment Description	
What is the public problem that the commitment will address?	<p>Efficient and effective public service delivery models are essential to not only meet the needs of citizens, but also to weaken the attractiveness of and opportunities for corruption. Accessing public services can impose significant administrative burdens on citizens and businesses if it requires them to personally navigate opaque, time consuming and complex bureaucratic systems with unclear, non-standardized, application requirements and processes.</p> <p>When citizens and businesses rely on fact-to-face contact with administration officials amidst such complexities in an opaque system establishes the incentives and opportunities to increase corruption risk in public service delivery. Furthermore, the inefficiencies of these convoluted service delivery models squander government resources that could be otherwise channeled into public services.</p> <p>Since 2014, on direction from the Prime Minister's Office, Albania has been working towards transforming public service delivery towards an efficient and citizen-centric service delivery model. Promoting public accountability and civic engagement and participation requires not only increased access to information and resources but also changing the mentality about public service delivery and raising citizens' awareness of their rights as beneficiaries of public services.</p> <p>Developing a service delivery model that utilizes technology and online platforms to streamline bureaucracy in a transparent and standardized way the government of Albania has worked to increase the accessibility and accountability of public service delivery and build public trust in government services.</p>
What is the commitment?	<p>Digitalization of public services, more than 1200 public services or 95% of all public service will be provided online on e-Albania platform.</p> <p>Objective:</p> <p>The expansion of electronic services aims to establish the framework and mechanisms necessary not only for increased efficiency and quality of public service delivery, but also for changing citizens' mind-set towards electronic communication with public institutions. The transition to online applications aims</p>

	<p>to significantly reduce bureaucracy and administrative costs for citizens and businesses by relieving them from the burden of having to physically collect hard-copies of state documents as well as for the public administration through a more streamlined system.</p> <p>Expected results:</p> <ul style="list-style-type: none"> • Provide 95% of all public services electronically; • Increased citizen literacy regarding e-government tools; • Increased citizen engagement and increased public accountability by citizens; • Increasing transparency & quality of service delivery; • Reduction in service delivery costs; • Streamlined bureaucratic procedures; • Prevention of opportunities for corruption. 	
<p>How will the commitment contribute to solving the public problem?</p>	<p>The e-Albania platform enables citizens to access online applications for services provided by the public administration acting as the digital gateway to facilitate service providers and beneficiaries' access to information, electronic procedures and assistance for obtaining services. The e-Albania platform is designed with user-friendliness firmly in mind, allowing anyone, regardless of their level of digital literacy, to access online services through an adaptable and intuitive interface. As a web-based standards-compliant system, the e-Albania platform is accessible from any device, including smart phones, televisions and digital kiosks in public locations.</p> <p>Having effectively centralized and standardized the applications for nearly all public services into the platform, this commitment will establish the platform as the public service hub, drastically reducing the time citizens and businesses need to spend seeking out and accessing public services and therefore, increasing citizen and business accessibility to obtain public services.</p> <p>The second stage of the commitment (milestone 2) will focus on facilitating the implementation of the new electronic services and the creation of a citizen focused improvement mechanism. An awareness campaign, with accompanying explanatory materials, will aim to not only educate citizens on the applications and use of the platform so that they can make full use of the full range of services available, but also so that they have the information and material necessary to provide informed feedback. As such, this campaign will be accompanied with a feedback mechanism so that citizens will be able to provide informed feedback on the platform and contribute towards a citizen-focused continual improvement and accessibility of the platform.</p>	
<p>Why is this commitment relevant to OGP values?</p>	<p>Transparency & Access to</p>	<ul style="list-style-type: none"> • Improve real time accessibility of public service information for citizens & business; • Ensure equal access to public services in all sectors of the community;

	Information	<ul style="list-style-type: none">• Guarantee transparency of service provider institutions & protection for the privacy of individuals.		
	Civic & Public Participation	<ul style="list-style-type: none">• Reduction of administrative burden on citizens & businesses in obtaining services;• Increased opportunities & accessibility for citizens to interact with public institutions & provide feedback / influence policy decision making;• Guaranteed privacy protection for citizens incentivizes citizen use / feedback.		
	Public Accountability	<ul style="list-style-type: none">• Provision of feedback from citizens & businesses enables accountability of institutions to be answerable for their service delivery;• Electronic services help avoid opportunities for improper benefits;• Electronic services create traceability to support institutional accountability to rule of law.		
	Technology & Innovation	Digitalization of public services enables: <ul style="list-style-type: none">• Citizen access to real-time information;• Accessibility for citizens to provide feedback from anywhere, anytime and with their privacy protected;• Increased transparency of public institutions through the public account.		
Additional Information	This commitment co-aligns with the Cross-Cutting Public Administration Reform Strategy 2015-2020.			
Completion Level	Not Started	Limited	Substantial	Completed
			X	
Description of the results	<p>Our persistence on changing the mind-set of citizens to trust technology, our initiatives and work on deregulation, elimination of face-to-face contact between citizens and administration officials, proper investments in ICT, etc., are bearing fruit today. Following the rapid development of the e-Albania platform, during 2019 the Prime Minister of the Republic of Albania, set in motion all state institutions to take the most important step in transforming public services' applications from offline to online-only, through the e-Albania platform.</p> <p>In this regard, Albania has embarked on a path of no return towards the provision of online public services and the complete digitalization of the administration's work processes. e-Albania, which is the</p>			

	<p>national e-Gov portal, acts as a front-end point for government institutions to deliver their services, thus operating as a one stop single access point to citizens 24/7.</p> <p>The pandemic challenge not only affirmed our convictions but also proved to us that there is not and must not be any going back on the journey already started, and that through technology, the citizen always comes first. COVID-19 has strengthened digital transformation in public service delivery at the global scale.</p> <p>The unusual situation we are all experiencing with the COVID-19 pandemic has justified all the efforts made with the implementation of e-services, which have enabled hundreds of online public services to be obtained from home, anytime or day of the week, with no physical contact. During the time when the administration counters were closed, e-Albania platform withstood all the requests of citizens and businesses for public services and the provision of e-services was over two to three times higher than usual. But not only that. E-Albania was the only window that successfully regulated, through its e-services:</p> <ol style="list-style-type: none"> 1. The movement of citizens during the pandemic time with planned permissions to leave the house, 2. The movement of businesses and their employees, <p>which, in the end, guaranteed a successful management of the first phase of the pandemic, through controlled movements of citizens, which was undoubtedly reflected in the lower spread of the corona virus in our country during Spring 2020.</p> <p>Based on this commitment is achieved through this monitoring period that e-Albania platform serves 2.1 million Albanian citizens and 85,000 businesses on a regular basis. The number of registered users on the platform is 42 times higher than in 2013. During 2020 and 2021 there were 5.4 million citizens and businesses registered on e-Albania platform.</p> <p>Our work plan during 2020 and the first half of 2021 has ensured that 95% of all public service applications are provided on e-Albania: at no cost, without waiting in queues at the state counters, without having any physical contact with administration employees. The remaining 5% of public services cannot be digitized and provided electronically due to the need for physical presence of the individual such as providing a passport or ID card, presence of the vehicle as the initial calibration of the digital tachograph, analog, removal of the registration device, etc., samples and laboratory analysis.</p> <p>597 new e-services were implemented on e-Albania platform during 2020 and the first half of 2021. From 14 online services in 2013, we now offer 1,201 e-services or 95% of all public services.</p> <p>In addition to the online application of public services in e-Albania, 47 electronic services enable the generation of documents with electronic stamp and 190 services with electronic signature.</p> <p>During 2020, there were 7,705,068 applications made for public services and 1,210,093 citizens and businesses served. About 74 times more services and 150 times more applications on the e-</p>
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	<p>Albania platform compared to 2013.</p> <p>The governance model is based on a simple and efficient architecture, which in addition to centralizing services in a single digital gateway, includes also deregulation with the aim of reducing as much as possible the number of documents required from citizens as well as bureaucracies and procedure steps.</p> <p>The administration is no longer the same. Citizens and businesses do not collect documents and certificates as it is the employees of the public administration who collect all state documents. Until the reporting period have trained more than 12.000 administration employees who now provide e-signed associated documents, thus eliminating the burden of citizens to go back and forth from one public institution to another.</p> <p>In simple words, the citizen is only required to apply online on the e-Albania platform, and then it is the systems and the administration employees who complete the whole application file for him. At the same time, in the remaining state counters, over 2 thousand employees have been trained to help citizens apply online on e-Albania, in case they need assistance.</p> <p>Today, 180 Albanian institutions generate documents on behalf of citizens and businesses. So far, more than 13 million e-sealed documents have been generated, out of which more than 7 million by administration employees on behalf of the citizen or business. All these digital transformation initiatives enabled us to spare citizens and businesses more than 500 years of time in the past three years, which was previously lost in queues and numerous bureaucracies and saving them 4 million euro. During 2020 have been provided services to 1.2 million citizens by saving them 1.36 million euro and 293 years of waiting in queues.</p> <p>Everyone receives in real time on e-Albania personal documents starting from civil status certificates, to judicial status, property or insurance attestations, rebooks medical visits, applies to be part of the employment or agriculture support scheme, conducts payments starting from the most necessary ones such as electricity, vehicle fees, taxes and tariffs etc., and all of these with a few clicks, from his computer or mobile phone.</p> <p>Businesses are provided with more than 300 e-services on the platform, starting from the initial registration of a new business, applications for construction permits and licenses, paying taxes or submitting balance sheets. These are all services provided without any contact with the administration and with no additional costs.</p> <p>Along with the digitalization of all public service applications, during 2020 we have enabled the provision of all the documents from Albanian Cadastre with electronic seal. The property ownership certificate and any other document by the Cadastre offices are provided without any contact with the administration and in a year, tens of thousands of citizens have requested such services through e-Albania. This particular e-service has enabled an extraordinary relief for the entire construction industry, the banking system, the real estate market or the notary service.</p>
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	<p>Another example of simplification of procedure during 2020 is the digitalization of the confirmation that you are not a debtor in the State Judicial Bailiff Service, eliminating the long wait and the fee of 200 ALL (1.63 euro). For this service alone, over 2.4 million ALL have been saved and 500 days of waiting time in line. Also, providing online and free of charge the “Certificate of judicial status”, which testifies whether a person has ever been convicted or not, has saved more than 324,390 euros for citizens and more than 11 years of waiting time in queues until now. A certificate of judicial status received in hardcopy at the counter costs ALL 420 (€3.41), meanwhile online it is free of charge.</p> <p>Albanian farmers apply only online to benefit from government support. Thanks to digitalization, in applying for the national support scheme for farmers, they received subsidies without any accompanying documents. Also this year (2021), have been digitalized the applications to receive free oil, without excise, without turnover tax and without carbon tax for mechanized works. These figures strongly encourage us as they show that groups such as farmers are familiar with the platform and the use of e-Albania. From the application in e-Albania we have saved not a little but about 8 years of waiting in line.</p> <p>To sum it all up, these are just a few examples of the impact that the engagement of electronic services has had in our country.</p> <p>Following these results, during 2020 several reports of the most prestigious organizations in the world, from the UN, the OECD, the US State Department, as well as the EU, give Albania the maximum appraisal in digital governance as an important indicator of the well-being of the citizens of a country.</p> <p>The OECD evaluates Albania as the country with the most achieved indicators, such as:</p> <ul style="list-style-type: none"> - The existence of common ICT infrastructure such as Government Datacenter, GovNet government network and Government Interoperability Platform; - The use of a single digital identification system, such as personal identification or business NIPT in e-Albania; - List of e-services and statistics related to e-government (our country is the only one in the region that meets this indicator); - Publication of open data, in the portal opendata.gov.al; - The regulatory aspect such as the existence of a national framework of interaction and state databases. <p>The United Nations Report on e-Government ranks Albania 59th in the world, ranking it 15th globally for the overall e-Government Indicator compared to 2018 when the last report was published. Specifically, the indicator has improved from 0.6519 points in 2018, to 0.7399 in 2020 (the highest value by which a country can be valued is 1). The ranking improvement this year for our country has been achieved through the sub-indicator of online services, improving from the 62nd place in 2018, to the 31st place in 2020. So, a rise of 31 places in the classification in just 2 years, with</p>
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	<p>points equal to Canada, while leaving behind countries such as Switzerland, Italy, Germany, Greece, the Czech Republic and all the countries of the Western Balkans.</p> <p>The US Department of State positively evaluates the initiatives, investments and the government program for e-Government and the e-Albania platform. According to this report, the passage of online services through e-Albania significantly increases the service to citizens as it avoids physical contact with officials and fights corruption.</p> <p>The Progress Report 2020 from the European Commission evaluates the progress of the government in providing public services through the e-Albania platform. The report underlines that the National Agency of Information Society, through e-Albania, has provided up to 1.5 million services to citizens, every month.</p> <p>"... there are over 1,500,000 uses of electronic services every month on the e-Albania portal. Over 12.7 million uses of electronic services were recorded during January-May 2020 (compared to 2,947,000 in the same period a year earlier). "In 2019, the Government Interaction Platform (allows interaction between 53 electronic systems of public institutions) recorded an increase of 35% of transactions ...", the EC report states.</p> <p>Albania was also awarded a prize for digital governance by ReSPA (EU initiative) and OECD / SIGMA for implementing practices, initiatives, online services and effective measures to cope with the coronavirus crisis.</p>		
Next steps	<p>The further development of electronic services by enabling not only the online application, but every possible step until receiving the service in the end only online, monitoring response times by service providers, the impact will be even more tangible by everyone, completely changing the traditional way of receiving public services and creating a new transparent and monitorable practice.</p>		
Milestone Activity with a verifiable deliverable	Start Date:	End Date:	Completion level
Implementing new e-services on e-Albania platform	2020	2022	<ul style="list-style-type: none">• 597 new e-services implemented in e-Albania platform during 2020 and the first half of 2021:• 1,207 e-

			services provided on e-Albania portal, or 95% of all public services.
Promotion of e-services of the e-Albania platform	2020	2022	<ul style="list-style-type: none"> • 132 videos mostly about e-services and how to use them etc. • 141 infograph about e-albania, e-services, on how to use them, their statistics etc. • 30 explanatory materials such as tv cronicles, articles etc. • Monthly statistics reports published at the end of each month on the e-Albania portal.
Contact Information			
Lead implementing agency	National Agency of Information Society		
Persons responsible person from implementing agency	Marseda Prifti		
Title, Department	Director, Department of e-Gov Relations with Public Institutions		
Email and Phone	marseda.prifti@akshi.gov.al		

Other Actors Involved	Government, Ministries, Department/ Agency	Line Ministries and their dependent institutions, local government, independent institutions
	CSOs, private sector, multilaterals, working groups	Citizens/businesses/public administration employees
Additional Information		

COMMITMENT 3:Electronic Governance Open Government in order to develop e-government through the provision of interactive electronic public services for citizens & businesses 2021- 2022	
Lead implementing agency	National Agency of Information Society
Commitment Description	
What is the public problem that the commitment will address?	<p>Efficient and effective public service delivery models are essential to not only meet the needs of citizens, but also to weaken the attractiveness of and opportunities for corruption. Accessing public services can impose significant administrative burdens on citizens and businesses if it requires them to personally navigate opaque, time consuming and complex bureaucratic systems with unclear, non-standardized, application requirements and processes.</p> <p>When citizens and businesses rely on fact-to-face contact with administration officials amidst such complexities in an opaque system establishes the incentives and opportunities to increase corruption risk in public service delivery. Furthermore, the inefficiencies of these convoluted service delivery models squander government resources that could be otherwise channeled into public services.</p> <p>Since 2014, on direction from the Prime Minister's Office, Albania has been working towards fully transforming public service delivery towards an efficient and citizen-centric service delivery model. Promoting public accountability and civic engagement and participation requires not only increased access to information and resources but also changing the mentality about public service delivery and raising citizens' awareness of their rights as beneficiaries of public services.</p> <p>Developing a service delivery model that utilizes technology and online platforms to streamline bureaucracy in a transparent and standardized way the government of Albania has worked to increase the accessibility and accountability of public service delivery and build public trust in government services.</p>
What is the commitment?	<p>Digitalization of public services, 1225 public services or 95% of all public service are provided online-only on the e-Albania platform.</p> <p>Objective:</p> <p>The expansion of electronic services aims to establish the framework and mechanisms necessary not only for increased efficiency and quality of public service delivery, but also for changing citizens' mind-set towards electronic communication with public</p>

	<p>institutions. The transition to online applications and obtainment of the final document aims to significantly reduce bureaucracy and administrative costs for citizens and businesses by relieving them from the burden of having to physically collect hard-copies of state documents as well as for the public administration through a more streamlined system.</p> <p>Expected results:</p> <ul style="list-style-type: none"> • Provide 95% of all public services online-only; • Increased citizen literacy regarding e-government tools; • Increased citizen engagement and increased public accountability by citizens; • Increasing transparency & quality of service delivery; • Reduction in service delivery costs; • Streamlined bureaucratic procedures; • Prevention of opportunities for corruption.
<p>How will the commitment contribute to solving the public problem?</p>	<p>The e-Albania platform enables citizens to apply and obtain online 95% of public services, acting as the digital gateway to facilitate service providers and beneficiaries' access to information, electronic procedures, and assistance for obtaining services. The e-Albania platform is designed with user-friendliness firmly in mind, allowing anyone, regardless of their level of digital literacy, to access online services through an adaptable and intuitive interface. As a web-based platform as well as a native app for iPhone/Android, the e-Albania platform is accessible from any device, including desktop and mobile devices.</p> <p>Having effectively centralized and standardized the applications for nearly all public services into the platform, this commitment has established the platform as the public service hub, drastically reducing the time citizens and businesses need to spend seeking out and accessing public services and therefore, increasing citizen and business accessibility to obtain public services.</p> <p>The second stage of the commitment (milestone 2) focuses on facilitating the implementation of the new electronic services and the creation of a citizen focused improvement mechanism. An awareness campaign, with accompanying explanatory materials, is aiming to not only educate citizens on the applications and use of the platform so that they can make full use of the full range of services available, but also so that they have the information and material necessary to provide informed feedback. As such, this campaign is accompanied with a feedback mechanism so that citizens will be able to provide informed feedback on the platform</p>

	and contribute towards a citizen-focused continual improvement and accessibility of the platform. Various digital materials (video tutorials, infographics, TV spots, written articles on online media etc.) have been published and broadcasted to inform and guide citizens and businesses.			
Why is this commitment relevant to OGP values?	Transparency & Access to Information <ul style="list-style-type: none"> • Improve real time accessibility of public service information for citizens & business; • Ensure equal access to public services in all sectors of the community; • Guarantee transparency of service provider institutions & protection for the privacy of individuals. 			
	Civic & Public Participation <ul style="list-style-type: none"> • Reduction of administrative burden on citizens & businesses in obtaining services; • Increased opportunities & accessibility for citizens to interact with public institutions & provide feedback / influence policy decision making; • Guaranteed privacy protection for citizens incentivizes citizen use / feedback. 			
	Public Accountability <ul style="list-style-type: none"> • Provision of feedback from citizens & businesses enables accountability of institutions to be answerable for their service delivery; • Electronic services help avoid opportunities for improper benefits; • Electronic services create traceability to support institutional accountability to rule of law. 			
	Technology & Innovation <p>Digitalization of public services enables:</p> <ul style="list-style-type: none"> • Citizen access to real-time information; • Accessibility for citizens to provide feedback from anywhere, anytime and with their privacy protected; • Increased transparency of public institutions through the public account. 			
Additional Information	This commitment co-aligns with the 2022 – 2026 Digital Agenda of Albania.			
Completion Level	Not Started	Limited	Substantial	Completed
				x

Description of the results	<p><i>The digital revolution of public services in Albania</i>, which began with only 14 online services on e-Albania, has long started the process of transforming public services and changing the minds of citizens regarding this new inevitable form of communication with state institutions, prompting us to have 1,225 online services today, or about 95% of all public services.</p> <p>The Albanian government, as a promoter of the transformation of offline services to online services, established the e-Albania platform as a success story, as well as managed to build a serious image of the state and restore the trust of citizens in public institutions.</p> <p>The administration is no longer the same. Citizens and businesses do not collect documents and certificates as it is the public administration employees who collect all state documents needed for the respective services. All governmental data and documents are being used and reused within the administration, relieving citizens of the burden of collecting their hard-copies by the state counters. The dedicated system (e-Signed Documents Circulation System) is enabling the interaction of all institutions, with the aim of exchanging all associated documents of the citizen's file in electronic form, paperless and bearing electronic signature. This reduces the burden on citizens and businesses in institutions and the only documents they need to upload are self-declarations and documents that they receive from private entities.</p> <p>It is through this system, that employees request the documents generated by other state institutions, who then process the request for said document. These documents are signed electronically by the head of institution, and then they are sent back through the system to the employee who initially made the request. This process is finalised when the public administration official completes the applicant's file with administrative documents issued by state institutions, and then provides the citizen with the requested public service.</p> <p>In accordance with, Law No 107/2021 "On co-governance", the services offered by all service provider institutions, whose applications are submitted through the e-Albania platform, are provided only electronically by ensuring the issuance of the final document with legal value. The public administration is using the e-Signed Documents Circulation System (which has been extended in use and more functionalities have been added) to provide the e-signed document to the citizen, who then downloads it from his e-Albania account. In compliance with the provisions of Article 61 of this Law, the final document needed to complete the process for over 800 electronic services is now being issued as an e-signed document. Prior to this moment, these documents were provided only as hard copies.From the 1st of May the</p>			

government decided to reduce drastically the number of front desks in the country. Currently, the only offices open for citizens are the ones that provide services that need the physical presence of the citizen (getting married, registering the fingerprints during the passport application etc.) or vehicle (inspections etc.).

The Agency for Dialogue and Co-Government is responsible for monitoring the implementation of deadlines and the use of the aforementioned system to ensure that the service and the final document with electronic signature are delivered to citizens and entities, according to legal deadlines.

The comparison between 2013 and TODAY:

In 2013 there was only **1%** online services, instead by September 2022 there are **95%** of public services online;

- In 2013 there were **51 thousand applications** for public services, whereas 2022 counted **27,8 million applications**;
- In 2013 there were **50 thousands registered** on the portal, whereas in 2022 there are **2,7 million registered**;
- In 2013 there were **6 electronic registers** that interacted on the Governmental Interoperability Platform, whereas in 2022 we have **55 electronic registers** that interact in real time;
- In 2013 there were **680 thousand transactions** on the Governmental Interoperability Platform, whereas during 2022 there were **215 million transactions**.

Reports from the most prestigious organizations in the world, from the UN, the OECD, the US State Department and finally the EU, give Albania the maximum in digital governance. Albania is awarded a prize for digital governance by ReSPA (EU initiative) and OECD / SIGMA for implementing practices, initiatives, online services and effective measures in handling the coronavirus crisis.

Electronic signature

It is the electronic signature that has made possible the digitalization of complex processes such as construction permits, electronic procurement, the automated data system for customs, etc. Now all excise documents, customs licenses and fiscal authorizations and tariffs are handled electronically, converting completely to a paperless business communication with customs.

Business

Businesses can execute their state-related necessities with only one stop online. But the reduction of costs for businesses does not apply only to state-related matters but also in their business-to-business relationship by exchanging electronically signed documents that bear complete legal value.

These include opening a new business, applications for permits and licenses, payment of taxes, submission of balance sheets, tax payments, various certificates with electronic seal, the National Business Center extracts, enforcement actions, etc. There are over 1 million applications that avoid physical contact with the administration hence the need to meet or send physical letters is 0.

Electronic seal

The electronic stamp was legitimized in September 2017, and it eliminated the printing of 55 documents whereas prior you had to go through state offices. From September 2017 until today, a total number of 21 million e-sealed documents have been generated through e-Albania.

In total, 9 million euros and 990 years waiting in queues have been saved from receiving documents with electronic seal from the e-Albania platform at no cost.

Justice

The register of experts for the judicial system has been implemented and any court can conduct the selection online. Experts are evaluated according to a scoring system. The platform of the Centre of Official Publications, qbz.gov.al, has been improved by enabling an easier search and historical extract of changes of a legal act.

Nowadays citizens apply online, free of charge, and receive documents electronically within a maximum of 5 days. Before this e-service, the process of receiving a criminal record certificate included the physical presence by the post office, a charge of 420 ALL and waiting period over 14 days.

Furthermore, the relevant certificates of the sentence period with electronic signature can be obtained thanks to the digitalisation of the basic registers of the sentence period at the General Directorate of Prisons, through e-Albania.

Employment

The employment sector has also been greatly improved. The employer can carry out the entire process -from the announcement of vacancies, obtaining information on suitable candidates for these jobs, to filling the position- completely online. On the other hand, jobseekers can apply for vacancies by creating their own professional profile and growing professionally through vocational promotion courses.

Private agencies are now becoming part of the hiring process through an integrated platform. Meanwhile, the list of skills

	<p>according to the European standard ESCO has been revised, and now it classifies professions, skills and qualifications based on the European labour market.</p> <p>e-Visa</p> <p>Foreign nationals who want to visit or get employed in Albania can apply and perform the payment online through the e-visa platform.</p> <p>The approval of the application is also done online, by entirely avoiding the need of going to the nearest consulate. At the end of the process, the foreign citizen is provided with an electronic visa on his phone.</p>		
Next steps	<p>In regard to future investments starting from the beginning of 2023, the National Agency of Information Society is engaged to redesign and reorganize the e-Albania platform based on the life events model. We expect to have 6 life-events transactional pro-active packages (level 4-5, where and if applicable) within the next couple of years. These developments will also indicate an overall improvement of the internal processes for the provision of e-services.</p>		
Milestone Activity with a verifiable deliverable	Start Date:	End Date:	Completion level
Implementing new e-services on e-Albania platform	2020	2022	1,225 e-services provided on e-Albania portal, or 95% of all public services.
Promotion of e-services of the e-Albania platform	2020	2022	<p>205 videos mostly about e-services and how to use them etc.</p> <p>30 infographics about e-albania, e-services, on how to use them, their statistics etc.</p> <p>40 explanatory materials such as tv chronicles, articles etc.</p>

			Monthly statistics reports published at the end of each month on the e-Albania portal.
Contact Information			
Lead implementing agency		National Agency of Information Society	
Persons responsible person from implementing agency		Romina Kostani	
Title, Department		Director of Innovation and e-Gov Promotion	
Email and Phone		Romina.kostani@akshi.gov.al	
Other Actors Involved	Government, Ministries, Department/ Agency	Line Ministries and their dependent institutions, local government, independent institutions	
	CSOs, private sector, multilaterals, working groups	Citizens/businesses/public administration employees	
Additional Information			

COMMITMENT 4	
Expansion and increased accessibility of the Open Data Portal	
2020 - 2021	
Lead implementing agency	National Agency of Information Society
Commitment Description	
What is the public problem that the commitment will address?	<p>Transparency and public accountability are mutually reinforcing principles of good governance and often also underpin public trust in government and consequently civic and public engagement and participation. As such addressing and improving the level of transparency across public institutions is particularly important for Albania where citizens have long perceived government transparency to be low.</p> <p>Addressing this perception will require increased coordination, engagement and commitment from public institutions to operate with greater transparency and facilitate citizen access to government information and data.</p> <p>Open data strengthens the governance of and trust in the public institutions, reinforces governments' obligation to respect the rule of law, and provides a transparent and accountable foundation to improve decision-making and enhance the provision of public services.</p>
What is the commitment?	<p>An open data portals is a web-based interface that enables anyone to access, use and redistribute the data uploaded to it. Open data portals publish data that has the technical and legal characteristics that allow citizens, businesses, non-governmental organizations, civil society organizations, researchers and journalists to access datasets and metadata records of data sets, primarily in the form of numerical data, to use freely.</p> <p>Albania's Open Data Portal currently provides open data from several sectors – for example: health, treasury, customs, education, business – this commitment will improve scale up the volume and quality of open data available on the Government's open data portal. A number of public bodies are actively engaged with the initiative but more engagement is required to bring other public bodies on board to make their data available as open data. Greater promotion of the portal amongst potential users is also required. This commitment will make available new data from additional public institutions, as well as develop strategies to improve citizens understanding of the use and application of the Open Data Portal and increase accessibility to citizens.</p> <p>Objective:</p> <p>This commitment aims to improve access to information and strengthen transparency by expanding the amount of available data on the Government's open data portal through increasing</p>

	<p>engagement and participation from public institutions towards making their data available as open data. The commitment aims to promote the use of open data to citizens and across the public administration to improve the flow of information across citizens and institutions to increase informed decision making and public accountability.</p> <p>Expected results:</p> <ul style="list-style-type: none"> • Expanded number of datasets accessible through the open data portal; • Promotion of new innovative ideas, services and products; • Increased awareness and usage of the open data by citizens and institutions; • Increased engagement of citizens and ability to hold to public institutions accountable. 	
How will the commitment contribute to solving the public problem?	<p>Increasing number of data sets accessible through open data portal strengthens the governance of and trust in the public institutions, reinforces governments' obligation to respect the rule of law, and provides a transparent and accountable foundation to improve decision-making and enhance the provision of public services. Ensuring that the data on the Open Data Portal meets the globally agreed norms for publishing open data - (i) open by default; ii) timely and comprehensive; iii) accessible and usable; iv) comparable and interoperable; v) facilitates citizen engagement – will help build a culture of openness within the public administration, reinforce government's respect for the rule of law and consequently help build citizen trust in public institutions.</p> <p>This commitment will make available data and develop new ways of sharing government data (milestone 1) that had not been previously available to the public, thus increasing public institutions accountability to citizens. This increased transparency of government decisions and processes can help to promote accountability and enhance public debate. As Open Data Portals helps to improve the flow of information within and across public institutions the expansion of open data can also facilitate improve coordination and decision making within and across public institutions that will further promote public accountability and trust.</p> <p>To ensure the portal's expansion meets the objectives of the commitment an accessibility strategy and awareness campaign (milestone 2) will be designed and implemented so as to familiarize and educate citizens on the full range of applications of open data and explain how the portal can be used by citizens for these various applications.</p>	
Why is this commitment relevant to OGP values?	<p>Transparency & Access to Information</p>	<ul style="list-style-type: none"> • Reflects the growth potential of the digital economy, making the data & information sources created by the public administration easily accessible to society; • Ensure equal access to open government data in all sectors of the community.

	Civic & Public Participation	<ul style="list-style-type: none">• Provides a transparent and accountable foundation to improve decision-making;• Enables civic participation and better informed engagement between governments and citizens;• Strengthens the trust in the public institutions by reinforcing governments' obligation to respect the rule of law.		
	Public Accountability	<ul style="list-style-type: none">• Open data allows users to compare and combine the connections among different datasets, tracing data across a number of programs and sectors so they can identify if are any gaps or misleading formation.		
	Technology & Innovation	<ul style="list-style-type: none">• Open data presents opportunities to provide innovative, evidence-based policy solutions and support economic benefits and social development for all members of society.		
Additional Information	This commitment co-aligns with the Cross-Cutting Public Administration Reform Strategy 2015-2020.			
Completion Level	Not Started	Limited	Substantial	Completed
			X	
Description of the results	Actually, the portal provides more than 212 datasets in the fields of health, treasury, budget, customs, education, business and much more. The number of new datasets available in the Open Data Portal during 2020 is 101 datasets.			
	<p>The ministries and institutions that have published information on the portal are:</p> <ul style="list-style-type: none">- Ministry of Defense- Ministry of Agriculture and Rural Development- Ministry of Education, Sports and Youth- Ministry of Europe and Foreign Affairs- Ministry of Finance and Economy- Ministry of Health and Social Protection- Ministry of Internal- Ministry of Tourism and Environment- National Agency of Information Society- General Directorate of State Police- Archeological Service Agency- The National Diaspora Agency- National Business Center- Institute of Cultural Monuments- General Directorate Of Road Transport Service			

	<ul style="list-style-type: none">- The National Agency of Natural Resources		
	Datasets are published in these formats:		
	<ul style="list-style-type: none">- Excel- Pdf- CSV- Json- Html		
	The most downloaded datasets are:		
	Institution	Title of dataset	Downloaded
	Ministry of Finance and Economy	Treasure (Payments Made by the General Directorate of Treasure)	1153
	National Business Center	Businesses registered by cities	986
	Ministry of Health and Social Protection	List of Medicine	653
	Ministry of Finance and Economy	Statistics on the import of fuel, coffee and beer.	432
	General Directorate of Road Transport Services	Statistics on vehicles by: fuel, model, capacity etc.	174
General Directorate of Road Transport Services	Statistics on registered vehicles	168	
Next steps	The target is to reach a number of 250 datasets available on different categories of information and to promote them amongst potential users.		
Milestone Activity with a verifiable deliverable	Start Date:	End Date:	Completion level

Increasing the number of datasets accessible through the open data portal.	2020	2022	<ul style="list-style-type: none"> • 101 new datasets available on the Open Data portal during 2020 and the first half of 2021. • 212 datasets in total are available on the Open Data portal.
Raising awareness and promoting usage through multiple communication channels.	2020	2022	<ul style="list-style-type: none"> • We conducted an online survey regarding the use of the Open Data portal on how satisfied the users are: <ul style="list-style-type: none"> - 46.1% of the users have used the open data for a personal initiative; - 41% of the opendata users are very satisfied and 40.9% are satisfied (81.9% in total satisfied users); - 75.8% find it easy to access and use the portal.
Contact Information			
Lead implementing agency	National Agency of Information Society		
Persons responsible person from implementing agency	Marseda Prifti		
Title, Department	Director, Department of e-Gov Relations with Public		

		Institutions
Email and Phone		marseda.prifti@akshi.gov.al
Other Actors Involved	Government, Ministries, Department/ Agency	Line Ministries and their dependent institutions, local government, independent institutions
	CSOs, private sector, multilaterals, working groups	Citizens/businesses/public administration employees
Additional Information		

COMMITMENT4:Expansion and increased accessibility of the Open Data Portal	
2021 – 2022	
Lead implementing agency	National Agency of Information Society
Commitment Description	
What is the public problem that the commitment will address?	<p>Transparency and public accountability are mutually reinforcing principles of good governance and often also underpin public trust in government and consequently civic and public engagement and participation. As such addressing and improving the level of transparency across public institutions is particularly important for Albania where citizens have long perceived government transparency to be low.</p> <p>Addressing this perception will require increased coordination, engagement and commitment from public institutions to operate with greater transparency and facilitate citizen access to government information and data.</p> <p>Open data strengthens the governance of and trust in the public institutions, reinforces governments' obligation to respect the rule of law, and provides a transparent and accountable foundation to improve decision-making and enhance the provision of public services.</p>
What is the commitment?	An open data portal is a web-based interface that enables anyone to access, use and redistribute the data uploaded to it. Open data portals publish data that has the technical and legal characteristics that allow citizens, businesses, non-governmental organizations, civil society organizations, researchers and journalists to access datasets and metadata records of data sets, primarily in the form of

	<p>numerical data, to use freely.</p> <p>Albania's Open Data Portal (https://opendata.gov.al/) currently provides open data from several sectors – for example: health, treasury, customs, education, business – this commitment will improve scale up the volume and quality of open data available on the Government's open data portal. Several public bodies are actively engaged with the initiative, but more engagement is required to bring other public bodies on board to make their data available as open data. Greater promotion of the portal amongst potential users is also required. This commitment will make available new data from additional public institutions, as well as develop strategies to improve citizens understanding of the use and application of the Open Data Portal and increase accessibility to citizens.</p> <p>Objective:</p> <p>This commitment aims to improve access to information and strengthen transparency by expanding the amount of available data on the Government's open data portal through increasing engagement and participation from public institutions towards making their data available as open data. The commitment aims to promote the use of open data to citizens and across the public administration to improve the flow of information across citizens and institutions to increase informed decision making and public accountability.</p> <p>Expected results:</p> <ul style="list-style-type: none"> • Expanded number of datasets accessible through the open data portal; • Promotion of new innovative ideas, services and products; • Increased awareness and usage of the open data by citizens and institutions; • Increased engagement of citizens and ability to hold to public institutions accountable.
<p>How will the commitment contribute to solving the public problem?</p>	<p>Increasing the number of data sets accessible through the open data portal strengthens governance and trust in public institutions, reinforces governments' obligation to respect the rule of law, and provides a transparent and accountable foundation to improve decision-making and enhance the provision of public services. Ensuring that the data on the Open Data Portal meets the globally agreed norms for publishing open data, as follows:</p> <ul style="list-style-type: none"> (i) open by default (ii) timely and comprehensive (iii) accessible and usable (iv) comparable and interoperable (v) facilitates citizen engagement <p>will help build a culture of openness within the public administration,</p>

	<p>reinforce government's respect for the rule of law and consequently help build citizen trust in public institutions.</p> <p>This commitment will make available data and develop new ways of sharing government data (milestone 1) that had not been previously available to the public, thus increasing public institutions accountability to citizens. This increased transparency of government decisions and processes can help to promote accountability and enhance public debate. As Open Data Portals help to improve the flow of information within and across public institutions the expansion of open data can also facilitate improve coordination and decision making within and across public institutions that will further promote public accountability and trust.</p> <p>To ensure the portal's expansion meets the objectives of the commitment, an accessibility strategy and awareness campaign (milestone 2) will be designed during 2023 and implemented, so as to familiarize and educate citizens on the full range of applications of open data and explain how the portal can be used by citizens for these various applications.</p>
<p>Why is this commitment relevant to OGP values?</p>	<p>Transparency & Access to Information</p> <ul style="list-style-type: none"> • Reflects the growth potential of the digital economy, making the data & information sources created by the public administration easily accessible to society; • Ensure equal access to open government data in all sectors of the community. <p>Civic & Public Participation</p> <ul style="list-style-type: none"> • Provides a transparent and accountable foundation to improve decision-making; • Enables civic participation and better-informed engagement between governments and citizens; • Strengthens the trust in the public institutions by reinforcing governments' obligation to respect the rule of law. <p>Public Accountability</p> <ul style="list-style-type: none"> • Open data allows users to compare and combine the connections among different datasets, tracing data across several programs and sectors so they can identify if are any gaps or misleading formation. <p>Technology & Innovation</p> <ul style="list-style-type: none"> • Open data presents opportunities to provide innovative, evidence-based policy solutions and support economic benefits and social development for all members of society.

Additional Information	This commitment co-aligns with the 2022 – 2026 Digital Agenda of Albania and is in accordance with Law 33/2022 “On open data and the reusage of public sector information”			
Completion Level	Not Started	Limited	Substantial	Completed
			x	
Description of the results	Currently, the portal provides more than 470 datasets in the fields of health, treasury, budget, customs, education, business and much more. The number of new datasets available in the Open Data Portal during September 2021 – September 2022 is 53 datasets.			
	The ministries and institutions that have published information on the portal are:			
	<ul style="list-style-type: none">- Ministry of Defence- Ministry of Agriculture and Rural Development- Ministry of Education and Sports- Ministry of Europe and Foreign Affairs- Ministry of Finance and Economy- Ministry of Health and Social Protection- Ministry of Interior- Ministry of Tourism and Environment- National Agency of Information Society- General Directorate of State Police- Archaeological Service Agency- The National Diaspora Agency- National Business Center- Institute of Cultural Monuments- General Directorate of Road Transport Service- The National Agency of Natural Resources- National Cadaster Agency- Inter-Institutional Maritime Operational Center- Albanian Road Authority- State Export Control Authority			
	Datasets are published in these formats: <ul style="list-style-type: none">- Excel- Pdf- CSV- Xls- Json- Html- Map (data in map)			
	The top 5 downloaded datasets are:			
	No	Institution	Title of dataset	No of views

	1	Ministry of Finance and Economy	Treasury	4381
	2	Ministry of Health and Social Protection	List of drugs	2570
	3	National Agency of Information Society	e-Albania services	1390
	4	Ministry of Finance and Economy	Budget	766
	5	National Agency of Information Society	Statistics of the e-Albania portal	730
Next steps	<p>1) Conducting an Open Data Readiness Assessment and an inventory of datasets in line ministries, by supporting the publishing of data by selected line ministries on the Open Data Portal. Each institution/ministry will be evaluated if it is ready to publish its data based on the standards that will be set.</p> <p>2) As a result, the Open Data Portal will be upgraded to being more accessible and user-friendly and will use the most innovative technologies and tools to support the following processes:</p> <ul style="list-style-type: none"> - Data collection - Transform data to become part of Data Lake - Data analysis - Data design - Data Projection: Publication of data on the portal in various editable formats - Data Outreach: such as gaming, visualization, linking to social media etc. - Accessing data in different ways <p>Following these developments, the Open Data portal will enhance the possibility of accessing/downloading data for interested parties.</p> <p>3) Increasing the usability of the Open Data portal through various activities, such as:</p> <ul style="list-style-type: none"> - The involvement of academy and researchers - Trainings delivered to public administration - The involvement of start-ups and businesses etc. 			
Milestone Activity with a verifiable deliverable		Start Date:	End Date:	Completion level
Increasing the number of datasets accessible through the open data portal		2020	2022	53 new datasets available on the Open Data portal during

			September 2021 – September 2022. 470 datasets in total are available on the Open Data portal.
Raising awareness and promoting usage through multiple communication channels	2020	2022	Increasing the usability of the Open Data portal through various activities undertaken by NAIS and all involved institutions, such as: -The involvement of academy and researchers -Trainings delivered to public administration -The involvement of start-ups and businesses etc.
Contact Information			
Lead implementing agency	National Agency of Information Society		
Persons responsible person from implementing agency	Romina Kostani		
Title, Department	Director of Innovation and e-Gov Promotion		
Email and Phone	Romina.kostani@akshi.gov.al		
Other Actors Involved	Government, Ministries, Department/ Agency	Line Ministries and their dependent institutions, local government, independent institutions	
	CSOs, private sector, multilaterals, working groups	Citizens/businesses/public administration employees	
Additional Information			

Component 2: COMMITMENT 5 Improving the quality of public service delivery in ADISA Integrated Services Centers (ISC's) and service counters 2020- June 2021	
Lead implementing agency	Agency for the Delivery of Integrated Services Albania (ADISA)
Commitment Description	
What is the public problem that the commitment will address?	Since 2013, the Government of Albania has looked to reinvent public service delivery so as to better meet the needs of citizens, improve citizen satisfaction and improve accessibility to marginalized groups. The Agency for the Delivery of Integrated Services Albania (ADISA) is the institution behind the front office – back office separation in Albania's public administration. It serves both as the "brain" behind the citizen-centric services and the "face" of those services. It is the brain that sets the standard design for and monitors the services across all relevant Government offices. It is also the public face of the services, which means that it establishes and manages customer care service windows in the ADISA Centers.
What is the commitment?	ADISA's performance assessment of service channels aims at improving public service delivery to citizens, its accessibility and increasing the overall satisfaction of service users. By monitoring the quality of public service delivery at ISCs through on-going citizen satisfaction assessment mechanisms this commitment aims to improve public service by listening directly to the needs of citizens in order to increase accessibility of quality public service delivery.
How will the commitment contribute to solving the public problem?	This commitment establishes mechanisms for continuous feedback from citizens. Through citizen surveys of both citizen satisfactions with ISCs (milestone 1) and timeliness of the application processes at ISCs (milestone 2) citizens will be encouraged to provide honest feedback. The surveys will aim to identify strengths and weaknesses; set further objectives for improving the quality of service delivery; measure citizen satisfaction with information points, reception, accommodation, the application process; and feedback on improvements made by ADISA in ISCs. The results of which will provide public service providers with an overview of areas of strength and weakness in public service delivery. Focus groups will provide the opportunity for a greater depth of understanding of citizens' specific needs and provide insights into potential areas for improvement, particularly from those from minority groups (milestone 3). These feedback mechanisms will be part of a transparent assessment process that will include the publication of feedback and the inclusion of feedback into strategies for improvement.

	<p>Maintaining an electronic record of feedback through an online database traceability and tracking of feedback results will support accountability to addressing citizens' needs and provide a means of measuring improvement over time. Finally, increased inclusivity will be a priority of the commitment and will underpin the feedback mechanisms to ensure all voices are provided the opportunity to be listened to and heard. Special attention will be paid to improving the accessibility of public services to meet the needs of marginalized and vulnerable groups and to ensure their inclusion in the public service delivery process (milestone 4).</p>
<p>Why is this commitment relevant to OGP values?</p>	<p>The citizen surveys and focus groups will be part of a transparent on-going assessment process of public service delivery. In particular, this commitment will involve:</p> <ul style="list-style-type: none"> • Publication of results from citizen surveys will provide transparency on performance of public service delivery. • Standardized processes to ensure the integration of citizen feedback. • Citizen identities made anonymous so as to protect citizen s' right to privacy. • Publication of strategies developed towards the improvement of public service delivery and made available for public comment. <p>Tracking citizen satisfaction in consistent & standardized processes facilitates accountability of those institutions & agencies delivery those public services by making them more answerable to their objectives and towards improving their delivery. Specifically, this commitment will create:</p> <ul style="list-style-type: none"> • Opportunities for citizen feedback promote accountability of public service delivery. • Feedback mechanisms – surveys, focus groups – will be conducted on an on-going basis to promote. • Maintenance of an electronic record of feedback through online database traceability and standardized processes for tracking of feedback results will support accountability to addressing citizen s' needs and provide a means of measuring improvement over time. <p>In order to increase public and civic participation, ADISA has always been engaged with civil society by organizing focus groups and also including marginalized groups to accept and incorporate every one's needs. In this form it is possible to improve the opportunities for the public to inform or even to influence decisions. This commitment:</p> <ul style="list-style-type: none"> • Provides several different types of opportunities for citizens to provide feedback on public service delivery. • Feedback mechanisms – surveys, focus groups – will be conducted on an on-going basis to provide citizens with on-going opportunities to contribute feedback and idea s. • Focus groups will enable opportunities for citizen s to provide in-depth feedback, idea s and contributions. • Focus groups will promote inclusivity of participation and will ensure the voices of marginalized and vulnerable groups are

	<p>included and heard in order to make public service delivery more accessible;</p> <ul style="list-style-type: none"> • Citizen feedback will be incorporated into improvement strategies. • Strategies will be published online and available for public comment and contribution. 			
Additional Information				
Completion Level	Not Started	Limited	Substantial	Completed
			x	
Description of the results	<p>During the reporting period Citizen Satisfaction Survey were conducted in 18 ADISA locations, which showed that majority of citizens were "Satisfied" or "Very satisfied" with the service received at the application counters.</p> <p>Also the Opinion Poll "Trust in Governance" financed by UNDP was conducted by the Institute for Democracy and Mediation (IDM) during November and December 2020 across the 61 municipalities of Albania, using a 2500 randomly selected nationally representative sample. The Opinion Polls represents an instrument that enables the monitoring of public trust and perceptions on governance and citizen engagement in Albania on a yearly basis. Its main objective is to explore public perceptions and attitudes on issues covering: trust in public institutions, institutional transparency and accountability, corruption, level of citizen engagement in policy- and decision-making, satisfaction with public service delivery, and enforcement of non-discriminatory laws and policies. Compared to 2019, a higher percentage of the Albanian population reported visiting an Agency for the Delivery of Integrated Services (ADISA) service window (29% versus 24%). Among those who visited an ADISA service window, 73.4% indicated that they were 'satisfied' or 'very satisfied' with the service they received, an increase of more than 4 p.p. compared to last year.</p> <p>The share of institutions where customer satisfaction surveys are conducted on a regular basis is provided also by means of the household survey on service delivery (16 key institutions constitute the survey's object therein), whereas ADISA regularly conducts surveys on citizens' satisfaction with regard to service delivery at its FOs. During 2020 the end line project assessment study was completed, the level of satisfaction with public services was found to be at 68% among respondents who had contacted at least one institution during the past 12 months.</p> <p>From time measurements performed, it results that a citizen spends on average 24 minutes in the Regional Office Tirana 1, 9 minutes in the Regional Office Tirana 2, 12 minutes in the Regional Office Elbasan, 11 minutes in the Local Office Kruja, 16 minutes in the Local Office Lushnje, 12 minutes near "One Stop Shop" Librazhd and 12 minutes near "One Stop Shop" Divjaka.</p> <p>Also Focus Groups were organized to create a better understanding of the situation with public services from the perspective of the citizens. In order to ensure the quality of data, it was used a</p>			

	<p>screening questionnaire for the recruitment process. The questionnaire included all relevant questions necessary to ensure that all focus group participants fall within the right profile.</p> <p>Regarding the increase in accessibility in public service delivery process for marginalized and vulnerable groups, ADISA continues the expansion in territory with new Integrated Service Centers in accordance with standards regarding accessibility. During the reporting period (2020-2021), ADISA has set up 7 new Integrated Service Centers. ADISA is currently present in 20⁴ municipalities, where public services are now provided maintaining all European standards in terms of service provision and accessibility.</p> <p>Also with the support of UNDP, ADISA will train office clerks in assisting and delivering services for people with disabilities. The overall goal of this process is to contribute through sustainable capacity building in improving knowledge and skills of Albania's public administration Front Office (FO) staff in serving persons with disabilities, including physical and cognitive ones, ensuring treatment that is responsive to their particular needs, and resulting in more effective and satisfactory public service delivery from their perspective. This process will be completed within October 2021.</p>		
Next steps	<p>ADISA will continue performing citizen satisfaction surveys in order to better understand its improving areas.</p> <p>Also the expansion in territory will continue according to plan and thus providing citizens with accessible one stop shop centers to be assisted in the process of online application for public services.</p>		
Milestone Activity with a verifiable deliverable	Start Date:	End Date:	Completion level
Conducting citizen satisfaction survey s at A DISA ISC's	Jan 2020	Dec 2022	Substantial
Conducting survey s to measure the application time at ADISA ISC's.	Jan 2020	Dec 2022	Substantial
Focus groups to identify the needs and areas of improvement	Jan 2020	Dec 2022	Substantial
Increasing accessibility in ADISA ISC to include in the public service delivery process marginalized and vulnerable groups	Jan 2020	Dec 2022	Substantial
Contact Information			

⁴Kavajë, Krujë, Shkodër, Gjirokastër, Fier, Lushnje, Tirana 2, Kukës, Elbasan, sidhenëZyrat ADISA nëMaliq, Belsh, Librazhd, Divjakë, Patos, Malësi e Madhe, Pogradec, Mat, Roskovec, Kolonjë and Tepelenë.

Lead implementing agency		Agency for the Delivery of Integrated Services Albania (ADISA)
Persons responsible person from implementing agency		
Title, Department		
Email and Phone		
Other Actors Involved	Government, Ministries, Department/ Agency	
	CSOs, private sector, multilaterals, working groups	
Additional Information		

COMMITMENT 5	
Improving the quality of public service delivery in ADISA Integrated Services Centers (ISC's) and service counters	
2021 – 2022	
Lead implementing agency	Agency for the Delivery of Integrated Services Albania (ADISA)
Commitment Description	
What is the public problem that the commitment will address?	Since 2013, the Government of Albania has looked to reinvent public service delivery so as to better meet the needs of citizens, improve citizen satisfaction and improve accessibility to marginalized groups. The Agency for the Delivery of Integrated Services Albania (ADISA) is the institution behind the front office – back office separation in Albania's public administration. It serves both as the "brain" behind the citizen-centric services and the "face" of those services. It is the brain that sets the standard design for and monitors the services across all relevant Government offices. Until May 1, 2022, ADISA was the public face of the services, which means that it established and managed customer care service windows in the ADISA Centers.
What is the commitment?	The growth of the number of electronic services on the e-Albania portal aims to create the necessary framework and mechanisms not only for increasing the efficiency and quality of the provision of public services, but also for changing the mentality of citizens towards electronic communication with public institutions. The transition to online-only applications aims to significantly reduce bureaucracy and administrative costs, for citizens and businesses by relieving them of the burden of having to collect physical copies of state documents, as well as for the public

	administration through a more efficient model of public service delivery .
How will the commitment contribute to solving the public problem?	ADISA's performance assessment of service channels aims at improving public service delivery to citizens, its accessibility and increasing the overall satisfaction of service users. By monitoring the quality of public service delivery at ISCs through on-going citizen satisfaction assessment mechanisms this commitment aims to improve public service by listening directly to the needs of citizens in order to increase accessibility of quality public service delivery.
Why is this commitment relevant to OGP values?	<p>The citizen surveys and focus groups will be part of a transparent on-going assessment process of public service delivery. In particular, this commitment will involve:</p> <ul style="list-style-type: none"> • Publication of results from citizen surveys will provide transparency on performance of public service delivery. • Standardized processes to ensure the integration of citizen feedback. • Citizen identities made anonymous so as to protect citizen s' right to privacy. • Publication of strategies developed towards the improvement of public service delivery and made available for public comment. <p>Tracking citizen satisfaction in consistent & standardized processes facilitates accountability of those institutions & agencies delivery those public services by making them more answerable to their objectives and towards improving their delivery. Specifically, this commitment will create:</p> <ul style="list-style-type: none"> • Opportunities for citizen feedback promote accountability of public service delivery. • Feedback mechanisms – surveys, focus groups –will be conducted on an on-going basis to promote. • Maintenance of an electronic record of feedback through online database traceability and standardized processes for tracking of feedback results will support accountability to addressing citizen s' needs and provide a means of measuring improvement over time. <p>In order to increase public and civic participation, ADISA has always been engaged with civil society by organizing focus groups and also including marginalized groups to accept and incorporate every one's needs. In this form it is possible to improve the opportunities for the public to inform or even to influence decisions. This commitment:</p> <ul style="list-style-type: none"> • Provides several different types of opportunities for citizens to provide feedback on public service delivery. • Feedback mechanisms – surveys, focus groups –will be conducted on an on-going basis to provide citizens with on-going opportunities to contribute feedback and idea s. • Focus groups will enable opportunities for citizen s to provide in-depth feedback, idea s and contributions. • Focus groups will promote inclusivity of participation and will ensure the voices of marginalized and vulnerable groups are

	included and heard in order to make public service delivery more accessible; • Citizen feedback will be incorporated into improvement strategies.			
Additional Information				
Completion Level	Not Started	Limited	Substantial	Completed
Description of the results	<p>During the reporting period Citizen Satisfaction Survey were conducted in 4 ADISA locations, which showed that majority of citizens were "Satisfied" or "Very satisfied" with the service received at the application counters.</p> <p>From time measurements performed, it results that a citizen spends on average 5 minutes in the Regional Office Tirana 1, 8 minutes in the Shkodra Regional Office, 7 minutes in the Kavaja Local Office and 7 minutes in the Fier Regional Office.</p> <p>Work continued with informing citizens, where during the July 2021 – June 2022, 1614 citizens were informed through the e-mail dedicated to information on public services.</p> <p>Information Center</p> <p>The online chat, which is active on the official website of ADISA, has continued to inform citizens who have addressed this platform for public services. During the reporting period 12.313 citizens requested information about public services, who received answers to their questions in real time.</p> <p>Also through the ADISA Information Center, 17,793 incoming calls, requests for information, were registered.</p>			
Next steps	Monitoring the implementation of the deadlines for the use of the Document Circulation System with Electronic Signature (SQDNE), in cases where there must be an exchange of accompanying documentation between institutions, until receiving the service of the final document with an electronic stamp or electronic signature from the citizens and subjects according to legal deadlines, as well as; Monitoring the progress of complaints administered by ADB about the way services are provided by state institutions at the district level.			
Milestone Activity with a verifiable deliverable	Start Date:	End Date:	Completion level	

Conducting citizen satisfaction survey s at A DISA ISC’s		Jan 2020	Dec 2022	Substantial
Conducting survey s to measure the application time at ADISA ISC’s.		Jan 2020	Dec 2022	Substantial
Focus groups to identify the needs and areas of improvement		Jan 2020	Dec 2022	Substantial
Increasing accessibility in ADISA ISC to include in the public service delivery process marginalized and vulnerable groups		Jan 2020	Dec 2022	Substantial
Contact Information				
Lead implementing agency		Agency for the Delivery of Integrated Services Albania (ADISA)		
Persons responsible person from implementing agency				
Title, Department				
Email and Phone				
Other Actors Involved	Government, Ministries, Department/ Agency			
	CSOs, private sector, multilaterals, working groups			
Additional Information				

COMMITMENT	
COMPONENT 3: COMMITMENT 6 and 7 Open Government for the Purpose of Access, Transparency and Accountability IMPLEMENTATION PERIOD: 2020-2021	
Leading institution	Ministry of Justice
Commitment Description	
What is the public problem that the commitment will address?	<p>Component 3 “Access to Justice” aims to address the problems of structural and institutional factors, including the complexity and costs of legal processes that impede access to justice, especially for vulnerable and marginalized groups. One of the main principles and obligations of good governance is transparency and accountability which directly affects the low credibility of citizens towards the justice system. Strengthening efficiency, transparency and impartiality in the courts has been presented as an important challenge which requires the establishment of simple and less bureaucratic mechanisms to ensure fair, transparent, effective, non-discriminatory and accountable services that promote access to justice for all citizens.</p>
What is the commitment?	<p>The purpose of the component III policy is to build and develop an open policy that ensures its citizen’s access to justice, transparency and accountability. The commitment is intended to be achieved through inter-institutional cooperation with public institutions / national and international organizations as well as civil society actors in the framework of strengthening this comprehensive component by complying with the requirements of European integration. This commitment includes a series of activities which aim at the full implementation of the provision and guarantee of effective legal aid by providing citizens with full access and in accordance with their disability. Also, this component addresses activities / measures aimed at their implementation in the framework of increasing professional and technical capacity in order to publish useful information for citizens, increase transparency and improve access to information.</p> <p>Expected results:</p> <ul style="list-style-type: none"> - The Directorate of Free Legal Aid is fully functional to provide legal aid and necessary instructions to any citizen unable to pay for legal aid. - Improved cooperation between the MoJ and legal clinics, the National Chamber of Mediators, the Albanian Bar Association, NGOs. - Fully functional website of the Ministry of Justice with information published in real time and understandable. - Raising citizens' awareness and access to services.

<p>How will the engagement contribute to solving the relevant problem?</p>	<p><i>Executive summary on the main results that have been achieved in solving the identified problem.</i></p> <p>In the context of improving engagement, the Albanian government has been constantly creating appropriate mechanisms to facilitate citizens' access to justice and to strengthen their trust in the Albanian justice system. The main step in starting this process was to identify priority measures that can promote and increase access, transparency and accountability of citizens. The implementation of the proposed and co-created activities was further followed through coordinated meetings with civil society actors and stakeholders who were encouraged to provide general comments, ideas and feedback during the consultations, thus meeting the conditions and standards set. in the framework of the OGP methodology, as well as the final step of evaluating the applicability of the activities created within this component. The above commitments within the implementation process are accompanied by results which show positive indications and progress within this component.</p> <p><i>Commitment 6</i></p> <p><u>Priority Measure 1: Legal Aid is provided in an efficient way which provides citizens in need with full access to such a service.</u></p> <ul style="list-style-type: none"> - Full capacity operation of the Directorate of Free Legal Aid The Directorate of Free Legal Aid is a public legal entity under the subordination of the Minister of Justice, the internal organization of which has been approved by the Prime Minister, by Order no. 59, dated 25.03.2019 "On the approval of the structure and staff of the Directorate of Free Legal Aid" with the proposal of the Minister of Justice, in accordance with applicable law. In February 2021, it became possible to recruit vacant DNJF positions, including the management staff, thus enabling the realization of this objective to the extent of 100%. Regarding the employees with special training at the Primary Legal Aid Service Centers, employees have been recruited at the centers Lezha, Vlora, Fier and Dibra (5 employees). - Training of primary and secondary legal aid service providers <p>Collaboration with Euralius Date 18.03.2021 The Directorate of Free Legal Aid in cooperation with Euralius V and the School of Magistrates conducted online training on law no.111 / 2017 "On State Guaranteed Legal Aid" This training was conducted by national and international experts of Euralius and School of Magistrates. Part of the training was the staff of the Directorate of Free Legal Aid, primary legal aid providers, secondary legal aid providers and with the special presence of judges and representatives of the courts of the Republic of Albania. An overview of the state-guaranteed legal aid system was discussed, focusing on concrete terms and practical cases. Through this training, the problems encountered by the main actors were discussed and a unifying attitude was achieved in their solution.</p>
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Strengthening the capacities of primary and secondary legal aid service providers (cooperation with ASPA, NCA and UNDP)

Regarding the training of primary legal aid service providers:

DFLA has had a constant communication with the Albanian School of Public Administration (ASPA), in order to agree on the development of training for employees with special training, as a legal obligation provided in letter "g", Article 8 of Law no.111 / 2017. In conditions when the budget of DFLA is insufficient for the mandatory training of the employees of the primary legal aid service centers, DFLA requested the support from UNDP for the development of these trainings.

During the period **May-June 2021:**

-The online course "*Primary Legal Aid Guaranteed by the State*" was developed as part of the Project "Extension of Legal Aid Service for Women and Men in Albania" implemented by UNDP in partnership with the Ministry of Justice and funded by the Austrian Development Cooperation (ADC)). The online course took place with a duration of 18 hours in total where each participant had the opportunity of individual coaching with trainer Dr. Nadia Rusi and the successful participation of employees of the Free Legal Aid Directorate and Primary Legal Aid Service Centers. With the development of this training, it became possible to fulfill the legal obligation of mandatory training of primary legal aid service centers.

Regarding the training of secondary legal aid service providers:

In order to assist lawyers in the process of providing secondary legal aid, reporting regarding the prosecution of cases; the interaction of the Directorate of Free Legal Aid with the Local Chambers of Advocacy as well as the exchange of considerations, the training dedicated to secondary legal aid was conducted.

This training was conducted as a result of a collaboration between UNDP, ADA, DhAsh, MoJ and the Free Legal Aid Directorate.

The training was consulted in 2 sessions during which specific topics related to service delivery were discussed, seen from the point of view of practice.

First training session: dates 15-16 April 2021.

During this training session, secondary legal aid providers were specifically trained on: Legislation legislation and its importance at the international level; Law on Legal Aid and bylaws adopted in its implementation; Forms of legal aid service and beneficiaries of the service; Standards of service provision in accordance with the jurisprudence of the ECHR. Practical discussions between service providers, Chambers of Advocacy and the Directorate of Free Legal Aid.

Second training session: 22 and 22 April 2021.

After discussing the topics on the general legal framework on legal aid, aspects arising from the practical implementation of the law, the second training session was dedicated to specific topics related to the specific categories of beneficiaries of the law. With the development of this training, it became possible to fulfill the legal obligation of mandatory training of lawyers, providers of secondary legal aid.

Development of Webinars by DNJF

In the context of familiarizing service providers with the procedures set out in the bylaws, both in terms of data reporting and in terms of service quality monitoring procedure, DNJF has conducted three webinars in order to discuss in more detail the bylaws. and specifically:

1.Webinar with new employees with special training at the Primary Legal Aid Service Centers in the cities of Fier, Dibër, Lezha and Vlora (January 2021).

	<p>The main purpose of this Webinar was to introduce the system of legal aid guaranteed by the state in more concrete terms and the active conversation of service providers, data retention and their administration according to the new formats defined by the bylaws.</p> <p>2.Training of students engaged in Law Clinics at HEIs (February 2021). The staff of the Directorate of Free Legal Aid conducted the training on "Access to justice and innovations of law no. 111/2017 "On legal aid guaranteed by the state", held with students engaged in Law Clinics at HEIs with which the Directorate of Free Legal Aid has entered into cooperation agreements. In this online meeting were addressed the topics: "International instruments that guarantee access to justice for citizens between the provision of free legal aid; Primary legal aid system; Secondary legal aid system; The achievements of the state-guaranteed legal aid system and the challenges for the future as well as the submission of practical cases by the employees of the Legal Aid Service Center at the Ministry of Justice." At the end of this activity, the students were provided with a certificate of participation and were informed about the opportunity to apply within the 3-month internships (April-June 2021) at DNJF and primary legal aid service centers;</p> <p>3.Online training on law no. 111/2017 "On Legal Aid Guaranteed by the State" (March 2021) On 18.03.2021. The Directorate of Free Legal Aid in cooperation with Eurlius V and the School of Magistrates conducted online training on law no. 111/2017 "On State Guaranteed Legal Aid" This training was conducted by national and international experts of Euralius and the School of Magistrates in This training was attended by the staff of the Directorate of Free Legal Aid, primary legal aid providers, secondary legal aid providers and with the special presence of judges and representatives of the courts of the Republic of Albania. An overview of the assistance system was discussed. legally guaranteed by the state and then focusing on concrete terms and practical cases. Through this training, the problems encountered by the main actors were discussed and a unifying attitude was achieved in their solution.</p> <p>During the period January-June 2021, in the framework of strengthening cooperation with CSO's organization that have in their focus the protection of the legal rights of citizens, it became possible to sign 3 (three) cooperation agreements "On ensuring access to justice of citizens through the provision of free legal aid service according to the provisions of law no. 111/2017, "On legal aid guaranteed by the state" and specifically:</p> <ol style="list-style-type: none"> 1. Cooperation agreement with no. 13/4 prot., Dated 07.01.2021, with the Social Justice Organization; 2. Cooperation agreement with no. 1643 prot., Dated 27.05.2021, with the Regional Directorate of Social Service Shkodra 3. Cooperation agreement with no. 498 prot., Dated 26.05.2021, with the Association of Working Invalids. <p>- Cooperation with international support organizations (UNDP / EURALIUS / OSFA)</p> <p>1. Cooperation with UNDP</p>
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Opening of primary legal aid service centers.

In support of the Agreement for the implementation of the project, "Extension of free legal aid services for women and men in Albania" between the Ministry of Justice, UNDP and the Austrian Development Agency (ADA), as well as the implementation of the Letter of Cooperation (July 2020 -May 2022), it became possible to open and transfer under the administration of the Directorate of Free Legal Aid of 8 (eight) centers of primary legal aid service in which currently exercise the functions 14 (fourteen) employees with special training in the city of Durrës, Fier, Lezha, Gjirokastra, Pogradec, Dibra, Shkodra and Vlora. (more detailed information can be found in the relevant chapter).

-Development of trainings for primary and secondary legal aid service providers
With the support of UNDP it has become possible to develop mandatory training of primary and secondary legal aid service providers (more detailed information can be found in the relevant chapter).

1. Cooperation with Euralius

One of the supporting partners of the directorate in the field of free legal aid issues is EURALIUS, an organization which during this period has been engaged in supporting DNJF in the development of the following activities:

-Publication of the Manual of Law no. 111/2017, and bylaws adopted in its implementation

The purpose of this manual is to provide a concentrated overview of the new legal aid system and guidelines for the practical implementation of the entire legal framework in this area. This manual has been distributed to all Courts of the Republic of Albania, Local Chambers of Advocacy; Primary Legal Aid Service Centers; Law Clinics at HEIs; Authorized Non-Profit Organizations; Independent Institutions and is published on the official website of DNJF.

- Development of trainings for primary and secondary legal aid service providers
On March 18, 2021, the Directorate of Free Legal Aid in cooperation with Euralius V and the School of Magistrates conducted online training on law no. 111/2017 "On State Guaranteed Legal Aid" This training was conducted by national and international experts of Euralius and of the School of Magistrates This training was attended by the staff of the Directorate of Free Legal Aid, primary legal aid providers, secondary legal aid providers and with the special presence of judges and representatives of the courts of the Republic of Albania. general legal aid system guaranteed by the state and then focusing on concrete terms and practical cases. Through this training, the problems encountered by the main actors were discussed and a unifying attitude was achieved in their solution.

2. Cooperation with OSFA

- Providing free primary legal aid through the Primary Legal Aid Center in Tirana. Through the project: "Providing free primary legal aid through the Primary Legal Aid Center in Tirana" The Directorate of Free Legal Aid, has administered the primary legal aid service center in Tirana, in April 2021, with the support of the OSFA Foundation. (more detailed information can be found in the relevant chapter).

- Draft proposal: "Pro-active engagement of illegals in the framework of increasing the access of vulnerable categories to state-guaranteed legal aid services

As it results from the experience of different countries, it is necessary for the provision of primary legal aid service to have a more proactive approach in order to identify in advance the most needy categories who face legal problems. As a result, the involvement of illegals in the provision of legal aid is a very good opportunity in terms of identifying communities in need and establishing a link between state institutions and the community.

For this reason, the Directorate of Free Legal Aid has proposed to OSFA the support regarding the project proposal: "Pro-active engagement of illegal immigrants in the framework of increasing the access of vulnerable categories to state-guaranteed legal aid services."

This project aims to recruit 2 illegal immigrants at the Primary Legal Aid Service Center who will exercise their activity in the field in order to identify communities (beneficiary categories of law) that need free legal service and development of activities promotional / informative.

- Objectives no. 1: Engagement of 2 (two) illegals at the Primary Legal Aid Service Center Tirana
- Objectives no. 2: Training of illegals on the system of legal aid guaranteed by the state by the Directorate of Free Legal Aid
- Objectives no. 3: Establishment of a network with other paralegals engaged in Non-Profit Organizations with a focus on cooperation in case referral and problem solving.

The OSFA Foundation has informed us about the approval of this project proposal and will proceed with the signing of the grant contract in July 2021.

Priority Measure 2: Mediation procedure as an alternative solution mechanism, functional in practice not only in law, is efficient and issues are resolved with the full consent and agreement of the parties.

- The National Chamber of Mediators as an alternative mechanism for citizens to solve legal problems has strengthened inter-institutional cooperation with the Ministry of Justice in the framework of increasing and improving the professional capacity of mediators through the organization of initial and continuing training. In this context, regulations on training and examination methods for testing of intermediate candidates have been defined and approved; Order No. 89, dated 23.02.2021 *"On the approval of the regulation of initial and continuing training, for the selection of trainers, training and evaluation of their performance"*, as well as Order No. 90, dated 23.02.2021 *"On the approval of the regulation" of the qualification exam for the profession of mediator*". Pursuant to this order, the initial training has started, 1 year with 60 credits, with 97 candidates, which ends in May 2022, based on a Program and Module approved by the Minister of Justice. (Published on the official website of the National Chamber of Mediators). Ongoing training was also provided for Members of the National Chamber of Mediators, pursuant to the Juvenile Code and Labor Dispute Mediators. A Coach training group was set up, which remains an asset of DHKN, according to National and International Curricula.

- In the framework of awareness campaigns, for the Mediation Service to have an involvement throughout the territory of Albania, numerous meetings have been held, leaflets have been distributed throughout Albania and the Hand Book, which explains the way of contact of Mediators and Types of Disputes which are resolved through Mediation. Billboards are placed in each court in the districts, and leaflets from the National Chamber of Mediators. From the collaborations in NGOs, 2 offices have been opened in Tirana and Durrës for information campaign (DHKN & MD & CSSP) cooperating with the Directorate of Free Legal Aid, providing free service through ALTRI, near the Courts of Shkodra, Pogradec, Tirana and Durrës. A big role in awareness has been played by online and print media, where agreements have been made with many TV stations, providing a lot of information with scientific articles, in TV & informative shows and numerous articles in newspapers.
- National Chamber of Mediators, continued meetings with Project Partners; The Ministry of Justice, CSSP and AFCR within the process of creating an electronic database in order to register any mediator who will exercise this activity. The register is in the moments of finalization, where from September the mediators will be trained on how to register cases, so that a citizen, through on-line can choose the most prepared mediation and who has solved as many cases as possible. This Database will have 3 platforms:
 1. By the administrator who will manage the entire Registry, ie the entire way of registration and correction.
 2. Mediators who will throw all their cases in this system.
 3. Citizens will have access only by cities, by age or issues, the most experienced mediation in the market.

Indicators that are considered successful for the reporting period:

- The Directorate of Free Legal Aid is established, in accordance with the legislation in force. The directorate has a staff with sufficient capacity to guarantee the ability and to provide the services required by the citizens:
 - Official website www.ndihmajuridike.gov.al
 - juridiksioni.al
 - green number 0801010
- Implemented the first module of mandatory training of employees of Primary Legal Aid Centers.
- Regulations and curriculum for training and examination methods for testing candidates for mediation are defined. (National Chamber of Mediators)
- Design of electronic databases. (National Chamber of Mediators).

Commitment 7

Priority Measure 1: Increase the technical and professional capacity of the Ministry of Justice to have a fully operational website, so that information is published in real time and is useful to citizens when they request services.

A working group was set up at the Ministry of Justice in order to identify the documents and processes that should be published on the official website of the Ministry of Justice with information understandable to citizens and in fulfilling access to information.

In this context, the Ministry of Justice in cooperation with the representatives of the National Agency for the Information Society has established a working group regarding the updating of the website drejtesia.gov.al. The newly created website will facilitate access to official documents for citizens by shortening the time of receiving information and having the opportunity to be informed in real time on all issues at the request of each interest group, bringing innovation and a direct impact in the right to information and transparency for all citizens or interest groups. On the official website of the MoJ, a special categorization was made on each policy document in 4 sub-sections where it is included;

1. Legal basis of each strategy,
2. Monitoring Reports of the respective Strategy in Albanian language
3. Monitoring Reports of the respective Strategy in English
4. Announcements

Priority Measure 2: Increase transparency and improve access to public information

In accordance with the legal criteria for public consultation, after drafting the report referring to the strategy and its respective plan (mentioned here; 6-month and annual reports of the Cross-cutting Justice Strategy, Juvenile Justice Strategy, Public Legal Education Strategy, etc.) The Ministry of Justice sends the consultation document to the reporting institutions and civil society organizations, as well as published the draft on the official website of the Ministry of Justice, where an email address is provided for receiving comments, on the website www.drejtesia.gov.al. At the end of the consultation process, the Ministry of Justice reflects the relevant comments / suggestions on the draft monitoring report and the approved monitoring report is published on the website of the Ministry of Justice. The Ministry's website will continue to be updated with all monitoring reports, contributions and relevant information for effective participation and informing stakeholders. Also, the official website of the Ministry of Justice on social networks is made available to the public by actively updating it with relevant notices in the framework of transparency and providing the necessary information.

Official website of the Ministry of Justice: <https://www.drejtesia.gov.al>

Official Facebook page: Ministry of Justice

Official Instagram page: ministria_Justice

	<p>Indicators that are considered successful for the reporting period:</p> <ul style="list-style-type: none"> • The official website of the Ministry of Justice has been completely updated. • Publication of strategies, monitoring reports on the official website of the MoJ. Publication of summaries of various reports in simplified and understandable language. • Criteria for the selected reporting system with comments from experts / external consultations. Reporting system approved and integrated in the Ministry of Justice and all procedures of subordinate institutions.
<p>Why is this commitment relevant to the values of Open Government / OGP?</p>	<p>Component III is relevant to the values of Open Government / OGP as it conforms to the four principles of OGP which are:</p> <p><u>Transparency & Access to Information</u></p> <p>The main principle of transparency aims at citizens' access to information and its publication in such a way that it is accessible and widely understood by certain individuals and groups of society.</p> <p>Information is the basic level where the foundations of cooperation between government institutions and citizens are laid. In this context all the information all relevant documents and data such as consultative meetings held, consultation of draft documents are easily accessible and available.</p> <p><u>Public accountability</u></p> <p>The entirety of the measures and provisions of this action plan are set with the aim of strengthening the accountability of the bodies and to strengthen the access of citizens to justice with less bureaucratic processes.</p> <p>Standardizing and making more information public makes government more transparent to citizens and increases accountability in decision-making.</p> <p><u>Public & Civic Participation</u></p> <p>Involvement of stakeholders in the framework of improving public initiatives towards the processes of co-creation of the action plan 2020-2022 has been one of the main goals.</p> <p><u>Technology & Innovation</u></p> <p>New technologies aim at disseminating public information, stakeholder participation as well as their cooperation within inclusive processes. The website of the Ministry of Justice aims to convey to the public clear and useful information.</p>

Additional information	Access to Justice, Accountability and Transparency are considered priority components not only under the OGP framework, but also for cross-cutting reform programs such as the Cross-cutting Justice Strategy. The strategy approved in 2016 as well as its action plan with DCM no. 409, dated 19.6.2019 "On the approval of the Action Plan 2019-2021 of the Cross-cutting Justice Strategy". Also, after the completion of the first phase of justice reform, formalized with the Cross-cutting Justice Strategy 2016-2020 (IAS I), in February 2020 work began on the revision of the Cross-cutting Justice Strategy for the coming years 2021-2025 which takes into account in its content the main elements of OGP. Vision of the Cross-cutting Justice Strategy 21-25: <i>"An independent, accountable, accessible, transparent and efficient justice system that protects human rights and serves society according to European standards"</i> .			
Completion Level	Not Started	Limited	Substantial	Completed
			X	
Description of the results	Refer to Activities / milestone and ‘How will the engagement contribute to solving the relevant problem?’			
Next steps	The planned activities have been implemented for the relevant period and continuous efforts are being made to further improve transparency regarding the quality and simplification of the information that is published. Access to justice is a commitment included in the New OGP Action Plan for 2020-2022			
Activities / milestone in relation to verifiable products			Start Date:	End Date:
Commitment 6 Priority Measure 1 Legal aid is offered in an efficient and effective form which provides citizens in need, full access to such service				
Milestone 1: The primary and secondary legal aid system is fully functional and provides equal access to justice for citizens across the country (human resources, primary legal aid offices and appropriate tools, technical capacity, etc.). Directorate of Free Legal Aid is established with the mission of ensuring equal access of all individuals to the justice system through the provision of legal aid guaranteed by the state.			Jan. 2020	Dec. 2021
				Complete
Milestone 2 Strengthening and capacity building through appropriate training for free legal aid service providers throughout country.			Jan. 2020	Dec. 2021
				Complete
Milestone 3 Strengthening inter - institutional cooperation between the Directorate of Free Legal Aid and public institutions, as well as with national and international institutions/civil society organizations			Jul. 2021	Dec. 2021
				Complete
Milestone 4 Establishment of the Inter -Institutional Forum for legal aid guaranteed by the state with the technical secretariat in			Jan. 2021	Dec. 2021
				Limited

the Directorate of Free Legal Aid.			
Priority Measure 2			
Mediation procedure as an alternative solution mechanism, functional in practice not only in law, is efficient, and issues are resolved with the full consent and agreement of the parties			
Milestone 5 Increase cooperation between the Ministry of Justice and the National Chamber of Mediators (DHKN).	Jan.2021	Dec.2022	Complete
Milestone 6 Increasing and improving the professional capacities of intermediaries through the organization of initial continuous trainings, as well as training of trainers.	Jan.2020	Dec.2021	Process
Milestone 7 Organizing awareness campaigns for the mediation service in the country.	Jan.2020	Dec.2021	Complete
Milestone 8 The National Chamber of Mediators will create an electronic database in order to record every mediator who exercises his activity in this field, also within the access of every interested citizen but also transparency.	Jan.2021	Dec.2021	Process
Commitment 7			
Priority Measure 1			
Increase of technical and professional capacities of the Ministry of Justice in order to have a fully operational website, so the information is published on real time and the information is useful for citizens when seeking services			
Milestone 1 Establishment of a working group at the Ministry of Justice (MoJ) in order to identify documents and processes that should be published and how to make these more accessible (in non-technical language, diagrams, simplified concepts).	Jul.2020	Dec.2020	Complete
Milestone 2 Analysis and drafting of report on the current state of the web in which will highlight the information needed to improve access to information to the public	Jul.2020	Dec.2020	Complete
Milestone 3 Website of MoJ and subordinate institutions fully functional and accessible with detailed and complete published information.	Jan.2021	Dec.2021	Complete
Priority Measure 2:			
Increase transparency and use of access to public information			
Milestone 4 Increased transparency in making public the reporting of the strategies and the implementation of their action plans, as well as the comprehensive activities of the institution.	Jan.2020	Dec.2022	Complete
Milestone 5 Audiovisual communication of the activity of the institution as a means of increased transparency (TV appearances of the Minister, awareness campaigns, awareness activities, etc.)	Jan.2020	Dec.2022	Complete
Priority Measure 3			

Strengthen cooperation and coordination of relevant activities and responsibilities of the Ministry of Justice and its subordinate institutions, which will have a positive impact on transparency and accountability, including but not limited to, inspections conducted by the Ministry of Justice for institutions of dependence				
Milestone 6 Approval of manuals, instructions, relevant internal rules for the most efficient functioning of the institution.		Jan.2021	Jun.2021	Process
Milestone 7 Adopt an efficient reporting system of the duties and responsibilities of each institution in compliance with transparency and accountability.		Jan.2021	Jun.2021	Complete
Contact Information				
Lead implementing agency		Ministry of Justice		
Persons responsible person from implementing agency		Elona Hoxha		
Title, Department		Directorate of Policies and Strategies in the Field of Justice		
E-mail dhe telefon		Elona.hoxha2@drejtësia.gov.al		
Other Actors Involved	Government, Ministries, Department/ Agency	Other Government Agencies Involved: Institutions under the Ministry of Justice (Directorate of Free Legal Aid); National Chamber of Mediators,		
	CSOs, private sector, multilaterals, working groups	Other non-governmental agencies: Civil society organizations, Faculty of Law, University of Tirana		
Commitment				
SPECIFIC COMMITMENT				
2021-2022				
COMPONENT 3: ENGAGEMENT 6 and 7				
Open Government for Access, Transparency and Accountability				
Leading institution		Ministry of Justice		
DESCRIPTION				
What is the problem and what will the respective commitment address?		This component aims to improve and operate the appropriate mechanisms as very important elements to enable public access, efficient and effective functioning of the justice system. Access to justice is a concept that is often used as access to courts, but also in a broader sense as access to all bodies that can resolve disputes or guarantee human rights and freedoms. As a broad principle, which includes several rights in itself, when we talk about access to justice we must keep in mind the right that individuals have to have access to independent and impartial courts; to turn to the courts even if they do not have economic opportunities; the right to due process; reasonable length of court proceedings; implementation and		

	<p>execution of final decisions. In addition to the financial problem, vulnerable groups often have a lack of information, a factor that directly affects the citizen's access to justice. The purpose of this component is to provide a clear overview of the challenges that citizens encounter and affect every day regarding access to justice, with a special focus on vulnerable citizens and, consequently, the needs of citizens in order to guarantee them better quality access to justice. justice through advocacy initiatives related to these challenges.</p>
What is the commitment?	<p>Expected results:</p> <p>The good administration of a state begins first with the guarantees that every individual should have for the realization and protection of constitutional and legal rights. Also, the protection and guarantee of these rights through access to legal institutions constitutes one of the basic Constitutional and Conventional principles, which has been given special importance since the creation of the first legal institutions.</p> <p>In this context, as well as considering the importance of the judicial system in the institutional aspect, its transparency and approach to information reforms assumes primary importance. The adoption by governing bodies of the judiciary of the principles and legal obligations for transparency can have a positive effect on their institutional capacity, increasing their legitimacy, their authority vis-à-vis other political actors and in their relations with citizens. Providing complete information helps citizens to get to know the true performance of courts and judges, and at the same time creates opportunities for academics and non-governmental organizations to analyze challenges and formulate proposals for reforms. judicial institutions.</p> <p>On the other hand, full access to information and transparency reforms are also important as they contribute to the improved functioning of the judiciary and thus promote inclusive governance.</p> <p>The Free Legal Aid Directorate was created as a mechanism that serves citizens with insufficient income, socially excluded persons, categories of citizens and marginalized persons, and those who, for whatever reason, have found themselves in a position difficult material and therefore are not able to pay lawyers to protect their rights and freedoms guaranteed by the international and national law of the state. The right to free legal aid stems from the rights of equality of all citizens before the Constitution and laws in the realization and enjoyment of freedoms and rights. In this context, the purpose of free legal aid is to enable and advance the right of access to justice and fair judicial protection.</p>

<p>How will the commitment contribute to solving the relevant problem?</p>	<p><i>Priority measure 1: Legal aid is provided in an efficient manner, which provides citizens in need with full access to such a service.</i></p> <p><i>- Full capacity operation of the Free Legal Aid Directorate</i></p> <p><u>As for 2021:</u></p> <p>It has become possible to approve the entire package of by-laws, thus enabling the realization of this objective to the extent of 100%. The needs for changes to the law and by-laws have been identified to the Ministry of Justice with letter no. 930 prot., dated 25.11.2021</p> <p>Drafted and approved Order no. 53 dt. 26.05.2021, "For the approval of the evaluation methodology of candidates for employees at the Primary Legal Aid Service Centers".</p> <p>Drafted and approved Order no. 5 days 18.01.2022, "Methodology of financing of Authorized Non-Profit Organizations".</p> <p>It has become possible to recruit DNJF vacancies, including the management staff, thus enabling the realization of this objective to the extent of 100%.</p> <p>Vacancies for 3 (three) DNJF specialists.</p> <p>It has been proposed to the Ministry of Justice to initiate procedures for changing the structure of the DNJF in order to increase the number of Primary Legal Aid Service Centers as part of the structure of the DNJF, to make it possible to continue the provision of services after the end of the term of office. of UND.</p> <p><u>As for 2022:</u></p> <p>In July-August 2022, a request has been made to fill vacancies for 1 (one) Management staff, 1 (one) DNJF specialists and 1 (one) employee with special training at the Lushnjë Center.</p> <p>In September 2022, it has been proposed to the Ministry of Justice to start procedures for changing the structure of the DNJF in order to increase the number of employees at the DNJF as well as the number of Primary Legal Aid Service Centers as part of the structure of the DNJF, in order to possible continuation of the provision of services after the end of UNDP's tenure.</p> <p>- Training of primary and secondary legal aid service providers</p> <p>Year 2021:</p> <p>Primary Legal Aid</p>
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1. 10 (Ten) primary legal aid service centers in Tirana; Durrës; Fern; Lezhe; Lushnje; Pogradec; Gjirokastra, Vlore, Diber and Shkoder);
2. 12 (twelve) authorized non-profit organizations operating in Tirana; Durrës; Elbasan; Berat; Shkodër;
3. 11 (eleven) Legal Clinics near HEIs operating in Tirana; and Vlora.

Legal Aid Online-2509 cases handled.

Secondary Legal Aid

The number of lawyers who have signed a contract for the provision of secondary legal aid service for 2021 is doubled, to 124 lawyers.

Statistical data

Primary legal aid: 8153 cases.

Secondary legal aid: 849 decisions.

Supervision of the quality of the service provided

Realized three-month monitoring of 10 primary legal aid service centers (Tirana, Durrës, Fier, Lezhë, Pogradec, Vlora, Shkodër, Lushnje) as well as initial and ongoing monitoring for secondary legal aid lawyers.

Transparency and promotion of the free legal aid system

- Updating the DNJF website and social networks.
- Legal aid is included as an e-service in the E-Albania platform.
- The telephone application of the Juristionline platform is created.

Conducted 125 joint meetings/awareness activities between legal aid service providers/representatives of local/central level institutions and independent institutions.

Conducted 5 television interviews in the framework of the promotion of the legal aid system, legal education of the public.

Signed 9 (nine) cooperation agreements "On ensuring citizens' access to justice through the provision of free legal aid services according to the provisions of law no. 111/2017, "On legal aid guaranteed by the state".

Commitment within the Strategy for Legal Education of the Public (SELP): During these months, the process of drawing up the Action Plan for the implementation of SELP has been continued. The Strategy for Legal Education of the Public 2019-2023 is an important instrument with a focus on predicting concrete measures on informing and raising awareness of citizens. It is precisely the Action Plan for the implementation of this strategy, the document that summarizes all the activities and measures to fulfill the strategic objectives. The Directorate of Free Legal Aid is one of the institutions included in this

plan of measures. Currently, the Action Plan for the implementation of SELP has been drawn up and is expected to be approved after the public consultation process. In this plan, some concrete measures are foreseen that aim to support and inform the Roma and Egyptian communities in accordance with their needs. Specifically, DNJF, among others, is responsible for measures under specific objective 4.1: Increasing public access to legal information and continuous enrichment of their legal knowledge in accordance with specific needs. In its implementation, several measures have been foreseen, such as: conducting an assessment on the priority and immediate needs of citizens for legal education, informative sessions/brochures, a manual on the legal aid system as well as awareness-raising activities/seminars.

Other strategic documents in which DNJF is involved, specifically:

- Sectoral contract for the support of justice reform (indicator related to legal aid, IPA funds);
- Contribution within the Gender Equality Strategy and Action Plan 2016-2020, for the period January-December 2019.
- Action Plan of Persons with Disabilities.

Training of lawyers part of the list

In order to assist lawyers in the process of providing two-way legal assistance, reporting in terms of pursuing cases; the interaction of the Directorate of Free Legal Aid with the Local Chambers of Advocacy as well as the exchange of considerations, the training dedicated to secondary legal aid was developed.

This training was developed as a result of a collaboration between UNDP, ADA, DHAS, MD and FLAD. The training was consulted in 2 sessions during which specific topics related to the provision of the service were discussed, seen from the point of view of practice.

The first training session took place on April 15-16, 2021. During this training session, secondary legal aid providers were specifically trained on:

- Legislation on legal aid and its importance also at the international level;
- The law on legal aid and the by-laws adopted in its implementation;
- Forms of legal aid service and entities benefiting from the service;
- Analysis in practical terms;
- Standards of service provision in accordance with the jurisprudence of the ECtHR;
- Practical discussions between service providers, Chambers of Advocacy and the Free Legal Aid Directorate.

	<p>The second training session took place on April 22 and 23, 2021. After discussions of topics on the general legal framework on legal aid, the aspects arising from the practical implementation of the law, the second training session was dedicated to special related topics with the special beneficiary categories of the law. They are discussed in concrete terms.</p> <p>Year 2022:</p> <p>In July-August 2022, a request has been made to fill vacancies for 1 (one) Management staff, 1 (one) DNJF specialist and 1 (one) employee with special training near the Lushnjë Center.</p> <p>In September 2022, it has been proposed to the Ministry of Justice to start procedures for changing the structure of the DNJF in order to increase the number of employees at the DNJF as well as the number of Primary Legal Aid Service Centers as part of the structure of the DNJF, in order to possible continuation of the provision of services after the end of UNDP's tenure.</p> <p>Primary Legal Aid</p> <p>39 primary legal aid service providers (12 Centers, 15 NGOs; 12 Law Clinics near Universities).</p> <p>In 2022, the following are possible:</p> <ul style="list-style-type: none"> - 12 primary legal aid service centers (Tirana, Durrës, Elbasan, Lushnjë, Berat, Fier, Vlora, Pogradec, Gjirokastër, Lezhë, Shkodër and Dibër). - 4 Centers with state budget. Passed the centers of Shkodër and Durrës with the state budget. (Tirana, Lushnjë, Shkodër and Durrës). - 8 Centers with the support of PNUD (For 2022, 2 new centers have been opened in Berat and Elbasan) 2 other centers will be opened in the second 6 months of 2022 in Korça and Kukës. <p>In 2022, the following are possible:</p> <ul style="list-style-type: none"> - 12 primary legal aid service centers (Tirana, Durrës, Elbasan, Lushnjë, Berat, Fier, Vlora, Pogradec, Gjirokastër, Lezhë, Shkodër and Dibër). - 4 Centers with state budget. Passed the centers of Shkodër and Durrës with the state budget. (Tirana, Lushnjë, Shkodër and Durrës). - 8 Centers with the support of UNDP (For 2022, 2 new centers have been opened in Berat and Elbasan) 2 other centers will be opened in the second 6 months of 2022 in Korça and Kukës. <p>Online Legal Aid - 1056 cases handled. Green Number - 233 cases treated.</p> <ul style="list-style-type: none"> • Secondary Legal Aid
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61 lawyers have signed the contract for the provision of the secondary legal aid service for 2022, but currently 157 lawyers offer this service.

- **Statistical data**

Primary legal aid: 4,979 cases reported by Primary Legal Aid Service Centers, Authorized Non-Profit Organizations, Law Clinics at HEIs, Juristionline platforms and the green number 08001010.

Secondary legal aid: 812 decisions with the object of benefiting from secondary legal aid/exemption from court fees and expenses.

- **Supervision of the quality of the service provided**

Realized initial and continuous monitoring of 12 primary legal aid service centers (Tirana, Durrës, Fier, Lezhë, Pogradec, Vlora, Shkodër, Lushnje, Gjirokastër, Fier, Berat, Elbasan) as well as initial and continuous monitoring for lawyers of secondary legal aid.

- **Transparency and promotion of the free legal aid system**

Updating the DNJF website and social networks.

The telephone application of the Juristionline platform follows the service

Conducted 168 joint meetings/awareness activities between legal aid service providers/representatives of local/central level institutions and independent institutions.

Conducted 5 television interviews on local televisions from the Primary Legal Aid Service Centers.

- **Inter-institutional cooperation**

Continued cooperation with international support organizations: UNDP/ADA (support for Primary Legal Aid Service Centers); OSFA/CLE (support for the engagement of paralegals for the development of information campaigns in the field); Caritas Albanian (support for the development of training for employees of the Centers).

15 cooperation agreements (with the Commissioner for Protection from Discrimination; Berat Municipality; Gjirokastër Municipality; Kukës Municipality; Korçë Municipality; Albanian Caritas; Epoka University; Fier District Council; Gj. Elbasan Street Court; Gj. Durrës Street Court; Gj. Shkodër Street Court; Lezhë Municipality Social Care

Directorate; "Vatra" Organization; European Center non-profit organization; ISSH Gjirokastër).

234 trainings for students engaged at the Law Clinics as well as the development of internships at the DNJF, the Tirana Center, Vlora and Shkodër for 37 students.

Training with lawyers providing legal aid guaranteed by the state, part of the Local Bar Association of Tirana, date 16.09.2022

2-day training was held with lawyers providing legal aid guaranteed by the state, part of the Local Chamber of Advocacy of Tirana, who discussed the challenges of guaranteeing an effective legal protection of the rights of citizens in need.

The training will be continued with all local bar chambers as part of the support of #PNUD/ #EFLAS Project to the Bar Chamber of Albania and the Directorate of Free Legal Aid for profiling and increasing the professionalism of free legal aid lawyers.

Training with lawyers providing legal aid guaranteed by the state, part of the Local Bar Association of Elbasan, Pogradec and Korça.

The meeting on the legal aid guaranteed by the state was held with the lawyers providing this service in the cities of Elbasan, Pogradec and Korça.

Based on Article 9 letter d) of Law no. 111/2017 "On legal aid guaranteed by the state" the National Chamber of Advocacy prepares and organizes continuous training programs for lawyers included in the list of lawyers who offer secondary legal aid services, in cooperation with the Directorate of Free Legal Aid.

The training on the legal aid guaranteed by the state for the lawyers providing this service at the Elbasan, Pogradec and Korçë Local Chambers of Advocacy took place. This training was developed by the Chamber of Advocates of Albania within the Project "Strengthening the professionalism of lawyers in the representation and protection of vulnerable categories, beneficiaries of legal aid, in order to provide a quality service in civil and criminal processes", supported by the Program for the United Nations Development (UNDP) as part of the EFLAS project "Extending the service of free legal aid for women and men in Albania" implemented by UNDP in partnership with the Ministry of Justice with the financial support of the Austrian Development Cooperation (ADC).

Priority measure 2: The mediation procedure as an alternative resolution mechanism, functional in practice not only in law, is efficient and issues are resolved with full consent and agreement of the parties.

- The National Chamber of Mediators (DHKN) is a Public Legal Entity that exercises its activity independently from the state,

	<p>based on Law no. 10385, dated 24.02.2011 "On Mediation in the Resolution of Disputes", amended and the legal and by-laws in force. As an institution that promotes extrajudicial activity, it aims to provide citizens with a new alternative for resolving their conflicts and disputes, without resorting to the judicial process, at a much lower cost and for a much shorter time, transparent, where the parties themselves decide on the decision, the resolution of the case and the improvement of the reports.</p> <ul style="list-style-type: none"> - In the framework of strengthening and increasing the professional capacities of mediators, the National Chamber of Mediators, based on the law and the regulation for mediators, completed in May 2022 the 1-year initial training, based on a Module Program approved by the Minister of Justice. - The Intermediation Service has aimed to have a relatively wide involvement in the entire territory of Albania, where throughout this period numerous meetings have been held, as well as leaflets have been distributed with the aim of providing access to the general public with the contact methods of Intermediaries and Types of Disputes to be resolved by Mediation. - Also, of special importance in the awareness of the citizens, has been the online and written media, where agreements have been made with many TVs, providing a lot of information with scientific articles, in television & informative shows and numerous articles in newspapers. - For the community in economic difficulties and students, a FREE mediation service will be provided. - DHKN opened the Elbasan Local Branch, with the support of the Austrian Embassy and partners CSSP and APCR. - The Memorandum of Cooperation between the Chamber of Mediators of Kosovo and the National Chamber of Mediators of Albania was signed. This agreement aims to facilitate cooperation and mutual support between the Chamber of Mediators of Kosovo (ONDK) and the National Chamber of Mediation of Albania (DHKN), to encourage and pave the way for the implementation of mediation as an alternative means of resolving disputes. The object of this agreement is also the unification of Licenses, interaction and cooperation between the two Chambers (ONDK and DHKN), cooperation in scientific conferences and projects, exchange of experiences and best practices in Albania and Kosovo. - The Commissioner for the Right to Information and
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Protection of Personal Data and the President of the National Chamber of Mediators signed the Cooperation Agreement between the two institutions. This document commits the parties to the implementation of the highest standards in the protection of privacy and personal data of citizens and, at the same time, in respecting the right to information with official documents. The agreement foresees the participation in joint training or awareness activities for the recognition of the regulatory acts in force in the fields where the respective institutions exercise their functions. Likewise, the Office of the Commissioner and the National Chamber of Mediators have agreed to apply for projects and initiatives of interest to both parties, as well as to exchange information in the function of initiatives within the framework of study activities.

- Cooperation Agreement between the High Judicial Council and the National Chamber of Mediators, which obliges the Courts of 3 levels to refer cases from the Courts to Mediation.
- On the National Day of Mediation, a cooperation memorandum is signed between DHKN and the National Chamber of Swimmers. At the end of the activity, the candidates for mediators who followed the 60-credit program (ECTS) for one year with the relevant curricula were certified, as well as a cooperation memorandum was signed between the president of the National Chamber of Mediators and the president of the National Chamber of Notaries.

Indicators which are considered successful for the reporting period:

- The Directory of Free Legal Aid is created, in accordance with the legislation in power. The Directorate has a staff with sufficient capacity to guarantee the ability and to provide the services requested by the citizens.
- Developed the first mandatory training module for employees of Primary Legal Aid Centers.
- Regulations and curriculum for training and examination methods for testing mediation candidates are defined. (National Chamber of Mediators)
- Design of electronic databases. (National Chamber of Mediators).

Commitment 7

Priority Measure 1: Increase the technical and professional capacities of the Ministry of Justice to have a fully operational website, so that information is published in real time and is useful for citizens when they seek services.

Access to justice includes not only providing citizens with legal resources, but also ensuring that the legal system is fair and equitable. Reform in justice is one of the main priorities of the Albanian government, however, citizens' perceptions regarding the implementation of these reforms represent an important challenge. Improving the transparency of the Ministry of Justice and its subordinate institutions enables these institutions to be accountable to citizens and to bear responsibility for the fulfillment of their assigned tasks, responsibilities and commitments both in their daily work and in the implementation of reforms in justice. On the other hand, the transparency and responsibility of justice institutions are the necessary prerequisites for building public trust. Access to information requires that relevant information is easily accessible and understandable by citizens. Public bodies are obliged to take the necessary measures to create opportunities for the participation of the public and interested parties in the public consultation process.

Every policy document is published on the official website of the Ministry of Justice, from the stage of drafting the document, its consultation, to the final process of publication of the approved document. The relevant documents are published according to the special categorization in each subsection.

Priority Measure 2: Increasing transparency and improving access to public information.

For this purpose, the Ministry of Justice in accordance with the law no. 146/2014 "On Public Notification and Consultation" which regulates the process of notification and public consultation of draft laws, draft national and local strategic documents, as well as policies of high public interest. The Ministry of Justice has taken all the necessary measures in order to create opportunities for the participation of the public and all interested parties in the process of notification and public consultation. Currently, the necessary systems and mechanisms have been developed and improved to ensure transparency and consequently promote accountability within the Ministry of Justice and subordinate institutions through a fully functional website that publishes in real time all relevant information for citizens in a format clear and easily understandable and inter-institutional cooperation and coordinated reporting. On the official website of the Ministry of Justice during this reporting period, monitoring reports on a 6-month and annual basis have been published.

- 1. Inter-sectoral Justice Strategy;**
- 2. Juvenile Justice Strategy;**
- 3. Strategy of Public Legal Education.**

The reports are published together with an accompanying text, to which the corresponding email address is placed in order to receive

	<p>comments, suggestions, proposals from the general public, civil society and anyone interested. After this process, the Ministry of Justice reflected the comments sent and the public the final report according to the relevant categorization.</p> <p>Indicators which are considered successful for the reporting period:</p> <ul style="list-style-type: none"> - The official website of the Ministry of Justice has been completely updated. - Publication of strategies, monitoring reports on the official website of the MoD. Publication of summaries of various reports in simplified and understandable language. <p>Criteria for the chosen reporting system with comments from external experts/consultants. The reporting system approved and integrated in the Ministry of Justice and all procedures of subordinate institutions.</p>			
Why is this commitment relevant to the values of Open Government/OGP?	<p>This commitment is considered important and relevant to the values of OGP because it is closely related to its essential components such as:</p> <ul style="list-style-type: none"> - Transparency & Access to Information, - Public responsibility, - Public & Civic Participation, - Technology & Innovation. <p>In this context, these key principles of the OGP increase the capacity to have a fully functional website that will enable citizens greater access to relevant resources and information; creates and improves plans and mechanisms to keep every official as close to responsibility as possible in providing a certain service, citizens will be better able to give comments and contribute to monitoring the implementation of activities and the action plan of the respective strategies.</p>			
Additional information	N/A			
Level of realization	Not Started	Limited	Substantial	Completed
			X	
Description of the results	Refer to Activities/milestones and 'How will the commitment contribute to solving the relevant problem?'			

Next steps	Planned activities have been implemented for the relevant period and continuous efforts are being made to further improve transparency regarding the quality and simplification of the information that is published, therefore access to justice is a commitment that is included in the New Action Plan of the OGP for 2020-2022.		
Milestone Activity with a verifiable deliverable	Start Date:	End Date:	Completion level
Legal aid is provided in an efficient and effective form which provides citizens in need with full access to such a service.			
Reference point 1: The primary and secondary legal aid system is fully functional and ensures equal access to justice for citizens throughout the country (human resources, primary legal aid offices and appropriate tools, technical capacity, etc.).	1 January 2020	31 December 2021	Complete
Reference point 2: Strengthening and building capacity through appropriate training for free legal aid service providers across the country.	1 January 2020	31 December 2021	Complete
Reference point 3: Strengthening of inter-institutional cooperation between the Directorate of Free Legal Aid and public institutions, as well as with national and international institutions / civil society organizations.	1 July 2021	31 December 2021	Complete
Reference point 4: Creation of the Inter-institutional Forum for legal aid guaranteed by the state with the technical secretariat in the Directorate of Free Legal Aid.	1 January 2021	31 December 2022	Limited
Priority measure 2 The mediation procedure as an alternative resolution mechanism, functional in practice not only in law, is efficient and issues are resolved with the full consent and agreement of the parties.			
Reference point 5: Increased cooperation between the Ministry of Justice and the National Chamber of Mediators.	1 January 2021	31 December 2022	Completed
Reference point 6: Increasing and improving the professional capacities of mediators through the organization of continuous initial training, as well as training of trainers.	1 January 2021	31 December 2022	Considerable
Reference point 7: Organization of awareness campaigns for the mediation service in the country.	1 January 2021	31 December 2022	Completed

Reference point 8: The National Chamber of Mediators will create an electronic database in order to register every mediator who exercises his activity in this field, also the access of every interested citizen but also transparency.	1January 2021	31December 2021	Process
Commitment 7 Priority measure 1 Increase the technical and professional capacity of the Ministry of Justice to have a fully functional website, so that information is published in real time and the information is useful to citizens when they seek services.			
Reference point 1: Creation of a working group in the Ministry of Justice (MOJ) in order to identify the documents and processes that should be	1July 2020	31December 2020	Completed
Reference Point 2: Analysis and drafting of the report on the current state of the website in which it will highlight the information needed to improve access to information for the public	1July 2020	31December 2020	Completed
Reference Point 3: The official website of the MoD and subordinate institutions is fully functional and accessible with detailed and complete published information.	1January 2021	31December 2021	Completed
Priority measure 2: Increasing transparency and use of access to information in the public.			
Reference Point 4: Increased transparency in making public reporting strategies and the implementation of their action plans, as well as comprehensive activities of the institution.	1January 2020	31December 2022	Completed
Reference Point 5: Audiovisual communication of the institution's activity as a tool i increased transparency (television appearances of the Minister, awareness campaigns, sensitization activities, etc.).	1January 2020	31December 2022	Completed
Priority measure 3: Strengthening the cooperation and coordination of the relevant activities and responsibilities of the Ministry of Justice and subordinate institutions, which will have a positive impact on transparency and accountability, including, but not limited to, inspections conducted by the Ministry of Justice on institutions respectively.			

Reference point 6: Approval of manuals, instructions, relevant internal rules for the most efficient operation of the institution.		1Janary 2021	30July 2021	Completed
Reference Point 7: Adoption of an efficient reporting system of the duties and responsibilities of each institution in accordance with transparency and accountability.		1Janary 2021	30July 2021	Completed
Contact Information				
The name of the responsible person from the governing institution		Elona Hoxha		
Title, Department		Directorate of Policies and Strategies in the Justice area		
E-mail and telephone		Elona.Hoxha@drejtesia.gov.al		
Other actors involved	Other actors involved	Other Government Agencies Involved: Institutions under the Ministry of Justice (Directorate of Free Legal Aid); National Chamber of Mediators.		
	Working groups, CSO, private sector, etc.	Other non-governmental agencies: Civil society organizations, Faculty of Law, University of Tirana.		

IRM IDENTIFICATION

Promising commitments

Promising Commitments	
6. Access to legal aid	— This commitment would expand access to mediation services and legal aid, particularly to people outside the capital and marginalized or vulnerable groups.

Opportunities, challenges, and recommendations during implementation Cooperation with civil society groups and legal aid centres is a key aspect of implementing this commitment. The inter-institutional forum provides a formal space for participation, but participation should not be limited simply to this formal space. The provision and growth in the availability of legal aid is a positive step for Albania but a concerted effort to reach out and engage with marginalised and vulnerable groups would ensure that it provides access to justice for all, and not just further access to justice for those who already have access. For example, people with lesser formal education (e.g., lower earners and the Roma community) have the biggest gaps in their legal knowledge, and thus the biggest impediments in accessing justice. Engagement with these and other vulnerable groups

should raise awareness of legal aid and also ensure that they are able to participate in policy definition and implementation so that they can inform and improve access to legal aid.

There are challenges in implementing this commitment that can limit successful access to justice. The Open Society Justice Initiative has identified the quality of legal aid as being an important factor in the state provision of effective legal assistance. The inter-institutional forum and Directorate for Free Legal Aid therefore, would need to ensure that legal aid is of high quality and that measures are put in place for users to provide feedback or complain if they are dissatisfied with services. This also applies to mediation, where building the capacity and professionalism of mediators would create greater access to justice.

Another challenge for Albanian institutions is to ensure that the increased provision of legal aid and mediation services are used by the vulnerable groups that recent legal reforms have sought specifically to address. This would mean that institutions collect, maintain, and publish statistics - while protecting personal data—on the usage of the services in a disaggregated manner to ensure that improvements can be identified and applied as implementation progresses.

However, research shows that data collection needs to improve across the court system in Albania (such as by adopting common standards and processes), and reflects a larger challenge to collecting legal aid data. The inter-institutional forum would need this kind of statistical data to both inform its work and hold institutions accountable for collecting statistics.

On a practical level, the ongoing COVID-19 pandemic and potential restrictions on freedom of movement may pose a challenge to raising awareness of legal aid and mediation services for marginalised or vulnerable communities. Potential unintended consequences from restrictions due to COVID-19 may also mean it is harder for individuals to access specific legal advice. Although institutional websites would be updated with relevant information, it is unclear if in-person legal aid and mediation services would be adapted for online provision or if measures would be taken to ensure access for marginalised or vulnerable groups during the pandemic. The inter-institutional forum could be asked to look at measures that do not limit access to these marginalised or vulnerable groups.

- **Users of free legal aid should be provided with high quality services from service centres and other authorised providers or free legal aid.** This also includes the right to provide feedback or complain if they are dissatisfied with these services. **The Directorate of Free Legal Aid should ensure that complaints are taken seriously and dealt with efficiently, with feedback provided to users on any measures taken. The Directorate could target awareness-raising efforts about the ability to complain or provide feedback to marginalised groups.** The process of making complaints or providing feedback should be made clear. For example, the UK government website outlines such complaint procedures in clear language.⁶⁷
- **The Directorate for Free Legal Aid and its subordinate agencies and bodies should establish mechanisms to collect, maintain, and publish data on the use of the various services established through this reform process.** For example, the UK Ministry of Justice publishes detailed quarterly statistics on the usage of legal aid and mediation services in England and Wales online and in open format.⁶⁸ The statistics should be used to understand if the reforms are reaching the vulnerable groups for which it was intended. **Therefore, the Directorate should publish regular progress reports that provide “next steps” for improvement and**

establish objectives and targets (such as the percentage increase in cases using legal aid).

- **Legal Aid Services should consider how they can adapt to the post-COVID-19 situation without limiting access to marginalised groups.** This may require Legal Aid Services to ensure access to services and information even if it remains necessary to limit physical access to Legal Aid Service Centres.

COMMITMENT 8 Budget Transparency Open Government in order to increase fiscal transparency to improve the coverage, quality and accessibility of information on public finances.	
IMPLEMENTATION PERIOD: 2020-2021	
Lead implementing agency	Ministry of Finance and Economy
Commitment Description	
What is the public problem that the commitment will address?	<p>Transparency, public participation, and legislative oversight in the development of budgets creates better outcomes and are the main issues to better improve the citizen access on fiscal documents. Increasing accountability over the budget and fiscal cycle deters waste and corruption and ensures that budgetary decisions and spending reflect the people's interests. Through transparency, public participation and legislative oversight this openness can help combat corruption. Increasing transparency and public participation across the budget and fiscal cycle is particularly important for Albania. An important document⁵ aiming to improve adherence to the twofold principle of alignment between statistical domains at national level and coordinated alignment across countries at EU level was published by INSTAT during 2020. In recent years fiscal transparency has been increasing in Albania. Between 2010 and 2019 Albania's score on the Open Budget Index⁶ (OBI) has increased from 33 to 55 out of a possible 100. While encouraging, according to the OBI's 2019 assessment Albania have done progress but still does not publish enough material to support informed public debate on the budget⁷. In the 2019 assessment of the online availability, timeliness, and comprehensiveness of eight key budget documents Albania ranked 43rd out of 117 countries.</p> <p>In order for fiscal transparency to facilitate the citizen empowerment necessary to scrutinize public finances and therefore promote public financial accountability the publication of documents alone will not be sufficient. Without increasing the accessibility of fiscal information fiscal transparency will not be effective in promoting more accountable fiscal governance. Thus, efforts towards fiscal openness in Albania will aim to facilitate increased public understanding. The OBI has recommended that Albania expand the financial and policy information in the Executive's Budget Proposal, Year-End Report, and Mid-Year Review to be more specific, disaggregating information to provide stakeholders with a more comprehensive understanding.</p>

⁵Harmonized Revision Policy for Macroeconomic Statistics

⁶The OBI measures public access to information on how the central government raises and spends public resources and assesses the online availability, timeliness, and comprehensiveness of eight key budget documents

⁷According to the OBI a fiscal transparency score of 61/100 or higher indicates a country likely publishes adequate information for informed public debate

<p>What is the commitment?</p>	<p>Budget transparency consists of publishing budget reports and relevant financial data in formats that are understandable and accessible to all citizens will help to develop the fiscal transparency necessary for citizens to be well enough informed to participate in public debate on aspects of the budget and to meaningfully engage and participate in the planning and execution of the budget.</p> <p>Due to the technical nature of many public budget and fiscal documents in order for fiscal transparency to be achieved this commitment will establish the timely publication information in a format that is not only easily accessible online, but is also easily understood, uses plain language and includes accompanying supplementary resources or information that explain more complex or technical concepts in layman's terms. Further efforts shall be made to engage the public in the budget process so as to promote public accountability to citizens through civic participation.</p> <p>Objective:</p> <p>Albania's commitment to improving budget transparency aims to guarantee a public finance system that promotes transparency, accountability, fiscal discipline and efficiency in the management and use of public resources to improve the quality of service delivery and economic development. The commitment aims to achieve enhanced accountability and transparency through better financial and non-financial performance reporting in line with international standards to improve coverage, quality and accessibility of information on public finances and promote civic engagement throughout the budget cycle.</p> <p>Expected results:</p> <ul style="list-style-type: none"> • A sustainable statistical system for the general government units is in place; • Timely and reliable government financial statistics; • Published in year and annual financial reports contain accessible financial and non-financial performance information; • Strengthened financial oversight and management of the fiscal risks; • Formal opportunities provided for the public to engage in the planning and execution of the budget; • More structured and timely engagement with citizens, civil society organizations and academia in budget planning, monitoring and reporting.
<p>How will the commitment contribute to solving the public problem?</p>	<p>To establish increased budget transparency this commitment will prioritize alignment with international methodologies for statistical information, strengthening the quality, scope, timeliness and accessibility of the information published and create opportunities for citizens to engage in the budget process.</p>

	<p>The timely publication of government national accounts in accordance with the European System of Accounts (ESA) 2010 and using a revised statistical system (milestone 1) aims to ensure the reliability of published government accounts and provide a framework for efficient and accurate compilation and publication of financial statistics that aligns with international best practices. To promote public financial oversight and accountability an improved fiscal risk statement will be developed in order to better monitor and mitigate any financial risks (milestone 2).</p> <p>Increasing fiscal transparency requires that the information available be relevant and timely. As such, budget execution and financial annual (milestone 3) and mid-year (milestone 4) reports will be published in year. They will include plain language and supplementary non-financial performance information to be easily accessible to citizens and promote comprehensive of budget related information and reports. Finally, a budget hearing calendar for key budget processes will enable (milestone 5).</p>
<p>Why is this commitment relevant to OGP values?</p>	<p><u>Transparency & Access to Information</u></p> <p>As one of the expected results is 'Published upgraded government yearly budget execution report' through this commitment more budgetary and fiscal information will be accessible to the public through more simplified and understandable formats. These upgraded reports will utilize simplified language in order to be understandable by a non-expert audience.</p> <p>Budget information will be improved as stated above, but will also be made more accessible through publication on multiple channels including the regular government websites, as well as the OGP website to better reach all citizens who may be interested in the topic.</p> <p><u>Public Accountability</u></p> <p>Increased transparency on budget issues will make the government more exposed in the eyes of citizens how the public money are managed and spent and therefore, more accountable to the public. Through the increased availability and accessibility of fiscal information commitment makes the government accountable to the public and not solely to internal systems, as one of the main principles that transparency aims to promote is the increase of accountability of the government to the public.</p> <p><u>Public & Civic Participation</u></p> <p>This idea improves opportunities and capabilities for the public to inform or influence decisions, as it creates more accessible information and one of its priority measures is to increase citizen's</p>

	<p>engagement in the budget process. The implementation of a budget calendar for hearing sessions, where CSOs are the main stakeholders, is intended to create and improve a culture of collaboration and the environment for collaboration between CSOs and the government.</p> <p><u>Technology & Innovation</u> Technological innovation through the use of a variety of channels (MoFE website, OGP website, social network, media, etc.) will be used to promote and enhance transparency and engagement through the publication of notification s/news/information relating to the budget that may be of interest to the public. The use of a variety of communication mediums will help to promote continued and increasing engagement with the public and over time public trust.</p>			
Additional Information	Public Finance Management Reform (PFM Strategy 2019-2022).			
Completion Level	Not Started	Limited	Substantial	Completed
			X	
Description of the results	<p>Transparency of Government Reporting and Improve Accessibility to Information is priority not only in the OGP framework, but also from sectorial programmes priorities, such as PFM reform. The existing PFM programme was revised in the second half of 2020. MoFE undertook a thorough review process of the Strategy log frame and action plan with a major focus on indicators, targets and their timeline, in order to take into consideration, the negative impact of the 2019 earthquake and the COVID-19 pandemic on reaching the PFM Strategy results.</p> <p>The Strategy log frame, change of indicators, target and their timelines were discussed by the 13th PFM Steering Committee in January 20, 2021 and after reflection of comments, the revised action plan for 2020-2022 was approved. One of the discussion topics at the meeting was MoFE engagement in the Open Government Partnership initiative. This meeting was attended by members of SC, Development and Integration Partners and Civil Society Organizations.</p> <p>During 2020 four consultation meeting were organized (respectively on September 10, 15, 30, and October 14, 2020) in order to prepare and discuss OGP action plan 2020-2022, specifically for Fiscal Transparency Component. Civil Society Organizations attended the meetings. Another meeting was organized on May 20, 2021. Representatives of civil society and members of the working group were invited to the meeting to discuss the OGP 2020-2022</p>			

Action Plan Review Report.

For each priority measure of the action plan OGP 2020-2022, as below is presented the overall performance and the results achieved during 2020 and first half of 2021 from this action plan implementation.

Priority Measure 1: 'Government National Accounts' Timely and reliable Government Financial Statistics'

1. A sustainable statistical system for the general government units is in place;
2. EDP tables will be revised using statistical system created.

Progress was made during 2020 by INSTAT in creating a sustainable statistical system for the general government units. Two output targets were partially achieved. This was mostly because INSTAT activities were depending on Technical Assistance support, which could not deliver the planned activities for 2020 due to Covid-19 related restrictions. *The first* target related to the development of "Automated budgetary government compilation system". Some modules of the system were tested during 2020 and the work will continue until the end of 2021 when it is expected that the system will be running. Regarding the *second* target, aiming integration of COFOG estimations, INSTAT sent to Eurostat "Table 1100 - General government expenditure by function" starting from 2017 data onwards, but with the new IT system expected to be running by the end of 2021, the quality, accuracy and coverage of this table will be enhanced.

INSTAT published as targeted the "Harmonized Revision Policies for Macroeconomic Statistics"⁸. The main purpose of this document was to address users' concerns about the lack of coordination of revisions, and aims to improve adherence to the twofold principle of alignment between statistical domains at national level and coordinated alignment across countries at EU level.

Priority Measure 2: 'Financial and performance monitoring and reporting' Published in year and annual budget execution reports

1. Fiscal risk management-Strengthen financial oversight and management of the fiscal risks in order to have an improved FRS with more fiscal risks monitored and mitigated if necessary

From the point of view of FRU's direct tasks, several improvements

⁸<http://www.instat.gov.al/media/6557/harmonized-revision-policies-for-macroeconomic-statistics.pdf>

have been done, specifically toward strengthening the monitoring of the main fiscal risks, such as those related to SOE-s, arrears & contingencies, and budgetary payments for PPP contracts. During 2020 FRU has continued to monitor the main risks. FRU periodically monitors and prepares, on a quarterly (3M) basis, the analyses of the main SOEs. This monitoring is primarily focused on the energy sector's financial and non-financial performance analysis. In the framework of the reform in the energy sector, the monitoring report of this sector has been deepened. These analytical reports, which are regularly prepared on a quarterly basis, are disclosed/included in all MoFE/DMB's periodic reports, such as ABER, Mid-Year, Budget Proposal. On December 2020, the plan of measures for the reduction of arrears in the electricity sector was successfully finalized.

During 2020, FRU, closely assisted by the WB's TA has been broadened the SoEs monitoring process also through the water supply sector's performance for the previous years 2018, 2019 and 6M of 2020. Related to the monitoring of the performance of SOE-s for the FY2020, FRU has collected information from energy sector companies and also from UKT, Albanian Railway, Albanian Post, Albgas. FRU monitors periodically (on a monthly basis) the financial and non-financial performance only for concession/PPP contracts with budget support. During the 2020 pandemic year, FRU has been closely monitored PPP-s with budget support, which were several times subject to budgetary cuts, in order to create budget space for governmental anti Covid measures. In this regard FRU/MFE has been closely monitored this contracts, further more taking actions and renegotiating some concession contracts, mainly by postponing their payment deadlines, with the final goal of easing the budget burden for the difficult year 2020, but also for the 2021. Part of the Fiscal Risk Statement are also Contingent Liabilities that comes from Decisions by the Court of Human Rights in Strasbourg, decisions of the International Court of Arbitration, and Final administrative court decisions. Related to arrears monitoring, starting from October 2020, the monitoring and reporting which was previously performed on a survey basis through written reporting of institutions, is automatically generated by the Government Financial Information System (SIFQ). This change is implemented in order to intensify the supervisory role of the Ministry of Finance and Economy to the monitoring process of the stock of arrears as well as for higher transparency based on more reliable system generated information.

The schedule and modality of reporting and monitoring arrears is defined in the Instruction of the Minister of Finance and Economy No.37, date 06.10.2020.

During 2021 FRU is continuing monitoring the SOE-s, arrears, PPP-s with budget support and Contingent Liabilities through continuous improvements to these analyzes.

2. Published government yearly budget execution report;

During the year 2020 content, outline and template for Yearly

	<p>budget execution report FY 2019, has been upgraded (by including products) and published on MoFE website⁹.The report is accessible in Excel and Word formats depending on the nature of the information.</p> <p>During 2021, template for Yearly budget execution report FY 2020, has been upgraded (by including KPI) and published¹⁰.The report is accessible in Excel and Word formats depending on the nature of the information.</p> <p>3. Published in-year budget execution reports, including the mid-year review.</p> <p>During the year 2020 Content, outline and templates for In Year budget execution reports and mid-year review report (including products for every LM/BI) have been upgraded and published¹¹.The report is accessible in Excel and Word formats depending on the nature of the information.</p> <p>During 2021, template for In Year budget execution reports and mid-year review report FY 2021, has been upgraded (by including KPI) and published¹².The report is accessible in Excel and Word formats depending on the nature of the information.</p> <p><u>Priority Measure 3: Citizens' engagement in the planning and execution of the budget</u></p> <p>1. A budget hearing calendar with key budget processes is in place and implemented.</p> <p>A Citizen's Budget guide has been developed and published¹³ as planned (In PDF format). The main aim of the guide is to enhance the citizens, CSOs and other groups of interest engagement on the government budget process.</p> <p>A budget hearing calendar with key budget processes was prepared and implemented as planned for 2020. In this regard a series of online capacity building workshops with civil society organizations were initiated in late 2020. The trainings aimed at increasing CSO capacities for understanding of the state budget, and strengthening their capacities to play a watchdog role for public finances. The series of workshops started with two workshops held in November and December 2020, respectively, and the first one focused on the budget cycle and entry points for CSO advocacy; while the second on the different stages of the budget calendar and providing skills for sectoral budget assessment for CSO. The workshops were held remotely, due to the Covid-19 related restrictions and the level of</p>
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⁹<https://www.financa.gov.al/analizat-e-monitorimit-te-performances-2019/>

¹⁰<https://www.financa.gov.al/34185-2/>

¹¹<https://www.financa.gov.al/paketa-e-projektligjii-te-buxhetit-faktik-2019/> ;
<https://www.financa.gov.al/buxheti-2019/>

¹²<https://www.financa.gov.al/paketa-e-projektligjii-te-buxhetit-faktik-2020/> ;
<https://www.financa.gov.al/buxheti-2020/>

¹³<https://www.financa.gov.al/wp-content/uploads/2020/11/CB-2021.pdf>

	<p>participation was satisfactory (first webinar: 16 people from different CSOs and the MoFE; second webinar: 17 people). The online webinars allowed to reach a wider range of CSOs.</p> <p>A budget hearing calendar with key budget processes was prepared and implemented as planned for 2021. In this regard, on 6-th of July, the Ministry of Finance and Economy organized a meeting with representatives of civil society, in the framework of participatory budgeting of the Medium-Term Budget Program Document 2022-2024, Strategic Phase. In this meeting was discussed the proposal for the distribution of budget resources in accordance with the policies of budget programs for the period 2022-2024, focusing on the position of civil society on this proposal. The workshop was held through Webex platform, due to the Covid-19 related restrictions and the level of participation was satisfactory (17 people from different CSOs).</p> <p>According to the area of responsibility, for the part of budget documents (such as the annual budget law or MTBP) in cases when meetings with civil society are organized, summaries are made and reports are published on the website.</p>		
Next steps	<p>Even though the planned activities for 2020 have been satisfactory achieved, the efforts will continuous to implement the undertaken engagement in order to improve more the transparency in terms of the quality and simplification of the information that is published. Also, to increase the engagement of citizen's and CSOs in budget processes.</p>		
Milestone Activity with a verifiable deliverable	Start Date:	End Date:	Completion level
Government National Accounts-Timely and reliable Government Financial Statistics	Jan. 2020	Dec. 2022	Substantial
Fiscal risk management: Strengthened financial over sight and management of the fiscal risks in order to hav e an improv ed FRS with more fiscal risks monitored and mitigated if necessary.	Jan. 2020	Dec. 2022	Substantial
Published government yearly budget execution report.	Jan. 2020	Dec. 2022	Substantial
Published in-year budget execution reports, including the mid-year review.	Jan. 2020	Dec. 2022	Substantial
Formal opportunities are pr ovided for the public to engage in the planning and execution of the budget.	Dec. 2020	Dec. 2022	Substantial

Contact Information		
Lead implementing agency		Ministry of Finance and Economy
Persons responsible person from implementing agency		
Title, Department		Directorate for Managing the Reforms in Public Finance
Email and Phone		
Other Actors Involved	Government, Ministries, Department/ Agency	The Institute of Statistics (INSTAT), Water Supply Sector and other SOE-s, Line Ministries, Contracting Authorities for Concession/PPP contracts with budget support,
	CSOs, private sector, multilaterals, working groups	Most of the CSO in Albania, which mission is related with economic development and public finance issues/ Universities/ Faculty of Economy.
Additional Information		

COMMITMENT 8 Budget Transparency	
Open Government in order to increase fiscal transparency to improve the coverage, quality and accessibility of information on public finances.	
2021-2022	
Lead implementing agency	Ministry of Finance and Economy
Commitment Description	
What is the public problem that the commitment will address?	Transparency, public participation, and legislative oversight in the development of budgets creates better outcomes and are the main issues to better improve the citizen access on fiscal documents. Increasing accountability over the budget and fiscal cycle deters waste and corruption and ensures that budgetary decisions and spending reflect the people's interests. Through transparency, public participation and legislative oversight this openness can help combat corruption. Increasing transparency and public participation across the budget and fiscal cycle is particularly important for Albania. In recent years fiscal transparency has been increasing in Albania. Between 2010 and 2019 Albania's score on the Open Budget Index ¹⁴ (OBI) has increased from 33 to 55 out of a possible 100. While encouraging, according to the OBI's 2019 assessment Albania

¹⁴The OBI measures public access to information on how the central government raises and spends public resources and assesses the online availability, timeliness, and comprehensiveness of eight key budget documents

	<p>have done progress but still does not publish enough material to support informed public debate on the budget¹⁵. In the 2019 assessment of the online availability, timeliness, and comprehensiveness of eight key budget documents Albania ranked 43rd out of 117 countries.</p> <p>In order for fiscal transparency to facilitate the citizen empowerment necessary to scrutinize public finances and therefore promote public financial accountability the publication of documents alone will not be sufficient. Without increasing the accessibility of fiscal information fiscal transparency will not be effective in promoting more accountable fiscal governance. Thus, efforts towards fiscal openness in Albania will aim to facilitate increased public understanding. The OBI has recommended that Albania expand the financial and policy information in the Executive's Budget Proposal, Year-End Report, and Mid-Year Review to be more specific, disaggregating information to provide stakeholders with a more comprehensive understanding.</p>
What is the commitment?	<p>Budget transparency consists of publishing budget reports and relevant financial data in formats that are understandable and accessible to all citizens will help to develop the fiscal transparency necessary for citizens to be well enough informed to participate in public debate on aspects of the budget and to meaningfully engage and participate in the planning and execution of the budget.</p> <p>Due to the technical nature of many public budget and fiscal documents in order for fiscal transparency to be achieved this commitment will establish the timely publication information in a format that is not only easily accessible online, but is also easily understood, uses plain language and includes accompanying supplementary resources or information that explain more complex or technical concepts in layman's terms. Further efforts shall be made to engage the public in the budget process so as to promote public accountability to citizens through civic participation.</p> <p>Objective:</p> <p>Albania's commitment to improving budget transparency aims to guarantee a public finance system that promotes transparency, accountability, fiscal discipline and efficiency in the management and use of public resources to improve the quality of service delivery and economic development. The commitment aims to achieve enhanced accountability and transparency through better financial and non-financial performance reporting in line with international standards to improve coverage, quality and accessibility of information on public finances and promote civic engagement throughout the budget cycle.</p>

¹⁵According to the OBI a fiscal transparency score of 61/100 or higher indicates a country likely publishes adequate information for informed public debate

	<p>Expected results:</p> <ul style="list-style-type: none"> • A sustainable statistical system for the general government units is in place; • Timely and reliable government financial statistics; • Published in year and annual financial reports contain accessible financial and non-financial performance information; • Strengthened financial oversight and management of the fiscal risks; • Formal opportunities provided for the public to engage in the planning and execution of the budget; • More structured and timely engagement with citizens, civil society organizations and academia in budget planning, monitoring and reporting.
<p>How will the commitment contribute to solving the public problem?</p>	<p>To establish increased budget transparency this commitment will prioritize alignment with international methodologies for statistical information, strengthening the sale, scope, timeliness and accessibility of the information published and create opportunities for citizens to engage in the budget process.</p> <p>The timely publication of government national accounts in accordance with the European System of Accounts (ESA) 2010 and using a revised statistical system (milestone 1) aims to ensure the reliability of published government accounts and provide a framework for efficient and accurate compilation and publication of financial statistics that aligns with international best practices. To promote public financial oversight and accountability an improved fiscal risk statement will be developed in order to better monitor and mitigate any financial risks (milestone 2).</p> <p>Increasing fiscal transparency requires that the information available be relevant and timely. As such, budget execution and financial annual (milestone 3) and mid-year (milestone 4) reports will be published in year. They will include plain language and supplementary non-financial performance information to be easily accessible to citizens and promote comprehensive of budget related information and reports. Finally, a budget hearing calendar for key budget processes will enable (milestone 5).</p>
<p>Why is this commitment relevant to OGP values?</p>	<p><u>Transparency & Access to Information</u></p> <p>As one of the expected results is 'Published upgraded government yearly budget execution report' through this commitment more budgetary and fiscal information will be accessible to the public through more simplified and understandable formats. These upgraded reports will utilize simplified language in order to be understandable by a non-expert audience.</p> <p>Budget information will be improved as stated above, but will also</p>

	<p>be made more accessible through publication on multiple channels including the regular government websites, as well as the OGP website to better reach all citizens who may be interested in the topic.</p> <p><u>Public Accountability</u></p> <p>Increased transparency on budget issues will make the government more exposed in the eyes of citizens how the public money are managed and spent and therefore, more accountable to the public. Through the increased availability and accessibility of fiscal information commitment makes the government accountable to the public and not solely to internal systems, as one of the main principles that transparency aims to promote is the increase of accountability of the government to the public.</p> <p><u>Public & Civic Participation</u></p> <p>This idea improves opportunities and capabilities for the public to inform or influence decisions, as it creates more accessible information and one of its priority measures is to increase citizen's engagement in the budget process. The implementation of a budget calendar for hearing sessions, where CSOs are the main stakeholders, is intended to create and improve a culture of collaboration and the environment for collaboration between CSOs and the government.</p> <p><u>Technology & Innovation</u></p> <p>Technological innovation through the use of a variety of channels (MoFE website, OGP website, social network, media, etc.) will be used to promote and enhance transparency and engagement through the publication of notification s/news/information relating to the budget that may be of interest to the public. The use of a variety of communication mediums will help to promote continued and increasing engagement with the public and over time public trust.</p>			
Additional Information	Public Finance Management Reform (PFM Strategy 2019-2022).			
Completion Level	Not Started	Limited	Substantial	Completed
			X	

Description of the results	<p>Transparency of Government Reporting and Improve Accessibility to Information is priority not only in the OGP framework, but also from sectorial programmes priorities, such as PFM reform.</p> <p>PFM Technical Committee Meeting was held in June 9, 2022, leaded by General Secretary of the Ministry of Finance and Economy. The main focus of the meeting was to discuss the 2021 PFM draft annual monitoring report, the challenges and progress made.</p> <p>PFM Steering Committee Meeting was held in July 19, 2022, leaded by the Minister of Finance and Economy. The main focus of the meeting was to discuss and approve the 2021 PFM annual monitoring report, the challenges and progress made. In the Steering Committee were invited representatives from the Development and Integration Partners (DIP) and Civil Society Organizations. The annual monitoring reports are shared with them for comments.</p> <p>For each priority measure of the action plan OGP 2020-2022, as below is presented the overall performance and the results achieved during 2021 and September 2022 from this action plan implementation.</p> <p><u>Priority Measure 1: 'Government National Accounts' Timely and reliable Government Financial Statistics'</u></p> <ol style="list-style-type: none"> 3. A sustainable statistical system for the general government units is in place; 4. EDP tables will be revised using statistical system created. <p>Progress was made during 2022 by INSTAT in creating a sustainable statistical system named "Albanian Integrated GFS Compilation System (AIGCS)" which is used for compiling Government Finance Statistics (GFS) and Excessive Deficit Procedure (EDP) following ESA2010 methodology. The working group of GFS and EDP statistics between three institutions (INSTAT, MoFE and BoA) has continued to maintain and develop the system and improving the data in order to produce GFS and EDP statistics in line with ESA2010 methodology.</p> <p>Using the new system, INSTAT during April 2022 notifications has compiled and transmitted to Eurostat, Government Finance Statistics for non-financial accounts for General Government sector table 2, 9, NTL, 11 and 25. Also from the system are compiled and transmitted to Eurostat during April 2022 notifications EDP tables for period 2018-2021. INSTAT sent the EDP tables twice per year (April/October). The GFS and EDP tables are sent on "best efforts basis" and "not for publication".</p> <p>The three institutions are using this system for generating Government Finance Statistics for internal usage only, not for publication. INSTAT is leading actor in this process, and in this regard the Inter-institutional Working Group has been meeting</p>
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regularly. The system for compiling Government Finance Statistics was created with the support of the TA from SECO and assisted by IMF experts. The system will be used by three institutions for preparing (GFS) data according to the requirements of the ESA 2010 Transmission Programme.

The output "EDP tables are revised and full statistical system created" could be considered achieved as all its target are completed. In this regard the tables for EDP Transmission Programme are automated and the statistical system was created.

Priority Measure 2: 'Financial and performance monitoring and reporting' Published in year and annual budget execution reports

4. Fiscal risk management-Strengthen financial oversight and management of the fiscal risks in order to have an improved FRS with more fiscal risks monitored and mitigated if necessary

Fiscal risk analysis has been improved and expanded. The main risks that are monitored are:

- Arrears accumulation– Ministry of Finance and Economy has improved the quality of the arrears monitoring process both from Center Government and Local Government. Starting from 2020, the process of arrears' monitoring and reporting is automatically generated by the Albanian Government Financial Information System (AGFIS). This upgrade is aiming to intensify the supervisory role of the Ministry of Finance and Economy towards both, the monitoring and payment of the arrears' stock. The schedule and modality for the periodical arrears' monitoring and reporting, is detailed and defined in the Minister of Finance and Economy's new Guideline no.37 dated 06.10.2020. For the fiscal year 2022 and beyond, the Fiscal Risk Unit (FRU) will continue the monitoring of general government units arrears and arrears of VAT refunds, within the framework of the above mentioned guideline.
- Concessions/PPP contracts with budget support– MoFE periodically monitors, on a monthly basis, the actual and planned payments (for the current budget year) of the concessions/PPP contracts with budget support and prepares monthly reports. The periodicity and modalities of this monitoring are defined in Supplementary Instruction No.1, dated 10.01.2022 "On the implementation of the 2022 budget".
- Court cases contingent liabilities– Part of the Fiscal Risk

	<p>Statement are also the Contingent Liabilities that come from Decisions by the Court of Human Rights in Strasbourg, decisions of the International Court of Arbitration and Final administrative court decisions. FRU collects information from State Advocacy and Budgetary Institutions and monitors and publishes current liabilities and expected/contingent liabilities. Starting from January 2022, the Supplementary Instruction no.1 dated 10.01.2022 "On the implementation of the 2022 budget" includes a set of reporting templates, to be filled and submitted to the MoFE by each LM/IB and the State Advocacy, on regards to international arbitration processes and decisions by the Court of Human Rights in Strasbourg.</p> <ul style="list-style-type: none"> • State Owned Enterprises (SOEs) related risks – Several improvements have been made, specifically toward strengthening the monitoring of the main fiscal risks related to SOEs. The Energy Sector SOE-s and Water Companies represent a major part of all the SOE-s of the utility sector and the MoFE is closely monitoring the financial performance of these companies, on a quarterly basis, in order to identify and properly managed the risks arising from SOE-s. The monitoring is primarily focused on the three energy sector's companies, financial and non-financial performance. The monitoring analysis and reports for this purpose, has been elaborated in the framework of the new reform in the energy sector. On December 2020, the plan of measures for the reduction of arrears in the electricity sector was successfully finalized. MoFE and Ministry of Infrastructure and Energy (MIE) co-signed and issued the joined order Nr. 304 date 17.12.2020 "For the approval of the action plan for the reduction of arrears in the electricity sector" with the aim of reducing the current stock of arrears and preventing the recurrence of new ones between electricity companies and from third parties. The MoFE and the MIE, co-signed the Joint Order no. 379/2021 dated 30.09.2021 "On the implementation of the plan of measures for the reduction of arrears in the electricity sector", for the monthly reporting by the energy sector companies on the settlement of debts arrears and the status of liabilities between the energy sector and other public entities. Subsequently, the Directorate of Budget Management (DMB) collects information regarding the mutual obligations of the electricity sector. Furthermore the modalities regarding the reporting and clearance of the mutual arrears that the state enterprises of the energy sector have with each other and with other state entities, are included in the supplementary budget instruction of the Minister of Finance and Economy no.1, dated 10.01.2022 "On the implementation of the budget of 2022". Furthermore, the MoFE has expanded its monitoring to other key SOE-s. On 2020, closely assisted by the WB's TA,
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	<p>MoFE began the monitoring process of the water supply sector. This process is ongoing with the aim to broaden the number of Water Utilities companies monitored. On a yearly basis since, other SoEs were included on the analysis, namely: +4 SOE-s in 2020 (Albcontrol Sh.a, UKT Sh.a (Tirana Water Supply and Sewage), Albanian Post Sh.a., Albanian Railways Sh.a); and +3 SOE-s in 2021 (Albgaz Sh.a, UKD (Durrës Water Supply and Sewage), and RTSH Sh.a. (National Albanian Radio and Television media).</p> <p>For the fiscal year 2022 the monitoring of SOE-s has been furtherly expanded by +3 additional companies, part of the water supply sector, in compliance with the PFM Strategy' action plan and other engagement documents. The scope of the next fiscal risk report shall be the further deepen of the ongoing monitoring process of qualitative and quantitative data related to the abovementioned risks.</p> <p>5. Published government yearly budget execution report;</p> <p>The improved Annual Budget Execution Report on the implementation of the annual budget presents the realization of budget funds at the product level. The Annual Budget Execution Report for FY 2021 has been published on the MFE's website¹⁶.</p> <p>6. Published in-year budget execution reports, including the mid-year review.</p> <p>In-year budget execution reports only in terms of Budget Performance Monitoring Reports were in progress during September 2021-September 2022. The 'Approval of the new Guideline annexes' will be able to end by the end of FY 2022. The new templates of guideline for budget monitoring annexes will be implemented by the end of FY2023.</p> <p>This was closely related and conditioned objectively by the fact that AFMIS's live implementation was officially postponed by almost two years, from January 2019 to January 2021. This affected as expected the Budget Project Portfolio Monitoring (BPPM) module as well, which was not functional and fully accessed as projected. As a consequence, FY2021-2022 consisted in assessing many issues regarding designing and delivery of BPPM reports and many other issues, which were not depending from BMD but were a direct responsibility of the designing company.</p> <p><u>Priority Measure 3: Citizens' engagement in the planning and execution of the budget</u></p> <p>2. A budget hearing calendar with key budget processes is in place and implemented.</p> <p>A Citizen's Budget guide has been published as planned. The main</p>
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¹⁶<https://financa.gov.al/paketa-e-projektligjit-te-buxhetit-faktik-2021/>

	aim of the guide is to enhance thecitizens, CSOs and other groups of interest engagement on the government budget process. The output targets of “A budget hearing calendar with key budget processes is in place and implemented”have made progress during 2022. During the technical phase of MTBP (second phase) there were not held hearing with CSO.			
Next steps	Even though the planned activities for 2022 have been satisfactory achieved, the efforts will continuous to implement the undertaken engagement in order to improve more the transparency in terms of the quality and simplification of the information that is published. Also, to increase the engagement of citizen’s and CSOs in budget processes.			
Milestone Activity with a verifiable deliverable		Start Date:	End Date:	Completion level
Government National Accounts-Timely and reliable Government Financial Statistics		Jan. 2020	Dec. 2022	Fulfilled
Fiscal risk management: Strengthened financial over sight and management of the fiscal risks in order to hav e an improv ed FRS with more fiscal risks monitored and mitigated if necessary.		Jan. 2020	Dec. 2022	Fulfilled
Published government yearly budget execution report.		Jan. 2020	Dec. 2022	Substantial
Published in-year budget execution reports, including the mid-year review.		Jan. 2020	Dec. 2022	Substantial
Formal opportunities are pr ov ided for the public to engage in the planning and execution of the budget.		Dec. 2020	Dec. 2022	Substantial
Contact Information				
Lead implementing agency		Ministry of Finance and Economy		
Persons responsible person from implementing agency				
Title, Department		Directorate for Managing the Reforms in Public Finance		
Email and Phone				
Other Actors Involved	Government, Ministries, Department/ Agency	The Institute of Statistics (INSTAT), Water Supply Sector and other SOE-s, Line Ministries, Contracting Authorities for Concession/PPP contracts with budget support,		
	CSOs, private sector,	Most of the CSO in Albania, which mission is related with economic development and public finance issues/ Universities/ Faculty of Economy.		

	multilaterals, working groups	
Additional Information		

COMMITMENT 9 Transparency on Revenue Open Government in order to increase fiscal transparency to improve the coverage, quality and accessibility of information on public finances.	
IMPLEMENTATION PERIOD: 2020-2021	
Lead implementing agency	Ministry of Finance and Economy
Commitment Description	
What is the public problem that the commitment will address?	<p>Fostering a public administration that operates with integrity requires establish complimentary systems with procedures and rules that eliminate opportunities for public servants to exploit their position for personal gain.</p> <p>When complex and opaque systems are in place a lack of oversight establishes opportunities for corruption. Without fiscal transparency and oversight institutions able to scrutinize revenues corruption can place in the form of: collusion (such as prior agreements to fix prices or terms), patronage (favoritism whereby a person or company is hired/contracted by the public administration regardless of qualifications because of affiliations or connection to government officials), conflicts of interest (whereby an individual is confronted with a choice between their duties and responsibilities and their private interests which can result in a misuse of public resources) and graft (political corruption where government officials benefit from intentionally misdirecting public funds to be purchased at a higher cost from specific vendors). Because a lack of transparency on government revenues can provide opportunities to hide corruption it can also hamper public trust.</p> <p>Transparency of government revenues and assets promotes public integrity by deterring corrupt behavior and by enabling oversight institutions to hold accountable government officials and institutions. Systems that require this transparency help ensure public officials remain honest which consequently build public trust in government.</p>
What is the commitment?	<p>Increasing revenue transparency consists of publishing and making available all relevant financial data regarding the revenues collected by government from various industries-bringing industry, government and civil society stakeholders into the monitoring process. Information will be in a format that is understandable and accessible to all citizens, such as through the use of plain language and accompanying information to explain more complex aspects.</p>

	<p>To promote transparency of public revenues this commitment establishes and publishes a public asset inventory and register that aligns with international public-sector accounting standards and follows an updated and improved methodology and policies for public asset valuation including depreciation and impairment of assets.</p> <p>Objective:</p> <p>The objective of this commitment is to enhance accountability and transparency through better financial and non-financial performance reporting in line with international standards to improve coverage, quality and accessibility of information on public finances. Further efforts shall be made to engage the public in the process.</p> <p>Expected results:</p> <ul style="list-style-type: none"> • Accounting is in compliance with appropriate international public sector accounting standards; • Preparation and publication of the full asset registry of public sector, based on the improved regulations for the valuation and inventory of these assets
<p>How will the commitment contribute to solving the public problem?</p>	<p>To develop a sustainable system for increasing the transparency and accessibility of public revenue information this commitment will take a phased approach to presenting accruals-based government financial statements. It will ensure that public accounting and legal acts are in compliance with international best practices (International Public Sector Accounting Standards (IPSAS)) through an approved strategic action plan (milestone 1). Guided by an approved methodology an inventory of assets will be implemented in all central government institutions (milestone 2). Guidelines and policies will be improved or developed for the recognition and valuation of assets (milestone 3) and the depreciation and impairment of assets (milestone 4) in compliance with agreed upon standards.</p> <p>Public asset management will be improved through the development and publication of a full asset registry for the entire public administration. Based on the improved regulations established by milestones 1-4 a methodology will be developed with guidelines for preparing the full asset inventory (milestone 5). This methodology will ensure that public institutions accurately and comprehensively disclose public revenues and thus will limit opportunities for unethical practices to be hidden and promote civil engagement and understanding. The public asset inventory will then be recorded into the Albanian Government Financial Information System (AGFIS) (milestone 6) for budgetary institutions with AGFIS access and into excel for budget institutions without direct access to AGFIS (milestone 7) which will enable traceability and oversight.</p>

Why is this commitment relevant to OGP values?	<u>Transparency & Access to Information</u>				
	This commitment increases the amount of information and data on public assets. An improved system with clear guidelines improves the quality of the information available by ensuring that the information is comprehensive, accurate and updated. It also focuses on using internationally agreed best practices and standards to ensure easy comprehension and comparability of data. Information will be in a format that is under standable and accessible to citizens through the u se of plain language where possible and supplementary information to explain more complex subjects.				
	<u>Public Accountability</u>				
	Increased transparency makes the government more exposed in the eyes of citizens regarding how public money is generated and collected. Through the improvement of certain procedures and methodologies and rules and the establishment of others, all in alignment with international best practices, this commitment develops the framework necessary to hold the public institution s accountable for their asset disclosures and valuations. Through partnerships with SECO the inventory and register will promote accountability to external, as well as internal authorities.				
	<u>Public & Civic Participation</u>				
	By making public revenue information more accessible, through a standardized methodology that utilizes transparent guidelines the public is able to be better informed on public finances and thus, can contribute feedback to inform or in fluence the relevant government actions and policies. Furthermore, by making available all relevant financial data regarding the revenues collected by government from various industries this commitment will bring industry, government and civil society stakeholders into the monitoring process.				
	<u>Technology & Innovation</u>				
	The functioning of the electronic information system the Albanian Government Financial Information System (AGFIS) will support the functionality of the register. It will also help ensure that the data uploaded is complete and comprehensive in compliance with the set standards to ensure it promotes transparency and traceability such that the public institution s can be held accountable.				
Additional Information	Public Finance Management Reform (PFM Strategy 2019-2022).				
Completion Level	Not Started	Limited	Substantial	Completed	

			X	
Description of the results	<p>Transparency of Government Reporting and Improve Accessibility to Information is priority not only in the OGP framework, but also from sectorial programmes priorities, such as PFM reform. The existing PFM programme was revised in the second half of 2020. MoFE undertook a thorough review process of the Strategy log frame and action plan with a major focus on indicators, targets and their timeline, in order to take into consideration, the negative impact of the 2019 earthquake and the COVID-19 pandemic on reaching the PFM Strategy results.</p> <p>The Strategy log frame, change of indicators, target and their timelines were discussed by the 13th PFM Steering Committee in January 20, 2021 and after reflection of comments, the revised action plan for 2020-2022 was approved. One of the discussion topics at the meeting was MoFE engagement in the Open Government Partnership initiative. This meeting was attended by members of SC, Development and Integration Partners and Civil Society Organizations.</p> <p>During 2020 four consultation meeting were organized (respectively on September 10, 15, 30, and October 14, 2020) in order to prepare and discuss OGP action plan 2020-2022, specifically for Fiscal Transparency Component. Civil Society Organizations attended the meetings. Another meeting was organized on May 20, 2021. Representatives of civil society and members of the working group were invited to the meeting to discuss the OGP 2020-2022 Action Plan Review.</p> <p>For each priority measure of the action plan OGP 2020-2022, as below is presented the overall performance and the results achieved during 2020 and first half of 2021 from this action plan implementation.</p> <p><u>Priority Measure 1: Accounting is in compliance with appropriate international public-sector accounting standards.</u></p> <p>1. Legal acts and accounting standards in line with International Public Sector Accounting Standards (IPSAS) and approved country strategic action plan are in place.</p> <p>During 2020, was developed the process of the selection of consultant that will help the MoFE in the drafting of the legal acts and accounting standards in public sector, based on the gap analysis conducted by this consultant. During 2021 has begun the process of translation of the accounting standards in public sector.</p>			

	<p>2. Inventory of assets implemented in all central government institutions, based on the approved methodology. During 2020, materials have been extracted in order to draft a methodology. During first half of 2021, a first draft of the methodology is prepared.</p> <p>3. Guidelines for recognition and valuation developed/updated. Materials have been extracted in order to draft the guidelines</p> <p>4. Depreciation and impairment policies developed (in line with the strategy for implementing accounting standards). Materials have been extracted for the preparation of the instruction in order to develop the above-mentioned policies.</p> <p><u>Priority Measure 2: 'Improved Assets management' Preparation and publication of the full asset registry of public sector, based on the improved'</u></p> <p>1. Methodology and guidelines for a full public asset inventory in Central Government (CG) institutions prepared; During 2020, materials have been extracted in order to draft a public sector asset inventory methodology. During first half of 2021, a first draft of the methodology is prepared.</p> <p>2. Full public assets inventory is recorded in AGFIS by those BIs which have direct access in this system. Three Budget Institutions, namely Ministry of Culture, Ministry of Tourism and Environment and Albanian Road Authority have entered the assets inventory in the asset module in AGFIS, during 2020. Several trainings on assets management were provided by the Business Processes Department of MOFE to finance specialists of these BIs (6 staff in total). Other institutions are in process to record public assets inventory in AGFIS.</p> <p>3. Full public assets inventory is recorded in Excel (for BIs which not have direct access in AGFIS)</p> <p>All GG institutions not enrolled in AGFIS have prepared the evaluated asset balances and send to Treasury District Offices for registration in AGFIS.</p>		
Next steps	<p>The efforts will continuous to implement the undertaken engagement in order to improve the revenue transparency in terms of the financial and non-financial performance reporting in line with international standards to improve coverage, quality and accessibility of information on public finances.</p>		
Milestone Activity with a verifiable deliverable	Start Date:	End Date:	Completion level
Legal acts and accounting standards in line with International Public Sector Accounting Standards (IPSAS) and approved country	Jan. 2020	Dec. 2022	Substantial

strategic action plan are in place.				
Inventory of assets implemented in all central government institutions, based on the approved methodology.		Jan. 2020	Dec. 2022	Substantial
Guidelines for recognition and valuation developed/updated.		Jan. 2020	Dec. 2022	Substantial
Depreciation and impairment policies developed (in line with the strategy for implementing accounting standards).		Jan. 2020	Dec. 2022	Substantial
Methodology and guidelines for a full public asset inventory in Central Government (CG) institutions prepared;		Jan. 2020	Dec. 2022	Substantial
Full public assets inventory is recorded in AGFIS by those BIs which have direct access in this system.		Jan. 2020	Dec. 2022	Substantial
Full public assets inventory is recorded in Excel (for BIs which not have direct access in AGFIS)		Jan. 2020	Dec. 2022	Substantial
Contact Information				
Lead implementing agency		Ministry of Finance and Economy,		
Persons responsible person from implementing agency				
Title, Department		Directorate for Managing the Reforms in Public Finance		
Email and Phone				
Other Actors Involved	Government, Ministries, Department/ Agency	The Institute of Statistics (INSTAT), Budget Institutions;		
	CSOs, private sector, multilaterals, working groups	Most of the CSO in Albania, which mission is related with economic development and public finance issues/ Universities/ Faculty of Economy, World Bank, SECO.		
Additional Information				
COMMITMENT 9: Transparency on Revenue				
Open Government in order to increase fiscal transparency to improve the coverage, quality and accessibility of information on public finances.				
2021-2022				

Lead implementing agency	Ministry of Finance and Economy
Commitment Description	
What is the public problem that the commitment will address?	<p>Fostering a public administration that operates with integrity requires establish complimentary systems with procedures and rules that eliminate opportunities for public servants to exploit their position for personal gain.</p> <p>When complex and opaque systems are in place a lack of oversight establishes opportunities for corruption. Without fiscal transparency and oversight institutions able to scrutinize revenues corruption can place in the form of: collusion (such as prior agreements to fix prices or terms), patronage (favoritism whereby a person or company is hired/contracted by the public administration regardless of qualifications because of affiliations or connection to government officials), conflicts of interest (whereby an individual is confronted with a choice between their duties and responsibilities and their private interests which can result in a misuse of public resources) and graft (political corruption where government officials benefit from intentionally misdirecting public funds to be purchased at a higher cost from specific venders). Because a lack of transparency on government revenues can provide opportunities to hide corruption it can also hamper public trust.</p> <p>Transparency of government revenues and assets promotes public integrity by deterring corrupt behavior and by enabling oversight institutions to hold accountable government officials and institutions. Systems that require this transparency help ensure public officials remain honest which consequently build public trust in government.</p>
What is the commitment?	<p>Increasing revenue transparency consists of publishing and making available all relevant financial data regarding the revenues collected by government from various industries-bringing industry, government and civil society stakeholders into the monitoring process. Information will be in a format that is understandable and accessible to all citizens, such as through the use of plain language and accompanying information to explain more complex aspects.</p> <p>To promote transparency of public revenues this commitment establishes and publishes a public asset inventory and register that aligns with international public-sector accounting standards and follows an updated and improved methodology and policies for public asset valuation including depreciation and impairment of assets.</p> <p>Objective:</p> <p>The objective of this commitment is to enhance accountability</p>

	<p>and transparency through better financial and non-financial performance reporting in line with international standards to improve coverage, quality and accessibility of information on public finances. Further efforts shall be made to engage the public in the process.</p> <p>Expected results:</p> <ul style="list-style-type: none"> • Accounting is in compliance with appropriate international public sector accounting standards; • Preparation and publication of the full asset registry of public sector, based on the improved regulations for the valuation and inventory of these assets
How will the commitment contribute to solving the public problem?	<p>To develop a sustainable system for increasing the transparency and accessibility of public revenue information this commitment will take a phased approach to presenting accruals-based government financial statements. It will ensure that public accounting and legal acts are in compliance with international best practices (International Public Sector Accounting Standards (IPSAS)) through an approved strategic action plan (milestone 1). Guided by an approved methodology an inventory of assets will be implemented in all central government institutions (milestone 2). Guidelines and policies will be improved or developed for the recognition and valuation of assets (milestone 3) and the depreciation and impairment of assets (milestone 4) in compliance with agreed upon standards.</p> <p>Public asset management will be improved through the development and publication of a full asset registry for the entire public administration. Based on the improved regulations established by milestones 1-4 a methodology will be developed with guidelines for preparing the full asset inventory (milestone 5). This methodology will ensure that public institutions accurately and comprehensively disclose public revenues and thus will limit opportunities for unethical practices to be hidden and promote civil engagement and understanding. The public asset inventory will then be recorded into the Albanian Government Financial Information System (AGFIS) (milestone 6) for budgetary institutions with AGFIS access and into excel for budget institutions without direct access to AGFIS (milestone 7) which will enable traceability and oversight.</p>
Why is this commitment relevant to OGP values?	<p><u>Transparency & Access to Information</u></p> <p>This commitment increases the amount of information and data on public assets. An improved system with clear guidelines improves the quality of the information available by ensuring that the information is comprehensive, accurate and updated. It also focuses on using internationally agreed best practices and standards to ensure easy comprehension and comparability of</p>

	<p>data. Information will be in a format that is under standable and accessible to citizens through the use of plain language where possible and supplementary information to explain more complex subjects.</p> <p><u>Public Accountability</u></p> <p>Increased transparency makes the government more exposed in the eyes of citizens regarding how public money is generated and collected. Through the improvement of certain procedures and methodologies and rules and the establishment of others, all in alignment with international best practices, this commitment develops the framework necessary to hold the public institutions accountable for their asset disclosures and valuations. Through partnerships with SECO the inventory and register will promote accountability to external, as well as internal authorities.</p> <p><u>Public & Civic Participation</u></p> <p>By making public revenue information more accessible, through a standardized methodology that utilizes transparent guidelines the public is able to be better informed on public finances and thus, can contribute feedback to inform or influence the relevant government actions and policies. Furthermore, by making available all relevant financial data regarding the revenues collected by government from various industries this commitment will bring industry, government and civil society stakeholders into the monitoring process.</p> <p><u>Technology & Innovation</u></p> <p>The functioning of the electronic information system the Albanian Government Financial Information System (AGFIS) will support the functionality of the register. It will also help ensure that the data uploaded is complete and comprehensive in compliance with the set standards to ensure it promotes transparency and traceability such that the public institutions can be held accountable.</p>			
Additional Information	Public Finance Management Reform (PFM Strategy 2019-2022).			
Completion Level	Not Started	Limited	Substantial	Completed
			X	
Description of the results	<p>Transparency of Government Reporting and Improve Accessibility to Information is priority not only in the OGP framework, but also from sectorial programmes priorities, such as PFM reform.</p> <p>PFM Technical Committee Meeting was held in June 9, 2022, led by General Secretary of the Ministry of Finance and Economy. The main focus of the meeting was to discuss the 2021</p>			

PFM draft annual monitoring report, the challenges and progress made.

PFM Steering Committee Meeting was held in July 19, 2022, led by the Minister of Finance and Economy. The main focus of the meeting was to discuss and approve the 2021 PFM annual monitoring report, the challenges and progress made. In the Steering Committee were invited representatives from the Development and Integration Partners (DIP) and Civil Society Organizations and the annual monitoring reports are shared with them for comments.

For each priority measure of the action plan OGP 2020-2022, as below is presented the overall performance and the results achieved during 2021 and September 2022 from this action plan implementation.

Priority Measure 1: Accounting is in compliance with appropriate international public-sector accounting standards.

5. Legal acts and accounting standards in line with International Public Sector Accounting Standards (IPSAS) and approved country strategic action plan are in place.

In regard to accounting regulatory framework during 2021, the consultant selected by MoFE in collaboration with MoFE staff, has helped in drafting of the legal acts and accounting standards, based on the gap analysis conducted by this consultant. During 2021, the consulting company in collaboration with MoFE has carried out the gap analysis of national accounting standards comparing with IPSAS and a report estimating the quantitative impact for implementation of each IPSAS individually. Also, there were provided some draft accounting instructions regarding different elements of financial statements that will be used in the preparations of financial statements based on IPSAS. Specifically, the instruction regarding accounting treatment of inventories and intangible assets in public sector was drafted. During 2022, the consultant and the MOFE team have developed draft accounting instructions, business process review, and chart of accounts. In addition, the consultant has delivered an assessment report on AGFIS functionality, which provides recommendations for adjustments and additions, including introduction or activation of new accounts and modules in system. During 2022 were finalized accounting instructions regarding: (i) reporting and presentation, (ii) consolidation, (iii) revenue, (iv) PPE, (v) intangible assets, (vi) inventory, (vii) financial instruments, (viii) accrual and expense, (ix) provisions, (x) employing benefits. Also, the consultant provided business process review, which includes the proposed revisions to business processes through a process design in line with good international practices that enables preparation of financial statements in line with requirements in the new accounting instructions, Chart of accounts gap analysis and chart of accounts outlined to meet IPSAS requirements and an analysis how the budget process in Albania can benefit from the information derived from the IPSAS statements. The fieldwork for the pilots of the 7

budget institutions selected was completed and the consultant is preparing the final report and the final financial statements of selected institution.

6. Inventory of assets implemented in all central government institutions, based on the approved methodology.

During 2020, materials have been extracted in order to draft a methodology. As part of strengthening public sector financial reporting in accordance with IPSAS and other best practice in the public sector as well as establish stronger control over its Fixed assets it is important that public institutions develop proper and standard methodology, procedures and tools to register, measure and report fixed assets. In this regard, MoFE is collaborating with World Bank to prepare an asset register methodology and format, based on the amendments that the consultants have provided regarding the regulatory framework in public sector accounting. We will carry out an assessment report about the quality, completeness and accuracy of the assets information as prepared by public institutions based on the actual accounting methodology and procedures, by using the information collected through pilot implementation of accounting instruction prepared during this year.

7. Guidelines for recognition and valuation developed/updated.

Materials have been extracted in order to draft the guidelines. These guidelines will be part of the asset methodology that MoFE is preparing in collaboration with World Bank.

8. Depreciation and impairment policies developed (in line with the strategy for implementing accounting standards).

Materials have been extracted for the preparation of the instruction in order to develop the above-mentioned policies. These policies will be part of the asset methodology that MoFE is preparing in collaboration with World Bank.

Priority Measure 2: 'Improved Assets management' Preparation and publication of the full asset registry of public sector, based on the improved'

4. Methodology and guidelines for a full public asset inventory in Central Government (CG) institutions prepared;

Based on the amendments and changes provided by the consultants through the activities of IPSAS project, MoFE has been drafting the methodology regarding the inventory, evaluation and depreciation of assets in public sector. This methodology will be approved within 2022. Non-coordination within the structures involved in drafting the methodology, leads to failure to give opinions / suggestions / comments in a timely manner, which results in delaying the finalization of the act within the set deadline. Also, this methodology is based in the instructions provided by the project, so it will be finalized during 2022. In this regard, MoFE is collaborating with World Bank to prepare an asset register methodology and format, based on the amendments that the consultants have provided regarding the regulatory framework in public sector accounting. We will carry out an assessment report about the quality, completeness and accuracy of the assets information as

	<p>prepared by public institutions based on the actual accounting methodology and procedures, by using the information collected through pilot implementation of accounting instruction prepared during this year.</p> <p>5. Full public assets inventory is recorded in AGFIS by those BIs which have direct access in this system.</p> <p>The assets inventory of the Tirana Municipality Institution are migrated in AGFIS on May 2022 from the Business Processing Directorate. Until the end of 2022, the migration for the Ministry of Justice institution is expected to be completed.</p> <p>Other institutions are in process to record public assets inventory in AGFIS.</p> <p>6. Full public assets inventory is recorded in Excel (for BIs which not have direct access in AGFIS)</p> <p>All GG institutions not enrolled in AGFIS have prepared the evaluated asset balances and send to Treasury District Offices for registration in AGFIS.</p>		
Next steps	<p>The efforts will continuous to implement the undertaken engagement in order to improve the revenue transparency in terms of the financial and non-financial performance reporting in line with international standards to improve coverage, quality and accessibility of information on public finances.</p>		
Milestone Activity with a verifiable deliverable	Start Date:	End Date:	Completion level
Legal acts and accounting standards in line with International Public Sector Accounting Standards (IPSAS) and approved country strategic action plan are in place.	Jan. 2020	Dec. 2022	Substantial
Inventory of assets implemented in all central government institutions, based on the approved methodology.	Jan. 2020	Dec. 2022	Substantial
Guidelines for recognition and valuation developed/updated.	Jan. 2020	Dec. 2022	Substantial
Depreciation and impairment policies developed (in line with the strategy for implementing accounting standards).	Jan. 2020	Dec. 2022	Substantial
Methodology and guidelines for a full public asset inventory in Central Government (CG) institutions prepared;	Jan. 2020	Dec. 2022	Substantial
Full public assets inventory is recorded in AGFIS by those BIs which have direct access in this system.	Jan. 2020	Dec. 2022	Substantial

Full public assets inventory is recorded in Excel (for BIs which not have direct access in AGFIS)		Jan. 2020	Dec. 2022	Substantial
Contact Information				
Lead implementing agency		Ministry of Finance and Economy,		
Persons responsible person from implementing agency				
Title, Department		Directorate for Managing the Reforms in Public Finance		
Email and Phone				
Other Actors Involved	Government, Ministries, Department/ Agency	The Institute of Statistics (INSTAT), Budget Institutions;		
	CSOs, private sector, multilaterals, working groups	Most of the CSO in Albania, which mission is related with economic development and public finance issues/ Universities/ Faculty of Economy, World Bank, SECO.		
Additional Information				

