

**OPEN GOVERNMENT PARTNERSHIP**

**ALBANIA  
2023-2025 NATIONAL ACTION PLAN**

**March 2023**

Partne i

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## CONTEXT

Open government is the key to maintaining a functioning democracy in a modern and inclusive society. The Albania Government has developed the 6<sup>th</sup> National Action Plan (NAP) since it joined the Open Government Partnership (OGP) international initiative in 2011.

The Republic of Albania, as one of 77 member states of the global initiative *Open Government Partnership (OGP)* and from its very beginnings in 2011, supports the principles of transparency, combating corruption, empowering citizens and using the benefits of new technologies to enable all public authorities at all levels to become more efficient and responsible and to create the prerequisites for a more efficient and innovative provision of public services and the management of public resources.

The Government of Albania thus reaffirms its determination to promote, support and develop policies specific to an open government, in which transparency, digitalization of the administration, the fight against corruption, justice, institutional inclusion and accountability represent decisive values in the development, on democratic basis, of policies at the level of the government, by respecting the citizens' agenda. In addition, the Government Programme stresses improving the efficiency of the state and public administration with the aim of meeting the needs of the citizens and the economy as efficiently as possible as well as measures aimed at strengthening the transparency, responsibility and integrity.

The design of the new National Action Plan 2023-2025 tends to follow the OGP guideline and in the process of elaborating the new NAP 2023-2025, the lessons learned from the implementation of the previous action plan were first taken advantage of, complemented by the recommendations presented in the Independent Reporting Mechanism report of the OGP.

## STEPS TAKEN TO STRENGTHEN OPEN GOVERNANCE IN ALBANIA

By implementing the previous Action Plan, the Republic of Albania has achieved significant progress in the areas which are the focus of the OGP Initiative. Despite ongoing challenges in the area of strengthening an open and transparent government, it is worth stressing some of the more prominent achievements in the preceding period:

### **Fiscal Transparency as part of the Public Finance Management Reform**

The public finance management reform continues to be a priority of the Albanian government not only as one of the preconditions for accession to the European Union under public administration reform (PAR), but also as part of the Open Government Partnership aims at supporting a more developed

economy with better services to citizens. Satisfactory progress in the implementation of reforms to improve public financial management.

Referring to the 2021 SIGMA monitoring report<sup>1</sup>, the overall trajectory for Albania in PFM is upwards, from 2.8 in 2017 to 3.3 in 2021, and is above the regional average of 3.1. Compared to the regional average, performance is similar or stronger in each indicator in the PFM domain, except for the functioning of internal audit (IA). Most pronounced is the strong performance in the domains of public procurement and the foundations for the functioning of Financial Management Control (FMC), IA and external audit.

“...All arrears are now recorded in a specific treasury account, and arrears reports are produced directly from the system. The medium-term budget programme 2021-2023 was prepared, using the newly developed Albanian financial management information system (AFMIS), and duly adopted. The 2021 budget and the execution of the 2020 budget were in line with the revised Organic Budget Law. The draft medium-term revenue strategy is pending finalisation... ..On public procurement, where Albania is moderately prepared, the country has made good progress, in particular by adopting the new law on public procurement. On statistics, where Albania is also moderately prepared, it made some progress on aligning with ESA 2010 standards, faster publication, and the adoption of the Population Census Law. Albania is moderately prepared in most areas on financial control, where the country made some progress, notably on public internal financial control and external audit... .. Budget transparency remains satisfactory with the publication of all key budget documents. More timely publication of the budget execution reports, in particular reporting on arrears. Transparency across government continues to show varying levels. Public participation in the budget process needs to be further strengthened.... .. In 2020, substantial progress was made in monitoring the execution of the National Plan for European Integration (NPEI) and the timely approval of the new plan for 2021-2022. The NPEI implementation rate has improved to 87% from 60% in the previous year...”

One out of reform targets aiming to improve gender-responsive budgeting Gender Responsive Budgeting (GRB) at the central government level was fully achieved. 20 Civil Society Organizations CSOs were trained and coached on participatory budgeting and GRB during 2021. 33% of the budget programs have been fully integrated into GRB. Although the budget management teams of 9 Municipalities have been technically supported to effectively integrate GRB in their MTBP documents.

Progress was made to amend the Public Procurement Law (PPL) to further align with the Acquis Communautaire (new EU directives). A new law on public procurement has been adopted on December 2020, transposing 4 directives of the EU. Pursuant to Law 162/2020 "On Public Procurement", the secondary legislation has been adopted in 2021. Plans to further upgrade the electronic procurement system (EPS) that were not materialised during 2020 were

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<sup>1</sup> <https://www.sigmaxweb.org/countries/albania-sigma.htm>

implemented during 2021. The EPS has experienced changes in its functionalities in order to adapt to the new legal framework and also to improve its overall performance. The interface of AGFIS and EPS was established in 2020, and online control of available funds could be performed before any procurement procedure starts. The indicator % in value of the procedures finalised with winner within first semester against total foreseen fund in the forecast register for 2021 was 60.2%, there was an increased trend compared to 2020. Regarding Public Procurement Commission (PPC), legal and regulatory measures were undertaken to enhance its independence.

In order to improve the coverage, quality and accessibility of information on public finances, efforts were made to (i) strengthen systems and capacities to prepare government financial statistics in line with international standards; (ii) Published in year and annual financial reports contain accessible financial and non-financial performance information, including KPIs; (iii) provide formal opportunities for the public to engage in the budget process; and (iv) moving on a phased basis to presenting accruals-based government financial statements.

Accountability and transparency through financial and non-financial performance reporting is enhanced during 2021 with 25.6 % in accordance to the target aimed, 10 out of 39 monitoring reports submitted by LM/ BI had reported in accordance with the data generated by the AFMIS system.

According to the Open Budget Survey of 2017, since 2015 Albania has increased (a) the availability of budget information provided in the Audit Report and the Pre-Budget Statement, and (b) the number of published budget execution reports. Also, procedures for in-year budget implementation have improved and the Mid-Year Report of Macroeconomic, Fiscal and Budgetary Performance of the government was published on the MoFE website for the first time in 2017. Albania improved slightly further in the Open Budget Survey of 2019 as it has published also the Mid-Year Review online. The government annual and in-year budget execution reports templates and content were revised during 2019. On-the-job sessions with the programme managers and Finance Departments of two LMs aiming to improve the annual and in-year budget execution templates took place in 2020. Moreover AFMIS was rolled out among all LMs and budgetary institutions and the respective data have been uploaded into the system. A New template for Annual Budget Execution Report, including KPI that are aligned with the AFMIS and financial information was designed and implemented during 2021. New templates of Guideline for budget monitoring annexes, that include KPIs was not designed as planned during 2021 due to the BPPM module on the AFMIS system problems. The last assessment from Open Budget Index (OBI) in providing formal opportunities for the public to engage in the budget process, was done in 2019, and public participation for Albania is evaluated as 7/100 point. The same evaluations remains for 2020 and 2021. The OBI is the world's only independent, comparative measure of central government budget transparency. The OBI assigns countries covered by the Open Budget Survey a transparency score on a 100-point scale using 109 of the 140 questions on the Survey. These questions focus specifically on whether the government provides the public with timely access to comprehensive information contained in eight key budget documents in accordance with international good practice standards. The MoFE has been assisted by BOOST initiative, a World Bank facility to grant access to budget data

and promote effective use for improved decision-making processes, transparency and accountability. Starting from 2015, the 2016 Annual Budget Law was formulated in a more transparent and comprehensive manner and “Budget at a Glance” and a simplified “Citizen Budget” were published. During 2020, a budget hearing calendar with key budget processes was prepared and implemented. Also, a Citizen’s Budget guide was developed and published in 2019, 2020 and 2021. Trainings were also provided during 2019-2021 to CSOs to enhance their capacities to understand the budget cycle.

A Citizen’s Budget guide has been published<sup>19</sup> as planned. The main aim of the guide is to enhance the citizens, 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 2021. In this regard 17 CSO were present in the budget hearings organized during July of 2021 out of 26 invited. Minutes of CSO suggestions were held and are published as part of the Medium Term Budget Program of the technical phase. Although, a series of online capacity building workshops with civil society organisations were made in 2021. 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 2021, 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 participation was satisfactory (first webinar: 14 people from different CSOs (10) and the MoFE (4); second webinar: 13 people). The online webinars allowed to reach a wider range of CSOs.

### **The Reform on fight against corruption and Integrity Plans**

Corruption is a threat to democracy, good governance, fair competition and sustainable economic, social and political development of a country. It seriously impedes economic growth, creating a system of inequality, prejudice and nepotism, undermining people's trust in their state, therefore the fight against corruption is currently one of the primary challenges of any state with a democratic culture, vision and high integrity. The Albanian government has and will firmly continue to have unshaken will in the fight against corruption through preventive actions, punitive measures and public 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. The fight against corruption is one of the five policies that our country is advised to follow with priority in the process of the European integration of the country. Likewise, the prevention and punishment of corruption is an obligation deriving from Albania's accession to international instruments for the fight against corruption such as the United Nations Convention against Corruption, the Criminal Law Convention of the Council of Europe, the Civil Convention of the Council of Europe against Corruption etc.

For this period on the anticorruption reform measures positive achievements were

noted in the preventive (A), punitive (B) and awareness-raising (C) approach, highlighted some of them as below:

- In January - June 2022, the MoJ held meetings, coordinated the process of drawing up Integrity Plans in all line ministries, providing all the support for their process. 6 ministries (MIE, MTE, MES, MHSP, MoC, MEFA) have been assisted in this process by IDM Albania. The MoJ has directly assisted the staff of the MoFE and MARD with technical expertise. MoD and MoI have been assisted by the Pameca mission (DCIF). The integrity risk assessment was completed and all ministries have approved Integrity Plans for the period 2022-2025<sup>2</sup>.
- CRIPPD has regularly monitored ½ of the public authorities in order to control the applicability of transparency programs. 194 public authorities have put into use the electronic register of requests and responses.
- After approval, all these ministries have published the instrument of the Integrity Plan on their website
- NAIS has exceeded the number of online services added and in use. There are 1227 services in full service of citizens (out of 720 which is the target value for 2022), realizing it with 505 more services.
- The Integrity Plans in all line ministries and the new Integrity Plan in the State Police have been drafted, approved and published.
- HIDAACI has continued with dedicated training sessions in 15 public institutions and has trained a total of 600 reporting subjects (activity carried out before the predicted deadline). The full and regular operation of the online declaration of properties and assets of entities that have this obligation has begun.
- 15 municipalities have been added to the local self-government authorities that have approved integrity plans in this period, namely: the municipalities of Belsh, Përmet, Pogradec, Bulqizë, Tirana, Berat, Kukës, Pukë, Himarë, Kavajë, Maliq, Shijak, Has, Roskovec, Lezhe.
- From joint investigations and operations between local and central structures, the investigation/operation "Point 2" is highlighted, through which the operation carried out in cooperation with the Special Prosecutor against Corruption and Organized Crime (SPAK), the Police Supervision

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<sup>2</sup> Specifically, these can be found in: [https://www.drejtesia.gov.al/wp-content/uploads/2021/04/1.-Plani-i-Integritetit-p%C3%AB-Ministrin%C3%AB-eDrejt%C3%ABsis%C3%AB-2020-2023\\_AL.pdf](https://www.drejtesia.gov.al/wp-content/uploads/2021/04/1.-Plani-i-Integritetit-p%C3%AB-Ministrin%C3%AB-eDrejt%C3%ABsis%C3%AB-2020-2023_AL.pdf), <https://mb.gov.al/wp-content/uploads/2022/02/PLANI-I-INTEGRITETIT-I-MINISTRIS%C3%8B-S%C3%8B-BRENDSHME.pdf>; <https://www.mod.gov.al/index.php/ministria-2/baza-ligjore/5478-ndertimi-i-integritetit>, <https://www.financa.gov.al/plani-i-integritetit/> <https://bujqesia.gov.al/wp-content/uploads/2022/04/Planii-Integritetit-MBZHR.pdf>, <https://www.infrastruktura.gov.al/regulore-5/>, <https://shendetesia.gov.al/wp-content/uploads/2022/04/urdher-nr.-267-per-miratimin-e-planitte-integritetit-te-MSHMS-2022-2025.pdf>; <https://turizmi.gov.al/plani-i-integritetit-te-ministrise-se-turizmit-dhe-mjedisit/>; <https://kultura.gov.al/wp-content/uploads/2022/04/Urdher-214-Miratimi-i-Planit-te-Integritetit22-25.pdf>; <https://arsimi.gov.al/wp-content/uploads/2022/04/PI-e-Risqeve-MAS-26-04-22.pdf> AND <https://www.puneteshjshme.gov.al/wp-content/uploads/2022/04/PI-MEPJ-26-04.2022.pdf>

Agency was finalized Police (PSA), Border Police Department of the General Directorate of the State Police in coordination with the Special Prosecutor's Office and the Police Inspectorate (IPK) of the Republic of Kosovo.

- The Ministry of Justice has developed 2 public awareness campaigns for the fight against corruption. During the month of March 2022, anti-corruption videos were shown on the streets of the capital: Promotion of the Network of Anti-Corruption Coordinators, on all public screens located in the streets of Tirana with the aim of raising awareness and increasing anti-corruption "advocacy" for citizens seeking public services. Under the national day of justice, dated 09.05.2022, an anti-corruption awareness campaign was launched, on the facade of the Tirana Polytechnic University, video: anti-corruption, with direct messages and appeals against corruption, a collaboration with the Technical Assistance Project of the Delegation of the European Union in Tirana.
- The Ministry of Justice has published the guide "Anti-corruption", an awareness and information instrument of the fight against corruption prepared in two languages, Albanian and English, which contains all the necessary information for every Albanian and foreign citizen. The publication is published on the website of the Ministry of Justice, at this link: <https://drejtesia.gov.al/viti-2022/>
- The Ministry of Justice has started work on the drafting of the new Intersectoral Strategy against Corruption, 2023-2030. The first draft of the new concept-document has been drawn up, its vision is "Public institutions that function in accordance with the highest standards of integrity, transparency and public accountability, and provide efficient services to citizens". The new anti-corruption strategy will have a comprehensive approach (prevention - punishment mechanisms - awareness) and will confirm institutional cooperation in the field.
- The General Directorate of Anticorruption in the Ministry of Justice, as the responsible structure in the fight against corruption, has conducted a series of administrative investigations at various institutions, part of the network, mainly or based on complaints and denunciations received from various sources, where appropriate at the end of the conducted administrative investigations, it is proposed in the final report to take relevant administrative measures against the employees/employees of these institutions, or, as the case may be, criminal reports have been submitted to/referred to the competent prosecution body. For the period January - June 2022, it turns out that 8 criminal reports were presented/referred to the prosecution body, for 22 people (employees) + other unidentified people.
- SPAK investigated a total of 306 criminal proceedings with 182 persons under investigation, of which: 249 criminal proceedings with 158 persons under investigation were carried over from other years and 57 criminal proceedings with 24 persons under investigation were registered for the 6th month of the year 2022. There are a total of 7 criminal proceedings with 99 persons under investigation as defendants, specifically: sent to the court with a request for trial 26 criminal proceedings with 79 defendants; court order with a request to dismiss 19 criminal proceedings with 9 persons under investigation; transferred to the Prosecution of Judicial Districts 24

criminal cases with 11 persons under investigation and suspended 3 criminal proceedings. It is the interception method for 78 criminal procedures.

- The General Prosecutor's Office has registered 122 proceedings with 103 defendants, of which 85 proceedings with 92 defendants have been sent for trial, which constitute 69.67% of the registered proceedings or 89.32% of the registered defendants. Also, the number of proactive investigations and/or with the use of special investigation tools has increased in 34 criminal proceedings for criminal offenses of corruption and related to the duty, This constitutes an increase of 78.94% compared to the first 6 months of 2021 , and constitutes 27.68% of the proceedings registered for this group of criminal offences. This process has served to prevent and/or stop further criminal activity.
- The Anti-Corruption Sector in the State Police recorded 531 criminal offenses and discovered 503 of them, or 94.72%, with 715 perpetrators criminally prosecuted, of which 128 perpetrators were arrested/detained, 545 are pursued at large and 42 are wanted. Compared to the first 6 months of 2021, during the first 6 months of 2022, for the criminal offence "corruption", 119 more criminal offences were identified, 121 more criminal offences were discovered, 136 more perpetrators were prosecuted, 15 more perpetrators were detained/arrested, 114 more perpetrators were processed in a free state and there were 7 more perpetrators with other security measures, there was the same number of perpetrators declared wanted. At the general level, the detection power has increased by 4.7%.

### **Open Justice Reform, strengthening transparency, efficiency and access to justice**

An important part of the justice reform is also the revision of the procedures before the courts, which must be revised to have a more accessible, transparent and efficient justice system. In this direction, measures should be taken to revise the relevant legal provisions in the Code of Civil Procedure<sup>3</sup>, the Law "On Administrative Courts and Administrative Disputes"<sup>4</sup>, the Family Code or laws on the functioning of courts.

More specifically, after the analysis and the consultation process, the Assembly approved the amendments to the Code of Civil Procedure and the Law on Administrative Courts and the Adjudication of Administrative Disputes. Also, the HCJ has approved 1 by-law on judicial civil servants, which regulates the payment of overtime hours<sup>5</sup>.

One of the important objectives of the reform is to ensure effective access to justice through legal aid, alternative dispute resolution and appropriate court fees.

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<sup>3</sup> Law no. 44/2021 "On some additions and changes to law no. 8116, dated 29.3.1996, "Civil Procedure Code of the Republic of Albania", amended, published in the Official Gazette dated 14.5.2021.

<sup>4</sup> Law no. 49/2021 "On some additions and changes to law no. 49/2012 "On administrative courts and adjudication of administrative disputes", amended, published in the Official Gazette, dated 14.5.2021.

<sup>5</sup> KLJ decision no. 48 dated 08.02.2022

Only in the first six months of 2022, 4311 people benefited from primary legal aid guaranteed by the state and 742 people benefited from secondary legal aid guaranteed by the state.

Some of the main achievements of the reform specifically, as follows:

- The Independent Qualification Commission for the first 6 months of 2022 reports that 19 confirmation decisions in office of 19 transitory reassessment subjects; 23 dismissal decisions of 23 subjects; 5 interruptions of the process due to resignation, according to Article G of the Constitutional Annex; 4 decisions ending the process without a final decision, for 4 subjects whose magistrate status has ended; 2 decisions on the suspension from office for 2 prosecutors and the obligation to follow 1 year of ShM.
- The Special Board of Appeal has announced for the period January-June 2022, 23 decisions, deciding: to leave in force the decision of the KPK 17 decisions; changing the decision of the KPK, deciding the dismissal from duty of the subject of the reassessment 3 decisions; changing the decision of the KPK, establishing the confirmation in office of the subject of the reassessment 3 decisions.
- Regarding the denunciations from the public, during the time period January-June 2022, 85 denunciations were registered and handled in the KPA.
- The High Council of Prosecution. It was approved by Decision no. 95, dated 09.05.2022, Regulation on the Ethical and Professional Evaluation of Prosecutors. With decision no. 140 dated 06.06.2022, the program that defines the list of prosecutors for whom the ethical and professional evaluation will be carried out for the year 2022 was approved. With the decision no. 141, dated 06.06.2022, the 3-month planning of the ethical and professional evaluation of prosecutors was approved. With decision no. 142, dated 08.06.2022, the rapporteurs and advisors responsible for the evaluation procedure have been appointed.
- High Inspector of Justice. In fulfillment of the powers in the framework of review, verification and disciplinary investigation, for the period January-June 2022, the following data result: For the period January-June 2022, the following data result: 435 new complaints filed with the Office of the ILD-of; Complaints treated according to the stage of their review 906 complaints treated in total, of which: -694 complaints treated with 476 decisions for archiving after the initial review; -211 complaints handled with 156 decisions for archiving after verification; -1 request for disciplinary proceedings before the Supreme Judicial Council.
- In order to implement the legal powers, in terms of drafting general orders of an administrative or procedural nature for the smooth running and work method, the High Inspector of Justice, during the period January-June 2022, has approved 5 orders, which related to the implementation and monitoring of the Action Plan and Strategic Plan of the ILD Office, as well as related to the public information and communication program of the Office of the High Inspector of Justice.
- The High Council of Prosecution. With Decisions no. 103-124, dated

19.05.2022 of the KLP, the verification of assets and image for 22 magistrate prosecutors has been completed.

- The Supreme Judicial Council. 24 new magistrates have graduated and 23 magistrates of the Judge profile have been appointed. One judge was transferred/delegated to the Gjirokastër Court of Appeal and 6 judges were promoted to the Supreme Court, 9 judges to the appellate jurisdiction and 3 to the Special Courts.
- Constitutional Court. The Special Meeting of Supreme Court judges, after getting acquainted with the list of candidates ranked by the Judicial Appointments Council, at the end of the voting process, decided to announce the winner with 7 (seven) votes in favor.
- Magisterial School. ShM undertook a long process of analysis of the training methodology, including the process of analysis of needs and the realization of training activities. The methodologies of the homologous Magisterial Schools are taken into consideration and applied during the training activities specified in the Overview of Courses for the academic year.
- General Prosecutor's Office. In the 6th month of January-June 2022, 21 police officers were appointed in the prosecutions of the general jurisdiction, according to the procedures defined in the law no. 25/2019 "On judicial police". According to the legal provisions, these employees have undergone professional training before starting their duties. Also, based on the needs of the prosecutor's offices, structural interventions were carried out, reflected in orders no. 6 and no. 7, dated 28.01.2022 of the General Prosecutor. In addition, during the period January-June 2022, participation in ongoing training by prosecutors continued according to the legal obligation provided for in Law No. 96/2016 "On the status of prosecutors and judges in the Republic of Albania", and the training of 21 police officers of appointed to the prosecutions of the general jurisdiction.
- Access to Service. The Order of the Minister of Justice no. 80, dated 22.02.2022 "On the approval of the Initial and Continuing Program of Probation Service Specialists". In fulfillment of the active role that the Probation Service has during the phase of execution of alternative punishments, it has signed 10 cooperation agreements, namely with: the Agency of Parks and Recreation, Ministry of Tourism and Environment, Community Aid Association, Antigonea Association, Vora Municipality, Maliq Municipality, Prrenjas Municipality, Lezhë Municipality, Klos Municipality and Kamëz Municipality. Also, Order No. 196, dated 05.06.2022 has been approved To the Minister of Justice "On determining the cooperation procedures for the supervision of convicted or paroled persons".
- General Directorate of Prisons. The inter-institutional agreement that will provide the appropriate infrastructure for increasing the number of IEVPs where education and professional training will be implemented is in the process of being approved. The academic year 2021-2022 has seen an expansion of this service in institutions, it is expected to expand further, depending on the progress of cooperation with other actors involved in the process.

- The Supreme Judicial Council. On 22.04.2022, at the Tirana Judicial District Court, a new and innovative online system was launched, which aims to collect the comments of lawyers, prosecutors, experts, witnesses and parties in a court case, as well as users of administrative services, in order to improve the service of justice. KLGJ is in the procurement phase of the establishment of the supporting infrastructure for the new ICMIS system in implementation of decision no. 7, dated 26.07.2022 of QTI.
- Ministry of Justice. During the period January-June 2022, 25 general inspections were carried out, 5 disciplinary investigations initiated based on complaints, 11 completed reports, 19 in the review process. Also, 9 inspections/disciplinary investigations for executors, 3 completed reports, 6 in the investigation process.

## **Digital Reform Transformation & Open Data**

Today, citizens receive through e-Albania any state document, from personal certificates to property certificates, can pay monthly bills, health services, receive court certificates, insurance certificates, and any other utilitarian service. An ordinary citizen no longer needs to go to the state offices for his problems.

The e-Albania governmental portal is connected to the Governmental Interoperability Platform (Government Gateway – GG), which is the core architecture that enables the interconnection of electronic registers with each other and exchange of real-time data in a safe and reliable manner, guaranteeing electronic services for citizens, businesses and public administration. 58 electronic systems are connected to the Governmental Interoperability Platform and exchange data in real time, compared to 55 electronic public administration systems at the end of 2021.

As of May 1, 2022, the public administration service to citizens and business changed as follows:

- For all public services whose applications are submitted on e-Albania, the answer is received electronically from the service-providing institution, electronically sealed or signed;
- Every service and response of the administration is monitored in real time;
- Front desks have been almost completely eliminated.

The statistics for the period January 2022 – December 2022 are shown below.

No of e-sealed documents downloaded in January - December 2022:

6,599,243 (compared to 2,459,740 in the same period one year ago)

No of registered users in January - December 2022:

428,543 (compared to 628,296 in the same period one year ago).

Actually, there are more than 2,800,000 registered users on the e-Albania portal.

No of e-services uses in January - December 2022:

15,847,288 (compared to 12,612,356 in the same period one year ago)

No of e-signed documents exchanged between public administration employees on behalf of the citizens during January – December 2022 (via the e-Signed Documents Circulation System, as explained in the previous report): 48,681

The total number of downloaded e-sealed documents since its implementation in September 2017 until December 2022 is over 23 million.

The impact is directly noticeable in the significant reduction of queues at the physical counters of public institutions, which are printing less hard copy documents or are following the practice of offering their services only online through e-Albania portal:

· The number of e-sealed civil status certificates downloaded during 2022 has spared citizens more than 3,000,000 EUR or more than 10,000,000 EUR in total (September 2017 – December 2022). A certificate received in hardcopy at the counter costs ALL 50 (0.39 EUR), meanwhile online it is free of charge;

Values are referred to figures:

Over 23 million certificates generated in total (citizens application on the e-Albania portal + downloads from the public administration module on behalf of the citizens)

Over 7.7 million certificates generated in total for 2022 (6.6 portal + 1.1 module)

- Providing e-sealed documents has saved citizens and businesses more than 600 years of waiting in queues.
- Providing online and free of charge the “Certificate of judicial status”, which testifies whether a person has ever been convicted or not, has saved citizens 270,000 EUR in 2022; 79,129 applications for 2022
- Two attestations by the Directorates of Road Transport Services: one for the vehicle status and the other one for drivers requesting a driving license testifying document, which are now provided in real-time as e-sealed documents and free of charge.

Electronic services implemented during 2022

- During this year, the State Police has implemented the service for citizens who have lost various documents and can declare the loss of documents online.
- The State Archive of the Judicial System now offers online service for judicial and investigative archival documents.
- The wage attestation, a service of the General Directorate of Taxes, is a facilitating service for every employee and self-employed who can be equipped in real time with this type of attestation with an electronic seal.

The document comes into help in various procedures, both in the private sector and in the state administration and helps to reduce informality (in the private sector).

- Two services for the Protection of Entrepreneurship for the support and development of startups have been published this year, with the aim of benefiting from grants and support measures for the applying entities.
- During this year, the University of Tirana offered, through e-Albania, for all students who have attended or are currently studying, the obtainment of the Graduation Certificate and List of Grades with an electronic seal, avoiding queues to the university secretariat office and delays for the students that were interested in these documents.
- The General Directorate of Customs now provide electronic services for real-time verification of the statuses of customs declarations of goods and payments.
- The General Maritime Directorate has added new services related to the certification of various vessels of the applicants, who now follow the entire process of application and certification online.
- The National Employment and Skills Agency, through its new service "Application for the professional training program for public or private institutions" aims to promote the qualification and requalification of the workforce in the fields of programming and ICT, through the expansion of the range of these qualifications courses with the inclusion of the private sector. For different student categories who apply to participate in the courses offered by the private sector, financial support is provided by the state.

## Open Data

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 numerical data, to use freely.

Albania's Open Data Portal (<https://opendata.gov.al/>) currently provides open data from several sectors – for example: health, treasury, customs, education, business etc. 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.

Currently, the portal provides more than 91 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:

- 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

## PROCESS FOR THE PREPARATION OF THE NATIONAL ACTION PLAN 2023-2025

During the 5<sup>th</sup> 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).

Multi-stakeholder OGP Committee is in accordance with OGP standards. 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:

- 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;
- 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.
- To encourage dialogue in the framework of policies and between them, in the implementation of open governance.
- 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.
- Review evaluation reports from the independent open government mechanism for the country.
- Recommend the necessary legal measures, as well as orient the organizational work for legal initiatives to achieve commitments.

- Promote planning for the financing of measures through medium-term budget programming, cooperation with development partners, through the integrated planning system (SPI).
- 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.
- 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;
- 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;
- Coordinates the technical process and methodological orientation of the institutions at the technical level for the preparation of the National Plan for Open Government;
- 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;
- 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;
- 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;
- Coordinates the work between the Committee, public institutions and partners for development, as well as social partners and other interested actors;
- 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".

In this context, the OGP Multi-Stakeholder Committee held the first meeting on 11.11.2022, where one of the points of the Operational Conclusions<sup>6</sup> was the sending of the methodological package/work calendar to all institutions and MSC member's for the initiation of the drafting process of the National OGP Plan 2023-2025 and the appointment of contact points for the OGP in each institution.

In this context, the OGP Political Coordinator sent a formal letter to all institutions to

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<sup>6</sup> [https://ogp.gov.al/uploads/2022/12/Konkluzione\\_Operacionale\\_%20Takimi%201\\_11.11.2022.pdf](https://ogp.gov.al/uploads/2022/12/Konkluzione_Operacionale_%20Takimi%201_11.11.2022.pdf)

initiate work on the drafting of the OGP National Plan in accordance with OGP standards<sup>7</sup>.

The work plan envisages three main components (i) planning (ii) co-creation (iii) implement the plan. As an integrated component, the awareness/and outreach of the general public was foreseen regarding public meetings and audiences for the purpose of interaction and synergizing of activities. In addition, refer to the work plan and all the information published for all phases on the dedicated OGP page<sup>8</sup>.

In the co-operation phase, 6 thematic surveys and 1 national survey were published, and about 7 thematic meetings were held with civil society and interest groups. For more reference feedback-co-creation/Co-creation Feedback Report<sup>9</sup>.

In the third meeting of the OGP Committee, in accordance with the operational conclusions, the members of the Committee approved the document according to the discussions and in accordance with the procedures, the package and the document of priorities are published on the OGP website<sup>10</sup>.

In the third phase, about 7 consultative meetings with civil society were held with dedicated reports where the package of the National Plan 2023-2025 was consolidated, in accordance with all the steps foreseen in the work plan/calendar as well as published on the OGP website<sup>11</sup>.

In accordance with Law No. 146/2014 "On public notification and consultation", the package was also consulted in the electronic register for public consultation for the anticipated period 03.06.2023 to 03.20.2023, as well as approved by the OGP Committee according to the provisions made in the plan of work.

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<sup>7</sup> <https://ogp.gov.al/uploads/2022/12/Scan-28-Dec-22-17-24-05.pdf>

<sup>8</sup> <https://ogp.gov.al/faqe/procesi-i-bashke-krijimit>

<sup>9</sup> <https://ogp.gov.al/uploads/2023/1/7.%20Raporti%20i%20dokumentit%20të%20prioriteteve%20të%20identifikuara%20në%20kuadër%20të%20procesit%20të%20bashkëbërjes%20co-creation.pdf>

<sup>10</sup> <https://ogp.gov.al/uploads/2023/1/5.%20Konkluzione%20Operacionale%20mbledhje%20e%20Komitetit%20Shumëpalësh%20të%20OGP%20datë%2009.02.2023.pdf>

<sup>11</sup> <https://ogp.gov.al/uploads/2023/1/6.%20Dokumenti%20i%20prioriteteve%20të%20identifikuara%20në%20kuadër%20të%20procesit%20të%20bashkëbërjesco-creation.pdf>

## **AREAS COVERED BY THE COMMITMENTS**

The 2023-2025 National Action Plan for the implementation of the Open Government Partnership aims to develop new commitments in areas such as:

- anti-corruption & beneficial owners;
- access to justice;
- digital transformation and innovation;
- fiscal transparency;
- public services;
- inclusiveness;
- the right to information, consultation and regulatory impact assessment;
- open parliament.

## **COMMITMENT 1**

### **AREA: ANTICORRUPTION**

#### 1. Commitment: Awareness and Education of the General Public on the mechanisms of the fight against corruption

The fight against corruption is one of the most priority policies, and for which Albania is advised to pursue priority in the country's European integration process. Prevention and punishment of corruption is an obligation that derives from Albania's accession to international instruments to combat corruption such as the United Nations Convention against Corruption, the Criminal Convention of the Council of Europe against Corruption, the Civil Convention of the Council of Europe against Corruption, etc. Awareness and education of the general public constitutes on the other hand an important pillar from where concrete interventions and proposals in the field are generated not only on the basis of government initiatives.

Albania has been pursuing and implements the Cross -Cutting Strategy against Corruption (ISAC) since 2015, with the final deadline of implementation 2023. So far three concrete plans have been drafted and implemented, based on measures and activities that unite public institutions (government and independent), out -of -government authorities but also foreign partners who coordinate their anti -corruption initiatives and activities.

Since the adoption of the ISAC in 2015, Albania has undertaken a number of reforms aimed at enhancing the country's ability to prevent, curb and reduce corruption. A large number of these reforms have been implemented and have yielded concrete results during the time of implementation.

Also, the ISAC constitutes a three-purpose political document (prevention-punishment - awareness) and based on 18 specific objectives. The ISAC provides a horizontal approach to the fight against corruption which includes sectors such as transparency, public procurement, electronic services, inspections and financial controls in the public administration, the integrity of central and local public authorities - (prevention); Cooperation and increasing criminal investigations as well as increasing international cooperation - (punishment) as well as planning and action with measures with awareness effects and communication against corruption, interaction with civil society organizations and means of public denunciations against corruption - (awareness).

On the other hand, the government's commitments in the fight against corruption have also been incorporated as an integral part of the partnership for open governance, this voluntary international initiative that aims to provide governments' commitments in promoting transparency, empowering citizens and exploiting new technologies for strengthening government and part of which Albania takes on implementation from 2011.

The Action Plan for Open Governance Partnership 2023-2025, is the 6th national plan and the components of which are the importance of integrity, the fight against corruption and the beneficiary owners in implementation of the first field of OGP. The Ministry of Justice confirms the functional and operational responsibility to be included in this plan with the commitment: Awareness and education of the general public on mechanisms in the fight against corruption.

Priority commitment consists of 3 (three) priority measures, as mentioned:

1. Awareness of the general public on mechanisms in the fight against corruption
2. Education of the general public on mechanisms in the fight against corruption
3. Awareness and education of public administration on mechanisms in the fight against corruption, and for which measures and activities for pursuit and implementation by public authorities (Government), from the CSO but also in co-ordination and implementation of the Government and CSOs.

The action plan for this priority commitment consists of 17 measures/activities, 9 of them led by MoD, 8 of the measures led by IDM and ALTRI, as well as leading proposals, and for which the acquisition of concrete products, measurable for Implementation period, S2 2023 - 2024 - 2025.

## 2. Open government efforts to date

Since 2017, the Ministry of Justice in the role of the National Anti -Corruption Coordinator is a leading institution in the drafting of policies and the preparation of laws and bylaws in the field of anti -corruption. In this context, the Ministry of Justice leads the inter -institutional commitment to ensure a higher performance and culture in the fight against corruption in the most vulnerable and sensitive sectors in order to provide an impartial, fair and efficient public administration with civil servants and other public officials with high values, principles and integrity.

Engaging in the development of anti -corruption denunciation instruments, engaging in the creation and implementation of integrity instruments in central institutions and their dependencies and other initiatives with prevention effects have been part of the opening plans for open governance, coming these as co-proposed and co-ordained initiatives with units outside the government.

Establishing and applying such commitment as: awareness and education of the general public on mechanisms in the fight against corruption, reinforces the principle of implementing open governance and confirms the will that the government and the CSO together with stakeholders are one and inseparable in this priority, even for the years of implementation of this action plan.

## 3. Action plan development process for the anticorruption commitment

The Ministry of Justice, in accordance with the OGP regulation, and in accordance with the order of Prime Minister no. 177, dated 28.10.2022, "On some additions and changes to the order of the Prime Minister no. 145, dated 20.12.2021 "On the establishment and functioning of the multilateral community on the partnership for open governance", initiated and completed the process of drafting the Action Plan for Open Governance Partnership 2023 - 2025, for the first field: Anti -Corruption & Integrity and the beneficial owners, with a direct priority commitment entitled: Awareness and Education of the General Public on mechanisms in the fight against corruption

The process of developing the Action Plan has been developed according to these stages and in accordance with the deadlines of the calendar proposed and approved by the Multilateral

Committee on the Partnership for Open Governance.

1- Proposal and request for Priority Commitments Proposals:

In order to determine the primary goal of the policy for the institution and the field of action, it was designed and distributed for supplementation and approval through public consultation Questionnaire (Survey) to determine the Priority Commitments of the Ministry of Justice in NAP 2023-2025 (December 2022). The questionnaire demanded the concrete contribution to the role and involvement of CSOs and stakeholders. The questionnaire (survey) was distributed via email, published on the OGP Albania website and also of the Ministry of Justice. A consultation report was also drafted.

This phase was accompanied by increased communications with the CSO and interest groups Via Email, telephone and websites of the Ministry of Justice and OGP Albania.

- 2- Drafting Priority Commitments/ Consultation and their Agreement: The results and contributions received at the end of the deadline for completion of the survey were discussed and agreed with the conduct of two meetings (12 and 17 January 2023) which confirmed the involvement of interest groups, civil society organizations, academies, Line ministries as well as any interested in designing and consolidating the components of the OGP National Plan, on commitment: Awareness and education of the general public on mechanisms in the fight against corruption. The full reporting package of this phase (questionnaire - consultation reports, meeting agendas - conducted meetings and proposed priority engagements) have been submitted to the Multilateral Committee Technical Secretariat on Open Governance Partnerships
- 3- Drafting, consulting and agreeing PV measures/products for engagement: The Ministry of Justice, as a leading institution of priority engagement: awareness and education of the general public on mechanisms in the fight against corruption, and after receiving the meeting of the Multilateral Committee on Open Governance Partnerships (9 February 2023) with the participation of the deputy minister of justice (member of the Committee), continued with the process of establishing, drafting and agreeing on the measures/activities and concrete products of commitment undertaken.
- 4- MoJ prepared a draft plan of action, according to the format sent by the Technical Secretariat to the Multilateral Committee on Open Governance Partnerships, and held two meetings (21 and 24 February 2023) with interest groups and CSOs on proposals and engagement in specific measures in co-operation of the action plan.
- 5- The draft sent by the MoJ initially contained the measures proposed by the government, with the implementation deadlines. At the meeting dated February 21, 2023, the draft was also added with CSO proposals, which were agreed at the meeting dated 24 February 2023. This phase of the process used communication tools such as, Via Email, website, such as Even the use of communication tools of the General Directorate of Anti-Corruption in MoD (Twitter; LinkedIn; Facebook), accompanied by public information posters.
- 6- Complete reporting package of this phase (Draft Action Plan - Consultation Reports, Meeting Agenda - Meetings held have been submitted to the Multilateral Committee Technical Secretariat on Open Governance Partnership.

#### 4. Commitment

Awareness and Education of the General Public on the mechanisms of the fight against corruption

### COMMITMENT 1

#### Commitment 1: Awareness and education of the general public on mechanisms in the fight against corruption

<b>Country</b>	Albania		
<b>Naming of the commitment</b>	Awareness and education of the general public on mechanisms in the fight against corruption		
<b>Brief description of the commitment</b>	<p>The fight against corruption is one of the most priority policies that our country is advised to pursue with priority. And while prevention and punishment regarding the anti -corruption war is an obligation from Albania's accession to international instruments to fight corruption such as the United Nations Convention against Corruption, the Criminal Convention of the Council of Europe against Corruption (GRECO), the Civil Convention of the Council of Europe against corruption etc. but with strategic importance is also the public awareness and education of the mechanisms of the fight against corruption.</p> <p>The Ministry of Justice in exercising its role of the National Coordinator Anti -Corruption takes responsibility to create, guide, coordinate and facilitate measures and activities together with CSOs and interest groups to increase and ensure commitment: <b>Awareness and education of the general public above mechanisms in the fight against corruption.</b></p> <p>Specific measures and activities are planned for implementation, separately and in co-existence of MoJ/NCAC, IDM, ALTRI and with special involvement of the Civil Society Support Agency structures.</p>		
<b>Commitment's Lead</b>	Ministry of Justice/National Coordinator Anti -Corruption		
<b>Supporting Stakeholders</b>	<b>Government</b>	<b>Civil society</b>	<b>Other actors (parliament, private sector, etc.)</b>
	<ul style="list-style-type: none"> <li>• MoJ/NCAC</li> <li>• MoES</li> <li>• ASCS</li> <li>• OPC</li> <li>• MoFE</li> <li>• MoD</li> <li>• MoI</li> <li>• HCP</li> </ul>	<ul style="list-style-type: none"> <li>• Country CSOs operating in the field of AC                             <ul style="list-style-type: none"> <li>○ IDM</li> <li>○ ALTRI</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>• Foreign partners in the field of anti – corruption</li> <li>• EU Delegation in Tirana</li> <li>• Italian Embassy in Tirana</li> </ul>

	<ul style="list-style-type: none"><li>• HIDAACI</li><li>• Ombudsman</li><li>• FLAD</li></ul>	
<b>Period Coverd</b>	2023-2025	

## Problem Definition

### 1. What problem does the commitment aim to address?

Priority Commitment: Awareness and education of the general public on mechanisms in the fight against corruption, addresses the recommendations given to the Albanian government to increase the impact of the fight against corruption, the inclusion and coordination of anti -corruption actions, taking actions that will improve public perception and of stakeholders (CSO-media-academia, other partners) against corruption.

Third Pillar of ISAC 2015-2023, surveys on measuring confidence in the country's public institutions, the number of corruption reports by citizens, prove that Albania should make efforts to increase society confidence by focusing on promoting mechanisms that currently exist, also others that doesn't

In the context of drafting anti-corruption and integrity policies, public institutions, in cooperation with the media and CSOs, should pay increased attention to transparency and political documents produced, in order to analyze them by all stakeholders.

### 2. What are the causes of the problem?

Lack of confidence in public institutions, deficiencies in the culture of anti -corruption in society or the non -reaction of public institutions are some of the factors that influence the current situation of the fight against corruption.

## Commitment Description

### 1. What has been done so far to solve the problem?

Awareness and education for anti-corruption mechanisms are two areas provided in the Cross-Cutting Strategy Anti-Corruption, 2015-2023 and its action plans. Specifically, measures are provided in the function of raising awareness and education of the general public on the consequences of corruption, promoting the public and increasing confidence in anti -corruption mechanisms, as well as increasing civil society involvement in these initiatives.

The measures provided in the ISAC 2015-2020 and the Action Plan in force of 2020-2023 have influenced the creation of a climate of cooperation between the public and public institutions. Qualitative and efficient mechanisms for prevention and awareness of corruption have been created, there is good cooperation but more frequency is required.

The Ministry of Justice has a communication and visibility strategy, and an annual action plan with activities and initiatives with CSOs and interest groups. Annual, regular editions of the Week of Integrity since 2020, a close collaboration with business, the CSO and the Academy are good evidence but also to be replicated throughout the year.

Continuing work by intensifying efforts to raise public awareness and education will create appropriate conditions for a society aware of the danger of corruption and with high confidence in public institutions, improving the public perception of corruption, not only by Local and regional and international organizations such as Transparency International.

**2. What solution are you proposing?**

The Ministry of Justice in exercising its role of the National Coordinator Against Corruption takes responsibility to create, guide, coordinate and facilitate measures and activities together with CSOs and interest groups to increase and ensure commitment: Awareness and education of the general public above mechanisms in the fight against corruption, oriented towards fields such as education - awareness - but also the active involvement of public administration structures. Anticorruption, video and communication tools, e-bule, capacity hardening, manual investigation, monitoring methodologies, integrity instruments, etc. are some of the solutions proposed to be carried out in this action plan. See the action plan as below.

**3. What results do we want to achieve by implementing this commitment?**

The expected results from the measures provided for in the OGP action plan are:

- **Education/ teaching** young people and children about the consequences of corruption and the importance of integrity in society as an important step in creating a culture of justice;
- **Citizen Activation:** Citizens should be engaged and able to denounce corruption and be included in awareness campaigns;
- **Media:** the role of the media in raising public awareness of corruption by involving the publication of anti -corruption policies and mechanisms;
- **Cooperation between the actors of society:** the most transparent public institutions and civil society organizations most involved in the design of anti -corruption and integrity documents, organizing activities to promote anti -corruption culture and the response of society.

**Commitment**  
**Awareness and education of the general public on the mechanisms in the fight against corruption**

Activities/Milestones	Expected Outputs	Expected Completion Date	Stakeholders		
<b>1. Awareness of the general public on the mechanisms in the fight against corruption, through:</b>  1.1 Tools and information mechanisms through awareness and informative videos against corruption, in order to promote and receive denunciations by citizens	1.1.1 creation and production of anti - corruption videos, developed	S II 2023	Lead: Ministry of Justice/NCAC		
			<u>Supporting Stakeholders</u>		
			Government	CSOs	Others(e. g.,Parliament,Pri vateSect oretc)
		MoJ/NCAC		EU/ Technical assistance for NCAC	
	1.1.2 Publication and launching in GDA Communication Networks in MoJ/NCAC Videos and Posters (Posters)	S II 2023 - 2025	Lead: Ministry of Justice/NCAC		
			<u>Supporting Stakeholders</u>		
			Government	CSOs	Others(e. g.,Parliament,Pri vateSect oretc)

	Anti -Corruption		MoJ/NC AC		EU/ Technical assistance for NCAC
1.2 Creating and promoting communication tools; updating them with notifications and developments in the field of corruption	1.2.1 Profiles and social networks of GDA; communication created Twitter; LinkedIn; Facebook; Daily Anti - Corruption Field Notifications	S II 2023 – S I 2025	Lead: Ministry of Justice/NCAC		
			<u>Supporting Stakeholders</u>		
			Government	CSOs	Others(e. g.,Parliament,PrivateSector etc)
			MoJ/NC AC		
1.3 Electronic communication and information on the activity and activity of GDA (monthly basis)	1.3.1. E-Monthly Information Bulletin written, distributed and published on the official website of the Ministry of Justice and GDA's social networks	S II 2023 – 2024 –S I 2025	Lead: Ministry of Justice/NCAC		
			<u>Supporting Stakeholders</u>		
			Government	CSOs	Others(e. g.,Parliament,PrivateSector etc)
			MoJ/NCA C		
1.4 Information and publication of the annual plan of legal proposals (Analytical Legal Plan)	1.4.1 Analytical Plan of Acts (Legal and S/Law) published and notified	S II 2023-2024	Lead: Ministry of Justice/NCAC		
			<u>Supporting Stakeholders</u>		
			Government	CSOs	Others(e. g.,Parliament,PrivateSector etc)
			MoJ/NCA C OPC		

1.5 Information through the media about the activity and activity of GDA and anti -corruption mechanisms	1.5.1 Media Interview (TV, etc.) for GDA and AC Network activity	S II 2023 – S I 2025	Lead: Ministry of Justice/NCAC		
			<u>Supporting Stakeholders</u>		
			Government	CSOs	Others(e.g., Parliament, Private Sector etc)
			MoJ/NCAC		Media channels and stations (TV, radio)
1.6 Activities (Forums) Discussion In order to aware of the anti -corruption denunciation mechanisms	1.6.1 1-2 forums/year for anti-corruption mechanisms	S II 2023 – 2024 - S I 2025	Lead: Ministry of Justice/NCAC		
			<u>Supporting Stakeholders</u>		
			Government	CSOs	Others(e.g., Parliament, Private Sector etc)
			MoJ/NCAC	CSO	
<b>Activities/Milestones</b>	<b>Expected Outputs</b>	<b>Expected Completion Date</b>	<b>Stakeholders</b>		
<b>2.Educating the general public on the mechanisms in the fight against corruption</b>	2.1.1 Publication and distribution of Anti -Corruption Dictionary	S II 2023	Lead: Ministry of Justice/NCAC		
			<u>Supporting Stakeholders</u>		
			Government	CSOs	Others(e.g., Parliament, Private Sector etc)

2.1 Preparation and publication of the vocabulary of corruption, in order to increase citizens' information about the meaning of corruption.			MoJ/NCAC		EU/ Technical assistance for NCAC
2.2 Preparation and Publication (Distribution) of Anti -Corruption Guide in order to increase citizens' information for the meaning and mechanisms of denouncing corruption	2.2.1 Publication and distribution of the Anti -Corruption Guide	S II 2023	Lead: Ministry of Justice/NCAC		
			<u>Supporting Stakeholders</u>		
			Government	CSOs	Others(e.g „Parliament, Private Sector etc)
			MoJ/NCAC		EU/ Technical assistance for NCAC
2.3 Mechanisms Education and AC Information in Higher Education Schools	2.3.1 Developed Meetings by AC Experts in Higher Education Schools	S II 2023 - S II 2024	Lead: Ministry of Justice/NCAC		
			<u>Supporting Stakeholders</u>		
			Government	CSOs	Others(e.g „Parliament, Private Sector etc)
			MoJ/NCAC MoES		Italian embassy
2.4 Developed monitoring mechanisms for the implementation of integrity instruments by CSOs	2.4.1 Two training developed with CSOs and new scholars on integrity plans and methodology of monitoring the implementation of	S II 2023	Lead: IDM		
			<u>Supporting Stakeholders</u>		
			Government	CSOs	Others(e.g „Parliament, Private Sector etc)

	integrity plans by the CSO		MoJ	IDM CSO	Independent experts in the AK field
2.5. Strengthening the role of CSOs in combating corruption and education of the general public for the mechanisms used	2.5.1 Creation and Establishment of the National Informal CSO network against corruption with the participation of at least 50 CSOs at national level	S II 2024	Lead:ALTRI		
			<u>Supporting Stakeholders</u>		
			Government	CSOs	Others(e.g .,Parliament,PrivateSector etc)
			MoJ/NCAC	CSO	
	2.5.2 Providing an interactive digital platform for CSOs Anti-Corruption Network	S II 2024			
	2.5.3 Various corruption information (legal information, reports, statistics, corruption reporting, awareness and information materials, etc.) to be included in the platform, prepared	S II 2024			

<b>3.Education and awareness of public administration on the legal and regulatory framework for anti - corruption and anti - corruption mechanisms in the public sector</b>  3.1. Engagement of ToTs with representatives of public institutions to carry out the risk assessment of integrity in public institutions.	3.1.1 Representatives of public institutions trained to carry out the risk of integrity in public institutions and the drafting of PI	S II 2023	Lead : IDM		
			<u>Supporting Stakeholders</u>		
			Government	CSOs	Others(e. g.,Parliament,PrivateSector etc)
			MoJ/NCAC ASPA MoFE MoD MoI HCP HIDAA CI Ombudsman FLAD	IDM	
3.2 Increasing and increasing the technical and professional capacities of CRI, MoHSP and the Assembly of the Republic of Albania for the Module "Ethics and Integrity in Public Administration -Plains of Integrity"	3.2.1 Commissioner for the Right to Information (CRI) staff has been trained in the module "Ethics and Integrity in Public Administration-Integrity Plans"  3.2.2 The staff of MoHSP has been trained for the module "Ethics and Integrity in Public	S II 2023	Lead : IDM		
			<u>Supporting Stakeholders</u>		
			Government	CSOs	Others(e. g.,Parliament,PrivateSector etc)
			MoJ/NCAC ASPA	IDM	HCP CRI MoHSP Assembly of the Republic Labor

	Administration - Integrity Plans"  3.2.5The staff of the Assembly of the Republic has been trained for the module "Ethics and Integrity in Public Administration - Integrity Plans"				inspectorate
3.3 Monitoring mechanisms of integrity instruments in public institutions with CSOs and the media	3.3.1Round table with the involvement of all interest groups on the findings of the 5 monitoring reports of the integrity plans HCP, MoHSP, labor inspectorate, CRI and the administration of the Assembly by CSOs	S I 2024	Lead : IDM		
			<u>Supporting Stakeholders</u>		
			Government	CSOs	Others(e. g.,Parliament,PrivateSector etc)
		MoJ HCP MoHSP Lapor Inspectorate, CRI Assembly of the Republic	IDM		
3.4 Research mechanisms and instruments (legal, policy and field research for administrative investigation of corruption) developed and accepted	3.4.1 Analysis of the legal framework, policy and field practices for the administrative investigation of corruption, carried out	S II 2023	Lead : ALTRI		
			<u>Supporting Stakeholders</u>		
			Government	CSOs	Others(e. g.,Parliament,PrivateSector etc)
	3.4.2 Manual for the	S II 2023 –	MoJ/NCAC/		

	successful techniques of the administrative investigation of corruption in the public administration, drawn up and submitted to the NCAC	S I 2024	AC Network	ALTRI	
3.5 Creation of a methodological tool to periodically measure public perception of corruption and the effectiveness of anti-corruption mechanisms	3.5.1 Methodology for measuring citizen/public perception designed and submitted to MoJ/NCAC	S II 2023	Lead ALTRI		
			<u>Supporting Stakeholders</u>		
			Government	CSOs	Others (e.g., Parliament, Private Sector etc)
			MoJ/NCAC	ALTRI	
3.6 Strengthening the capacities of the GPA and the Network of AC Coordinators on the administrative investigation of corruption cases	3.6.1 Organized trainings with the coordinators of the Anticorruption Network and the staff of the General Anticorruption Directorate, bringing the theory into practice on the implementation of the Manual	S II 2024	Lead : ALTRI		
			<u>Supporting Stakeholders</u>		
			Government	CSOs	Others (e.g., Parliament, Private Sector etc)
			MoJ/NCAC/AC Network	ALTRI	

## **COMMITMENT 2**

### **AREA: ANTICORRUPTION**

#### **Commitment 2: Raising the awareness of the reporting entities regarding the beneficial owners' registration and data update obligation**

##### **1. Introduction**

The Republic of Albania until 2021 did not have a mechanism to identify the real beneficial owners of the entities registered in Albania.

In the framework of the ICRG/FATF and MONEYVAL recommendations, the Albanian government in July 2020 approved the Law No.112/2020 "On the Beneficial Owners Register", which foresaw the establishment of the first register of its kind in Albania, where the data of beneficial owners of the reporting entities operating in Albania would be registered. In December 2021 the relevant by-laws and supportive legal acts that provided the procedure and documents to be submitted by the reporting entities, were also approved. The Beneficial Owners Registry became active on 1st of February 2021.

During this period of time, the reporting entities, in accordance with the legislation into force, carried out the registration of the beneficial owners' data. Meanwhile, as the beneficial owners Register was populated with data by the reporting entities, the NBC has been engaged in cooperation with the groups of interest, to point out those elements in the legislation that may require a review in order to facilitate the registration procedures.

Up to date, 97.4% of the commercial entities and 98.19% of the NGOs have been registered.

##### **2. Open government efforts to date**

The National Business Center, as the institution responsible for the administration of the register of beneficial owners, has undertaken several commitments related to the registration of beneficial owner data and to change the already registered data by reporting entities according to the deadlines and requirements provided in the law "On the Register of Beneficial Owners", as amended, which are related to:

- the awareness of the reporting entities about this obligation remains a very important mechanism to have an updated register at any time, since after the activation of the register of beneficial owners in February 2021 and the population of the register, the registration of the data of the beneficial owners of the entities of newly created and

updating the data remains a commitment of our country.

- evaluation of best practices in cooperation with representatives of reporting entities and interest groups, which is a commitment that will lead to the improvement of the practices followed by our country in register their beneficial owners and to change the already registered data.
- revision of the legislation in the field of registration of beneficial owners data, within the framework of the improvement of the procedure followed on the registration of beneficial owners data, since the reporting entities are confronted with the new notion of the beneficial owner and the implementation of a new procedure for the registration of beneficial owners data, brings the need for a recognition of legislation in force in order to implement it correctly and make changes if necessary.

### 3. Action plan development process

Within the framework of the Open Government Partnership (OGP) and the Action Plan, the National Business Center organized an online meeting on 27.02.2023 at 11:00 with the reporting subjects and interest groups with the theme "Presentation and discussion on the 3 (three) priority commitments of the National Business Center within the framework of the Open Government Partnership (OGP) and the Action Plan with interest groups" where a material was presented for the OGP, what it is in itself and its history, and then the 3 (three) priority were explained, a brief description of each of them and the activities that the NBC proposed.

This initiative was highly appreciated by the reporting subjects who agreed to cooperate in the following in their involvement in the follow-up activities to discuss the 3 (three) priorities.

This whole initiative is very valuable and brings a very effective result based on the continuous experience that the National Business Center has and the fact that the reporting entities have continuous assistance in any form of communication for the problems/difficulties they encounter.

### 4. Commitments

The 3 (three) priorities of the National Business Center within the Open Government Initiative and Action Plan with interest groups" are as follows:

1. Awareness of the reporting entities on the obligation to register and to change the already registered data;

2. Evaluation of the best practices of the countries of the European Union on the process of registering the beneficial owners data;
3. Revision of the legislation in the field of registering the beneficial owners data, in the framework of the improvement of the procedure followed on the registration of beneficial owners data.

**COMMITMENT 2**  
**AREA: ANTICORRUPTION**

**Commitment 2: Raising the awareness of the reporting entities regarding the beneficial owners’ registration and data update obligation**

<b>Country</b>	ALBANIA
<b>Number and Name of the Commitment</b>	Raising the awareness of the reporting entities regarding the beneficial owners’ registration and data update obligation.
<b>Brief Description of the Commitment</b>	<p>The Republic of Albania until 2021 did not have a mechanism to identify the real beneficial owners of the entities registered in Albania. Therefore, the MONEYVAL Experts Committee recommended the establishment of a registry to provide the registration of the real beneficial owners.</p> <p>The Beneficial Owners Registry became active on 1st of February 2021.</p> <p>Up to date, 97.4% of the commercial entities and 98.19% of the NGOs have been registered.</p> <p>While the registry has been completed with the beneficial owners’ data of the existing entities, the law foresees the obligation to register the data of any recently registered commercial entity or NGO, as well as the obligation to update any data in the future. The aim is to keep correct and up to date data in the register.</p> <p>In this regard, the National Business Center takes the initiative to raise the</p>

	awareness among the reporting entities regarding the obligation to register and update their data on the beneficial owner.		
<b>Commitment Lead</b>	<b>National Business Center</b>		
<b>Supporting Stakeholders</b>	<b>Government</b>	<b>Civil Society</b>	<b>Other Actors(Parliament,Private Sector,etc)</b>
	MoFE NBC NAIS DoT High Judicial Council	Business Associations GIZ	Representatives of law firms  Chambers of commerce
<b>Period Covered</b>	2023-2025		

## Problem Definition

### 1. What problem does the commitment aim to address?

After the activation of the beneficial owners registry in February 2021 and the starting of registrations by the entities, the registration of the data changes remains an engagement of the Albanian state and the raising the awareness of the entities on this obligations remains a very important mechanism to have an up to date registry all the time.

Lack of information by the reporting entities on this legal obligation for the registration of data changes in the register, within the deadline and avoiding any penalties, remains an issue that needs to be addressed.

**2. What are the causes of the problem?**

The obligation for the registration of the beneficial owners' data is a new procedure for all the reporting entities operating in Albania. The population of the Registry with the beneficial owners' data, during the initial registration phase, was the main challenge, while raising the awareness to the reporting entities that the data should be updated every time there is a change on them, remains a challenge.

Lack of knowledge on the legislation and the new concept, make the fulfillment of the obligation for the registration of the beneficial owners' data, a challenge.

**Commitment Description**

**1. What has been done so far to solve the problem?**

The National Business Center, as the responsible institution for the administration of the beneficial owners register, has been engaged to continuously orientate and notify the reporting entities through all its means of communication (emails, phone), regarding their obligation to update on time their data on beneficial owners.

**2. What solution are you proposing?**

Development of awareness campaign aiming to present to the reporting entities the obligation to update on time their data on beneficial owners register.

**3. What results do we want to achieve by implementing this commitment?**

Awarded reporting entities regarding their legal obligation for the registration of their data changes, having by default a populated and up to date register.

**Commitment**

<b>Milestones</b>	<b>Expected Outputs</b>	<b>Expected Completion Date</b>	<b>Stakeholders</b>		
1. Information and awareness campaigning regarding the legal obligation on data update, through different means of communication like the official NBC website, email, government platform for e-Albania etc.	<ul style="list-style-type: none"> <li>- Pop-up in the NBC website and e-Albania</li> <li>- Notification to every reporting entity recently registered in the CR and NGOR</li> <li>- Awaiting and demonstration video</li> </ul>	S I 2024	Lead:		
			<u>Supporting Stakeholders</u>		
			Government	CSOs	Others (e.g., Parliament, Private Sector etc)
			MoFE NBC NAIS DoT High Judicial Council	Business Associations GIZ	Representatives of law firms  Chambers of commerce
2. Consultative meeting with the entities (banks, notaries, lawyers) in order that during their activity to notify the reporting entities for their obligation for the registration and update of their data	<ul style="list-style-type: none"> <li>- Consultative meetings with the obliged entities.</li> </ul>	S II 2024	Lead:		
			<u>Supporting Stakeholders</u>		
			Government	CSOs	Others (e.g., Parliament, Private Sector etc)
			MoFE NBC NAIS DoT High Judicial Council	Business Associations GIZ	Representatives of law firms  Chambers of commerce

**COMMITMENT 3**  
**AREA: ANTICORRUPTION**

**Commitment 3: Evaluation of the best practices of EU countries on the process of the beneficial owners' data registration**

<b>Country</b>	ALBANIA		
<b>Number and Name of the Commitment</b>	Evaluation of the best practices of EU countries on the process of the beneficial owners' data registration.		
<b>Brief Description of the Commitment</b>	After the enter into force of the Law No.112/2020 “On the Beneficial Owners Register”, and the activation of the beneficial owners register in February 2021, it has been noted that during its implementation several difficulties and challenges have been faced by the reporting entities in the implementation of their legal obligation to initially register their beneficial owners and to change the already registered data as well. It has been concluded that the evaluation of the best practices in cooperation with the representatives of the reporting entities and the interest groups, is an engagement that will bring an improvement of the practices followed by our country during the process of the beneficial owners' registration and the update of this data in the Beneficial Owners Register.		
<b>Commitment Lead</b>	<b>National Business Center</b>		
<b>Supporting Stakeholders</b>	<b>Government</b>	<b>Civil Society</b>	<b>Other Actors(Parliament, Private Sector, etc)</b>
	MoFE NBC NAIS DoT High Judicial Council	Business Associations GIZ	Representatives of law firms  Chambers of commerce
<b>Period Covered</b>	2023-2025		

## Problem Definition

### 1. What problem does the commitment aim to address?

The problems encountered by the reporting entities during the identification of their beneficial owners related to the notion of the beneficial owner, the procedure followed and the accompanying documentation required.

### 2. What are the causes of the problem?

The obligation for the registration of the beneficial owners' data is a new procedure and challenge for all the reporting entities that operate in Albania, since it still a new concept in life-cycle of a business or NGO. These practices serve as guideline for the consolidation of our practices.

## Commitment Description

### 1. What has been done so far to solve the problem?

The National Business Center, as the responsible institution for the administration of the beneficial owners' register, has participated in meetings of the groups of interest organized by the members of EBRA for the beneficial owners. In those meetings it was discussed about the practices followed by the EBRA member countries for the implementation of the beneficial owners' registration and of the AML's 4th Directive. Also, it was discussed the problematics faced during the implementation.

### 2. What solution are you proposing?

Evaluation and analysis of the best practices implemented by other countries of the European Union which also have a long experience in this field. Discussion in the form of consultative meetings with representatives of reporting entities and interest groups on these practices.

### 3. What results do we want to achieve by implementing this commitment?

Identification of the best practices in order to integrate and implement them in the Albanian legislation on the registration and update of beneficial owners' data.

**Commitment**

<b>Milestones</b>	<b>Expected Outputs</b>	<b>Expected Completion Date</b>	<b>Stakeholders</b>		
1. Organization of a meeting with the participation of representatives of the reporting entities and interest groups, aiming to gain experience from the best practices of EU countries regarding the process of beneficial owners' data registration.	- Drafting of a report or guidance manual that highlight the best practices where the entities may refer during their application for beneficial owners' data registration.	S I 2024	Lead:		
			<u>Supporting Stakeholders</u>		
			Government	CSOs	Others(e.g.,Parliament,PrivateSectoretc)
			MoFE NBC NAIS DoT High Judicial Council	Business Associations GIZ	Representatives of law firms  Chambers of commerce
2. Organization of a training organized with the participation of representatives of the reporting entities and interest groups, in order to recognize international practices in the registration of beneficial owners' data.	- Drafting of a report or guidance manual that highlight the best practices where the entities may refer during their application for beneficial owners' data registration.	S II 2024	Lead:		
			<u>Supporting Stakeholders</u>		
			Government	CSOs	Others(e.g.,Parliament,PrivateSectoretc)
			MoFE NBC NAIS DoT High Judicial Council	Business Associations GIZ	Representatives of law firms  Chambers of commerce

**COMMITMENT 4**  
**AREA: ANTICORRUPTION**

**Commitment 4: Review of the legislation in the area of beneficial owners’ registration, in the framework of the improvement of the followed procedure on the registration of beneficial owners**

<b>Country</b>	ALBANIA		
<b>Number and Name of the Commitment</b>	Review of the legislation in the area of beneficial owners’ registration, in the framework of the improvement of the followed procedure on the registration of beneficial owners.		
<b>Brief Description of the Commitment</b>	<p>The Republic of Albania until 2021 did not have a mechanism to identify the real beneficial owners of the entities registered in Albania. Therefore, the MONEYVAL Experts Committee recommended the establishment of a registry to provide the registration of the real beneficial owners.</p> <p>In the framework of the ICRG/FATF and MONEYVAL recommendations, the Albanian government in July 2020 approved the Law No.112/2020 “On the Beneficial Owners Register”, which foresaw the establishment of the first register of its kind in Albania, where the data of beneficial owners of the reporting entities operating in Albania would be registered. In December 2021 the relevant by-laws and supportive legal acts that provided the procedure and documents to be submitted by the reporting entities, were also approved.</p> <p>During this period of time, the reporting entities, in accordance with the legislation into force, carried out the registration of the beneficial owners’ data. Meanwhile, as the beneficial owners Register was populated with data by the reporting entities, the NBC has been engaged in cooperation with the groups of interest, to point out those elements in the legislation that may require a review in order to facilitate the registration procedures.</p>		
<b>Commitment Lead</b>	<b>National Business Center</b>		
<b>Supporting Stakeholders</b>	<b>Government</b>	<b>Civil Society</b>	<b>Other Actors (Parliament, Private Sector, etc)</b>
	MoFE NBC NAIS DoT High Judicial Council	Business Associations GIZ	Representatives of law firms  Chambers of commerce
<b>Period Covered</b>	2023- 2025		

## Problem Definition

### 1. What problem does the commitment aim to address?

The problems encountered by the reporting entities during the identification of their beneficial owner, related to the notion of the beneficial owner, the procedure followed and accompanying documentation required.

### 2. What are the causes of the problem?

The obligation for the registration of the beneficial owners' data is a new procedure for all the reporting entities operating in Albania. The entities' confrontation with this new notion of beneficial owner and the implementation of a new procedure for the registration of the beneficial owners' data, requires the knowledge of the applicable legislation in order to correctly implement it and review it if deemed necessary.

## Commitment Description

### 1. What has been done so far to solve the problem?

There have been organized meeting with the groups of interest, where it has been discussed about the difficulties faced by the reporting entities in the understandability and implementation of the legislation.

### 2. What solution are you proposing?

Consultations with the groups of interest aiming to identify the difficulties faced by the reporting entities in the daily operation regarding the understandability and implementation of the legislation.

Taking into consideration of the suggestions/recommendations and analyzing of the problematics faced by the entities, in order to reflect them in the legislation if necessary.

### 3. What results do we want to achieve by implementing this commitment?

Reviewing the legislation and identifying the necessary changes in order to improve the procedures followed for the registration of beneficial owner data.

**Commitment**

<b>Milestones</b>	<b>Expected Outputs</b>	<b>Expected Completion Date</b>	<b>Stakeholders</b>														
<p>1. A legislation that provides a simple, comprehensible, and applicable procedure within the deadlines, in order to fulfill the legal obligations for the registration of data of the beneficial owners. institutes and the procedure that the current legislation in force provides for</p>	<p>- Summary report on the suggestions regarding potential legal amendments.</p>	<p>2024</p>	<table border="1"> <tr> <td colspan="3" data-bbox="909 434 1435 470">Lead:</td> </tr> <tr> <td colspan="3" data-bbox="909 470 1435 506"><u>Supporting Stakeholders</u></td> </tr> <tr> <td data-bbox="909 506 1078 663">Government</td> <td data-bbox="1078 506 1258 663">CSOs</td> <td data-bbox="1258 506 1435 663">Others(e.g., Parliament ,PrivateSector etc)</td> </tr> <tr> <td data-bbox="909 663 1078 1186">MoFE NBC NAIS DoT High Judicial Council</td> <td data-bbox="1078 663 1258 1186">Business Associations GIZ</td> <td data-bbox="1258 663 1435 1186">Representatives of law firms  Chambers of commerce</td> </tr> </table>			Lead:			<u>Supporting Stakeholders</u>			Government	CSOs	Others(e.g., Parliament ,PrivateSector etc)	MoFE NBC NAIS DoT High Judicial Council	Business Associations GIZ	Representatives of law firms  Chambers of commerce
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<u>Supporting Stakeholders</u>																	
Government	CSOs	Others(e.g., Parliament ,PrivateSector etc)															
MoFE NBC NAIS DoT High Judicial Council	Business Associations GIZ	Representatives of law firms  Chambers of commerce															
<p>2. Consultative meeting with the interests groups about the potential legal amendments.</p>	<p>- Summary report on the suggestions regarding potential legal amendments.</p>	<p>2024</p>	<table border="1"> <tr> <td colspan="3" data-bbox="909 1203 1435 1239">Lead:</td> </tr> <tr> <td colspan="3" data-bbox="909 1239 1435 1274"><u>Supporting Stakeholders</u></td> </tr> <tr> <td data-bbox="909 1274 1078 1419">Government</td> <td data-bbox="1078 1274 1258 1419">CSOs</td> <td data-bbox="1258 1274 1435 1419">Others(e.g., Parliament ,PrivateSector etc)</td> </tr> <tr> <td data-bbox="909 1419 1078 1661">MoFE NBC NAIS DoT High Judicial Council</td> <td data-bbox="1078 1419 1258 1661">Business Associations GIZ</td> <td data-bbox="1258 1419 1435 1661">Representatives of law firms  Chambers of commerce</td> </tr> </table>			Lead:			<u>Supporting Stakeholders</u>			Government	CSOs	Others(e.g., Parliament ,PrivateSector etc)	MoFE NBC NAIS DoT High Judicial Council	Business Associations GIZ	Representatives of law firms  Chambers of commerce
Lead:																	
<u>Supporting Stakeholders</u>																	
Government	CSOs	Others(e.g., Parliament ,PrivateSector etc)															
MoFE NBC NAIS DoT High Judicial Council	Business Associations GIZ	Representatives of law firms  Chambers of commerce															

## **COMMITMENT 5**

### **AREA: ACCESS TO JUSTICE**

#### **Commitment 5: Awareness and education of the general public on mechanisms in the fight against corruption ents**

##### **1. Introductory part**

The Ministry of Justice is the ministry responsible for drafting and monitoring policies in the field of justice. In addition, the MoJ is the leading institution for the follow-up and reporting related to Chapter 23 “Judiciary and fundamental rights”, and the Political Criterion.

In fulfillment of functional obligations, based also on its area of responsibility, the Ministry of Justice drafts and follows up the implementation of the Crosscutting Justice Strategy 2021-2025, the Crosscutting Strategy for Juvenile Justice 2022-2026, and the Strategy for Public Legal Education 2019-2023.

In December 2022, the Albanian Government began the process of drafting the OGP action plan (2022), 2023-2025, in the framework of the obligations stemming from Albania’s membership to the Open Government Partnership (hereinafter “PQH” or “OGP” ), as one of the most important instruments at global level, with the aim of promoting governmental transparency, to increase citizen participation in public life, and to fight the phenomenon of corruption at all levels of its exposure.

This process started as an initiative of the National Coordinator for OGP in the Prime Minister’s Office and will continue to be led by the Minister of State for Standards and Services, as the responsible coordination structure for the Open Government Partnership in cooperation with the relevant institutions/structures of OGP 2023-2025.

The OGP action plan is drafted every two years and the current plan is the 6th action plan and belongs to the period 2023-2025.

One of the priority commitments of the OGP, the “access to justice” component is presented in the second priority area with the commitment “Awareness and education of the general public on the mechanisms of access to justice” and is directly under the responsibility of the Ministry of Justice.

The priority commitment consists of 2 (two) priority measures, as follows:

1. Awareness of the general public on the mechanisms of access to justice
2. Education of the general public on the mechanisms of access to justice

The action plan for this priority commitment consists of 15 measures/activities, for which concrete, measurable outputs are anticipated for the implementation period, the second half of 2023 and then for 2024 and 2025.

##### **2. Progress of open government**

Transparency, accountability, and access to justice are the key operational principles recognized for good governance thus constituting the main pillar of democracy. The right of access to justice

is the constitutional principle by which the observance of fundamental human rights and freedoms is guaranteed, an essential condition for the existence of the rule of law, which guides the organization and proper functioning of justice in the country.

Access to justice is seen as one of the key components of the Albanian government, closely related to the implementation of the justice reform, the Crosscutting Justice Strategy (CSJS), the Crosscutting Anticorruption Strategy (CAS), the Crosscutting Strategy for Juvenile Justice (CSJJ), the Strategy for Public Legal Education (SPLE), and other measures undertaken by the Government in fulfillment of its mission for an open, transparent and accountable government.

Access to justice is deemed as one of the main principles of the rule of law, therefore it is related to SDG 16: “Promoting peaceful and inclusive societies, providing access to justice for all and building effective, accountable and inclusive institutions at all levels”, which promotes a peaceful and inclusive society that guarantees sustainable development, ensures access to justice for all and aims to build effective, accountable and inclusive institutions at all levels. In particular, it is related to targets: 16.3 “Promote the rule of law at the national and international levels, and ensure equal access to justice for all”, 16.6 “Develop effective, accountable and transparent institutions at all levels” and 16.7 “Ensure responsive, inclusive, participatory and representative decision-making at all levels” of the SDG. The Ministry of Justice, in fulfilling its mission and function, has successfully undertaken the necessary initiatives and measures proposed in its strategies, especially those directly related to access to justice.

In this context, the Free Legal Aid Directorate (access to justice) was set up at the Ministry of Justice.

State-guaranteed legal aid is one of the most essential forms of access to justice that every state must guarantee efficiently and effectively. Law no.111/2017 is one of the laws approved in the framework of the justice reform through which the entire system of legal aid was reformed, offering a new spirit, in accordance with the requirements and legislation of the European Union.

Pursuant to the law, there were adopted all the sublegal acts which aim to regulate the detailed legal framework for each specific field of legal aid. 13 sublegal acts in the field of legal aid have brought a series of novelties and new procedures. The legal aid service guaranteed by the state, with the new amendments is divided into 3 forms aiming to expand the type of free legal services, specifically:

- Primary legal aid (clearly defining the providers of such service with the aim of networking and extending this service throughout the territory);
- Secondary legal aid (provided by lawyers approved by the National Advocacy Chamber);
- and
- Exemption from court fees and expenses.

Since the entry into force of the law no. 111/2017, the Ministry of Justice and the Free Legal Aid Directorate in cooperation with international partners have had the main purpose of identifying and opening primary legal aid service centers in those cities where the citizens’ needs for free legal aid were greater.

In addition, access to justice is clearly linked to the role of the International Chamber of Mediators and the Center for the Prevention of Crimes for Juveniles and Minors.

Pursuant to Decision no. 314, dated 15.5.2019 “On the Organization, Functioning, and Determination of Specific Regulations regarding the Structure and Organization of the Center for the Prevention of Crimes by Minors and Juveniles (CPCMJ)”, amended by DCM No. 656, dated

10.10.2022.

The center's area of responsibility is the prevention of juvenile crimes. The center also carries out preventive activities through awareness-raising activities and campaigns within the framework of increasing the awareness of the community that will welcome minors after the end of the sentence or parole period.

Following the legal amendments, the Center has started raising awareness for the general public and increasing citizens' access to justice through Legal Education.

In relation to this point, the CPCMJ has initiated several programs, more specifically:

The awareness campaign in schools is a campaign initiated by CPCMJ in the framework of legal education of minors and juveniles on juvenile criminal justice.

As part of this campaign, the staff of the CPCMJ, are engaged, who, based on a calendar of activities spread over the entire territory of the country, organize periodic meetings so that minors become familiar with their rights in the criminal justice system for minors and with the principles of friendly justice.

Information on minors will be obtained through discussions, games, simulations, and the sharing of experiences by different people.

The purpose of this campaign is to inform minors in the context of their presentation with the principles of criminal justice for minors, and the preventive, rehabilitative and reintegration programs that the Ministry of Justice drafts together with the CPCMJ.

Furthermore, in the framework of the legal amendments, the CPCMJ has prepared manuals, brochures, magazines to help not only minors but also teachers, school security officers, parents and any professionals or citizens who are interested in this type of information.

Such information is easily accessible on social networks and the website, and hard copies have been distributed in institutions and organizations that focus on minors and juveniles, and in schools where legal education has been developed so far.

### **3. Action Plan development process**

The Ministry of Justice, in accordance with the regulation of the OGP and pursuant to the order no. 177 of the Prime Minister, dated 28.10.2022, "On some addenda and amendments to the Prime Minister's Order no. 145, dated 20.12.2021 "On the establishment and functioning of the Multilateral Community on the Open Government Partnership" has initiated, carried out and completed the process of drafting the Action Plan for the Open Government Partnership 2023 – 2025, for priority commitment: *Raising awareness and educating the general public on access to justice mechanisms.*

The Action Plan development process has been carried out according to these phases and in accordance with the calendar timelines proposed and approved by the Multilateral Committee on Open Government Partnership.

#### **Proposal and request for proposals of priority commitments:**

In order to determine the primary goal of the policy for the institution and the action field, a questionnaire was drawn up and distributed for completion and approval through public consultation to determine the priority commitments of the Ministry of Justice in the PKV 2023-2025 (December 2022). The questionnaire required concrete input on the role and involvement of CSOs and interest groups. The questionnaire (survey) was distributed via email, published on the website of OGP Albania and on the website of the Ministry of Justice. For this purpose, a consultation report was drawn up.

This phase was accompanied by increased communications with CSO and interest groups via email, telephone, and websites of the Ministry of Justice and OGP Albania.

#### **Drafting of priority commitments/consultation and agreement upon them:**

The inputs and contributions received until the deadline for completing the questionnaire (survey) were discussed and agreed upon in two meetings (12 and 17 January 2023) which confirmed the involvement of interest groups, civil society organizations, academia, line ministries and anyone interested in the design and consolidation of the components of the national OGP plan, for the commitment: *Awareness and education of the general public on the mechanisms of access to justice.*

The complete reporting package of this phase (questionnaire - consultation reports, meeting agendas - meetings held and proposed priority engagements) have been submitted to the technical secretariat of the Multilateral Committee on Open Government Partnership.

#### **Drafting, consultation and agreement of AP measures/outputs for commitment:**

The Ministry of Justice, as the leading institution of the priority commitment: *Awareness and education of the general public on the mechanisms of access to justice*, and after obtaining approval at the meeting of the Multilateral Committee on Open Government Partnership (9 February 2023) with the participation of the Deputy Minister of Justice (member of the Committee), continued with the process of setting up, drafting and coordination of measures/activities and concrete outputs related to the commitment undertaken.

The MoJ prepared a draft action plan, according to the format sent by the technical secretariat to the Multilateral Committee on Open Government Partnership, and held two meetings (February 21 and 24, 2023) with interest groups and CSOs on their proposals and commitment in specific measures in co-drafting the action plan.

The draft sent by the MoJ initially contained the measures proposed by the government, with implementation timelines. In the meeting of February 21, 2023, the draft was also supplemented with CSO proposals, which were agreed upon in the meeting of February 24, 2023. This phase of the process used communication tools such as via email, phone, website, and accompanied by public information posters on the social networks of the MoJ.

The complete reporting package of this phase (draft action plan - consultation reports, meeting agendas – meetings held) was submitted to the technical secretariat of the Multilateral Committee on Open Government Partnership.

## **4. Commitments**

In the framework of drafting the OGP Action Plan 2023-2025, several meetings were held with civil society organizations, with Line Ministries, with institutions dependent on line ministries, with academia and actors who give their valuable contribution in the access to justice component.

Policy Component No.2 “Awareness and education of the general public on the mechanisms of access to justice” is proposed taking into consideration the policy and the major goal of the

Albanian Government “Building an open government that provides its citizens access to justice, transparency and accountability”.

At the end of the process of cooperation and consultation with CSOs, the PVK consisted of 2 main measures/activities (milestones), respectively:

1.1. Awareness of the general public on the mechanisms of access to justice.

1.2. Education of the general public on the mechanisms of access to justice.

The main policy of access to justice, well drafted and clear, enables the correct determination of milestones and the adoption of concrete and feasible measures to fulfill them.

According to the action field and responsibility, the Ministry of Justice is a responsible institution or in cooperation with other institutions. Access to justice cannot be seen as realized and in accordance with the principle of the rule of law if it is not transparent and accountable. As a result, both transparency and accountability are included in the draft action plan with specific objectives and concrete measures. The three elements applied in conformity with the law, intertwined in the implementation of their measures, enable the successful realization of this basic universal right of citizens in a democratic society.

**COMMITMENT 5**  
**AREA: ACCESS TO JUSTICE**

**Commitment 5: Review of the legislation in the area of beneficial owners’ registration, in the framework of the improvement of the followed procedure on the registration of beneficial owners**

<b>Place</b>	Ministry of Justice		
<b>Denomination of commitment</b>	“Awareness of the general public on the mechanisms of access to justice”.		
<b>Brief description of commitment</b>	<p>Access to justice is valued as one of the main principles of the rule of law, therefore it is related to SDG 16: “Promoting peaceful and inclusive societies, providing access to justice for all and building effective, accountable and inclusive institutions at all levels”, which promotes a peaceful and inclusive society that guarantees sustainable development, ensures access to justice for all and aims to build effective, accountable and inclusive institutions at all levels. UNDP has defined access to justice as “the opportunity for citizens to seek and secure a legal instrument through formal or informal justice institutions, and in accordance with basic human rights standards” (2005).</p> <p>The Ministry of Justice in its functional responsibility undertakes to create, lead the implementation, coordinate and facilitate measures and activities together with CSOs and interest groups to increase and ensure the commitment: <b>Awareness and education of the general public on the mechanisms of access to justice.</b></p> <p>Specific measures and activities are planned for implementation, individually and in government-CSO co-implementation and with a special involvement of the structures of the Civil Society Support Agency.</p>		
<b>Leader of commitment</b>	Ministry of Justice		
<b>Interest groups supporting commitment</b>	<b>Government</b>	<b>Civil Society</b>	<b>Other actors(Parlament,Private Sector,etc)</b>

	Ministry of Justice /AMSHC	CSO	<i>Other partners</i>
<b>Implementation period</b>	2023 - 2025		

## Identification of the problem

### 1. What problem does the commitment aim to address?

This commitment is aimed at improving and functioning of the appropriate mechanisms as very important elements to enable public access, efficient and effective functioning of access to justice.

As a broad principle, which includes several rights in itself, when we talk about access to justice we must keep in mind the right of individuals to have access to justice.

The purpose of this component is to provide a clear overview of the challenges that citizens encounter and face every day regarding access to justice, with a special focus on vulnerable citizens and, consequently, the needs of citizens in order to guarantee them more qualitative access to justice, through advocacy initiatives related to these challenges.

The component “Access to justice” aims to address the problems of structural and institutional factors, including the complexity and costs of legal processes that hinder access to justice, especially for vulnerable groups and marginalized groups. One of the main principles and obligations of good leadership is transparency and accountability, which directly affects citizens’ trust in the justice system.

Strengthening efficiency, transparency and impartiality in the courts is presented as an important challenge which requires the establishment of simple and least bureaucratic mechanisms to ensure fair, transparent, effective, non-discriminatory and accountable services that promote access to justice for all citizens.

### 2. What are the causes of the problem?

The lack of required (budgetary, structural, human) capacities have been some of the obstacles in the lack of full access to justice.

- Increasing the transparency of services in the categories in need, how these services are offered by the Free Legal Aid Directorate (FLAD);
- Raising citizens’ awareness on access to justice;
- Informing citizens about this mechanism, for access and follow-up paths;
- Continuous cooperation with FLAD, necessary for citizens to become aware and become more familiar with the concept of justice access mechanisms.

## Description of Commitment

### 1. What has been done so far to solve the problem?

This component has found wide scope by being materialized and strongly related to the implementation of the justice reform, the Crosscutting Justice Strategy (CSJS), the Crosscutting Strategy for Juvenile Justice (CSJJ), the Strategy for Public Legal Education (SPLE), and other measures taken by the Government in fulfillment of its mission for an open, transparent and accountable governance/policy.

With the initiation of the Justice Reform, a deep reform that is affecting in its entirety every

element of the current justice system, a reformation of the legal aid system was also initiated, offering a new spirit, in sync with the requirements and legislation of the European Union and as a facilitating mechanism used to increase access to justice for groups who do not have the financial means to pay legal fees to the bodies/courts and at the same time to enable legal counseling or protection. Free legal aid programs aim to bring the justice system closer to the needs of citizens. For this reason, this component is focused on providing effective but also accessible and affordable legal remedies for solving problems.

In this context, it should be emphasized that the independence of the judicial system and its integrity are an essential prerequisite to ensure that there is no discrimination in the administration of justice. In response to the needs and problems, it was intended to undertake commitments including a triple approach on access, transparency, and accountability. The work carried out within this component has continued with priority so as to identify challenges and improve further steps for an effective implementation process.

The current priority on access to justice will continue with the aim of improving this component and achieving a transparent government in accordance with best practices and European standards.

## **2.What are the proposed solutions?**

From the meetings held within the framework of the drafting of the OGP, CSOs, the participating actors unanimously expressed their agreement on the component of access to justice, which is presented in the second area of priorities with the commitment “Awareness and education of the general public on access mechanisms in justice”. The solutions proposed by the CSOs, participating institutions and actors were about awareness campaigns with special topics for citizens about mechanisms of access to justice. Meetings, forums, campaigns, online information updates on child-friendly justice services, drafting specific manuals for citizens and interest groups on access to justice mechanisms. Below, you will find outlined in more specific terms the concrete measures where the CSOs and the institutions are part of this process and the commitment of the Ministry of Justice.

Awareness campaign on the law on free legal aid (leaflets/meetings/joint institutional activities; Preparation of sign language information on child-friendly justice services from each institution and their publication on the official website of the institution; Promotion of restorative justice programs and mediation in schools and in the community; Informing and raising awareness of the subjects of the law “On free legal aid” about their rights to help and access in institutions that can resolve their disputes; Organization of information and awareness campaigns on the ground in areas where there are children most at risk of being in contact/conflict with the law; Organization of awareness campaigns to inform children and parents about the possibilities of providing free legal aid, with the most vulnerable focus groups composed by children; Open forums with broad citizen participation in order to obtain legal knowledge about law no.111/2017, the free legal aid system, conditions/criteria for benefits/beneficiary subjects/services offered, etc.; Information activities and the development of educational programs in 9-year and secondary schools, and at multidisciplinary centers on criminal law for juveniles.

Updating online information, in child-friendly language, about rights and child-friendly justice services from each institution; Drafting of materials that focus on specific legal topics and/or of interest to groups of citizens with special needs, in appropriate and easily accessible formats; Preparation of methods for dispute mediation at school; Development of informative, awareness-raising and promotional activities with students and teachers for restorative justice and mediation to resolve conflicts in schools; Development of information and awareness activities with children and parents about restorative justice and conflict mediation in the community; Assessment of the priority and immediate needs of the citizens for the PLEs (I) Identification of

the main central and local authorities that should summarize legal information in simple and comprehensible language for the public, according to their field of activity; Drafting of alternative information materials with graphics, symbols and signs adapted to the categories of beneficiaries and their abilities to receive information.

### **3.What are the expected results in the framework of the implementation of the commitment?**

The good administration of a state firstly begins with the guarantees that every individual should have for the realization and protection of constitutional and legal rights. In addition, the protection and guarantee of such rights through access to legal institutions constitutes one of the basic Constitutional and Conventional principles, which has been given special importance since the establishment of the first legal institutions.

The current priority on access to justice will continue with the aim of improving this component and achieving a transparent government in accordance with best practices and European standards.

Among the achievable and expected results for this component are the following:

- 100 awareness campaigns on the FLA law.
- Information and awareness campaigns on site, in areas where there are children most at risk of being in contact/conflict with the law.
- 100 campaigns organized to make children and parents aware of the possibilities of providing free legal aid, with the most vulnerable focus groups of children.
- 10 forums organized with wide citizen participation in order to obtain legal knowledge on law no. 111/2017, the system of free legal aid, the conditions/criteria for benefits/beneficiary subjects/services offered, etc.
- 70 information activities in 9-year and secondary schools, and at multidisciplinary centers on criminal law for juveniles.
- Materials that focus on specific legal topics and/or of interest to groups of citizens with special needs, in appropriate and easily accessible formats.
- Prepared methodologies for dispute mediation at school.
- Activities developed to raise awareness among students and teachers about restorative justice and mediation in schools.
- Activities developed to raise awareness and inform children and parents about restorative justice and mediation in the community.
- Estimated priority needs of citizens for PLE (I) Identification of the main central and local authorities that should summarize legal information in simple and comprehensible language for the public, according to their field of activity.

<b><u>Commitment</u></b>					
<i>Awareness and education of the general public on the mechanisms of access to justice.</i>					
<b>Activities/Milestones</b>	<b>Expected outputs</b>	<b>Expected completion date</b>	<b>Stakeholders</b>		
2.1.1 Awareness campaign on the law on free legal aid (leaflets/meetings/joint institutional activities.	100 awareness campaigns on the FLA law.	S II 2023	Leader:		
			<u>Stakeholders:</u>		
			Governme nt	CSOs	Other (Parliament, Private Sector, etc.)
			FLAD		
2.1.2 Preparation of sign language information on child-friendly justice services from each institution and their publication on the official website of the institution.	Information prepared, published on the website of the institution	2024	Leader:		
			<u>Stakeholders:</u>		
			Governme nt	CSOs	Other (Parliament, Private Sector, etc.)
			QPKMR, FLAD, NCM	MoJ/CSO	
2.1.3 Promotion of restorative justice programs and mediation in schools and in the community.	Programs promoted in 3 schools	S II 2023 – S I 2025	Leader:		
			<u>Stakeholders:</u>		
			Governme nt	CSOs	Other (Parliament, Private Sector, etc.)
			NCM	MoJ/CSO	
2.1.4 Informing and raising awareness of the subjects of the law “On free legal aid” about their rights to help and access in institutions that can resolve their disputes.	3 information and awareness campaigns	2024	Leader:		
			<u>Stakeholders:</u>		
			Governme nt	CSOs	Other (Parliament, Private Sector, etc.)
			MD/ FLAD		
2.1.5 Organization of information and	100 information		Leader:		
			<u>Stakeholders:</u>		

awareness campaigns on the ground in areas where there are children most at risk of being in contact/conflict with the law.	and awareness campaigns	S II 2023 - 2024	Governme nt	CSOs	Other (Parliament, Private Sector, etc.)
			FLAD	MoJ/CSO	
2.1.6 Organization of awareness campaigns to inform children and parents about the possibilities of providing free legal aid, with the most vulnerable focus groups composed by children.	100 campaigns organized to make children and parents aware of the possibilities of providing free legal aid, with the most vulnerable focus groups of children.	S II 2023 - 2024	Leader:		
			Stakeholders:		
			Governme nt	CSOs	Other (Parliament, Private Sector, etc.)
			FLAD	MoJ/CSO	
2.1.7 Open forums with broad citizen participation in order to obtain legal knowledge about law no.111/2017, the free legal aid system, conditions/criteria for benefits/beneficiary subjects/services offered, etc.	10 forums organized	S II 2023 - 2024	Leader:		
			Stakeholders:		
			Governme nt	CSOs	Other (Parliament, Private Sector, etc.)
			FLAD	CSO	
2.1.8 Information activities and the development of educational programs in 9-year and secondary schools, and at multidisciplinary centers on criminal law for juveniles.	70 information activities in 9-year and secondary schools	S II 2023 - 2024	Leader:		
			Stakeholders:		
			Governme nt	CSOs	Other (Parliament, Private Sector, etc.)
			QPKMR/A LTRI	ALTRI	

2.1.9 Updating online information, in child-friendly language, about rights and child-friendly justice services	Updated and published information	2024	Leader:		
			Stakeholders:		
			Governme nt	CSOs	Other (Parliament, Private Sector, etc.)

from each institution.			QPKMR, FLAD, NCM	MoJ, CSO	
2.1.10 Drafting of materials that focus on specific legal topics and/or of interest to groups of citizens with special needs, in appropriate and easily accessible formats.	Materials drafted	S II 2023	Leader:		
			Stakeholders:		
			Government	CSOs	Other (Parliament, Private Sector, etc.)
			FLAD	CSO	
2.1.11 Preparation of methods for dispute mediation at school.	Methodologies prepared	S II 2023 – S I 2025	Leader:		
			Stakeholders:		
			Government	CSO-të	Other (Parliament, Private Sector, etc.)
			NCM	CSO	
2.1.12 Development of informative, awareness-raising and promotional activities with students and teachers for restorative justice and mediation to resolve conflicts in schools.	2 activities developed to raise awareness among students and teachers about restorative justice and mediation in schools	S II 2023 – S I 2025	Leader:		
			Stakeholders:		
			Government	CSO-të	Other (Parliament, Private Sector, etc.)
			NCM	MoJ/CSO	
2.1.13 Development of information and awareness activities with children and parents about restorative justice and conflict mediation in the community.	2 activities developed to raise awareness and inform children and parents about restorative justice and mediation in the community	S II 2023 – S I 2025	Leader:		
			Stakeholders:		
			Government	CSOs	Other (Parliament, Private Sector, etc.)
			NCM	CSO	
2.1.14 Assessment of the priority and immediate needs of the citizens for the PLEs (I) Identification of the	Estimated priority needs	2024	Leader:		
			Stakeholders:		
			Government	CSOs	Other (Parliament, Private Sector, etc.)

main central and local authorities that should summarize legal information in simple and comprehensible language for the public, according to their field of activity.			FLAD	CSO	
2.1.15 Drafting of alternative information materials with graphics, symbols and signs adapted to the categories of beneficiaries and their abilities to receive information.	Materials drafted, published and distributed among citizens	2024	Leader:		
			Stakeholders:		
			Government	CSOs	Other (Parliament, Private Sector, etc.)
			FLAD	CSO	

## COMMITMENT 6

### AREA: PROMOTION OF DIGITAL TRANSFORMATION AND INNOVATION

#### COMMITMENT 6: Adding automatic data to the open data portal and access to Open Data Readiness as Open Data Readiness

##### 1. Introduction

In the modern globalized world, economic success and high quality of life are achieved in the countries that prioritize the utilization of technology towards the betterment of society through the expansion of knowledge and improvement of public services and their delivery. The development of the information society in Albania is a common objective across the public sector, academia, non-governmental organizations (NGOs), civil society organizations (CSOs) and the private sector. Achieving this objective requires strong coordination and harmonization between all sectors and actors. Therefore, for a small country like Albania, the development of knowledge-based economy, efficient and effective public administration and the inclusion of all citizens in the organization of public life, are of special importance. In Albania, Information and Communications Technologies (ICT) is increasingly being utilized as a tool that for the improved transformation of daily life, organization of work, economic markets through new business opportunities and models, civic participation and interaction with government and towards an increasingly open and transparent governance model. In this perspective, special attention is paid to facilitating open data in public administration in order to make the data and information sources created by the public administration easily accessible to society, thus creating a precondition for promoting new innovative ideas, services and products.

##### 2. Open government efforts to date

Albania, on its way to the information society, has made considerable progress having prioritized investments in centralized infrastructures which have enabled public service standardization, lower maintenance costs, increase the quality of public services and products as quality assurance processes are performed. Albania has been the first in its region to develop and implement a Governmental Interoperability Platform. This Governmental Interoperability Platform provides the basic architecture that enables the exchange of real-time data and information between public administration institutions in a secure and reliable manner. The interoperability platform has been a necessary step to simplify services that the state offers to citizens, businesses and public administration, as well as the reduction of the number of documents required from citizens or business to obtain public services.

Albania's transformational progress has accelerated towards full digitalization of public services with the Government of Albania giving priority to expanding the provision of public services to increasingly facilitate online distribution where the Government of Albania is

determined to return institutions to the service of fully focused on the citizens and has fully focused its attention on the transformation of physical counters into electronic ones. The national e-Government-portal, e-Albania, is the only point of contact which acts as a main platform for government institutions to provide their services and thus operates as a consequence the only point of access for citizens 24/7. The portal, which currently offers 1227 e-services, is connected to the Government Interoperability Platform which is the basic and essential architecture that allows the interaction between 57electronic systems of public institutions. The e-Albania portal enables citizens to remember only one portal connection for finding public services on the Internet through an easily accessible interface that provides quality and fast electronic services for citizens and businesses.

Since the end of 2020 all applications for public services for citizens and businesses are being done only online through the e-Albania portal. By the end of 2020, more than 1200 public services or around 95% of all applications for public services are being provided on the e-Albania portal. All state-issued associated documents are gathered by public employees, using dedicated electronic systems developed specifically for this purpose and the only documents that the applicants upload as part of their online application are private-issued or self-declaration documents. During 2022, another milestone was registered in the digital revolution of public services' path in Albania. For all services, whose applications are being submitted through the e-Albania portal, the issuance of the final document is being provided online-only as of May 1, 2022, with full legal value (e-sealed or e-signed).

On the other hand, the government has also implemented multifunctional and centralized systems where each institution has its own system module tailored to their specific needs. Legacy systems have been updated in recent years and many more have been newly developed. Significant investments have been made in the digitalization of physical archives, the improvement of physical infrastructure and the development of platforms dedicated to the circulation of legally valid electronic documents, the provision of relevant actors with an electronic stamp or signature, etc.

#### 4. Commitments

- Adding automatic data to the open data portal and access to Open Data Readiness as Open Data Readiness
- Identification of proactive life-events and implementation of at least 1 life event in e-Albania in the E-Albania government portal
- Development of citizen feedback mechanism for electronic services.
- Transposition of the EU web accessibility directive for government portals (Web Accessibility Directive (EU) 2016/2102 of the European Parliament and of the Council of 26 October 2016 on the accessibility of websites and mobile applications of public sector bodies")

## COMMITMENT 6

### AREA: PROMOTION OF DIGITAL TRANSFORMATION AND INNOVATION

#### COMMITMENT 6: Adding automatic data to the open data portal and access to Open Data Readiness as Open Data Readiness

<b>Country</b>	Albania		
<b>Number and Name of the Commitment</b>	Adding automatic data to the open data portal and access to Open Data Readiness as Open Data Readiness		
<b>Brief Description of the Commitment</b>	<p>An open data portal is a web-based interface that enables anyone to access 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 (<a href="https://opendata.gov.al/">https://opendata.gov.al/</a>) currently provides open data from several sectors – for example: health, treasury, customs, education, business etc. 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 citizen understanding of the use and application of the Open Data Portal and increase accessibility to citizens.</p>		
<b>Commitment Lead</b>	National Agency of Information Society		
<b>Supporting Stakeholders</b>	<b>Government</b> National Agency of Information Society	<b>Civil Society</b>	<b>Other Actors (Parliament, Private Sector, etc)</b>
<b>Period Covered</b>	2023-2025		

## Problem Definition

### 1. What problem does the commitment aim to address?

The concepts of good governance transparency and public accountability are mutually supportive and frequently serve as the foundation for citizens' faith in the government, which in turn fosters civic and public participation. Therefore, addressing and raising the level of transparency across all public institutions is crucial for Albania, where residents have long felt that their government exhibits a lack of transparency.

It will need more cooperation, involvement, and commitment from public institutions to operate transparently and make it easier for citizens to access government information and data in order to change this view.

Open data creates a transparent and accountable foundation for better decision-making and enhances the delivery of public services, strengthening governance of and faith in public institutions and governments' responsibility to uphold the rule of law.

### 2. What are the causes of the problem?

Missing of transparency between ministry lines, misunderstanding of the public, which brings us to low participation of public and decreasing 'faith in the government'.

What does that mean? As we can see, there is a lack of commitment from public institutions to collaborate and truly grasp what Open Data is and what it represents, as well as to describe and define which data is more beneficial for the open data site.

## Commitment Description

### 1. What has been done so far to solve the problem?

Currently, the portal provides more than 91 datasets in the fields of health, treasury, budget, customs, education, business and much more.

The ministries and institutions that have published information on the portal are:

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

## **2. What solution are you proposing?**

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:

1. open by default
2. timely and comprehensive
3. accessible and usable
4. comparable and interoperable
5. 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.

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.

To ensure the portal's expansion meets the objectives of the commitment, a readiness assessment will be performed (milestone 2), and awareness campaigns (milestone 1) will be designed together with the institutions providing open data during 2023 and implemented, so as to familiarize and educate citizens and other stakeholders on the full range of applications of open data and explain how the portal can be used by them for various applications.

### 3. What results do we want to achieve by implementing this commitment?

- A detailed analysis of current open data available within the public administration

*Conducting an Open Data Readiness Assessment* will help in the identification and publication of an inventory of datasets by selected line ministries/agencies on the Open Data Portal. Based on the current open data standards in force, each institution or ministry will be assessed to see if it owns open data within its electronic systems in use.

- An upgraded and more user-friendly Open Data Portal

The Open Data Portal will undergo a redesign and upgrade to improve accessibility and usability while utilizing the latest cutting-edge tools and technology to enable the following procedures:

1. Data gathering
2. Data transformation
3. Data projection which includes publication of data on the portal in a variety of editable formats
4. Data design
5. Data outreach: include games, visualization, social media links, etc.

#### 6. Utilizing various methods to access data

The Open Data portal will increase interested parties' access to the ability to download data.

#### Better usage of the data by interested stakeholders

To increase the usability of the Open Data portal, various activities shall be encouraged, such as the:

1. The involvement of academy and researchers
2. Trainings delivered to public administration
3. The involvement of start-ups and businesses
4. Etc

Commitment					
Milestones	Expected Outputs	Expected Completion Date	Stakeholders		
Open Data Readiness Assessment (ODRA)			Lead:		
			<u>Supporting Stakeholders</u>		
			Government	CSOs	Others(e.g.,Parliament,PrivateSector etc)
			Ministry for Europe and Foreign Affairs	National Association of the Working Disabled	X
			Ministry of Finance and Economy	The first association of tetraplegics of Albania	
			MD Ministry of Justice	Association "Help Life"	
			MM Ministry of Defense	Association of the Blind of Albania	
			UK Ministry of Interior	ANAD	
			MoH Ministry of Health	"Visum" Institute	
			the Ministry of Education and Sports	CARITAS	
Ministry of Tourism and Environment					
Ministry of					

			<p>Agriculture and Rural Development</p> <p>Ministry of Infrastructure and Energy</p> <p>Minister of State for Enterprise Protection</p> <p>Minister of State for Service Standards</p> <p>And all dependent Institutions. The final list will be determined according to ODRA (Open Data Readiness Assessment).</p>	<p>Down Syndrome Albania</p> <p>Partners for Children</p> <p>Foundation "Together:</p> <p>Albanian Foundation for the Rights of PWDs</p> <p>Association "Woman and Children"</p> <p>"Alternative" Center</p> <p>Association of people with physical disabilities</p> <p>ALTRI</p> <p>Medpak</p> <p>World Vision</p> <p>Save the Children</p> <p>Partners for</p>	
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			Children		
			MJAFT		
Increasing the number of datasets accessible through the open data portal, upgrade and promotion of the portal			Lead:		
			<u>Supporting Stakeholders</u>		
			Government	CSOs	Others(e.g.,Parliament,Private Sectoretc)
			Ministry for Europe and Foreign Affairs		
			Ministry of Finance and Economy		
			MD Ministry of Justice		
			MM Ministry of Defense		
			UK Ministry of Interior		
			MoH Ministry of Health		
			the Ministry of Education and Sports		
			Ministry of Tourism and Environment		
			Ministry of Agriculture and Rural Development		
			Ministry of Infrastructure and		

		<p>Energy</p> <p>Minister of State for Enterprise Protection</p> <p>Minister of State for Service Standards</p> <p>And all dependent Institutions. The final list will be determined according to ODRA (Open Data Readiness Assessment).</p>		
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## COMMITMENT 7

### AREA: PROMOTION OF DIGITAL TRANSFORMATION AND INNOVATION

COMMITMENT 7: Identification of proactive life-events and implementation of at least 1 life event in e-Albania in the E-Albania government portal

<b>Country</b>	Albania		
<b>Number and Name of the Commitment</b>	Identification of proactive life-events and implementation of at least 1 life event in e-Albania in the E-Albania government portal		
<b>Brief Description of the Commitment</b>	<p>Life events are events that have a significant impact in a citizen's/stakeholder's life and that warrant government awareness or involvement. A life event may be the birth of a child, change in employment status, a serious injury or illness, a home purchase, a crime, a natural disaster, or pursuit of a college education. There are many more examples of life events that span the range of government services at all levels of government. Life events create the need for government services that often time span agencies and levels of government. For instance, when a natural disaster occurs, local, state, and federal resources may be needed to help the injured, restore safety, rebuild infrastructure, and renew local economies.</p> <p>In all these cases, a national single point of contact comes into help. With e-Albania being the national e-Government portal, acting as the single digital gateway of receiving public services, this commitment will aim at designing new functionalities for improved service provision, user experience and interface. That includes re-organization by life events and pro-activity of services. The proactive electronic public services will respond to life events requiring minimal bureaucracy.</p> <p>Through proactive and life event-based services, this commitment will help public services to directly reach out to people instead of waiting for them to come to the government.</p>		
<b>Commitment Lead</b>	National Agency of Information Society		
<b>Supporting Stakeholders</b>	<b>Government</b>	<b>Civil Society</b>	<b>Other Actors (Parliament, Private Sector, etc)</b>
<b>Period Covered</b>	2023-2025		

## Problem Definition

### 1. What problem does the commitment aim to address?

- E-services on e-Albania are divided into categories, which is not always easy and intuitive to the users to find the right service.

- Users' ever-growing expectations

The user experience and innovation of the finest tech companies and startups are what the public expects from their government services: they should be simple to use, personalized, invisible, and mobile. Our strategy for creating user-centric services must come from our ability to be agile and have effective product management. We shall reach out to people when the government can help rather than waiting for them to come to us through proactive and life event-based programs.

- Delivering value.

As a small nation, we must use inventiveness to make up for our size disadvantage. Government must act as a platform for the corporate and nonprofit sectors, utilizing data and technology to advance social inclusion, healthcare, and education while preparing us for issues like the transition to a greener economy and an aging population. As we prepare for the coming decade of digital government, we will guard our most valuable resource: the confidence and trust of our users, which in turn encourages almost universal adoption of digital services and infrastructure.

### 3. What are the causes of the problem?

The National Agency of the Information Society has implemented more than 1227 online services in the e-albania government portal. The level of use of information technology by users in Albania is very diverse, starting from many factors such as age, knowledge of using information technology, etc.

These services are currently separated only by categorization, which makes it very difficult for the user to find the specific service requested. We should also emphasize that the way the title and description of the service is worded leans more towards the official wording and therefore citizens find it difficult to find a specific service.

## Commitment Description

### 1. What has been done so far to solve the problem?

E-Albania acts as a front-end point for government institutions to deliver their services, thus operating as a one stop single access point to citizens on obtaining online government services, as well as information on public services 24/7. By offering more than 1200 electronic services, the portal has improved the accessibility of information about public services, the level of public awareness about the procedures of public service delivery, and has most importantly acted as a robust catalyst in decreasing queues in public agencies' receptions, reducing corruption and bureaucracy, providing citizen equality, decreasing service obtainment time and promoting government transparency.

All of 1227 e-services offered on the portal are dedicated to a wide range of users, from

unemployed citizens, drivers, property owners, pupils, the elderly, Albanians living abroad, businesses, civic employees etc. These services are also classified in categories (health, economy, education, etc.) and are also searchable through the search bar.

## **2. What solution are you proposing?**

The National Agency of Information Society is engaged to redesign and reorganize the e-Albania platform based on the life events model. During 2023, an in-depth analysis shall be made to identify possible life-events to be implemented. Following this analysis, work will be done to start implementing the life events and foreseeing all administrative, legal and relevant technical changes to the provision of the related e-services and their backend infrastructure. These developments will also indicate an overall improvement of the internal processes for the provision of e-services.

Simultaneously, harmonisation and coordination principles will equally apply to business processes and data sharing amongst government agencies to enable people to manage a life event. Policy intent will set the guard rails for service delivery, leading to decisions of when to harmonise and when to coordinate

## **3. What results do we want to achieve by implementing this commitment?**

Reorganizing e-services in accordance with the life events model will help users locate the e-services they need more quickly and will produce more effective, efficient, people-oriented services that will meet their demands and boost their satisfaction with public services.

**Commitment**

Milestones	Expected Outputs	Expected Completion Date	Stakeholders		
Identification of possible life-events to be implemented on the e-Albania portal	Analysis document	S II 2023	Lead: National Agency of Information Society		
			<u>Supporting Stakeholders</u>		
			Government	CSOs	Others(e.g.,Parliament,PrivateSectoretc)
			Ministry of Education and Sports  Ministry of Internal Affairs  General Directorate of Civil Status  Ministry of Justice  General Directorate of Prisons  Ministry of Finance and Economy  National Agency for Employment and Skills  General Directorate of Industrial Property  General Directorate of Taxes  State Inspectorate of Labor and		

			<p>Social Services</p> <p>Social Security Institute</p> <p>National Business Center</p> <p>Ministry of Infrastructure and Energy</p> <p>General Directorate of Road Transport Services</p> <p>Ministry of Defense</p> <p>Personnel Recruitment Center</p> <p>Ministry of Health and Social Protection</p> <p>Compulsory Health Care Insurance Fund</p>		
Implementation of at least 1 life-event on the e-Albania portal by 2024	1 life-event category implemented	2024	Lead: National Agency of Information Society		
			<u>Supporting Stakeholders</u>		
			Government	CSOs	Others (e.g., Parliament, Private Sector etc)
			<p>Ministry of Education and Sports</p> <p>Ministry of Internal Affairs</p> <p>General Directorate of Civil Status</p>		

		Ministry of Justice  General Directorate of Prisons  Ministry of Finance and Economy  National Agency for Employment and Skills  General Directorate of Industrial Property  General Directorate of Taxes  State Inspectorate of Labor and Social Services  Social Security Institute  National Business Center  Ministry of Infrastructure and Energy  General Directorate of Road Transport Services  Ministry of Defense  Personnel Recruitment Center  Ministry of Health and Social		
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			Protection Compulsory Health Care Insurance Fund		
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## COMMITMENT 8

### AREA: PROMOTION OF DIGITAL TRANSFORMATION AND INNOVATION

COMMITMENT 8: Transposition of the EU web accessibility directive for government portals (Web Accessibility Directive (EU) 2016/2102 of the European Parliament and of the Council of 26 October 2016 on the accessibility of websites and mobile applications of public sector bodies”)

<b>Country</b>	Albania		
<b>Number and Name of the Commitment</b>	Transposition of the EU web accessibility directive for government portals (Web Accessibility Directive (EU) 2016/2102 of the European Parliament and of the Council of 26 October 2016 on the accessibility of websites and mobile applications of public sector bodies”)		
<b>Brief Description of the Commitment</b>	<p>According to Decision of The Council of Ministers No. 276, dated 12.5.2021, "On the approval of the National Plan for Persons with Disabilities, 2021-2025," the National Agency of Information Society has begun a collaboration process with the Ministry of Health and Social Protection regarding the redesign of public institution websites to make them accessible to persons with disabilities. Currently, some technical improvements have been made to the ministries' websites, allowing those with limited capabilities to access them more easily.</p> <p>The measures envisioned in the National Plan for Persons with Disabilities, 2021-2025, are more broadly related to improvements in the legal framework as well as technical improvements, such as the development/adaptation of standards for ensuring Internet accessibility, to ensure that persons with limited abilities have equal access to public sector websites, services, applications, and their content. Following that, technological implementations in e-albania will be carried out to adapt the portal to all the features of the demands for individuals with the capacity to assure equitable access.</p> <p>Since 2019, all official websites of the ministries have special functionalities dedicated to people with disabilities to facilitate access to information on services provided by public institutions such as:</p> <p>1. Zoom (Helps the category of people who have limited visibility) 2. Contrast (Helps the category of dyslexic persons) 3. TAB navigation (Helps the category of paraplegics). Moreover, the e-Albania governmental portal enables every citizen to apply online for 1227 public services and often complete their online service or withdraw documents bearing full legal value without the need to leave their home. These are just the first steps, but promising, for inclusion and accessibility of everyone to public information and public services.</p>		
<b>Commitment Lead</b>	National Agency of Information Society		
<b>Supporting Stakeholders</b>	<b>Government</b>	<b>Civil Society</b>	<b>Other Actors(Parliament,Private Sector,etc)</b>

<b>Period Covered</b>	2023-2025
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### Problem Definition

#### 1. What problem does the commitment aim to address?

The e-Albania platform offers more than 1227 online services, as we have previously reported. This implies that

The e-Albania platform handles 95% of all requests for public services. The e-Albania portal offers excellent and quick electronic services for people and businesses, allowing citizens to just remember one portal connection when looking for public services online. To aid the populace and offer services to everyone, there is always room for development and the introduction of new ideas. Through this, we hope to communicate our goals for:

Increasing the e-Albania platform's electronic services' accessibility to people with disabilities.

The actions planned in the National Plan for Persons with Disabilities are more clearly relevant to legal framework improvements as well as technical improvements, such as the development/adaptation of standards for guaranteeing Internet accessibility, to make sure that persons with limited abilities have equal access to public sector websites, services, applications, and their content. Following that, technical implementations in e-albania will be implemented in order to adapt the portal to all of the needs for persons with the ability to provide equal access.

#### 3. What are the causes of the problem?

Since e-Albania is the main portal that offers public services to anyone at any time, it is our responsibility to complete this task and leave no one behind. It is necessary to make services and the platform accessible to everyone, including those who have limited abilities.

### Commitment Description

#### 1. What has been done so far to solve the problem?

The National Agency for Information Society is partnering with institutions for individuals with disabilities to make this pledge a reality in the near future. The process of designing and implementing functionalities and standards that will facilitate access for persons with disabilities has begun within the framework of improving the standards for web accessibility of government websites, as well as for the government platform e-Albania and its electronic services, supporting and aiding in their independence, employment participation, mobility, technology, and communication.

Specifically, the Action Plan is:

- Adaption of international standards to provide ICT access in government portals and counters.
- Taking measures so that public equipment and services are accessible to people with visual impairments, hearing problems, mobility difficulties, as well as people with intellectual disabilities using:
  - a) universal symbol;
  - b) programs that allow persons with visual impairments to read;
  - c) sound equipment;
  - d) provide apps that allow users with visual issues to enlarge text and icon size;

e) be equipped with Braille code readers and printers (in a reasonable number).

- Implementation of accessibility standards on the portal <https://e-albania.al> and all other public interactive portals. A special emphasis will be placed on emergency/emergency communications.

## **2. What solution are you proposing?**

Transposition of the EU web accessibility directive for government portals.

Supporting the implementation of the Directive, to facilitate cooperation between Members and stakeholders and to exchange best practices in the field of web accessibility.

## **3. What results do we want to achieve by implementing this commitment?**

Following letter No. 244 Prot., dated 30.09.2021, with the subject "Cooperation for standards in increasing accessibility" from the Institute of Blind Students, which has expressed its willingness to be involved in this process, as well as based on the Council's Decision of Ministers No. 673 dated 22.11.2017, "On the reorganization of the National Agency of the Information Society" as amended, and VKM no. 276, dated 12.5.2021 "On the approval of the National Plan for Persons with Disabilities, 2021-2025", we proceed as follows:

In the framework of improving the standards for web accessibility of government websites as well as for the government platform e-Albania and its electronic services, it is necessary to start the process for the design and implementation of functionalities and standards which will facilitate access for persons with disabilities, thus promoting and assisting in their independence, inclusion in employment, movement, technology and communication

Commitment			
Milestones	Expected Outputs	Expected Completion Date	Stakeholders
Transposition of the EU directive on web accessibility for government portals into the Albanian legal basis	New legal basis in force to enable technical developments in compliance to EU standards		Lead: National Agency of Information Society
			<u>Supporting Stakeholders</u>
			Government
		Ministry of Health and Social Protection	National Association of the Working Disabled  The first association of tetraplegics of Albania  Association "Help Life"  Association of the Blind of Albania  ANAD  "Visum" Institute  CARITAS  Down Syndrome Albania  Partners for Children  Foundation "Together:  Albanian

			Foundation for the Rights of PWDs Association "Woman and Children" "Alternative" Center Association of people with physical disabilities ALTRI Medpak World Vision Save the Children Partners for Children MJAFT	
			Lead:	
			<u>Supporting Stakeholders</u>	
			Government	Others(e.g.,Parliament,Private Sectoretc)

## COMMITMENT 9

### AREA: PROMOTION OF DIGITAL TRANSFORMATION AND INNOVATION

#### COMMITMENT 9: Development of citizen feedback mechanism for electronic services

<b>Country</b>	Albania		
<b>Number and Name of the Commitment</b>	Development of citizen feedback mechanism for electronic services.		
<b>Brief Description of the Commitment</b>	<p>Citizen Feedback will collect user feedback on the effectiveness of e-services utilizing cutting-edge CivicTech solutions at a minimal cost, as well as automatically analyze the feedback to give staff members precise information on what needs to be improved.</p> <p>Citizen Feedback enables civic involvement and more informed engagement between governments and citizens. Also provides an open and accountable framework for better decision-making and increases public confidence.</p>		
<b>Commitment Lead</b>	National Agency of Information Society		
<b>Supporting Stakeholders</b>	<b>Government</b>	<b>Civil Society</b>	<b>Other Actors (Parliament, Private Sector, etc)</b>
<b>Period Covered</b>	2023 – 2025		

## Problem Definition

### 1. What problem does the commitment aim to address?

Since 2013, the Government of Albania has looked to reinvent public service delivery better meet the needs of citizens, improve citizen satisfaction and improve accessibility to marginalized groups. The Albanian Government, as a promoter of the transformation of offline services into online services, turned the e-Albania platform into a success story and managed to build a serious image of the state and restore the trust of citizens in public institutions. The government transformed institutional services at full disposal for citizens and businesses and has fully focused its attention on converting physical counters to only online ones. In terms of impact, this has been translated to:

- reducing the costs of receiving services,
- simplification of bureaucratic procedures,
- reduction of time to receive services,
- improvement of transparency and quality of service provision.

To receive continuous feedback from citizens and businesses using e-services on the e-Albania portal, a star rating mechanism has been implemented during the application for electronic services. Through this functionality, users can give their rating with a score of 1 to 10 stars and write a narrative comment to explain their experience more extensively on the portal. However, data is not adequately analyzed to provide public institutions with accurate data on what can be improved in the provision of their services.

Now, services are exclusively available online, and citizens may only obtain them through this channel. This indicates that we must strengthen our procedures for gathering citizen feedback on e-service evaluations in order to improve the quality of public service.

The primary objective is to provide evaluation criteria for an effective, flexible, and reflective assessment of e-government systems from the perspective of citizens. Adoption of such standards would help to improve government understanding of the elements that impact public use of e-government services. Furthermore, the requirements may be utilized to provide important feedback for the design of future e-government efforts.

The National Agency of Information Society, as the key institution that enables electronic public services to citizens and businesses, will take initiatives to strengthen the public's interaction with the institutions via latest feedback mechanism using GovTech. As a result, public trust and work efficiency will improve.

### 2. What are the causes of the problem?

The following are some of the consequences of this absence:

1. Uncertainty among citizens regarding what they are seeking for.
2. Insufficient information.
3. Insufficient communication between institutions and the general public

Citizens have the chance to provide feedback when services are only provided online, but the analysis of their assessments is done manually, which does not yield the best potential results in correcting concerns.

Technical or procedural aspects of service delivery that should be enhanced

## Commitment Description

### **3. What has been done so far to solve the problem?**

In order to receive continuous feedback from citizens and businesses using e-services on the e-Albania portal, a star rating mechanism has been implemented at the end of the application or electronic services. Through this functionality, users can give their rating with a score of 1 to 10 stars and write a narrative comment to explain their experience more extensively on the portal.

### **4. What solution are you proposing?**

Collecting website feedback has never been more important. The whole purpose in doing so is to provide citizens easier access to services while improving operational efficiencies for government.

#### **Collecting feedback**

The collection of feedback can only be done online. This may include creating surveys within the site for citizens where they can provide feedback for certain services.

### **5. What results do we want to achieve by implementing this commitment?**

This will help end users and produce value while also strengthening security and non-repudiation between citizens and the government. This integrated solution would also assure consistency in terms of technology, functionality, and security for email users.

We want to underline that this will greatly assist us in improving online services by creating them to meet the needs of citizens.

**Commitment**

<b>Milestones</b>	<b>Expected Outputs</b>	<b>Expected Completion Date</b>	<b>Stakeholders</b>		
Meetings with representatives of Civil Society and Start-ups who also cover digitalization issues.	Portal improvements through continuous collaboration		Lead:		
			<u>Supporting Stakeholders</u>		
			Government	CSOs	Others(e.g.,Parliament,PrivateSector etc)
			Ministry for Europe and Foreign Affairs  Ministry of Finance and Economy  Ministry of Justice  Ministry of Defense  Ministry of Interior  Ministry of Health  the Ministry of Education and Sports  Ministry of Tourism and Environment  Ministry of Agriculture and Rural Development	National Association of the Working Disabled  The first association of tetraplegics of Albania  Association "Help Life"  Association of the Blind of Albania  ANAD  "Visum" Institute  CARITAS  Down Syndrome Albania	

			<p>Ministry of Infrastructure and Energy</p> <p>Minister of State for Enterprise Protection</p> <p>Minister of State for Service Standards</p> <p>All institutions that offer online services in e-Albania</p>	<p>Partners for Children</p> <p>Foundation "Together: Albanian Foundation for the Rights of PWDs</p> <p>Association "Woman and Children"</p> <p>"Alternative" Center</p> <p>Association of people with physical disabilities</p> <p>ALTRI</p> <p>Medpak</p> <p>World Vision</p> <p>Save the Children</p> <p>Partners for Children</p> <p>MJAFT</p>	
			<p>Lead:</p>		
			<p><u>Supporting Stakeholders</u></p>		
			Government	CSOs	Others(e.g.,Parliament,Private Sectoretc)

## COMMITMENT 10

### AREA: PROMOTION OF DIGITAL TRANSFORMATION AND INNOVATION

COMMITMENT 10: Awareness and education of the general public on the role and mission of MM and FARSH as well as on the creation of a sustainable defense system based on technological innovation.

#### 1. Introduction

Among its objectives, the Ministry of Defense has the promotion of innovation in the fields of security and defense to increase efficiency in processes, systems and tools, as well as increase cyber security and improve the performance of MoD/FA systems according to NATO standards, as well as the improvement through innovation of the service of communication, monitoring, detection or planning in the security structures in the country and the ecosystem of start-ups in the related sectors.

By providing the necessary infrastructure to create connections between science and industry, the Innovation Center at the Ministry of Defense would respond to the needs of the technology and innovation ecosystem in sectors such as defense, civil defense, cyber security and beyond. The Innovation Center (Hub) at the Ministry of Defense is considered a community where people can easily collaborate.

The mission of the Center is to bring some first solutions to the problems faced by this sector, including problems that may arise at the NATO level.

The Innovation Center is focused on the development of new ideas and startups by encouraging innovation and entrepreneurship, stimulating demand in the fields of national security, civil defense and cyber security, and building connections between important ecosystem actors, such as academia, industry, thought. -tanks, NGOs and non-governmental organizations. The Innovation Center will be open to the public, so it is not located in the same place as the Ministry of Defense, but will be located next to the new Museum of the Armed Forces. It is very convenient because this place is in the middle of nature and major communities such as academia, industry and military can easily coexist together.

#### 2. Open government efforts to date

The Ministry of Defense is involved for the first time in the process of drafting the National Action Plan 2023-2025, of the Partnership for Open Government.

On January 8, 2023, Minister Peleshi, accompanied by the head of SHPFA Brigadier General Kingji and the director of AKMC, Çako, presented in a conference for the media and civil society organizations the achievements during 2022 as well as the objectives and new projects for 2023.

Representatives from the Center for the Study of Democracy and Governance, the National Association of Reserve Soldiers of Albania (SHKURSH), the National Alliance of Albanian Soldiers (AKUSH), the National Association of Engineer Soldiers of Albania, the Injured Soldiers and Accidents during Compulsory Military Service, LANC Veterans Organization of the Albanian People (Committee of Veterans), United War Veterans Organization (OBVL), National Organization of Families of LANC and Other Martyrs of the Motherland as well as experts of the field of security and defense.

The Minister of Defense, in a special treatment, invited those present to active cooperation and contribution to their realization, emphasizing the need for close cooperation with civil society, especially in the drafting of strategic defense and security documents and the establishment of strategic objectives which will be implemented throughout this year.

On January 13, the Ministry of Defense announced for open consultation with public institutions, CSOs, interest groups and the general public, the preliminary questionnaire for the conception of priority measures in the framework of the drafting of the National Action Plan 2023-2025, of the Partnership for Open Government. (16 organizations, 2 academics, 13 institutions)

This questionnaire was drafted by the General Directorate of Defense Policies, in consultation with the Directorate of Civil-Military Cooperation at the General Staff of the Armed Forces.

### 3. Action plan development process

After the approval of the priority commitment, after evaluating the results of the questionnaire, on February 24, 2023, an online meeting/consultation with civil society organizations was organized by the Ministry of Defense on the activities proposed by the MoD in implementation of the commitment undertaken, as well as on their proposals regarding this engagement. Previously, through email, the organizations were familiarized with the draft activities, which were sent to 12 organizations for consultation and suggestions, as well as they were reminded of the date of the meeting. The draft of the activities was drawn up by the Directorate of Monitoring and Implementation of Priorities, in cooperation with the Directorate of Civil-Military Cooperation and was consulted with other dependent structures of the MoD.

Three organizations participated in this meeting: the National Association for Information and Communication Technology (ALBICT), the Women's Chamber of Commerce and Oficina. During the meeting, a draft Plan of Activities was presented in implementation of the priority commitment of the MoD, and it was discussed about the co-commitment of these associations in fulfilling the priority. The proposals of the Ministry of Education found the approval of the participants and the proposals of the organizations were reflected in the Plan of Activities presented by the Ministry of Education.

### 4. Commitments

Awareness and education of the general public on the role and mission of MM and FARSH as well as on the creation of a sustainable defense system based on technological innovation

## COMMITMENT 10

### AREA: PROMOTION OF DIGITAL TRANSFORMATION AND INNOVATION

COMMITMENT 10: Awareness and education of the general public on the role and mission of MM and FARSH as well as on the creation of a sustainable defense system based on technological innovation

<b>Country</b>	Albania
<b>Number and Name of the Commitment</b>	Awareness and education of the general public on the role and mission of the Ministry of Defense and Armed Forces of the Republic of Albania as well as on the creation of a sustainable defense system based on technological innovation.
<b>Brief Description of the Commitment</b>	<p>Public awareness and education are important because they facilitate the activity of public institutions and their cooperation with citizens in the field of Defense and security, increases the possibility for quality recruitment in this field, enables transparent and effective engagements.</p> <p>By providing the necessary infrastructure to create connections between science and industry, the Innovation Center at the Ministry of Defense would respond to the needs of the technology and innovation ecosystem in sectors such as defense, civil defense, cyber security and beyond.</p> <p>The Innovation Center (Hub) at the Ministry of Defense is considered a community where people can easily collaborate.</p> <p>The mission of the Center is to bring some first solutions to the problems faced by this sector, including problems that may arise at the NATO level.</p> <p>The Innovation Center is focused on the development of new ideas and startups by encouraging innovation and entrepreneurship, stimulating demand in the fields of national security, civil defense and cyber security, and building connections between important ecosystem actors, such as academia , industry, thought. -tanks, NGOs and non-governmental organizations.</p> <p>The Innovation Center will be open to the public, so it is not located in the same place as the Ministry of Defense, but will be located next to the new Museum of the Armed Forces. It is very convenient because this place is in the middle of nature and major communities such as academia, industry and military can easily coexist together.</p>
<b>Commitment Lead</b>	Ministry of Defense

Supporting Stakeholders	Government	Civil Society	Other Actors (Parliament, Private Sector, etc)
	Ministry of Defense	National Association for Information and Communication Technology (ALBICT), Women's Economic Chamber and Oficina.	
Period Covered	2023-2025		

### Problem Definition

#### 1. What problem does the commitment aim to address?

This commitment aims to:

1. Acquaintance of the general public with new developments in the Armed Forces, the steps in technological innovation that Defense is undertaking, and interaction with interested actors in this field.
2. Encouraging innovation in the fields of security and defense to increase efficiency in processes, systems and tools according to NATO standards.
3. Participation in the design, implementation and evaluation of policies and decisions related to protection and innovation in the field of security, of a number of actors, whether state institutions or media, interest groups and civil society in general, guaranteeing that policies and decisions be sustainable and in line with strategic needs, and that problems can be identified at an early stage?

#### 2. What are the causes of the problem?

Lack of an innovative culture within the structures of the Ministry of Defense (MOD) and the Armed Forces (AF).

Due to the very nature of the institution, the public faces protection and security only in emergency cases and does not know its institutional activity well. The contacts of the Ministry of Defense with the general public are limited.

The lack of information is also seen in the low number of candidates who choose the Armed Forces as an alternative for their future education or employment.

The number of recruitments for the years 2020-2022 has had the following trend: 49.64%; 58.71%; 55.71% of vacancies in the position of active soldier and the trend 113.33%; 116.00%; 77.50% of vacancies in the position of junior officers.

### Commitment Description

#### 1. What has been done so far to solve the problem?

Institutional transparency has increased through the simplification of the language of communication with the general public, the organization of communication campaigns

using social networks widely, proactive publication regarding the organization and functioning of the Institution; intensification of recruitment campaigns.

**2. What solution are you proposing?**

- Opening of the Innovation Center;
- Intensification of communication with the general public in all forms (directly or online through platforms and applications) in the field of Defense and Security;
- Increasing cooperation with academies in the field of Defense and Security.

**3. What results do we want to achieve by implementing this commitment?**

- Establishing and strengthening the Innovation Center;
- Establishing and strengthening new recruitment centers;
- More informed general public, Increased transparency,
- Encouraging innovation in the fields of security and protection for increased efficiency in processes, systems and tools:
  - Increasing cyber security and improving the performance of MM/FA systems according to NATO standards;
  - Improvement through innovation of communication service, monitoring, detection or planning in security structures in the country;
  - Strengthening the processing and analysis capacities of satellite imagery, Photogrammetry and Geodesy;
  - Strengthening the ecosystem of start-ups in related sectors.

Commitment					
Milestones	Expected Outputs	Expected Completion Date	Stakeholders		
Development of innovative ideas in cooperation with the most important national and international innovation actors and programs, and civil society actors.	The opening of the Center for Innovation in Security and Defense (QISM) in the Ministry of Defense	S II 2023	Lead:		
			<u>Supporting Stakeholders</u>		
			Government	CSOs	Others(e.g.,Parliament,PrivateSector etc)
Increasing citizens' information on the role and mission of the MoD and FARSH as well as on the creation of a sustainable defense system based on technological innovation.	Two communication/information campaign of the MoD and FARSH on Defense activity	2024 – S I 2025	Lead:		
			<u>Supporting Stakeholders</u>		
			Government	CSOs	Others(e.g.,Parliament,PrivateSector etc)
			Ministry of Defence	National Association for Information and Communication Technology (ALBICT); Women's Economic Chamber; Oficina; Reserve and Retired Military Associations	

## COMMITMENT 11

### AREA: PROMOTION OF DIGITAL TRANSFORMATION AND INNOVATION

#### COMMITMENT 11: Development of Youth Database

##### 1. Introduction

The Government of Albania has positioned youth at the core of development efforts in the country and aims to increase opportunities, services and comprehensive support. To drive such efforts a dedicated portfolio of the state minister of youth and children was created, mandated among other things, to enhance and facilitate multi institutional interactions, with local government, donors, youth organisations, and young people.

Civil society organisations are crucial stakeholders that can help fill the gap on issues not covered by state institutions or can help boost the effectiveness of state programs and policies toward youth through their influences and connections on the ground. The state has recognized this role and Law on Youth has included two types of CSO, ‘youth organizations’ and ‘organizations for youth’ that can be recipients of state grants to support their activity in the representation, protection and development of the interests of youth in a comprehensive manner. In addition, Law on Youth puts forward the development of the legal framework of distinctive structures the National Youth Council, the Local Youth Council, National Youth Representative Organisation, that enable young people and representatives from youth and for youth organizations to participate in a structured manner in the consultation of policies and regulatory initiatives in the field of youth.

The Minister of state for Youth and Children has aimed and taken forward comprehensive consultation processes with societal actors for main initiatives undertaken in the field of youth.

The National Youth Strategy 2022-29 and its action plan were approved through decision No. 692, dated on 26.10.2022, of the Council of Ministers “On the approval of the National Youth Strategy and action plan 2022-2029” as key instruments for developing and financing integrated youth policies in the country. Throughout this process, MoSYC engaged and drew opinions from more than 1500 young people, representatives of 45 youth and for youth organizations, youth workers and key actors engaged and supporting youth, thus turning such actors from implementers to co-creators to one of the most important decisions in the field.

The Law No.75/.2019, “On Youth” foresees the establishing of the database on youth, as an instrument required for providing updated information on the conditions and needs of youth in the country, as well as to support the processes of planning, monitoring, administration and evaluating of youth policies at the central and local levels.

The National Youth Strategy 2022-29 also foresees the priority need for establishing this instrument, through a distinctive measure: *No 1.3.3. In accordance with law no. 75, dated on 04.11.2019 "On Youth", a youth database will be developed for youth and for youth organizations, taking advantage also from the digitization processes of public services.*

The legal framework for establishing the youth database was established by the Council of Ministers through decision No. 833, dated on 24.12.2021, “On the Method of Establishing,

Administering, and Maintaining the Database for Youth, as well as the method of its interaction with other State Databases”.

Including the initiative for establishing the youth database in the National Action Plan for Open Government Partnership 2023-2025 and its implementation in cooperation with youth and for youth NPO will ensure that such database will effectively support the state institutions in decision making processes and outer actors in their activities, thus increasing openness and public accountability in the field of youth.

## 2. Open government efforts to date

The Minister of State for Youth and Children in compliance to its mandate initiated and led the process of co-creation with youth and for youth organisations of priority commitments in the field of youth, in the framework of the National Action Plan for Open Government Partnership 2023-2025. While establishing the youth database constitutes the first formal engagement in this field for an OGP initiative in Albania, the spirit and process of co-creation with outer stakeholders constitute a well established practice in the activity of the MoSYC.

## 3. Action plan development process

The Minister of State for Youth and Children and youth and for youth organisations undertook the process of co-creation of priority initiatives in the field of youth, that would be proposed as commitments for the National Action Plan for Open Government Partnership 2023-2025, in compliance to the regulation of OGP and Order No. 177, dated 28.10.2022 of the Prime Minister “On some additions and changes on Order No. 145, dated 20.12.2021 of the Prime Minister “On establishing and functioning of the Multistakeholder Community for Open Government Partnership”.

The process was implemented in the following stages:

### **1- Drafting and consulting the proposals for priority commitments in the field of youth.**

Based on the evaluation of the objectives of the Open Government Partnership, the MoSYC identified two potential initiatives to be included in the National Action Plan 2023-2025, respectively: *Reviewing Law 45/2016 “On volunteering”* and *“Establishing the Youth Database”*.

The Minister of State for Youth and Children prepared the questionnaire for conception of priority measures in the framework of drafting the National Plan and published it for consultation with state institutions, NPO, interest groups and general public in the institution webpage.

The questionnaire, which remained open during the third week of January 2023 gave the public and external partners the opportunity to comment on the suitability of the proposals for *Reviewing Law 45/2016 “On Volunteering”* and *Establishing the Youth Database*, or to propose other commitments in the field of youth for inclusion in the National Action Plan 2023-2025.

The Minister of State for Youth and Children and the National Youth Agency organized on December 12, 2022, at the Prime Minister's Office, a dedicated meeting with representatives

of 24 youth and for youth civil society organizations r to discuss the needs and proposals of such stakeholders on the process of establishing the youth database and the opportunity of including this initiative as a new commitment to the National Action Plan of the OGP 2023-2025.

Upon concluding the processes for proposing and consulting priorities in the field of youth with youth/for youth civil society organizations through in person meetings and processing questionnaire data, the Minister of State for Youth and Children proposed *establishing the youth database* as priority commitment to be included in the National Action Plan for OGP 2023-2025, at the meeting of the Multi Stakeholder Committee for the Open Government Partnership held on February 9th, 2023.

#### 4. Establishing the working group and finalizing the calendar of activities.

The Minister of State for Youth and Children organised on January 20th, 2023 a meeting with representatives of NYA and civil society organizations who confirmed their engagement to the joint working group for the establishment of the youth database and provided their suggestions for the features of this instrument. This meeting served to discuss the next steps and activities for the continuation of the process and the contribution expected from the engaged CSO.

The complete reporting package of these phases (draft action plan - consultation reports, meeting agendas) are submitted to the technical secretariat of the Multi Stakeholder Committee for the Open Government Partnership .

#### 5. Commitments

Upon concluding the processes for proposing and consulting priorities in the field of youth with youth/for youth civil society organizations it was agreed that Establishing the Youth Database will be the priority commitment to be included in the National Action Plan for Open Government Partnership 2023-2025.

## COMMITMENT 11

### AREA: PROMOTION OF DIGITAL TRANSFORMATION AND INNOVATION

#### COMMITMENT 11: Development of Youth Database

<b>Country</b>	Albania		
<b>Number and Name of the Commitment</b>	Establishing the Youth Database		
<b>Brief Description of the Commitment</b>	<p>The Council of Ministers through Decision No. 833, dated on 24.12.2021, “On the Method of Establishing, Administering, and Maintaining the Database for Youth, as well as the method of its interaction with other State Databases”, has made possible the establishing of the Youth Database as an electronic register on youth (ERY) to be administered from the National Youth Agency and linked with other state databases such as: Judicial register for NPOs registration, data of beneficial owners, tax register, integrated planning system information system (IPSIS). The data collected by the ERY will be utilized by the National Youth Agency and Minister of State for Youth and Children for fulfilling their institutional responsibilities for periodic evaluation of youth conditions and for evidenced based development and monitoring of youth policies.</p> <p>The CoM Decision also foresees that young people, national or diaspora youth and for youth organizations and the National Youth Representative Organization could register in the youth database and could access as viewer the data in the ERY through a request of public information disclosure to the NYA. Such persons and organizations could use the ERY data to support scientific and statistical research, analyses, evaluations and various projects in the youth field, thus facilitating their work and improving the quality of their contributions, as well as supporting public accountability for engagements undertaken by central and local government authorities in support of youth.</p> <p>Other public services expected to be interlinked with the Youth Database comprise the management of the yearly calls by the NYA of all applications submitted by the youth/for youth organizations for the provision of the state grant on youth, management by MoSYC of the National Programme of Work Apprenticeships, etc.</p>		
<b>Commitment Lead</b>	Minister of State for Youth and Children		
<b>Supporting Stakeholders</b>	<b>Government</b>	<b>Civil Society</b>	<b>Other Actors (Parliament,</b>

			<b>Private Sector, etc)</b>
	National Youth Agency; National Agency for Information Society;	NYC , New Era, Scidev, ANYN, Roma active Albania, youth voices network	
<b>Period Covered</b>	2023-2025		

### Problem Definition

#### 1. What problem does the commitment aim to address?

The Law No.75/.2019, “On Youth” defines the criteria of youth organizations, for youth organizations and national youth representative organization and establishes the framework for their engagement in the consultation process of youth policies and provision of support by the state to their activities on the youth engagement. Currently there is no exhaustive database available on youth and for youth organizations that fulfill legal criteria and as a result there are difficulties for their engagement in the consultation of youth policies or funding their activity.

In addition, generating pertinent information to support decision making at the central or local levels on policies, programs and initiatives in the youth field requires the collection of reliable data and their elaboration through tested methods, thus needing the engagement and contribution of various stakeholders, comprising state institutions, youth/for youth organizations, youth networks and youth representative organizations, and young people.

The Law No.75/.2019, “On Youth” foresees the establishing of the youth database, with the aim of creating an instrument to be used by state institutions and non-state stakeholders alike for collecting and exchanging information and data on youth conditions and needs in the country, as well to support the processes of planning, monitoring, administration and evaluating of youth policies at the central and local levels.

The Council of Ministers through Decision No. 833, dated on 24.12.2021, "On the Method of Establishing, Administering, and Maintaining the Database for Youth, as well as the method of its Interaction with other State Databases", has made possible the establishing of the Youth Database as an electronic register on youth (ERY) to be administered from the National Youth Agency. While the decision clarifies aspects such as the categories and access levels of users and purpose for the use of ERY data, it has not specified other aspects such as the type or quantity of data to be collected through the ERY or the manner they will be elaborated to properly support the work of pertinent state institutions and non-state stakeholders.

## 2. What are the causes of the problem?

In Albania, data used for the evaluation of conditions of young people or measuring the impact of programs and policies adopted for youth are predominantly collected ad-hoc, to suit specific goals of state institutions and other stakeholders, are randomly exchanged and rarely available and usable from young people and society at large. In addition, studies prepared are oftentimes prejudiced by questions on the accuracy and demonstrability of their sources and therefore may not be taken into consideration by decision makers. In the current state it is very difficult to secure updated and usable data to inform the decision making processes on youth.

Currently, the database that will clarify which civil society organizations fulfill legal criteria stipulated by the law for youth/for youth organizations is not yet established which provides difficulties for their structured engagement in the consultation of policies, programs and initiatives in the field of youth or provision of state support to their activities.

### Commitment Description

#### 1. What has been done so far to solve the problem?

The legal framework for establishing the youth database was established by the Council of Ministers through decision No. 833, dated on 24.12.2021, "On the Method of Establishing, Administering, and Maintaining the Database for Youth, as well as the method of its interaction with other State Databases". Currently there are no obstacles for establishing a database on youth that fulfills legal criteria and supports the informed decision-making, openness and accountability in relation to policies, programs and initiatives in the youth sector.

#### 2. What solution are you proposing?

Establishing e database on youth in line with the Law No.75/2019 and CoM decision No. 833, dated on 24.12.2021, as an instrument to be used for collecting and exchanging information and data related to the conditions and needs of young people in the country, as well as to support the processes of planning, monitoring, administration and evaluating of youth policies at the central and local levels.

Implementation of this engagement in cooperation with youth/for youth civil society organizations to ensure a multilevel evaluation on the type and quantity of data to be collected through the ERY and the most suitable manner to elaborate such data, to support state institutions in their decision-making and improving the work of non-state actors, thus promoting openness and public accountability in the field of youth.

After establishing the youth database, an information campaign will be jointly organized at

the national level with youth and for youth CSOs focused in the promotion of the registration to the database of young people, youth and for youth organizations.

**3. What results do we want to achieve by implementing this commitment?**

Establishing the youth database will aim to achieve the following results:

1. To ensure information and data that are reliable, updated and usable in relation to the conditions and needs of young people in the country, as well as support evidenced based decision-making in the field of youth at the central and local levels.
2. To stipulate the list of civil society organizations that fulfill the legal criteria stipulated by the law for youth/for youth organizations and could be engaged in the consultation of policies, programs and initiatives in the field of youth and benefit from the digitalization of public services, such as application to the yearly call of the NYA for the state grant on youth.
3. To increase openness and accountability of national and local state institutions in the field of youth through provision of data to young people and civil society organizations to support their scientific and statistical research, analyses, evaluations and implementation projects in the youth field.
4. To facilitate exchange of information and build joint initiatives in the field of youth.

Commitment			
Milestones	Expected Outputs	Expected Completion Date	Stakeholders
Finalizing the architecture of the database, in relation to the data to be gathered and its functionalities.	The architecture of the database and its functionalities are finalized and approved.	S II 2023	Lead: MoSYC
			<u>Supporting Stakeholders</u>
			Government
		National Youth Agency;	NYC , New Era, Scidev, ANYN, Roma active Albania, youth voices network
Finalizing the Terms of reference for establishing the database and publishing the procurement notice.	Terms of reference for establishing the database are approved.  Procurement notice for the database is issued.	S II 2023	Lead: MoSYC
			<u>Supporting Stakeholders</u>
			Government
		National Youth Agency; National Agency for Information Society;	
Establishing and testing the youth	The youth database is established and	S I 2024	Lead: MoSYC
			<u>Supporting Stakeholders</u>

database.	tested.		Government	CSOs	Others(e.g.,Parliament,Private Sectoretc)
Prepare and implement a communication campaign for registration to the database at the national level.	Communication campaign for registration of youth/for youth CSO to the database designed and implemented at the national level.	S II 2024	National Youth Agency; National Agency for Information Society;	NYC , New Era, Scidev, ANYN, Roma active Albania, youth voices network	Tendered provider.
			Lead: MoSYC		
			<u>Supporting Stakeholders</u>		
			Government	CSOs	Others (e.g.,Parliament, Private Sector etc)
			National Youth Agency;	NYC , New Era, Scidev, ANYN, Roma active Albania, youth voices network	

## COMMITMENT 12

### AREA: FISCAL TRANSPARENCY

#### COMMITMENT 12: Awareness and education of the general public on budget transparency

##### 1. Introduction

Public services are financed by taxpayer funds and the allocation of these funds is determined through the budget and fiscal cycle. Increasing accountability over the budget and fiscal cycle deters waste and corruption and ensures that budgetary decisions and spending reflect the people's interests. The public participation across the budget and fiscal cycle is particularly important for Albania. 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 and awareness and education of the general public on budget transparency, revenue transparency and on public finances.

A very important element in this process is the co-drafting of the 2023-2025 action plan with the interest groups / Civil Society Organizations and the co-implementation of the undertaken commitments.

##### 2. Open government efforts to date

Fiscal transparency, on government budget, public revenues and public finances, has been an increasingly important of focus for the Ministry of Finance and Economy (MoFE). Within Albania's Public Finance Management (PFM) Sectorial Strategy 2019-2022, the guiding framework for the implementation of all government PFM reforms, fiscal transparency is prioritized and is one of the strategy's seven specific objectives. It will also continue to be one of the priorities in the new MFP Strategy.

Between 2010 and 2019 Albania's OBI score has increased from 33 in 2010 to 52 out of a possible 100 in 2021. As such, efforts to improve fiscal transparency will continue to expand substantially in order to meet the necessary thresholds and targets.

##### 3. Action plan development process

After receiving the notification for the start the 2023-2025 Open Government Partnership National Action Plan drafting process, the meeting with the working group was held at the Ministry of Finance and Economy on 09.12.2022. The purpose of the meeting was to explain the process of drafting the OGP Action Plan 2023-2025 and to submit the proposals for 2024 and 2025.

A very important element in this process is the co-drafting of the 2023-2025 action plan with the interest groups / Civil Society Organizations and incorporation of commitments proposed by them.

For this purpose, a questionnaire was prepared for obtaining the opinion of the general public to submit the proposals. The questionnaire was sent electronically on January 10, 2023, to 56 Civil Society Organizations and other interest groups. Also, the questionnaire was published on the MFE website url: <https://financa.gov.al/shpallje-njoftimesh/> and was submitted for publication on the official website of OGP Albania. The deadline for sending contributions was January 18, 2023, to the address [pfm.unit@financa.gov.al](mailto:pfm.unit@financa.gov.al).

Regarding the above and with the aim of engaging CSOs, two consultation meetings were organized. The first consultative meeting took place on January 12, 2023, at the Ministry of Finance and Economy with the aim of informing interest group representatives and CSOs about the start of the process of drafting the 2023-2025 Action Plan for OGP and the invitation to CSOs - for the co-creation of the 2023-2025 Action Plan by submitting priorities/ideas/commitments to become part of this action plan. The second consultative meeting took place on January 17, online on the Teams platform. The purpose of the meeting was to discuss the priorities and commitments that representatives of CSOs and interest groups suggest to become part of the 2023-2025 Action Plan of the OGP, as well as address them to the respective responsible institutions.

The questionnaire was completed by 4 Civil Society Organizations, specifically from the 'Albanian Initiative for Development', the 'Institute of Sustainable Policies', the 'Sustainable Finance and Innovation Centre' and 'Save the Children'.

After the approval of the priority commitments by the Multilateral Committee on Partnership for Open Government, the Ministry of Finance and Economy continued the process of drafting the analysis of the situation, specific problems and the identification of specific activities that will have to be carried out according to the deadlines for each commitment. For field 4: Fiscal transparency, for which the leading institution is the Ministry of Finance and Economy, the Multilateral Committee on Partnership for Open Government approved the following three priority commitments:

1. Awareness and education of the general public on budget transparency
2. Awareness and education of the general public on revenue transparency
3. Awareness and education of the general public on public finances

In the context of the very important and key role of Civil Society Organizations and interest groups in the process of co-drafting the 2022-2024 action plan for the OGP, through electronic communication dated February 21, 2023, commitment and contribution of CSOs was requested to identify specific activities for each approved priority commitment that will be part of the OGP Action Plan 2023-2025. Also, CSOs were sent an invitation to participate in the meeting to discuss this purpose.

The consultative meeting took place on February 23, 2023. The meeting was attended by representatives from 4 CSOs, specifically from the “Albanian Initiative for Development”, the “Institute for Sustainable Policies”, “Save the Children”, the “Gender Alliance for Development Center” and representatives from several directorates in the Ministry of Finance and Economy. A positive development in this process was the participation in the meeting of the "Gender Alliance for Development Center", an organization which was not part of until this stage.

The proposals from CSOs are reflected in the OGP Action Plan 2023-2025, for area 4: Fiscal transparency led by the Ministry of Finance and Economy.

#### 4. Commitments

For field 4: Fiscal transparency, for which the leading institution is the Ministry of Finance and Economy, the Multilateral Committee on Partnership for Open Government approved the following three priority commitments:

1. Awareness and education of the general public on budget transparency
2. Awareness and education of the general public on revenue transparency
3. Awareness and education of the general public on public finances

## COMMITMENT 12

### AREA: FISCAL TRANSPARENCY

#### COMMITMENT 12: Awareness and education of the general public on budget transparency

<b>Country</b>	Albania		
<b>Number and Name of the Commitment</b>	Awareness and education of the general public on budget transparency		
<b>Brief Description of the Commitment</b>	<p>According to Open Budget Survey 2021, Albania scored 52/100 points in budget transparency field, which is below the threshold defined by International Budget Partnership. A transparency score of 61 or above indicates a country is likely publishing enough material to support informed public debate on the budget. In this regard, civil society organizations should contribute on building capacities for targeted groups to exercise their role as active citizens toward public institutions responsible for using public funds in an efficient and effective way as stated in the Organic Budget Law in Albania.</p> <p>The main objective is to build capacities of young generations (youth and adolescents) and NGOs staff in the field of budgeting processes, involved actors etc to hold public institutions accountable toward the way they use public funds. Through a series of training sessions, we aim at sharing information and build capacities in the field of budgeting.</p> <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.</p> <p>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.</p>		
<b>Commitment Lead</b>	Ministry of Finance and Economy		
<b>Supporting Stakeholders</b>	<b>Government</b>	<b>Civil Society</b>	<b>Other Actors (Parliament, Private Sector, etc)</b>

	MFE	Albanian Initiative for Development
		Save the Children National Office
<b>Period Covered</b>	2023-2025	

## Problem Definition

### 1. What problem does the commitment aim to address?

According to Open Budget Survey 2021, Albania scored 52/100 points in budget transparency field, which is below the threshold defined by International Budget Partnership. A transparency score of 61 or above indicates a country is likely publishing enough material to support informed public debate on the budget. In this regard, civil society organizations should contribute on building capacities for targeted groups to exercise their role as active citizens toward public institutions responsible for using public funds in an efficient and effective way as required in the Organic Budget Law in Albania.

The experience of recent years has underscored the need to better understand the size and nature of fiscal risks and their implications. Being better aware of fiscal risks can allow governments to put in place policies to budget for these more carefully and to take steps, where appropriate, to limit their exposure to shocks. Better understanding of fiscal risks, greater transparency, and effective risk management practices can also help underpin credibility and market confidence. Policymakers should also take fiscal risks into account when formulating fiscal targets.

The involvement of the key performance indicators in the monitoring process of the budget implementation by line ministries and budget institutions, aims to improve the overall monitoring process by increasing budget transparency.

Stakeholder engagement regarding fiscal transparency has long been a challenge; however, efforts to engage, consult and collaborate with civil society organizations (CSOs) and stakeholders has been an increasing focus of the MoFE's approach.

### 2. What are the causes of the problem?

The aim of Fiscal Risk Statement is to give a brief overview of the most relevant and significant fiscal risks that the Albanian Government is facing.

As highlighted by the 2015 Fiscal transparency Evaluation, The Albania Public Finance Management Reform Strategy recognizes the need to manage fiscal risks. This has led to the need to monitor the main fiscal risks that Albanian Government is facing. Since then, the need has arisen for FRU/BMD to collaborate with different International Partners towards increasing capacities and improving the Fiscal Risk Statement.

The main factor that caused this problem was the inability to monitor the overall performance of the Line Ministries and Budget institutions. In order to improve the process of monitoring and consequently to increase budget transparency, it was proposed to update the Guideline for the budget monitoring to include KPIs in the monitoring process.

## Commitment Description

### 1. What has been done so far to solve the problem?

There have been improvements, since FRU/BMD assisted and with TA in progress is working on a permanent FRS methodological guideline. The purpose of this manual is to provide methodological guidance on the preparation of a fiscal risk statement (FRS) for the Government of Albania. The aim is that the statement shall cover all relevant and significant fiscal risks.

So far, the main areas that are being worked upon in order to solve the problem are: The progress made on creating new templates for the new Guideline for budget monitoring, that include KPIs in the AFMIS/BPPB reports, generated and submitted to MoFE by LM/IB during the budget monitoring process.

Budget transparency has been an increasingly important of focus for the Ministry of Finance and Economy (MoFE). Within Albania's Public Finance Management (PFM) Sectorial Strategy 2019-2022, the guiding framework for the implementation of all government PFM reforms, fiscal transparency is prioritized and is one of the strategy's seven specific objectives.

### 2. What solution are you proposing?

Approval of the new permanent Guideline on the Fiscal Risk Statement", which will be an improvement of the existing Guideline on the Fiscal Risk Statement and where there will be expanded the number of the fiscal risks monitored, depending on the situation of each budget year. Furthermore, after the approval of the new Guideline in 2022, the implementation phase of this Guideline will be FY 2023-2024.

The main solution that we are working on is the design of new templates of Guideline for budget monitoring that includes KPIs, to be generated through AFMIS/BPPM Module.

Formal opportunities provided for the *CSOs/NGOs* to engage in the planning and execution of the budget.

### 3. What results do we want to achieve by implementing this commitment?

Approval of the new permanent Guideline on the Fiscal Risk Statement" in 2022, and implementation of this guideline will improve the existing Fiscal Risk Statement.

Through the implementation of the new Guideline for budget monitoring we aim to further improve the overall process of budget monitoring. The main purpose of the involvement of KPIs during this process is to measure the progress made by LM/BI toward specific goals and objectives. Furthermore, the understanding and evaluation of KPIs will help fulfill the commitment that Line Ministries and Budget Institutions have

to responsible spending and transparency.

More structured and timely engagement with citizens, civil society organizations and academia in budget planning, monitoring and reporting. Comments/reflections by Government and CSOs/NGOs.

Commitment					
Milestones	Expected Outputs	Expected Completion Date	Stakeholders		
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	An improved Fiscal Risk Statement.	S II 2023-S I 2025	Lead: Budget Management Department/FRU		
			<u>Supporting Stakeholders</u>		
			Government	CSOs	Others (e.g., Parliament, Private Sector etc)
			Line Ministries/Budgetary Institutions/SOE-s/State Advocacy		
Monitoring the budget execution process by Key Performance Indicators	New templates of Guideline for budget monitoring, that includes KPIs, are approved	S II 2023	Lead: Budget Management Department		
			<u>Supporting Stakeholders</u>		
			Government	CSOs	Others (e.g., Parliament, Private Sector etc)
			Central Government Institutions		
CSOs/NGOs MTBP hearings	Comments/reflections by Gov and CSOs/NGOs	2024	Lead: MFE		
			<u>Supporting Stakeholders</u>		
			Government	CSOs	Others (e.g., Parliament)

					nt, Private Sector etc)												
			MFE														
Workshop series with CSOs aiming to increase the awareness about fiscal risks and how they might impact budget implementation.	Descriptive explanatory document (memorandum) on fiscal risks and their tackling, based on best practices from OECD countries, for distribution to stakeholders.	S II 2023-2024	<table border="1"> <tr> <td colspan="3">Lead:</td> </tr> <tr> <td colspan="3"><u>Supporting Stakeholders</u></td> </tr> <tr> <td>Government</td> <td>CSOs</td> <td>Others (e.g., Parliament, Private Sector etc)</td> </tr> <tr> <td>MFE</td> <td>Albanian Initiative for Development</td> <td></td> </tr> </table>			Lead:			<u>Supporting Stakeholders</u>			Government	CSOs	Others (e.g., Parliament, Private Sector etc)	MFE	Albanian Initiative for Development	
Lead:																	
<u>Supporting Stakeholders</u>																	
Government	CSOs	Others (e.g., Parliament, Private Sector etc)															
MFE	Albanian Initiative for Development																
Training sessions with youth and adolescents, vocational schools students and NGOs staff on budgeting processes and transparency.	Youth, students and CSOs staff have the knowledge and tools to participate and contribute to public consultations on budget planning and implementation.	S II 2023-S I 2025	<table border="1"> <tr> <td colspan="3">Lead:</td> </tr> <tr> <td colspan="3"><u>Supporting Stakeholders</u></td> </tr> <tr> <td>Government</td> <td>CSOs</td> <td>Others (e.g., Parliament, Private Sector etc)</td> </tr> <tr> <td>MFE</td> <td>Save the Children in Albania, National Office</td> <td></td> </tr> </table>			Lead:			<u>Supporting Stakeholders</u>			Government	CSOs	Others (e.g., Parliament, Private Sector etc)	MFE	Save the Children in Albania, National Office	
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<u>Supporting Stakeholders</u>																	
Government	CSOs	Others (e.g., Parliament, Private Sector etc)															
MFE	Save the Children in Albania, National Office																
Monitoring the implementation of gender budgeting for the declared programs	Annual monitoring report	S II 2023-2024-S I 2025	<table border="1"> <tr> <td colspan="3">Lead:</td> </tr> <tr> <td colspan="3"><u>Supporting Stakeholders</u></td> </tr> <tr> <td>Government</td> <td>CSOs</td> <td>Others (e.g., Parliament)</td> </tr> </table>			Lead:			<u>Supporting Stakeholders</u>			Government	CSOs	Others (e.g., Parliament)			
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Government	CSOs	Others (e.g., Parliament)															

					nt, Private Sector etc)	
			MFE	Gender Alliance for Developm ent Center	Parlament	
Monitoring of the budgeting of the 2021-2027 National Strategy for Gender Equality	3-year monitoring report	2024- S I 2025	Lead:			
			<u>Supporting Stakeholders</u>			
			Government	CSOs	Others (e.g., Parliame nt, Private Sector etc)	
			MFE	Gender Alliance for Developm ent Center	Parlament	
Monitoring gender budgeting at the local level	Annual monitoring report for 3 municipalities	2024- S I 2025	Lead:			
			<u>Supporting Stakeholders</u>			
			Government	CSOs	Others (e.g., Parliame nt, Private Sector etc)	
			MFE	Gender Alliance for Developm ent Center	Parlament	

Capacity building for local municipal staff in relation to gender budgeting	10 Trainings	2024-S I 2025	Lead:		
			<u>Supporting Stakeholders</u>		
			Government	CSOs	Others (e.g., Parliament, Private Sector etc)
			MFE	Gender Alliance for Development Center	Parliament

## COMMITMENT 13

### AREA: FISCAL TRANSPARENCY

#### COMMITMENT 13: Awareness and education of the general public on revenue transparency

<b>Country</b>	Albania		
<b>Number and Name of the Commitment</b>	Awareness and education of the general public on revenue transparency		
<b>Brief Description of the Commitment</b>	<p>The Government of Albania is committed to gradual introduction of a modern system of public sector accounting based on international standards. Public accounting in Albania is currently done on a cash basis with elements of accruals with regard to assets and liabilities. This initiative aims to enhance the quality of public sector accounting and financial reporting in the Republic of Albania, considering the clear need for reforming financial reporting across Albania. This reform includes:</p> <ul style="list-style-type: none"> <li>a) Development of public sector accounting and financial reporting in line with International Public Sector Accounting Standards (IPSAS);</li> <li>b) Development of Ministry of Finance and Economy (MFE) capacities and of professional accounting skills for public accounting practitioners.</li> </ul> <p>Increase awareness of Line Ministries and Local Government Units regarding Asset Management</p>		
<b>Commitment Lead</b>	MFE		
<b>Supporting Stakeholders</b>	<b>Government</b>	<b>Civil Society</b>	<b>Other Actors (Parliament, Private Sector, etc)</b>
	MFE	<p>Albanian Initiative for Development</p> <p>Save the Children in Albania, National Office</p>	
<b>Period Covered</b>	2023 – 2025		

## Problem Definition

### 1. What problem does the commitment aim to address?

Municipalities are the government tier closest to citizens and as such are potentially able to address the needs of their communities better than the central government. Considering the information advantage of the municipalities over the central government, they can potentially better tailor the offer of public goods and services to the citizens needs and preferences. Decentralization reforms undertaken in Albania between 2015 and 2018 aimed at strengthening local government, through the development of conditions and capacities to provide quality and efficient local services. The tax on immovable properties and transactions on them is a considerable and sustained source of revenue for the local budget. Even though revenue collected over the years from the tax on immovable properties has generally had a growing trend, issues related to property rights and the lack of a fiscal cadaster, among other things, do not allow the potential of this tax to be fully achieved. Following the full reforming of this tax as by Law No. 106/2017 “On some changes and additions to Law No. 9632, dated 30.10.2006 “On the local taxes system”, as amended, based on the media communications of the Ministry of Finance and Economy, all municipalities were expected to apply the tax on immovable properties based on the new methodology in 2019. Currently, not every municipality has undertaken this step, because of issues with the collection of the required data to apply this methodology. In structural terms, revenue from the building tax makes up the largest share of the total revenue from taxes on immovable properties. Our main objective is to assist the General Directorate of Property Tax during the training sessions with the staff of Municipalities as well as raising awareness to the community on the importance of collecting property tax for the local units.

The Government of Albania is committed to gradual introduction of a modern system of public sector accounting based on international standards. Public accounting in Albania is currently done on a cash basis with elements of accruals with regard to assets and liabilities. This initiative aims to enhance the quality of public sector accounting and financial reporting in the Republic of Albania, considering the clear need for reforming financial reporting across Albania. This reform includes:

- a) Development of public sector accounting and financial reporting in line with International Public Sector Accounting Standards (IPSAS);
- b) Development of Ministry of Finance and Economy (MFE) capacities and of professional accounting skills for public accounting practitioners.

This commitment is supported by a World Bank project, which has the objective of the development of a road map for public sector accrual accounting implementation and to support the early stages of this reform, including building essential technical skills. Aligned to the Albania PFM strategy (2019-2022), the main objectives of the project are

as follows:

- a) Development of national guide, institutional arrangements and long term action plan for transition from the existing public sector accounting and financial reporting framework, in alignment with the development of treasury system (AGFIS) into AFMIS.
- b) Presentation of financial statements in accordance with selected IPSAS standard.
- c) Improvement quality of accounting, statistical and financial reporting evidenced by the PEFA assessment.
- d) Improved technical capacity of the Financial Reporting Unit of the MoFE.
- e) Public Accounting rules implementation and Central Harmonization Unit (in charge of Public Accounting methodology) in improving the quality of the public sector financial reporting.
- f) Development of a sustainable public sector accounting qualification compatible with international good practices; and improved understanding and application of relevant accounting standards by practitioners and public sector auditors.

## **2. What are the causes of the problem?**

The main purpose of this commitment is because of the existence of some problems, identified during the gap analysis such as:

- Lack of precise determination of the number of controlled public sector units;
- The legal framework for public sector accounting and financial reporting was complex, fragmented and unclear;
- Lack of vocational education and training in the field of public sector finance and accounting;
- Lack of a code of ethics for public sector accountants;
- Confusing budget system;
- Partial functioning of the AGFIS system (Government Financial Information System), despite being used in most of the public sector;

Lack of a consolidated asset register for the General Government Units in Albania (lack of a certain methodology for measurement and inventory of assets).

### **Commitment Description**

#### **1. What has been done so far to solve the problem?**

During these years, we have carried out activities as follow:

- Revision of the business processes that would enable reporting under IPSAS;
- Revision of Chart of Accounts;
- Assessment of AGFIS Functionality to Handle Accounting and Reporting under IPSAS Accrual Basis of Accounting;
- Instruction on Opening Balances.
- Preparation of accrual accounting instructions regarding:
  - ✓ Inventory

- ✓ Accruals and expense
- ✓ Provisions
- ✓ Intangible Assets
- ✓ Employee benefits
- ✓ Property, Plant and Equipment
- ✓ Revenue
- ✓ Financial instruments
- ✓ Reporting and Presentation
- ✓ Consolidation

- Train the trainers program on public sector financial reporting and accounting based on IPSAS (28 participants).
- Pilot the first-time training of the finance and accounting staff in central government institutions on public sector accounting and financial reporting based in IPSAS.(100 accountants from about 20 different institutions).
- Training of the finance and accounting staff on public sector accounting and financial reporting based in IPSAS (400 accountants).

## 2. What solution are you proposing?

Public accounting in Albania is currently done on a cash basis with elements of accruals regarding assets and liabilities. In this regard, we will follow partial adoption of IPSAS.

**Partial adoption of IPSAS:** *National public sector GAAP is modified and/or new public sector GAAP is issued that is consistent with selected parts of selected IPSAS.*

There are many reasons why this is the preferred approach, including:

1. There is a list with consistencies and inconsistencies between Albanian public sector GAAP and IPSAS for each standard. Also, **not all the IPSAS standards are relevant** for the Albanian context and not all the parts of a standard are applicable in the Albanian context.
2. The current approach provides accountants with concrete, specific and clear accounting principles to ensure unambiguous understanding of requirements and avoid any inconsistencies in the application of the accounting standards. **Some of the original IPSAS are not aligned with the local country approach** and cultural expectations regarding the accounting cases.

Increase awareness of Line Ministries and Local Government Units regarding Asset Management. This is important for several reasons:

- Proper management of assets can help institutions make informed decisions about the allocation of resources, improve the accuracy of financial reporting, and reduce the risk of fraud and errors.
- Proper asset management practices can help budget institutions comply with regulations and standards related to financial reporting, asset valuation, and asset disposal.

- Effective asset management can help institutions prioritize investments in infrastructure, extend the life of existing assets, and plan for the replacement of assets at the end of their useful life.
- Sound asset management practices can increase transparency and accountability in budget institutions. This can help stakeholders understand how the institution is using its assets and resources, and ensure that public funds are being used effectively and efficiently.

### **3. What results do we want to achieve by implementing this commitment?**

- Greater transparency and accountability of the financial decisions made by jurisdictions for donors, citizens and investors;
- Complete information to aid better decision making;
- A complete inventory of assets and stocks, which enables entities to assess whether these are being used effectively, efficiently and economically to deliver public services;
- Internationally recognized government reporting framework is an important factor in the assessment of a country's financial stability and attractiveness for investment by supporting fairer and more accurate credit ratings and encourage foreign direct investment;
- Governance of public finances will be enhanced through greater transparency and accountability required by the disclosure of government assets and in particular liabilities.
- Developing awareness activities for budget institutions regarding asset management will improve financial and operational performance, ensure compliance with regulations and standards, and address aging infrastructure challenges, and increase transparency and accountability.

Commitment				
Milestones	Expected Outputs	Expected Completion Date	Stakeholders	
Joint training sessions with the staff of municipalities and community groups on the importance of collecting property tax for the municipality	Municipality staff is trained and has the necessary knowledge and tools about the tax. Community groups are aware of the importance of collecting property tax from their municipality.	S II 2023- S I 2025	Lead: Ministry of Finance and Economy	
			<u>Supporting Stakeholders</u>	
			Government	CSOs
			General Directorate of Property Tax, MFE Municipalities	Save the Children in Albania National Office
Approval of the Legal acts and accounting standards in line with International Public Sector Accounting Standards (IPSAS)	Instructions approved	2024	Lead: Ministry of Finance and Economy	
			<u>Supporting Stakeholders</u>	
			Government	CSOs
			MFE	
Preparation and implementation of the methodology regarding inventory and evaluation of public sector assets.	Methodology approved	2024	Lead: Ministry of Finance and Economy	
			<u>Supporting Stakeholders</u>	
			Government	CSOs
			MFE	
Increase awareness of LM and LGUs regarding Asset Management	Awareness activities developed	2024	Lead: Ministry of Finance and Economy	
			<u>Supporting Stakeholders</u>	
			Government	CSOs

			MFE	Albanian Initiative for Development	
Full public assets inventory is recorded in the Albanian Government Financial Information System (AGFIS) by those Budgetary Institutions (BI's) which have direct access in the system	15 total BI's which have migrated the public assets into the AGFIS	2024	Lead: Ministry of Finance and Economy		
			<u>Supporting Stakeholders</u>		
			Government	CSOs	
			Budgetary Institutions with direct access in AGFIS		
Full public assets inventory is recorded in Excel for Budgetary Institutions (BI's) which have not direct access in AGFIS	Public assets recorded into Excel		Lead: Ministry of Finance and Economy		
			<u>Supporting Stakeholders</u>		
			Government	CSOs	
			Budgetary Institutions which have not direct access in AGFIS		

## COMMITMENT 14

### AREA: FISCAL TRANSPARENCY

COMMITMENT 14: [Awareness and education of the general public on public finances](#)

<b>Country</b>	Albania		
<b>Number and Name of the Commitment</b>	Awareness and education of the general public on public finances		
<b>Brief Description of the Commitment</b>	<p>The Public Finance Management (PFM) Reform Strategy in Albania lays out an ambitious reform agenda for all the government. A new PFM Strategy will be prepared.</p> <p>Creation of a mechanism dedicated to public financial education with the aim of disseminating knowledge / education for the general public, Civil Society Organizations, students, academics as well as civil servants at the central or local level regarding the main pillars of Public Finance.</p>		
<b>Commitment Lead</b>	MFE		
<b>Supporting Stakeholders</b>	<b>Government</b>	<b>Civil Society</b>	<b>Other Actors (Parliament, Private Sector, etc)</b>
	MFE	Institute for Sustainable Policies  Sustainable Finance and Innovation Centre  Albanian Initiative for Development	
<b>Period Covered</b>	2023 – 2025		

## Problem Definition

### 1. What problem does the commitment aim to address?

Directorate for Managing the Economic Reforms, Public Finances and Sector Budget Support (DR MERPFSBS) is requiring Technical Assistance in order to prepare the new PFM strategy document.

The Public Finance Management (PFM) Reform Strategy in Albania lays out an ambitious reform agenda for all the government, not just the Ministry of Finance and Economy. It has a significant importance, as it not only paves the ground for reinstating the public finances in the long-term sustainability trajectory, thus creating the prerequisites for economic growth, but also constitutes an obligation arising from agreements with international partners, in particular the World Bank, International Monetary Fund and the European Union. Moreover, it is a general condition for disbursement of all tranches of budget support instrument in Albania.

As 2022 was the last year for implementation of PFM Strategy 2019-2022, there is a need to prepare and approve the new PFM Strategy in order to ensure the sustainable continuity implementation of the undertaken PFM reforms and to undertake new commitments aiming supporting a more developed economy with better services to citizens; increasing the accountability, efficiency and fiscal discipline in planning and spending public funds. In this regard is needed collaboration with CSOs for drafting the new PFM Strategy and for preparing the monitoring report methodology.

Moreover is important to increase the awareness of general public, OCOs, academics, students etc., regarding Public Finance Management

### 2. What are the causes of the problem?

As the actual Public Finance Management Strategy covers the period 2019-2022, the new PFM Strategy needs to be prepared. Also it is important to provide trainings on Public finance management to help individuals working in government to improve their understanding of financial management practices, including budgeting, accounting, and financial reporting. This can lead to better financial management practices and public funds are managed effectively, efficiently, and transparently, better financial management practices, increased accountability, better decision making, compliance with regulations, and improved service delivery.

## Commitment Description

### 1. What has been done so far to solve the problem?

Budget transparency has been an increasingly important of focus for the Ministry of Finance and Economy (MoFE). Within Albania's Public Finance Management (PFM) Sectorial Strategy 2019-2022, the guiding framework for the implementation of all government PFM reforms, transparency of public finances is prioritized and is one of the strategy's specific objectives. Concretely, part of pillar 5 is component Citizens' engagement which aims to provide formal opportunities for the public to engage in the planning and execution of the

budget.

## **2. What solution are you proposing?**

To create a mechanism/structure dedicated to public financial education with the aim of disseminating knowledge / education for the general public, Civil Society Organizations, students, academics as well as civil servants at the central or local level regarding the main pillars of Public Finance: macroeconomic framework; well-integrated budget and investment planning; revenue mobilization; Efficient execution of the Budget, transparency of public finances, Effective internal control; and Effective external oversight of the Public Finances.

As above, it is important to set up this platform to help individuals to expand their basic knowledge and to understand basic financial terms, the characteristics of financial services and products, as well as to have a positive attitude and behavior in the management of finances, savings, investments, etc. Well-informed decisions can only be made if individuals are able to understand the features of financial products and services.

## **3. What results do we want to achieve by implementing this commitment?**

New PFM Strategy and monitoring reports will be prepared. Training activities on Public Finance Management developed.

NGOs can contribute by organizing awareness and information activities to the target group. Institute for Sustainable Policies has been engaged in projects on financial education for high school students in Tirana. Their projects have informed high school students about various aspects of financial education, related to income, expenses, budgeting, security of personal finances, borrowing, etc.

Therefore, NGOs can contribute by informing the general public and specific target groups on public finance management concepts. Information can be disseminated through seminars, trainings, informative brochures both physical and electronic, production of informative spots on public finances, training of media and journalists on the above-mentioned issue of public finances, information of students, vulnerable groups, assistance for the acts that are shared for public consultation, increasing the capacity of the public to give their opinion on projects in the field of public finance.

NGOs can assist MEF in drafting an action plan to increase fiscal transparency and increase public engagement in these matters.

Commitment					
Milestones	Expected Outputs	Expected Completion Date	Stakeholders		
Support MoFE in drafting the new PFM Strategy and the PFM Monitoring Reports	New PFM Strategy prepared Monitoring report prepared	S II 2023 – S I 2025	Lead:		
			<u>Supporting Stakeholders</u>		
			Government	CSOs	Others (e.g., Parliament, Private Sector etc)
			MFE/PFM	Institute for Sustainable Policies	
Workshops with CSOs (preferably youth organizations) focused on Open Budget Survey Albania 2021, raising capacities regarding PFM system and Fiscal counseling sessions for target audiences (SMEs, start-ups, etc.) and Organizing a podcast series to address various aspects of fiscal policy	Awareness activities developed	2024 – S I 2025	Lead:		
			<u>Supporting Stakeholders</u>		
			Government	CSOs	Others (e.g., Parliament, Private Sector etc)
			MFE/PFM	Albanian Initiative for Development  Institute for Sustainable Policies  Sustainable Finance and Innovati	

				on Centre			
				Gender Alliance for Developm ent Center			
Training of women in business regarding public finances and their operation. The importance of paying taxes	Training module	S II 2023 2024 S I 2025	Lead:				
			<u>Supporting Stakeholders</u>				
			Government	CSOs	Others (e.g., Parliament, Private Sector etc)		
			MFE/MFP	Gender Alliance for Development Center	Parlament		

## COMMITMENT 15

### AREA: FISCAL TRANSPARENCY

#### COMMITMENT 15: Increase transparency for public contracts

##### 1. Introduction

The public procurement system in Albania is regulated by the Law 162/2020 “On public procurement” and other relevant sub-legal acts. This law stipulates that the procurement procedures shall be conducted in accordance with the principles of transparency, equal treatment, non-discrimination and competition (Art. 3).

Provisions of the PPL regulate the entire procurement process, ranging from the planning and preparation, through the conducting of the public procurement procedure, to the contract conclusion and implementation. The PPL stipulates that the procurement process is conducted by electronic means.

All public procurement notices, tender documentations, manuals, instructions, recommendations, and other specified documents are published on the Official Website of the Public Procurement Agency ([www.app.gov.al](http://www.app.gov.al)).

Since 2009, all procurement procedures in Albania are conducted electronically through the Electronic Procurement System thus ensuring transparency of public procurement procedures and efficient use of public money.

As for concessions and PPPs, they are conducted based on Law 125/2013 “On concessions and PPPs” as amended.

An important step towards transparency in this area, is the establishment of a Concessions and PPPs electronic registry where all the concessions and PPPs contracts are published.

However, the need for transparency in public contract and spending of public money is always present requiring continuous efforts and actions for the improvements of the system as a whole, including electronic systems in order to ensure Open Data Standards.

##### 2. Open government efforts to date

Considering the principles and standards of open governance and their guaranteeing in the field of public procurement in Albania, a number of measures have been taken over the years to increase transparency in this field.

Thus, all procurement procedures in Albania are carried out electronically since 2009 in the Electronic Procurement System (EPS), where all contract notices, tender documents, winner and signed contract notices are published and can be easily accessed by any interested person. At the same time, all these notices are also published in the Bulletin of public notices published on the PPA website.

With the aim of further increasing transparency and guaranteeing an efficient and sustainable procurement system, since 2017 a number of measures and reforms have

been taken to improve the procurement system as a whole, where a great deal of attention has been paid to reducing the number of procedures with negotiation without prior publication of the contract notice, which, being that they lack the element of transparency, are considered a red flag in the framework of the Open Government Standards.

In this framework, in addition to the continuing awareness of the Contracting Authorities for avoiding the use of these procedures and legal provisions for their obligation to argue the need for the use of these types of procedures, since 2018 these procedures are carried out only electronically, creating the possibility for better monitoring of them.

These measures have been very effective, significantly reducing the use of these types of procedures from 31.8% in 2017 to 3.4% in 2021.

A new law on public procurement (law 162/2020) was approved at the end of December 2020 and entered into force on March 31, 2021, which broadly transposes the European Union Directives 2014/24, 2014/25, 89/665 and 92/13. Following the approval of the new law and its entry into force, the legislation in this field has been supplemented with by-laws and other implementing measures.

Also, with the approval of the new law, a number of functionalities have been improved in the Electronic Procurement System and new ones have been introduced. An open data portal has been included on the APP website guaranteeing access to public procurement data for anyone interested since 2010.

A very important step towards guaranteeing an efficient and sustainable procurement system is the approval for the first time in Albania of a Strategy dedicated to procurement in 2020, which includes detailed objectives and measures aimed at continuous improvement of the system of the procurement system, which are also related to the guarantee of transparency, integrity, sustainability and efficiency in this field.

Positive steps towards increasing transparency have also been taken in other areas that are closely related to procurement, such as concessions and PPPs and the review of complaints.

In this framework, from 2019, the electronic register of concession and PPP contracts was established, which is a database where all concession and PPP contracts in Albania are published.

On the other hand, a new system for electronic complaints has been established by KPP since 2021, making it impossible for all interested persons to submit complaints electronically.

### 3. Action plan development process

The action plan has been prepared based on the OGP recommendations. Consultations with the other institutions involved in this area have been also conducted especially ATRAKO as the main institution responsible for concessions and PPPs.

Another important actor consulted in the process is also Public Procurement Commission, which is the body responsible for the review process.

Considering the importance of the involvement of the civil society actors in the process the action plan has also been consulted with Albanian Institute of Science as the main organisation involved in watchdog activities for public procurement system and Open Data standards.

#### 4. Commitments

Taking into consideration the developments that have occurred in recent years in the field of procurement as well as the recommendations given by other institutions or organizations for the continuous improvement of the procurement system in Albania, a very important aspect which continues to remain a challenge is the guaranteeing of transparency in this process.

For this reason, the main commitment identified in this field in the framework of Open Government is:

- **Increase transparency for public contracts**

## COMMITMENT 15

### AREA: FISCAL TRANSPARENCY

#### COMMITMENT 15: Increase transparency for public contracts

<b>Country</b>	<b>Albania</b>		
<b>Number and Name of the Commitment</b>	<b>Increased transparency on Public contracts</b>		
<b>Brief Description of the Commitment</b>	<p>The commitment towards the increased transparency on public contracts refers to:</p> <ol style="list-style-type: none"> <li>1. Increased use of the electronic appeal system;</li> <li>2. Continuous publication of the concessions/ppp contracts in the concessions/ppp registry</li> <li>3. Increased awareness of the economic operators, civil society and other actors.</li> </ol>		
<b>Commitment Lead</b>	<b>Public Procurement Agency</b>		
<b>Supporting Stakeholders</b>	<b>Government</b>	<b>Civil Society</b>	<b>Other Actors (Parliament, Private Sector, etc)</b>
	<b>ATRAKO</b>	<b>Albanian Institute of Science</b>	<b>Public Procurement Commission</b>
<b>Period Covered</b>	2023-2025		

**Problem Definition**

## **1. What problem does the commitment aim to address?**

Although the public procurement procedures in Albania are conducted electronically since 2009, there is always a need for further improvement and increase of transparency in different levels.

Equally, the collaboration with the civil society in this context, is very important as it contributes to improvement of the data availability and of the procurement system as a whole.

## **2. What are the causes of the problem?**

All public procurement related information is published at the PPA website and also is available in the EPS.

However, there is in general a lack of knowledge among the public on where to find and how to access this information which gives the wrong impression that there is a lack of transparency.

Increased awareness on this matter is therefore necessary.

### **Commitment Description**

#### **1. What has been done so far to solve the problem?**

A series of actions undertaken so far by the Government of Albania, contribute significantly to the increase of transparency in public procurement, namely:

- i. Electronic conduction of all the procurement procedures in the EPS since 2009;  
As stated above, since 2009, all procurement procedures in Albania are carried out electronically in EPS, including small-value procurement procedures and, since 2018, also negotiated procedures without prior publication of the contract notice.

This system is constantly improving, especially considering the legal changes of 2020 and the approval of the new procurement law, as well as the need to guarantee an efficient, sustainable and transparent procurement system in Albania.

- ii. Establishment of a Concessions and PPPs registry;  
Based on Article 14 “Register of concession/public private partnership: of Law No. 125/2013 “On Concessions and Public Private Partnership” provides that the Register of concession/public private partnership is an electronic database of all concession and public private partnership contracts, given in the Republic of Albania.

The register of concession/public private partnership is created and maintained by the “Concessions Treatment Agency (ATRAKO)” in accordance with the legal provisions in force.

Based on the above, since 2019 when this register was created by ATRAKO, every concession is registered and published in this register.

- iii. Introduction of an Open Data portal in the PPA website;  
From 2021, there is also an open data window on the APP website where data on all procurement procedures developed by each contracting authority can be easily accessed.

This includes data for all procurement procedures since 2010, which can be used by anyone interested according to their own needs.

- iv. Establishment of an e-appeal system for electronic submission of complaints.  
During 2021, the Public Procurement Commission implemented the most important reform of digitization of services and complaint management. This reform consists in the electronic submission of complaints and arguments, as two separate services in the unique government portal e-albania.

Domestic and foreign economic operators have the opportunity to submit online all complaints about public procurement procedures and concessions/public private partnerships.

This system, created in accordance with the legal framework in force, has enabled the digital execution of every task and work process provided for by law, both for the Contracting Authorities and for the Public Procurement Commission. It offers full transparency based on open data principles, for which the Commission has collaborated with the Open Contracting Partnership.

## **2. What solution are you proposing?**

In order to further increase transparency in public contracts the following actions can be taken:

- i. Continuous publication of the concessions and PPPs contract in the Concessions and PPPs registry;
- ii. Increased use of the e-appeal system form the contracting authorities and economic operators;
- iii. Increase collaboration with civil society to promote open data standards for public contracts

## **3.What results do we want to achieve by implementing this commitment?**

*-Publication of all concessions and PPPs contracts.*

*-Increased number of users of the e-appeal system*

*-Increased public awareness*

Commitment					
Milestones	Expected Outputs	Expected Completion Date	Stakeholders		
-Continuous publication of the Concessions and PPPs contract in the electronic registry	<ul style="list-style-type: none"> <li>All concessions and PPPs contracts published</li> </ul>	S I 2024	Lead: <b>Public Procurement Agency</b>		
			Supporting Stakeholders		
			Government	CSOs	Others (e.g., Parliament, Private)
			<b>ATRAKO</b>		
-Promote Open Contracting Standards and Principles  - Integrate Risk Assessment tools  - Promote Open Corporates Standart– control of integrity of Public Contractor	<ul style="list-style-type: none"> <li>tools, instruments, visualization of Public Procurements of Local Government Units link <a href="https://openprocurement.al/en/tender/list">https://openprocurement.al/en/tender/list</a></li> <li>tools, instruments on risk assessment and red flag index in process of procurement <a href="https://openprocurement.al/en/index/redflag">https://openprocurement.al/en/index/redflag</a></li> </ul>	S II 2024	Lead: <b>Public Procurement Agency</b>		
			Supporting Stakeholders		
			Government	CSOs	Others (e.g., Parliament, Private Sector etc)
				Albanian Institute of Science	
The System of submitting and managing electronics complaint	--Increasing transparency as a tool in the fight against corruption, through the publication of real-time data that is accessed in the JSON format (one of the highest standards for the	S II 2023 2024 S I 2025	Lead: <b>PPA/PPC</b>		
			Supporting Stakeholders		
			Government	CSOs	Others (e.g., Parliament, Private)
			Public Institutions (Contracting Authorities, Contracting	Open Contracting Partnership	PPC Parliament

	<p>implementation of the Open data principles);</p> <ul style="list-style-type: none"> <li>-Reduction of costs for the parties involved in the process, mainly the economic operators but not only (fuel costs, postal fees, power, etc.);</li> <li>--Efficiency - in the provision of the complaint submission and review service;</li> <li>-Faster access and interaction with domestic and foreign economic operators and contracting authorities for:</li> <li>- Submitting the complaint</li> <li>--Carrying out all financial fee payments;</li> <li>--Submission of arguments to the contracting authority and to the Procurement Commission;</li> <li>--Receiving real-time information on the progress of the complaint review process;</li> <li>- All communications in accordance with the law on public procurement contracting authority-economic</li> </ul>		g entities)		
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	<p>operator-Public Procurement Commission only in electronic form (complaint review, final decision, notification of parties)</p> <p>- Carrying out the procedural actions of the Public Procurement Commission through the Complaints Management System (procedural actions of drawing files, appointing realtors, inspectors, communication with third parties, etc.);</p> <p>- Access by people with disabilities</p>				
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<p>-The new website of the Public Procurement Commission <a href="https://kpp.al/">https://kpp.al/</a> is based on open data, principle of the Open Contracting Partnership;</p>	<p>Transparency and accessibility for all actors who use it to access detailed information about: filed complaints, decision making, history of decision making in three published register Register of complaints; Register of decisions; History of decisions statistics <a href="https://kpp.al/Raport eStatistikore">https://kpp.al/Raport eStatistikore</a> Annual reports <a href="https://kpp.al/Raport e">https://kpp.al/Raport e</a>) monthly bulletin, the progress of PPC decision-making appealed to the court, including the decision-making of the judicial system</p> <p>Publishes data according to the Open Contracting Data Standard (OCDS), for more link <a href="https://kpp.al/en/Ank esaOCDS">https://kpp.al/en/Ank esaOCDS</a></p>	<p>S II 2023 2024</p>			
<p>- Activities with the participation of interested parties – Annual conference</p>	<p>- Addressing the problems encountered by the parties in the process</p>	<p>S II 2023</p>	<p><b>Lead: PPA/PPC</b></p>		
			<p>Supporting Stakeholders</p>		
			<p>Government</p>	<p>CSOs</p>	<p>Others (e.g., Parliament, Private</p>

<p>“Challenges of the procurement system in Albania with wide participation of economic operators, contracting authorities, media etc</p>	<ul style="list-style-type: none"> <li>- Avoiding the same mistake twice by contracting authorities and economic operators.</li> </ul>	<p>2024</p>	<p>Public Institutions (Contracting Authorities, Contracting entities)</p>	<p>Open Contracting Partnership</p>	<p>PPC Parliament Chamber of Commerce University of Tirana</p>
<ul style="list-style-type: none"> <li>- Training with economic operators and contracting authorities. Procedural and legal aspect of submitting complaints in E-Appeals system</li> </ul>	<ul style="list-style-type: none"> <li>- Increasing the capacities of the private sector included in the process</li> </ul>	<p>2024</p>			
<ul style="list-style-type: none"> <li>- workshop with judges from the Supreme Court. The administrative Court of Appeal. The Special Court of Appeal for Corruption and Organized Crime. Participants from the Supreme Juridical Council, the National Bureau of Investigation, SIGMA- OECD</li> </ul>	<ul style="list-style-type: none"> <li>- Better understanding and increasing the capacities of the involved parties to eliminate risks related to problematic integrity in public procurement procedures.</li> </ul>	<p>S II 2023 - 2024</p>			

## COMMITMENT 16

### AREA: PUBLIC SERVICES

COMMITMENT 16: Promotion and inter-institutional cooperation in order to improve public services towards entrepreneurship, through the creation of a supportive climate and environment for entrepreneurship

#### 1. Introduction

In the framework of the third phase for the drafting of the National Action Plan for the Partnership for Open Government 2023-2025, the Minister of State for the Protection of Entrepreneurship has worked on:

The format for drafting the Action Plan 2023-2025

The agenda and consultative report obtained from the meetings

The Minister of State for the Protection of Entrepreneurship, during the meeting of the Committee, presented a specific priority commitment: "Promotion and inter-institutional cooperation in order to improve public services to entrepreneurship, through the creation of a supportive climate and environment for entrepreneurship", based on to which the 2023-2025 Action Plan Format was completed.

The commitments of the Minister of State for Enterprise Protection are closely related to:

Law "ON THE SUPPORT AND DEVELOPMENT OF STARTUPS"

Law "OF THE CHAMBERS OF COMMERCE AND INDUSTRY".

Also fundamental to the fulfillment of its mission, MiSHMS has its commitment in monitoring the quantitative and qualitative indicators of international reports related to entrepreneurship as well as the proposal of institutional/inter-institutional mechanisms in function of international reports related to entrepreneurship.

#### 2. Open government efforts to date

The Minister of State for the Protection of Entrepreneurship has been supporting and promoting entrepreneurship in Albania, through transparency and inter-institutional cooperation, for the improvement of public services, as well as assisting startups and enterprises in protecting their legal rights related to their entrepreneurial activities, vis-à-vis public institutions; mediating communication and developing business partnerships with public institutions.

#### 3. Action plan development process

Following the processes related to the Partnership for Open Government (OGP-Open

Government Partnership), as well as following the letter with no. prot.6493, dt. 22.11.2022, "Over the process of drafting the National Action Plan for the Partnership for Open Government 2023-2025", we started the process of co-creating the 2023-2025 action plan of the OGP. Regarding the process for this phase, a work meeting was held on January 6, 2023, at The Prime Minister Office, 10:30 a.m., in order to discuss and fully engage in this process.

According to the Work Plan, the Collaboration Process included (i) preparation, (ii) distribution and (iii) the publication of a thematic questionnaire, according to the areas of responsibility, in accordance with the principles of OGP, through which priority areas/priority commitments/priority measures etc, are identified. On 10.01.2023, the thematic questionnaire was prepared, according to the areas of responsibility of the Minister of State for the Protection of Entrepreneurship, in accordance with the principles of OGP - through which priority areas of MoSPE are identified.

This questionnaire was published on the website of the Minister of State for the Protection of Entrepreneurship, as well as distributed in any official way to the organizations, interest groups with which the ministry cooperates.

<https://sipermarrja.gov.al/publikohet-pyetesori-per-bashke-berjen-e-planit-kombetar-te-veprimit-2022-2024-of-the-partnership-for-open-government/>

The publication was also accompanied by a text, which contained the contact address and the deadline within it to whom the contribution would be sent (deadline for closing feedback, dt. 18.01.2023). Civil Society Organizations, interest groups were ready to contribute to the completion of the questionnaire within the specified period.

The two proposals given by the Minister of State for Enterprise Protection were:

Proposal 1: Support and development of startups through the objectives mentioned in the startup law

Proposal 2: Improving the investment and business climate in the country, through the law of the chambers of trade and industry

The respondents answered the questions and gave their proposals for setting one new engagement in improving the investment climate in the country as well as establishing a new engagement in the field of startups and innovation. According to them, a CSO and/or interested group can contribute to the proposals they have given through:

1. Giving only the idea of the proposal
2. Implementation
3. Awareness
4. Financing a concrete activity/initiative

Also on January 18, 2023, from 11:00 a.m. to 1:00 p.m The online meeting took place in the Teams platform. The meeting was attended by 58 representatives of the ecosystem, who were informed on the objective of the meeting: raising awareness about the questionnaire and the purpose of the initiative and gave their opinions and proposals for each MoSPE priority. The final product was finalized and officially sent to the Ministry of Education/ Cabinet Department, dated 19.01.2023. Summary report on the process of drafting the National Partnership Action Plan for Open Government 2023 - 2025 contained:

1. The evidence of the meeting with CSOs for the consultation of priorities within the initiation of the PKV 2023-2025 process
2. The report related to the thematic questionnaire (informative summary on the results of questionnaire)
3. List of priorities/priority areas/commitments

The latter included 5 priorities/priority areas/commitments of the Minister of State for the Protection of Entrepreneurship explained as follows:

1. The mission of the Minister of State for the Protection of Entrepreneurship is to help and protect the private enterprise, which exercise the activity in the Republic of Albania, as well as promote inter-institutional cooperation in order to improve public services towards entrepreneurship, through the creation of a supportive climate and environment for the enterprise.
2. Review, follow-up and handling of administrative complaints of private enterprises, including those of strategic and/or foreign investors, against public institutions, which include the public institutions of the central government, local government, public companies such as and their officials.
3. Promotion of transparency and inter-institutional cooperation, for the improvement of public services for the startup ecosystem in Albania.
4. Commitment of the Minister of State for the Protection of Entrepreneurship in the monitoring of quantitative and qualitative indicators of international reports related to entrepreneurship and the proposal of institutional/inter-institutional mechanisms in the function of international reports related to entrepreneurship, is also fundamental for the fulfillment of its mission.

### **Meeting of the Multilateral Committee on the Partnership for Open Government**

On 09.02.2023, the Meeting of the Multilateral Committee on Partnership for Open Governance was held.

- The issues discussed according to the agenda were:
- List of participation of members and guests in the Committee.
- Operational Conclusions.
- Document of Priorities.
- Collaboration report for identifying priorities.
- Evidence of the co-creation process.

In this meeting, MoSPE presented a priority commitment specifically: Promotion and inter-institutional cooperation in order to improve services public towards entrepreneurship, through the creation of a supportive climate and environment for the startup ecosystem and enterprises.

For this process, an Online survey/survey was conducted within the framework of the co-creation process as well as a meeting was held with the civil society.

### **Drafting of the National Plan for Open Government**

Following the letter with no. prot. 6493, dt. 22.11.2022, "On the process of drafting the Plan National Action Plan for Open Government Partnership 2023-2025", dated February

16 2023, at 10:30 a.m. The meeting took place in the meeting hall (in the Prime Minister's office). Clarifications were given at the meeting and it was discussed about completing the format for the Action Plan 2023-2025, according to the priority commitments approved by the OGP Committee. The Minister of State for the Protection of Entrepreneurship, during the meeting of the Committee, presented a priority commitment specifically: "Promotion and inter-institutional cooperation in order to improve services public towards entrepreneurship, through the creation of a supportive climate and environment for the startup ecosystem and enterprises.", on the basis of which the Action Plan Format was completed 2023-2025. Within the third phase for the preparation of the National Action Plan 2023-2025 two meetings were held at the premises of the Minister of State for the Protection of Entrepreneurship.

The first meeting took place on Monday 20/02/2023 at 12:00 with representatives from Destil Creative Hub (NGO) and the Academy of Women Entrepreneurs in Albania. In this meeting, the process of drafting the National Action Plan for the Partnership for Open Government 2023-2025, as well as making available the Action Plan format were discussed. The meeting lasted two hours and Mrs. Sonila Abdalli was ready to give her contribution in the third phase of this process.

The second meeting took place online on the Teams platform on February 23, 2023, from 10:00 a.m. to at 12:00. We discussed with Mrs. Sonila Abdalli regarding the completion of the format for the Plan Action 2023-2025, according to the priority commitments approved by the OGP Committee. The Minister of State for the Protection of Entrepreneurship has carried out several activities and meetings with Destil Creative Hub, where the last one is the one dated 19/12/2022 near the premises of the Ministry. Also present at this meeting were the Academy of Women Entrepreneurs in Albania, a project which is implemented by Destil Creative Hub. Also part of the discussion was continuous cooperation and the implementation of activities of the Minister of State for the Protection of Entrepreneurship with the Destil Creative Hub center.

#### 4. Commitments

"Promotion and inter-institutional cooperation in order to improve public services towards entrepreneurship, through the creation of a supportive climate and environment for entrepreneurship"

## COMMITMENT 16

### AREA: PUBLIC SERVICES

COMMITMENT 16: Promotion and inter-institutional cooperation in order to improve public services towards entrepreneurship, through the creation of a supportive climate and environment for entrepreneurship

<b>Country</b>	Albania		
<b>Number and Name of the Commitment</b>	"Promotion and inter-institutional cooperation in order to improve public services towards entrepreneurship, through the creation of a supportive climate and environment for entrepreneurship"		
<b>Brief Description of the Commitment</b>	Supporting and promoting entrepreneurship in Albania, through transparency and inter-institutional cooperation, for the improvement of public services, as well as assisting startups and enterprises in protecting their legal rights related to their entrepreneurial activities, vis-à-vis public institutions; mediating communication and developing business partnerships with public institutions.		
<b>Commitment Lead</b>	Minister of State for the Protection of Entrepreneurship		
<b>Supporting Stakeholders</b>	<b>Government</b>	<b>Civil Society</b>	<b>Other Actors (Parliament, Private Sector, etc)</b>
	MoSPE	Destil Creative Hub NGO	<i>Startups and Entrepreneurs</i>
<b>Period Covered</b>	2023 - 2025		

## Problem Definition

### 1. What problem does the commitment aim to address?

Until 2022 there had been no evidence-based and coordinated involvement of the government in the area of entrepreneurship promotion, so our recent efforts were directed towards developing the “Start-up Law” in a joint collaborative approach. After the approval of the law and its bylaws the ecosystem was supported with financial assistance in the total of 300 mil Lekë and free advice in the legal and financial fields from the government, specifically through the Minister of State for the Protection of Entrepreneurship.

29 startups and 29 facilitators of the startups ecosystem were supported financially.

The dialogue between the ecosystem and the government continued to flourish, with the mission of MoSPE of having “an open door” for all of the actors of the startup ecosystem and this happened literally by organizing the Global Entrepreneurship Week and its activities for the second year inside the offices of the MoSPE. Meetings with different actors, discussions about different topics from the involvement of the government and policy making, to the process of the evaluation of the applications for grants, the startup and facilitator passports and also the priorities of the next call.

### 2. What are the causes of the problem?

The main cause of the problem seems to have been the bureaucracy and the little efforts of the government to support and promote startups and innovative entrepreneurs.

These ecosystems are very agile and very fast-paced which means that they work with different rhythms and different approaches rather than the public administration.

## Commitment Description

### 1. What has been done so far to solve the problem?

The very first solution has been a change in the approach of the MoSPE team towards working and collaborating with this ecosystem. The staff has been trained and has researched a lot on the field of innovation and entrepreneurship and was introduced to the methodology of “innovation thinking” which was the fastest way to build a bridge of trust with the ecosystem.

Hand in hand the other solution has been the transparency in the application format for the first call, where everything has been online, the application, the results and the publication of the beneficiaries.

### 2. What solution are you proposing?

What we did last year was quite progressive and successful but what we propose to do this year will definitely have better results. For the open call for grants for the startup ecosystem in 2023, we are collaborating with the National Agency of ICT to develop an online system in e-albania. The system will act as a database for all the received applications as well as an evaluation system for them. The Evaluation Committee will have the opportunity to conduct their evaluation online and every

applicant will know how many points they have received and automatically rank the applications will the highest points.

**3. What results do we want to achieve by implementing this commitment?**

With this practice we aim to offer a fully transparent process to the applicants and the ecosystem, by developing and maintaining an online transparent system that except for being innovative, complies fully with the directions and objectives of the OGP.

The outputs can be measured starting from the perception of ecosystem of the transparency of the government to more innovative approach of the government of using online tools and platforms to interact with the community.

Commitment					
Milestones	Expected Outputs	Expected Completion Date	Stakeholders		
Promotion and inter-institutional cooperation in order to improve public services towards entrepreneurship, through the creation of a supportive climate and environment for entrepreneurship	Promotion of the efforts of the government through the MoSPE in the albanian startup ecosystem	S I 2024	Lead: MoSPE		
			<u>Supporting Stakeholders</u>		
			Government	CSOs	Others
			NAICT	Protic Center The Metaverse Center DCH ICTS	Startup Ecosystem in Albania
Development of the platform in e-albania for the applications of the open call for grants for the startups and facilitators in 2023 1.1 Development of the internal system that will serve as the main server for the platform in which the applications for grants will be received 1.2 Development of the online evaluation system which will be integrated in the platform 1.3 Fully operative database of the applicants in the platform in e-albania 1.4 Maintaining of the platform and its	1.1 Development of the internal system that will serve as the main server for the platform in which the applications for grants will be received	S II 2023	Lead: MoSPE		
			<u>Supporting Stakeholders</u>		
			Government	CSOs	Others
			NAICT	Protic Center The Metaverse Center DCH ICTS	Startup Ecosystem in Albania
	1.2 Development of the online evaluation system which will be integrated in the platform	S I 2024	Lead:		
			<u>Supporting Stakeholders</u>		
			Government	CSOs	Others
			NAICT	Protic Center The Metaverse Center DCH ICTS	Startup Ecosystem in Albania
1.3 Fully operative database of the	S II 2024	Lead: MoSPE			
		<u>Supporting Stakeholders</u>			
		Government	CSOs	Others	

database	applicants in the platform in e-albania		NAICT	Protic Center The Metaverse Center DCH ICTS	Startup Ecosystem in Albania
	1.4 Maintaining of the platform and its database	S II 2024 - S I 2025	Lead: MoSPE		
			<u>Supporting Stakeholders</u>		
			Government	CSOs	Others
		NAICT	Protic Center The Metaverse Center DCH ICTS	Startup Ecosystem in Albania	

## COMMITMENT 17

### AREA: INCLUSIVENESS

COMMITMENT 17: Awareness and information of the public and especially of groups in need regarding access to comprehensive services

#### 1. Introduction

The Ministry of Health and Social Protection (MHSP) designs policies and programs that improve the quality and safety of health and social services. MHSP cooperates with institutions and Civil Society Organizations (CSOs) as important actors in the process of consolidation of good governance and transparency. In the framework of the implementation of a series of reforms undertaken by the MHSP, CSOs have been identified as supporting partners in the phase of their conception, drafting, implementation, and monitoring. CSO representatives are members of the National Council for Children's Rights and Protection, the National Council for Gender Equality, the National Council for Persons with Disabilities, and the National Council for Civil Society. These national structures have in their function the context of partnership and inclusiveness, dealing with all commitments included in political and strategic documents, legal or by-law acts as well as project budgets, including interest groups.

The Social Fund is the mechanism responsible for the governance of the country. Through the mechanisms, 40 new ones have been established in 26 municipalities and 6 districts, covering most of the territory with community and other social services for all groups in need.

#### 2. Open government efforts to date

The Social Protection Strategy 2020-2023 has served as a development tool to provide information on the progress made in a certain period of time, the problems encountered, the improvement of the Government's social protection policies and accountability processes, as well as the improvement of cooperation of the public sector with the non-public sector.

The National Agenda for Children's Rights 2021-2026 (NACR) was approved by Decision of the Council of Ministers no. 659, on 03.11.2021. The vision of NACR is to create a positive environment for children's well-being through access to quality services, positive participation practices, good parenting, elimination of all forms of violence and digital development. In drafting the policy, the Ministry of Health and Social Protection, in cooperation with the State Agency for Children's Rights and Protection engaged the entire spectrum of civil society organizations working in the area of child rights and protection. Currently, the policy's mid-term monitoring is being conducted in full consultation with interest groups, the civil society organizations. Similarly, children have been engaged in both the drafting and monitoring processes of NACR, conveying their voice on the priority for actions. Representation of children from different vulnerable communities has been ensured, including children in residential care, Roma&Egyptian children and those with

disabilities.

"National Strategy for Gender Equality 2021 - 2030" has been prepared on behalf of the Government of Albania by the Ministry of Health and Social Protection, in coordination and consultation with other responsible ministries, local self-government units, independent institutions, civil society organizations, academia, as well as international organizations, which work to achieve gender equality and reduce gender-based violence and domestic violence in Albania.

MHSP for the drafting and finalization of the National LGBTIQ Action Plan 2021-2027 is committed to the consultation process during 8 months (January-August 2021) through meetings, online workshops, collection of opinions and suggestions, etc. with public institutions, independent institutions, the Council of Europe and civil society organizations.

### 3. Action plan development process

Every strategy, legal and by-law act, as well as the annual draft budget, go through public consultation with organizations or interest groups as representatives of civil society in the framework of transparency and partnership. The process of raising awareness and informing the public and, in particular, groups in need regarding access to comprehensive services is a product that is provided for in some of the policies, strategies, and initiatives of the MHSP designed and which will be implemented in some of its actions in partnership with civil society organizations.

The contribution of civil society organizations is mainly focused on supporting the implementation of the National Agenda for Children's Rights, the National Strategy for Gender Equality 2021 - 2030, the National Action Plan for the Integration of Roma and Egyptians, the National Action Plan for Persons with Disabilities Disability and the National Action Plan for Deinstitutionalization with the focus on the awareness raising activities for the most vulnerable groups in accessing social care services.

### 4. Commitments

These strategies and policies have been included in the matrix of activities aimed at engaging institutions in cooperation with civil society organizations in ensuring inclusiveness in order to improve access to services by addressing the needs of vulnerable groups.

NACR 2021-2026 also commits to establish the consultation with children as a sustainable instrument/mechanism of feeding the monitoring and drafting of the document with the perspectives of children.

In addition, the engagement of the civil society organization will be sought for the drafting of the action plans in response to the recommendations of the UN Committee on the Rights of the Child and CEDAW.

## COMMITMENT 17

### AREA: INCLUSIVENESS

COMMITMENT 17: Awareness and information of the public and especially of groups in need regarding access to comprehensive services

<b>Country</b>	Albania		
<b>Number and Name of the Commitment</b>	Awareness and information of the public and especially of groups in need regarding access to comprehensive services		
<b>Brief Description of the Commitment</b>	The increase in transparency and accountability should be strengthened in the context of the implementation of Strategies and Action Plans for vulnerable groups by facilitating access to public services, in partnership with civil society organizations, at every level of central and local government.		
<b>Commitment Lead</b>	MHSP and CSOs		
<b>Supporting Stakeholders</b>	<b>Government</b>	<b>Civil Society</b>	<b>Other Actors (Parliament, Private Sector, etc)</b>
	MHSP Line Ministries Independent institutions	CSO representative in the National Councils for <ul style="list-style-type: none"> <li>• Civil society</li> <li>• Gender equality</li> <li>• Children's rights</li> <li>• People with CA</li> <li>• Other CSOs</li> </ul> Strategic partners	
<b>Period Covered</b>	2023-2025		

**Problem Definition**

**1. What problem does the commitment aim to address?**

Access to public consultation and information on services should guarantee equal access for all vulnerable groups.

Awareness and information of the public and especially of groups in need regarding access to comprehensive services is a commitment foreseen by the Ministry of Health within the framework of the implementation of not only policies and strategies but also as an increased approach to increase interaction with organizations of civil society, jointly contributing to raising the awareness of a wide public in urban and rural areas.

**2. What are the causes of the problem?**

Vulnerable groups face barriers, which do not allow them access to comprehensive services, as a result of socio-economic conditions, education, residence as well as the lack of necessary infrastructure. The need to raise awareness of a functionally integrated system of social care services for every man, woman, boy, and girl, a system that promotes choice, and independence and encourages full and effective participation in society, according to an equal approach for all citizens that require services is necessary for partnership with civil society organizations.

**Commitment Description**

**1. What has been done so far to solve the problem?**

The Ministry of Health and Social Protection has ongoing cooperation with all institutions and civil society (CSO) as important actors in the consolidation of good governance and transparency. In the implementation of the legal and strategic framework for gender equality, anti-discrimination, and children's rights as well as special groups such as Roma/Egyptians, and Persons with Disabilities, monitor measures that are inter-institutional and have ongoing cooperation with civil society.

At the same time, CSOs are represented by members in National Councils such as National Council for Civil Society; Gender Equality; Protection and Rights of Children; Inclusion and Accessibility for Persons with Disabilities, according to the respective legal provisions.

National Council of Civil Society Led by the Ministry of Health and Social Protection where civil society participation in the planning, budgeting, and monitoring of national and local policies.

The National Council of Gender Equality is an advisory body for the Government. This structure is established based on Article 11 of Law No. 9970, dated 24.07.2008 "On Gender Equality in Society", VKM No. 122, dated 2.2.2009 "On the approval of the regulation of the National Council for Gender Equality" and Prime Minister's Order No. 239, dated 13.12.2017 "On the establishment of the National Council for Gender Equality".

KKBGJ is chaired by the minister responsible for gender equality issues and has 10 representatives from the Government and 3 representatives of NGOs.

The National Council for the Rights and Protection of the Child convenes pursuant to Law No. 18/2017 "On the Rights and Protection of the Child" and operates according to the Regulation approved by VKM. No. 54, dated 31.01.2018. The National Council for the Rights and Protection of the Child is an advisory body whose main task is to advise and coordinate state policies to guarantee the rights and protection of the child

in all areas, especially in those of justice, social services, education, health, and culture. The Council consists of 9 members, representatives, determined by the Prime Minister, at the ministerial level, the Ombudsman, the Commissioner for Protection from Discrimination, 1 representative from the Association for Local Autonomy, and 5 representatives from civil society. Children with observer status participate in Council meetings, who are representatives of student governments, organizations, forums, or any other group of children.

The National Council for the Disabled (KKAK) operates based on Decision No. 48, dated 21.1.2015, of the Council of Ministers, "On the approval of the regulation for the functioning of the National Council for the Disabled" (amended). The National Council for the Disabled (KKAK) is chaired by the minister who covers disability issues and has 17 members, of whom

- 10 members are from line Ministries at the ministerial level.
- 7 representatives of/for persons with disabilities,

In the context of transparency, strategic documents, legal and by-laws, for both areas of responsibility of the Ministry of Health and Social Protection: health and social protection, go through open consultation processes and are published to enable recognition and awareness of the responsible actors and society civil.

Strategic documents in partnership with civil society organizations during the consultation process have confirmed and addressed the need for the active involvement of both parties to address the growing need for awareness among all vulnerable groups for access to integrated services where they live.

## **2. What solution are you proposing?**

- Publication and consultation with citizens and representative CSOs should be sustainable
- CSO representatives should be trained in policy advocacy and inclusive participation.
- Implementation of common awareness activities to reach all vulnerable groups in areas of geographical change with practice and dedicated services in real-time.

## **3. What results do we want to achieve by implementing this commitment?**

- Integrated systems and good practices for transparency with the public and the creation of synergy between institutions and civil society.
- Increasing access to quality and comprehensive services without barriers for vulnerable groups.

Commitment					
Milestones	Expected Outputs	Expected Completion Date	Stakeholders		
Promoting positive models on the state enabled the empowerment of vulnerable groups	Information and awareness sessions with civil society and the communities themselves	S II 2023-S I 2025	Lead: MHSP		
			<u>Supporting Stakeholders</u>		
			Government	CSOs	Others(e.g.,Parliament,PrivateSectoretc)
			MHSO SARPC	World Vision Terre des hommes Save the Children Nisma ARSIS	Parliament "Group of Deputies Friends of Children"
Awareness of the public, interest groups and actors involved in the possibilities of benefiting from the package of integrated social services through communication and information campaigns	Development of information sessions on the scheme of PWD services, WE and integrated services for citizens	S II 2023-S I 2025	Lead: MHSP		
			<u>Supporting Stakeholders</u>		
			Government	CSOs	Others(e.g.,Parliament,PrivateSectoretc)
			MHSP SHSSH	World Vision UNICEF Terre des hommes Save the Children Nisma ARSIS CRCA	Parliament Municipalities
Raising awareness among institutional actors to guarantee children's participation at the central and local level, including the mechanism for	Orientation meetings and activities for the activation of mechanisms for children's participation	S II 2023-S I 2025	Lead: MHSP		
			<u>Supporting Stakeholders</u>		
			Government	CSOs	Others(e.g.,Parliament,PrivateSectoretc)

independent monitoring of the Children's Rights Agenda			MHSP SARPC	World Vision UNICEF Terre des hommes Save the Children Nisma ARSIS CRCA	Parliament "Group of Deputies Friends of Children"
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## COMMITMENT 18

### AREA: INCLUSIVENESS

COMMITMENT 18: Strengthening the capacities of professionals, with responsibility in providing services to the most vulnerable categories such as: children, women, persons with disabilities, Roma and Egyptians, LGBTI, the elderly

#### 1. Introduction

The Ministry of Health and Social Protection (MHSP) designs policies and programs that improve the quality and safety of health and social services. MHSP cooperates with institutions and Civil Society Organizations (CSOs) as important actors in the process of consolidation of good governance and transparency. In the framework of the implementation of a series of reforms undertaken by the Ministry of Education and Culture, CSOs have been identified as supporting partners in the phase of their conception, drafting, implementation, and monitoring. CSO representatives are members of the National Council for Children's Rights and Protection, the National Council for Gender Equality, the National Council for Persons with Disabilities, and the National Council for Civil Society. These national structures have in their function the context of partnership and inclusiveness, dealing with all the commitments included in political and strategic documents, legal or by-law acts as well as project budgets, including interest groups also within the framework of strengthening the capacities of professionals. with responsibility for providing services to vulnerable categories such as children, women, persons with disabilities, Roma and Egyptians, LGBTI, the elderly

#### 5. Open government efforts to date

Social Protection Strategy 2020-2023, National Agenda for Children's Rights 2021-2026 (AKDF), National Strategy for Gender Equality 2021-2030, National LGBTIQ Action Plan 2021-2027, National Action Plan for the Integration of Roma and Egyptians, the National Action Plan for Persons with Disabilities and the National Action Plan for Deinstitutionalization have been prepared on behalf of the Government of Albania by the Ministry of Health and Social Protection, in coordination and consultation with other responsible ministries, local self-government units, institutions independent, civil society organizations, academia, as well as international organizations, which work to achieve gender equality and reduce gender-based violence and domestic violence in Albania.

These strategic documents drawn up and consulted with the support of civil society organizations have a focus through policies and strategic objectives for the development of social care services, and products aimed at every man, woman, boy, and girl will have an equal opportunity to benefit from a functional and integrated system of social care services, based on the principles of decentralization, deinstitutionalization, and diversification of social care services mainly in the attention of vulnerable groups. The realization of these products includes an essential commitment that is strengthening the capacities of professionals responsible for providing services to vulnerable categories such as children, women, persons with disabilities, Roma and Egyptians, LGBTI, the elderly, etc. The capacity building process is an ongoing process that targets the sharing of models and good practices developed by CSOs and an added value based on the national and international expertise they provide in close

collaboration with professionals and public service providers. other institutional actors.

## 6. Action plan development process

Every strategy, legal and by-law act, as well as the annual draft budget, go through public consultation with organizations or interest groups as representatives of civil society in the framework of transparency and partnership. The process of raising awareness and informing the public and especially groups in need regarding access to comprehensive services is a product that is provided for in some of the policies, strategies, and initiatives of the Ministry of Education and Culture drafted and which will be implemented in partnership with civil society organizations.

The contribution of civil society organizations is mainly focused on supporting the implementation of the National Agenda for Children's Rights, the National Strategy for Gender Equality 2021 - 2030, the National Action Plan for the Integration of Roma and Egyptians, the National Action Plan for Persons with Disabilities and the National Action Plan for Deinstitutionalization, etc. with a focus on strengthening the capacities of professionals responsible for providing services for vulnerable categories such as children, women, people with disabilities, Roma and Egyptians, LGBTI, the elderly, etc.

## 7. Commitments

These strategies and policies have been included in the matrix of activities aimed at engaging institutions in cooperation with civil society organizations in strengthening the capacities of professionals responsible for providing services for vulnerable categories such as children, women, persons with disabilities, Roma and Egyptians, LGBTI, elderly, etc.

## COMMITMENT 18

### AREA: INCLUSIVENESS

COMMITMENT 18: Strengthening the capacities of professionals, with responsibility in providing services to the most vulnerable categories such as: children, women, persons with disabilities, Roma and Egyptians, LGBTI, the elderly

<b>Country</b>	Albania		
<b>Number and Name of the Commitment</b>	Strengthening the capacities of professionals, with responsibility in providing services to the most vulnerable categories such as: children, women, persons with disabilities, Roma and Egyptians, LGBTI, the elderly.		
<b>Brief Description of the Commitment</b>	MHSP engages in partnership and interaction with civil society organizations to strengthen the capacities of professionals, with responsibility in providing services to the most vulnerable categories such as: children, women, persons with disabilities, Roma and Egyptians, LGBTI, and the elderly . Engagement in this partnership brings the sharing of positional models of capacity building with national and international approaches.		
<b>Commitment Lead</b>	MHSP and OSCs		
<b>Supporting Stakeholders</b>	<b>Government</b>	<b>Civil Society</b>	<b>Other Actors(Parliament, Private Sector, etc)</b>
	MHSP Line Ministries Independent insitutions	Organizata World Vision Organizata Save the Children Organizata UNICEF Organizata Te ndryshem dhe te Barabarte Organizata Nisma ARSIS Organizata Terre des hommes Qendra Streha	
<b>Period Covered</b>	2023-2025		

## Problem Definition

### 1. What problem does the commitment aim to address?

Strengthening the capacities of professionals, with responsibility in providing services for the most vulnerable categories such as: children, women, persons with disabilities, Roma and Egyptians, LGBTI, the elderly as a joint committee of the MHSP with civil society organizations aims to improve response with professional and quality services from trained professionals. The models and good practices of developing the capacities of professionals that will be put into operation of this partnership and increase the support of vulnerable groups.

### 2. What are the causes of the problem?

Creating a workforce for a social service system is the main challenge of the above strategies. Meanwhile, the long-term goal is to strengthen all institutions that deal with the training and preparation of the work force, as well as the continuous capacity building.

Increasing the professional capacities of employees who work directly in social services through continuing education programs and other measures includes the engagement of civil society organizations and their national and international practices and models.

## Commitment Description

### What has been done so far to solve the problem?

The Ministry of Health and Social Protection has ongoing cooperation with all institutions and civil society (CSO) as important actors in the consolidation of good governance and transparency. In implementation of the legal and strategic framework for gender equality, anti-discrimination, children's rights as well as special groups such as Roma/Egyptians, Persons with Disabilities, monitor measures which are inter-institutional and has an ongoing cooperation with civil society .

At the same time, CSOs are represented by members in National Councils such as: National Council for Civil Society; Gender Equality; Protection and Rights of Children; Inclusion and Accessibility for Persons with Disabilities, according to the respective legal provisions.

National Council of Civil Society Led by the Ministry of Health and Social Protection where civil society has a participation in planning, budgeting and monitoring of national and local policies.

The National Council of Gender Equality is an advisory body for the Government. This structure is established based on Article 11 of Law No. 9970, dated 24.07.2008 "On Gender Equality in Society", VKM No. 122, dated 2.2.2009 "On the approval of the regulation of the National Council for Gender Equality" and Prime Minister's Order No. 239, dated 13.12.2017 "On the establishment of the National Council for Gender Equality".

KKBGJ is chaired by the minister responsible for gender equality issues, and has 10 representatives from the Government and 3 representatives of NGOs.

The National Council for the Rights and Protection of the Child convenes pursuant to Law No. 18/2017 "On the Rights and Protection of the Child" and operates according to the Regulation approved by VKM. No. 54, dated 31.01.2018. The National Council for the Rights and

Protection of the Child is an advisory body whose main task is to advise and coordinate state policies to guarantee the rights and protection of the child in all areas, especially in those of justice, social services, education, health and culture. The Council consists of 9 members, representatives, determined by the Prime Minister, at ministerial level, the Ombudsman, the Commissioner for Protection from Discrimination, 1 representative from the Association for Local Autonomy and 5 representatives from civil society. Children with observer status participate in Council meetings, who are representatives of student governments, organizations, forums or any other group of children.

The National Council for the Disabled (KKAK) operates based on Decision No. 48, dated 21.1.2015, of the Council of Ministers, "On the approval of the regulation for the functioning of the National Council for the Disabled" (amended). The National Council for the Disabled (KKAK) is chaired by the minister who covers disability issues and has 17 members, of whom

- 10 members are from line Ministries at ministerial level.
- 7 representatives of/for persons with disabilities,

In the context of transparency, strategic documents, legal and by-laws, for both areas of responsibility of the Ministry of Health and Social Protection: health and social protection, go through open consultation processes and are published to enable recognition and awareness of the responsible actors and society civil.

The strategic documents in partnership with civil society organizations during the consultation process have confirmed and addressed the need for strengthening the capacities of professionals, with responsibility in providing services to the most vulnerable categories such as: children, women, people with disabilities, Roma and Egyptians. , LGBTI, the elderly, etc.

## **2. What solution are you proposing?**

- MHSP cooperates with civil society organizations for the coordination of actions within all strategies and plans to draw up a consulted and discussed plan for the organization of a training package for professionals mainly engaged in providing services for vulnerable categories

## **3. What results do we want to achieve by implementing this commitment?**

- Strengthening of capacities at the responsible levels towards approaches that encourage professional and supportive responses during the provision of services for the most vulnerable categories;
- Building managerial and professional capacities and accountability; raising staff morale through continuous, enhanced, and regulated professional development; and removing existing barriers to good practice and full access to quality services

Commitment					
Milestones	Expected Outputs	Expected Completion Date	Stakeholders		
Improving the capacities of employees from different sectors such as social care, police, media, etc., on the basis of modules certified and approved by QKEV for improving the mechanism of identification, reporting and referral of violence and supporting children in need of protection.	Training throughout Albania based on certified modules	S II 2023-S I 2025	Lead: MHSP		
			<u>Supporting Stakeholders</u>		
			Governme nt	CSOs	Others(e. g.,Parlia ment,Pri vateSect oretc)
			MSHMS ASHDMF SHSSH MB MAS MD	World Vision Terre des hommes UNICEF Save the Children Nisma ARSIS	Parlament i “Grupi i Deputetëve Miqtë e Fëmijëve”
Trainings throughout Albania on the basis of certified modules Raising the capacities of professionals providing social services for the most vulnerable categories such as: children, women, people with disabilities, Roma and Egyptians, LGBTI, the elderly, etc.	Training throughout Albania	S II 2023-S I 2025	Lead: MHSP		
			<u>Supporting Stakeholders</u>		
			Governme nt	CSOs	Others(e. g.,Parlia ment,Pri vateSect oretc)
			MSHMS SHSSH ASHDMF Policia e Shtetit Gjykatat NJVNR	World Vision Terre des hommes Unicef Save the Children	Parlament i, Bashkitë
Training of local government staff responsible for the inclusion in public hearings of women in all their diversity (ie from rural areas, from	Training with the workforce	S II 2023-S I 2025	Lead: MHSP		
			<u>Supporting Stakeholders</u>		
			Governme nt	CSOs	Others(e. g.,Parlia ment,Pri vateSect oretc)

ethnic minorities, disabled, LGBTI+, elderly, single mothers, etc.)			MSHMS	World Vision Terre des hommes Save the Children	Parlament i, Bashkitë
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## COMMITMENT 19

### AREA: INCLUSIVENESS

COMMITMENT 19: Strengthening synergies between institutions and CSOs in the processes of strengthening the monitoring framework.

#### 1. Introduction

The Ministry of Health and Social Protection (MHSP) designs policies and programs that improve the quality and safety of health and social services. MSHMS cooperates with institutions and Civil Society Organizations (CSOs) as important actors in the process of consolidation of good governance and transparency. In the framework of the implementation of a series of reforms undertaken by the Ministry of Education and Culture, CSOs have been identified as supporting partners in the phase of their conception, drafting, implementation and monitoring. CSO representatives are members of the National Council for Children's Rights and Protection, the National Council for Gender Equality, the National Council for Persons with Disabilities, and the National Council for Civil Society. These national structures have in their function the context of partnership and inclusiveness, dealing with all commitments included in political and strategic documents, legal or by-law acts as well as project budgets, including interest groups within the framework of strengthening cooperation and mechanisms. monitoring with civil society actors with priority to specific groups.

#### 2. Open government efforts to date

Social Protection Strategy 2020-2023, National Agenda for Children's Rights 2021-2026 (NACR), National Strategy for Gender Equality 2021-2030, National LGBTIQ Action Plan 2021-2027, National Action Plan for the Integration of Roma and Egyptians , the National Action Plan for Persons with Disabilities and the National Action Plan for Deinstitutionalization have been prepared on behalf of the Government of Albania by the Ministry of Health and Social Protection, in coordination and consultation with other responsible ministries, local self-government units, institutions independent, civil society organizations, academia, as well as international organizations, which work to achieve gender equality and reduce gender-based violence and domestic violence in Albania.

These strategic documents drawn up and consulted with the support of civil society organizations have a focus through policies and strategic objectives to strengthen monitoring mechanisms with civil society actors with priority over specific groups.

#### 3. Action plan development process

Every strategy, legal and by-law acts, as well as the annual draft budget go through public

consultation with organizations or interest groups as representatives of civil society in the framework of transparency and partnership. The process of raising awareness and informing the public and especially groups in need regarding access to comprehensive services is a product that is provided for in some of the policies, strategies and initiatives of the Ministry of Education and Culture drafted and which will be implemented in partnership with civil society organizations.

The contribution of civil society organizations is mainly focused on supporting the implementation of the National Agenda for Children's Rights, the National Strategy for Gender Equality 2021 - 2030, the National Action Plan for the Integration of Roma and Egyptians, the National Action Plan for Persons with Disabilities and the National Action Plan for Deinstitutionalization, etc. with a focus on strengthening cooperation and monitoring mechanisms with civil society actors with priority over special groups.

Creating an enabling environment for civil society organizations is one of the prerequisites and measures for a sustainable democracy. Social services provided through the non-public sector - mainly funded by international development partners, international NGOs and local organizations - have tried to fill the gaps in the provision of public services. Good cooperation between a service-minded government and an active, critical and constructive civil society constitutes a necessary element for increasing the quality of services and for guaranteeing social protection for all groups. Dialogue and cooperation between state institutions and civil society are in the direct interest of every individual for the well-functioning of an inclusive society.

#### 4. Commitments

Strengthening the monitoring framework through monitoring instruments and mechanisms in cooperation with civil society and strategic documents for social protection and inclusion.

## COMMITMENT 19

### AREA: INCLUSIVENESS

COMMITMENT 19: Strengthening synergies between institutions and CSOs in the processes of strengthening the monitoring framework

<b>Country</b>	Albania		
<b>Number and Name of the Commitment</b>	Strengthening synergies between institutions and CSOs in the processes of strengthening the monitoring framework.		
<b>Brief Description of the Commitment</b>	MHSP is committed to improving and strengthening monitoring and inspection mechanisms to increase the quality of services provided at the local, regional and central level through the development of partnerships with civil society organizations.		
<b>Commitment Lead</b>	MHSP and OSCs		
<b>Supporting Stakeholders</b>	<b>Government</b>	<b>Civil Society</b>	<b>Other Actors (Parliament, Private Sector, etc)</b>
	MHSP Line Ministries Independent insitutions	Organizata World Vision Organizata Save the Children Organizata UNICEF Organizata Te ndryshem dhe te Barabarte Organizata Nisma ARSIS Organizata Terre des hommes Qendra Streha	
<b>Period Covered</b>	2023-2025		

## Problem Definition

### 1. What problem does the commitment aim to address?

MHSP aims to create synergies between institutions and CSOs for the promotion and monitoring of action plans for vulnerable groups.

### 2. What are the causes of the problem?

Improvements in the monitoring and evaluation system aim to facilitate/help align the strategic framework and priorities in different areas and engage civil society organizations throughout the process. Due to the lack of time for unified methodologies, the participation of third parties is often limited and lack of participation during the joint analysis of the process. The creation of synergies between CSOs and the MHSP will promote active involvement in the monitoring process.

## Commitment Description

### 3. What has been done so far to solve the problem?

The Ministry of Health and Social Protection has ongoing cooperation with all institutions and civil society (CSO) as important actors in the consolidation of good governance and transparency. In implementation of the legal and strategic framework for gender equality, anti-discrimination, children's rights as well as special groups such as Roma/Egyptians, Persons with Disabilities, monitor measures which are inter-institutional and has an ongoing cooperation with civil society .

At the same time, CSOs are represented by members in National Councils such as: National Council for Civil Society; Gender Equality; Protection and Rights of Children; Inclusion and Accessibility for Persons with Disabilities, according to the respective legal provisions.

National Council of Civil Society Led by the Ministry of Health and Social Protection where civil society has a participation in planning, budgeting and monitoring of national and local policies.

The National Council of Gender Equality is an advisory body for the Government. This structure is established based on Article 11 of Law No. 9970, dated 24.07.2008 "On Gender Equality in Society", VKM No. 122, dated 2.2.2009 "On the approval of the regulation of the National Council for Gender Equality" and Prime Minister's Order No. 239, dated 13.12.2017 "On the establishment of the National Council for Gender Equality".

KKBGJ is chaired by the minister responsible for gender equality issues, and has 10 representatives from the Government and 3 representatives of NGOs.

The National Council for the Rights and Protection of the Child convenes pursuant to Law No. 18/2017 "On the Rights and Protection of the Child" and operates according to the Regulation approved by VKM. No. 54, dated 31.01.2018. The National Council for the Rights and Protection of the Child is an advisory body whose main task is to advise and coordinate state policies to guarantee the rights and protection of the child in all areas, especially in those of justice, social services, education, health and culture. The Council consists of 9 members, representatives, determined by the Prime Minister, at ministerial level, the Ombudsman, the Commissioner for Protection from Discrimination, 1 representative from the Association for

Local Autonomy and 5 representatives from civil society. Children with observer status participate in Council meetings, who are representatives of student governments, organizations, forums or any other group of children.

The National Council for the Disabled (KKAK) operates based on Decision No. 48, dated 21.1.2015, of the Council of Ministers, "On the approval of the regulation for the functioning of the National Council for the Disabled" (amended). The National Council for the Disabled (KKAK) is chaired by the minister who covers disability issues and has 17 members, of whom

- 10 members are from line Ministries at ministerial level.
- 7 representatives of/for persons with disabilities,

In the context of transparency, strategic documents, legal and by-laws, for both areas of responsibility of the Ministry of Health and Social Protection: health and social protection, go through open consultation processes and are published to enable recognition and awareness of the responsible actors and society civil.

For example, strategic documents in partnership with civil society organizations during the monitoring process have been reviewed by the National Council for the Rights and Protection of the Child, which members of civil society are part of. Thus, all the reports drawn up by the technical staff of the MHSP and the inter-ministerial group have been submitted to the National Council for the Rights and Protection of the Child, for recommendations.

At the same time, the reports are open to civil society. A sustainable consultation mechanism on the implementation of the ACDF with children and parents has been established to ensure their continued input.

The annual and medium-term monitoring and evaluation reports from all strategic documents will be presented for recommendations to the integrated policy management groups and the sectoral steering committees. Every year, the monitoring reports will also be reviewed by the Assembly of Albania, the "Friends of Children" Parliamentary Group.

#### **4.What solution are you proposing?**

- MHSP cooperates with civil society organizations for the coordination of actions within all strategies and plans to draw up a consulted and discussed plan for the organization of a training package for professionals mainly engaged in providing services for vulnerable categories

#### **5.What results do we want to achieve by implementing this commitment?**

- - Strengthening synergies between institutions and CSOs in the processes of strengthening the monitoring framework
- - CSOs and MSHMS constantly interact for the implementation of monitoring methodologies to guarantee transparency and accountability

Commitment					
Milestones	Expected Outputs	Expected Completion Date	Stakeholders		
Review and coordination for addressing and monitoring the implementation of recommendations focusing on children of international human rights institutions (CRC, CEDAW, UPR);	Coordination and monitoring meetings Monitoring reports	S II 2023-S I 2025	Lead: MHSP		
			<u>Supporting Stakeholders</u>		
			Government	CSOs	Others(e.g.,Parliament,PrivateSector etc)
			MHSP SARPC	World Vision Terre des hommes UNICEF Save the Children Nisma ARSIS	Parlament i “Grupi i Deputetëve Miqtë e Fëmijëve”
Periodic monitoring of the effectiveness of CRMs in the country and their effective coordination with those against gender-based violence and trafficking	Monitoring report	S II 2023-S I 2025	Lead: MHSP		
			<u>Supporting Stakeholders</u>		
			Government	CSOs	Others(e.g.,Parliament,PrivateSector etc)
			MHSP	World Vision Terre des hommes Unicef Save the Children	Parlament i, Bashkitë
Monitoring the effectiveness of specialized support services every year with a unified methodology	Monitoring report	S II 2023-S I 2025	Lead: MHSP		
			<u>Supporting Stakeholders</u>		
			Government	CSOs	Others(e.g.,Parliament,PrivateSector etc)

			MHSP	World Vision Terre des hommes Save the Children	Parlament i, Bashkitë
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## COMMITMENT 20

### AREA: INCLUSIVENESS

COMMITMENT 20: Awareness and education of the general public about the importance of inclusiveness in education.

#### 1. The introductory part

The Ministry of Education and Sports in the initial phase of drafting the National Action Plan for Open Government Partnership 2023 - 2025 has contributed by sending in advance the document package of priorities within the process of cooperation in the implementation of the OGP National Plan 2023 - 2025. Also the evidence of the entire process followed for the identification of priorities together with Civil society. At the OGP Committee Meeting, chaired by the National Coordinator for the Open Government Initiative (OGP) Mrs. Milva Ekonomi, priority commitments were agreed in 8 fields/components within the cooperation process by 12 contributing institutions.

MAS in the first phase organized 2 consultative meetings with Civil Society Organizations, in a hybrid form, one online meeting and one in the ministry's premises for an open conversation. Publication on the official MAS website of the questionnaire/survey to ensure that the public is informed about open governance, OGP, the action plan process, timelines and mechanisms for participation in the various stages of co-creation.

#### 2. The progress of open government

CSO civil society organizations were initially notified by MAS via e-mail about the drafting process of the National Action Plan for Open Government Partnership 2023-2025. Organizing the first meeting online aimed to guarantee the involvement of interest groups, mainly civil society organizations in the drafting and consolidation of the components of the national OGP plan, in order to receive comments and concrete proposals regarding the acquisition of new measures and activities in function of the proposed commitments. The purpose of the consultation, in the second meeting held at MAS, was to discuss and agree on the questionnaire-survey to determine the priority commitments of the Ministry of Internal Affairs in the 2023-2025 PKV and the role of CSOs' involvement in them. 60 CSOs that have institutional activities in the field were notified by email, and were given detailed information about the co-design process and the principles of the initiative. For this purpose, a PPT presentation material was prepared, attached to this report. In these meetings, the 2 priority commitments of the inclusion of MAS in the OGP were also agreed, which were then approved in the Committee.

### 3. The process of developing the Action Plan process

In phase III: Drafting of the National Plan for Open Government.

Based on the specific commitments of the institutions, including the MAS, work began on the drafting of the Plan for the analysis of the situation, the identification of specific problems to identify the specific activities that will be carried out.

For this purpose, MAS organized an online meeting regarding the discussions and conversation about the expected activities and products that will need to be carried out in relation to the two specific commitments agreed and approved in the OGP. The meeting took place online on February 23, 2023, 12:30 p.m. (attached Meeting Agenda) across the Microsoft teamsplatform: At this stage, the list of CSOs that were notified by email was larger, so the number of CSOs that MAS invited to be part of the drafting of the action plan washigher. In advance, CSOs were informed about the topic of discussion and were asked to propose concrete activities for the realization of the objectives/priorities of MAS. The excel format was also sent for completion by them as well as the final format thathad to be reported to the Ministry of Education and Culture. The proposals received from CSOs are reflected in this document.

### 4. Commitment

The Ministry of Education and Sports will engage in the NAP OGP 2023-2025 with two main commitments:

1. Awareness and education of the general public about the importance of inclusiveness in education.
2. Awareness and education of the general public on the impact of digitalization of the education system to increase the quality of education and contribute to the creation of a society based on knowledge.

## COMMITMENT 20

### AREA: INCLUSIVENESS

COMMITMENT 20: Awareness and education of the general public about the importance of inclusiveness in education.

<b>Country</b>	Albania		
<b>Naming the engagement</b>	<b>Awareness and education of the general public about the importance of inclusiveness in education.</b>		
<b>Brief description of engagement</b>	A quality, comprehensive and equal education creates conditions for all students, without any distinction, to develop knowledge, skills, attitudes and values in accordance with the requirements of a democratic society, to face constructively the challenges of life, as well as to contribute to building personal well-being. It is therefore important to improve quality, equity, inclusion and success through equal access to the education system for all.		
<b>Engagement leader</b>	The Ministry of Education and Sports is committed to provide comprehensive education for all children, together with dependency institutions or other partner institutions, including CSOs in this process.		
<b>Interest Groups Supporting Engagement</b>	<b>government</b>	<b>Civil society</b>	<b>Other actors (Parliament, Private Sector, etc.)</b>
<b>Implementation period</b>	2023-2025		

## Identification of the problem

### 1. What problem does the engagement aim to address?

Inclusion in education means creating conditions for all boys and girls, regardless of abilities and other characteristics, to attend classes together, taking care of their individual needs. Inclusion has been the focus of educational policies in Albania in the last decade, aiming to increase the participation in education in early childhood, as well as the participation in education of children from vulnerable groups.

### 2. What are the causes of the problem?

Awareness of inclusiveness is important as inclusiveness is a necessary prerequisite to ensure the development of all individuals to their full potential and to narrow the educational achievement gap between different social groups..

## Description of Engagement

### 3. What has been done so far to solve the problem?

Some of the achievements of MAS:

- Approval of the document "Education and training of teachers for inclusiveness - Profile of the inclusive teacher" in order to highlight the essential skills, knowledge, attitudes and values that every teacher should have, as one who is preparing to join the ranks of the teaching profession, as well as the one who is in the service, as a comprehensive professional. This has made society aware of the need to include children from vulnerable groups, which has led to an increase in the participation of children with disabilities, as well as children from the Roma and Egyptian national minorities.

- The awareness of parents and the community about the importance of pre-school education is done through well-planned activities at the level of local pre-university education offices (ZVAP) and pre-school institutions, as well as basic education schools to which preparatory classes are attached, in cooperation with the local government.

- The signing of Cooperation Agreement no. 7522 prot., dated 12.07.2018, between the Ministry of Education, Sports and Youth (MASR), the Ministry of the Interior (MB) and the Ministry of Health and Social Protection (MSHMS) "On the identification and registration in school of all children aged of school obligation".

- The issuing of the joint Order of MASR, MB and Ministry of Education and Culture no. 292, dated 28.05.2019 "On the approval of the regulation for the implementation of the Cooperation Agreement between three ministries "On the identification and registration in school of all children of compulsory school age".

In the school year 2022-2023, we enabled a new service for the online registration of all students in the first grade and in the tenth grade, facilitating and speeding up their registration procedures

and performing the service in a shorter time and more effectively.

- Coordination has advanced between MAS, the Ministry of Health and Social Protection and local self-government units, reevaluating the entire system of legal and by-laws in force for early childhood education, based on evidence and studies. The measure includes a study that will be carried out in cooperation with the international partners of the government and is expected to offer recommendations for a better coordination of activities between the ministries responsible for preschool education and local government, for the advancement of the management of this sector.

- Creation of a system for prevention and response to non-registration in school and dropping out of students in primary, lower secondary and higher education. In basic education institutions and in ZVAP, groups are created for prevention and response to non-registration in the first grade and dropout, composed of teachers, representatives of the community of parents and local self-government units. For this, special work plans are drawn up for these groups and a reporting system is built for cases of non-registration and dropout. Dropout for the year 2021 - 2022 for primary education is 0.59% and in lower secondary education 0.65%. In total, it is 0.62% in basic education. Scholarship support from the state will continue to reduce the dropout rate for students who are enrolled in basic education, but who, due to financial difficulties, they do not attend basic education. With VKM no. 511, dated 28.07.2022, "For some changes and additions to the VKM no. 666, dated 10.10.2019, "On financial quotas for food in canteens and dormitories, determining the criteria for benefiting from scholarships and payments for students of pre-university education in public educational institutions, for the school year 2019-2020", as amended, students from vulnerable groups, in addition to scholarships, textbooks and free transportation, they will also be supported by special employees in the role of mediator, who will follow them in order to raise awareness, access and attend the learning process.

- Providing transportation for students and teachers of basic education, but also for students attending upper secondary education (AML) of the needy strata who meet the defined criteria. The goal is to increase participation in upper secondary education, so students of this level who meet certain criteria will be offered free transportation. It is believed that such a measure will influence the increase in the participation of girls from rural areas in AML.

- In implementation of the Education Strategy 2021-2026 and in the framework of multilingualism, the Ministry of Education and Sports introduced the English language as a subject in the first and second grade of primary education, as well as a second compulsory foreign language in basic education

- 250 assistant teachers for students with disabilities have been added in the 2022-2023 school year to the pre-university education system, bringing their number to over 1,650, with the aim of meeting as best as possible all the needs of these students for development full of their intellectual, socio-emotional, developmental and physical potential.

- The psycho-social service has been strengthened year after year. Currently, one psycho-social service worker covers 300-499 students and two psycho-social service workers work for each school with 500 or more students.

In the National Education Strategy 2021-2026, special attention is paid to the education of Roma and Egyptians.

- The inclusiveness of Roma and Egyptian children and youth in education is guaranteed by legislative, administrative and institutional reforms. The result of these reforms is the creation of data for the registration of Roma and Egyptian children in kindergarten and school.

- In the field of education, priority has been given to facilitating the integration of Roma/Egyptian children and young people in kindergartens, schools and universities, with the aim that every Roma child goes to school, attends it with successful results and finishes it in age. An important aspect for fulfilling the priorities for the education of the Roma and Egyptian minorities is the cooperation of MAS with line ministries, with local self-government units, with interest groups, with NGOs and Roma/Egyptian associations, etc., the support of projects of different ones with a focus on Roma children and youth, the involvement of the Roma/Egyptian minorities themselves in the daily activities of educational institutions, making Roma/Egyptian parents part of the solution to the problems of education and education.

- Educational policies have created equal opportunities for these minorities for a positive approach to school. Some of the main legal and sub-legal documents, drawn up in 2013 and following by the MAS and by the line institutions, which serve the integration of this layer of the population, with a focus on providing and improving opportunities for children's education and Roma and Egyptian youth, are:

- National Education Strategy 2021-2026.

- National Action Plan for Equality, Inclusion and Participation of Roma and Egyptians in Albania (2021-2025).

- National Action Plan for the Integration of Roma and Egyptians 2016-2020.

- With the changes made in VKM no. 666, dated 10.10.2019 (with VKM no. 511, dated 28.07.2022, in order to regularly attend education, some social categories such as students, children of needy families, who are enrolled in basic education, but, financially unable, do not attend basic education, students of the Roma and Egyptian minorities and students with one parent, when one of the parents is not living. Vulnerable groups of students will benefit, support from designated staff from local educational institutions, responsible for pre-university education, in the role of mediator for these groups, to support them in terms of raising awareness and improving their access to education. Mediators will serve to improve communication and cooperation between vulnerable groups and institutions of pre-university education, in order to increase the attendance of the learning process. Roma and Egyptian students will be offered special after-school programs to complete coursework or take supplementary lessons.

- Based on the law no. 96/2017 "On the protection of national minorities in the Republic of Albania", 9 national minorities are recognized in Albania. On the basis of legal and bylaw acts in the pre-university education system there are special educational institutions where they teach students of the Greek national minority and the Macedonian national minority, while students belonging to the Roma and Egyptian national minorities are not in separate schools, but are integrated into normal educational institutions, where they have their residential centers.

- In Article 10 of Law No. 69/2012 "On the pre-university education system in the Republic of Albania", as amended, it is provided that persons who belong to national minorities are given opportunities to learn and be taught in their mother tongue, to learn their history and culture, according to lesson plans and programs. For this, based on the new curriculum, instruction no. 20,

dated 19.07.2022, "On the definition of teaching subjects taught in the Albanian language and in the mother tongue by students of national minorities in basic education in Albania" was approved.

- Based on this instruction, it has been possible for 70% of the teaching subjects for students of the Greek and Macedonian minorities in basic education to be developed in their mother tongue

**4. What are the proposed solutions?**

Engagement of civil society in raising awareness of inclusiveness in education.

**5. What are the expected results within the implementation of the commitment?**

This commitment will support MAS's vision of building a quality education system that successfully addresses the individual needs of all children, treating them equally and with respect, based on their diversity.

COMMITMENT					
Activities/Milestones	Expected products	Expected completion date	Stakeholders		
<b>Measure 1.1: Awareness of the general public on the importance of inclusiveness in education</b>			Leader: MAS		
			<u>Stakeholders</u>		
			government	CSOs	Others (Parliament, Private Sector, etc.)
			MEDPAK		
1.1.1. The improvement of social networks which are not inclusive are open spaces where the language of hatred, discrimination, bullying is not controlled	Publication	S II 2023 - S II 2024			

	Remember Information meetings with parents and the community about the importance of inclusiveness in preschool education				
	Publication on social networks of videos, sensitization materials on bullying, non-discrimination, etc	S II 2023 - S II 2024			
1.1.2 Creation of programs on national TV for public awareness of the importance of inclusiveness in education and the change of the current culture to an inclusive culture for building an inclusive society	TV shows with a focus on inclusiveness	S II 2023-2024	Leader: MAS		
			<u>Stakeholders</u>		
			governme nt	CSOs	Others (Parliam ent, Private Sector, etc.)
			MEDPAK		
1.1.3 Assistance to schools in 3 regions Elbasan, Gjirokaster and Mat (3 schools for each region) in the review and drafting of comprehensive plans in the framework of meeting the standards of schools as community centers	Plan for Inclusion	S II 2023-2024	Leader: MAS		
			<u>Stakeholders</u>		
			governme nt	CSOs	Others (Parliam ent, Private Sector, etc.)
			Save the Children		
1.1.4 Training of teachers in the use of methodologies that stimulate inclusive education in early childhood and basic education in 3 regions Elbasan, Gjirokaster	Trained teachers	S II 2023-2024	Leader:		
			<u>Stakeholders</u>		
			governme nt	CSOs	Others (Parliam ent, Private Sector, etc.)

and Mat (3 kindergartens and 3 schools for each region)				Save the Children		
1.1.5 Organization of information sessions with parents about inclusiveness in 3 regions Elbasan, Gjirokaster and Mat (3 kindergartens and 3 schools for each region)	SSE Information sessions in 6 educational institutions	S II 2023-2024				
1.1.6 Encouraging the inclusiveness of children through sports in 12 regions (120 9-year public schools)	12 sensitized regions	S II 2023-2024	Leader:			
			<u>Stakeholders</u>			
			government	CSOs	Others (Parliament, Private Sector, etc.)	
1.1.7 Discouraging school dropout through the inclusion of diversity in teaching programs and providing economic assistance to Roma families.	Number of Roma children supported with scholarships referred VKM no. 666, dated 10.10.2019, "On financial quotas for food in canteens and	S II 2023-	Leader: MAS, MSHMS			
			<u>Stakeholders</u>			
			government	CSOs	Others (Parliament, Private Sector, etc.)	

	dormitories, determining the criteria for benefiting from scholarships and payments for students of pre-university education in public educational institutions, for the school year 2019-2020".	2024			
				MSHMS, Municipalities	
1.1.8 Participatory information sessions on intercultural dialogue and minority diversity for teachers	NEW	S II 2023-2024	Leader: MAS		
			Stakeholders		
			government	CSOs	Others (Parliament, Private Sector, etc.)
				Roma and Egyptian organizations	
	Minority teachers informed/trained on the importance of cultural dialogue and exchange of experiences				
1.1.9 Presentation of the Romani language in the educational system	Draft modules in the Romani language	S II 2023-2024	Leader: MAS		
			Stakeholders		
			government	CSOs	Others (Parliament, Private Sector, etc.)

				IRCA	
<b>Priority measure 1.2.: Educating the general public on the importance of inclusiveness in education</b>			Leader:		
			<u>Stakeholders</u>		
			governme nt	CSOs	Others (Parliam ent, Private Sector, etc.)
1.2.1 To strengthen all schools as community centers for the spread of education, where you can work for an inclusive culture, the establishment of parents' clubs.	Empowerment of schools as Community Center School	S II 2023-2024			
1.2.2 Strengthening the structures of institutions within the school (parents' councils, school board) and involving parents in as many activities as possible. Strengthening the democratic spirit in these structures.	Realization of activities with this purpose	S II 2023-2024	Leader:		
			<u>Stakeholders</u>		
			governme nt	CSOs	Others (Parliam ent, Private Sector, etc.)
1.2.3 At the moment when we draw up the plans for a school, we set up working groups to draw up plans for everyone, i.e. Designing for the whole community of the area	The number of working groups established for the design of lesson plans	S II 2023-2024	Leader:		
			<u>Stakeholders</u>		
			governme nt	CSOs	Others (Parliam ent, Private Sector, etc.)

where the school is located.					
1.2.4 The role of psychosocial services in the education of the school community for the importance of creating an inclusive culture.	Psychosocial service protocols	S II 2023-2024	Leader:		
			<u>Stakeholders</u>		
			governme nt	CSOs	Others (Parliam ent, Private Sector, etc.)
1.2.5 Illiteracy and life skills courses for Roma women and girls	Informative meetings with the aim of educating mothers, mandatory training for several hours a year, for the rights and duties they have with regard to the inclusion of their children in school activities.	S II 2023-2024	Leader:		
			<u>Stakeholders</u>		
			governme nt	CSOs	Others (Parliam ent, Private Sector, etc.)
				Institute of Roma Culture in Albania (IRCA), Municipalities, Community Centers	
1.2.6 Provision of after-school programs for students and the Roma minority with the aim of reducing functional illiteracy	Implementation of after-school programs with the inclusion of students belonging to the Roma community	S II 2023-2024	<u>Stakeholders</u>		
			governme nt	CSOs	Others (Parliam ent, Private Sector, etc.)
				Community Center Schools, Municipality	

## COMMITMENT 21

### AREA: INCLUSIVENESS

COMMITMENT 21: Awareness and education of the general public on the impact of digitization of the education system to increase the quality of education and contribute to the creation of a society based on knowledge

<b>Country</b>	Albania		
<b>Naming the engagement</b>	Awareness and education of the general public on the impact of digitization of the education system to increase the quality of education and contribute to the creation of a society based on knowledge.		
<b>Brief description of engagement</b>	The digitization of the education system serves to increase the quality of education and contributes to the creation of a society based on knowledge, through increasing access to digital curricula and enabling their connection to the Internet (100%)". The use of Information and Communication Technology (ICT) in the learning process contributes to the development of digital competence in students, which is essential for effective participation in the information society. Developing digital competence through better use of information and communication technology for teaching and learning. Information and communication technology (ICT), which includes computers, tablets, SMART phones, interactive whiteboards and other accessories, can have a positive impact on improving the quality of teaching, increasing motivation and improving student performance, ensuring that all students benefit from certain levels of digital competence to adapt to the demands of the 21 <sup>st</sup> century knowledge society.		
<b>Engagement leader</b>	MAS, ASCAP in cooperation with AKSHI, for the drafting of the policy for the use of technology at the school level, which regulates the provision and maintenance of ICT equipment and infrastructure, use of equipment by school staff and students, protection of children from online risks, electronic communication, etc.		
<b>Interest Groups Supporting Engagement</b>	<b>Government</b>	<b>Civil society</b>	<b>Other actors (Parliament, Private Sector, etc.)</b>
		MEDPAK, IRCA, SAVE THE CHILDREN,	
<b>Implementation period</b>	2023-2025		

## Identification of the problem

### 1. What problem does the engagement aim to address?

The promotion of the student's digital skills, as well as the integration of ICT in teaching and learning is a priority in the government program, which is also reflected in the National Strategy for Education 2021-2026.

- technical support that ensures efficient use of the infrastructure;
- access to education portals, in accordance with the planned curriculum;
- access to portals for students with disabilities;
- specifying the legal and infrastructural framework for the exchange of information between educational structures.

### 2. What are the causes of the problem?

In the case of unpredictable situations such as pandemics or natural disasters, ICT provides possibilities for the organization of distance learning, however, in normal situations, technology can be used to advance the learning process in schools. Distance learning was organized during the COVID-19 pandemic, but only in the form of real-time lectures. This emergency situation prompted the use of platforms.

## Description of Engagement

### 3. What has been done so far to solve the problem?

The state database system of the Pre-university Information Management system SMIP has been created.

The training of teachers on the use of information technology, the development of digital teaching materials - and the equipping of schools with computers has been carried out. Services in educational institutions have been digitized. The inclusion of digital competence through information and communication technology from the first grade of basic education, and it has become possible to ensure Information materials and resources on the content, structure and organization of the ICT program of the first grade in the experiences of other countries.

designing the ICT program for the first grade in collaboration with the British expert Mr. Niel McLean (AADF) and other members of the inter-institutional working group. (Approved by MAS by order no. 304, dated 10.06.2022)

- the scientific and literary editing of the materials produced in the framework of the inclusion of ICT from the first grade, which were drafted by the British expert Mr. Niel McLean (AADF):
- Product: - ICT program for first grade
- Teacher's manual
- Workbook for students

In the framework of the professional development of educational workers, 14 training modules have been designed and accredited for the implementation of the professional standards of teachers, with the decision no. 3 dated 03.02.2021 of the KAPT as well as 79 training modules with decision no. 166 dated 20.05.2022 in implementation of the curriculum with competencies, inclusiveness, digitalization, psycho-social service.

Platforms have been created and about 1,200 ICT teachers have been trained to use these platforms, with the aim of using digital content within the curriculum with competencies, for the use of ICT in the teaching-learning process and for cyber security. In this context, with the

support of UNICEF, the academi.al platform was also designed and about 1200 ICT teachers were trained for its use in online learning during the COVID-19 pandemic.

**4. What are the proposed solutions?**

Creation of appropriate infrastructure for the use of ICT in schools and its maintenance.

The development of digital competence through the increased use of ICT in all subjects at all levels of education starting from the first grade of basic education.

Inclusion of digital competence in teacher standards.

Raising students' awareness of Internet security.

Designing the teaching methodology *online from ASCAP*.

**5. What are the expected results within the implementation of the commitment?**

The development of digital competence through the increased use of ICT in all subjects at all levels of education starting from the first grade of basic education.

Raising students' awareness of Internet security.

COMMITMENT					
Activities/Milestones	Expected products	Expected completion date	Stakeholders		
<b>1. Awareness of the general public on the impact of digitization of the education system to increase the quality of education and contribute to the creation of a knowledge-based society</b>			Leader: MAS, MSHMS		
			<u>Stakeholders</u>		
			government	CSOs	Others (Parliament, Private Sector, etc.)
		IRCA, Municipality			
1.1 Facilitation of the Roma Minority in accessing social services through the Online e-Albania platform	Awareness sessions on the importance of digital devices in education	S II 2023 – S I 2025			
<b>2. Educating the general public on the impact of digitization of the education system to increase the quality of education and contribute to the creation of a knowledge-based society</b>	Practical lessons for parents to become proficient in the use of digital platforms in school laboratories.	S II 2023 – S II 2024			
			<u>Stakeholders</u>		
			government	CSOs	Others (Parliament, Private Sector, etc.)

## COMMITMENT 22

### AREA: INCLUSIVENESS

COMMITMENT 22: Review of the NRM in order to guarantee the continued effective and efficient operation of the National Referral Mechanism (NRM) through local coordination groups to ensure the continued application of standards and SOPs for the treatment of trafficked persons

#### 1. Introduction

The National Referral Mechanism aims to:

- Identify, refer, protect, assist and re-integrate victims or potential victims of trafficking;
- Ensure the implementation of the Standard Operating Procedures for the Identification and Referral of Victims/Potential Victims of Trafficking
- Improve and strengthen the partnership of state and non-state actors for identification, referral, protection and assistance for victims or potential victims of trafficking;
- Fulfill all commitments, as part of a common national goal coordinated against human trafficking, raising public awareness, as well as fulfilling the social and moral duty of supporting the re-integration of victims of trafficking.

The main focus of this agreement is the victim and his/her protection, examining each situation on a case-by-case basis and builds some standards accepted by all for how the entire process of identification, referral and, subsequently, protection of the victim of trafficking takes place. Except victims of trafficking, this agreement also protects potential victims of trafficking, aiming to exercise preventive protection for those persons who may be potential victims of trafficking. This is the most important instrument in terms of identification, referral, protection and assistance to victims/potential victims of trafficking, through the development of awareness activities, information sessions, trainings and workshops with professionals, etc.

#### 2. Open government efforts to date

The National Referral Mechanism is a positive and very efficient model, as it includes state and non-state institutions and structures, such as: Ministry of Interior, Ministry of Health and Social Protection, Ministry of Foreign Affairs, Ministry of Education and Sports, General Prosecutor's Office, international organizations IOM, ARSIS, World Vision, TDH, Mary Ward Loreto Foundation and 4 reception and reintegration centers: National Reception Center for Victims of Trafficking, non-profit organizations "Various and equal", "Vatra" and "Another Vision". Each of the signature institutions has specific commitments in order to identify victims and potential victims of trafficking, as well as to ensure that they receive all the necessary protection and support.

### 3. Action Plan development process

Agreement review is the product of a long process of consultation and constructive debate between a significant number of important state, non-state and civil society national and international agencies, with a long experience in prevention and fight against human trafficking, assistance and protection of victims not only in Albania, but also beyond it. The contribution of civil society in the drafting of the agreement is an added value and the opinions and suggestions of national and international organizations will be included extensively during the process of drafting the Action Plan.

### 4. Commitments

Although the existing Agreement is a good model, referring to the cooperation and coordination of the anti-trafficking activity, starting from the problems identified above, its revitalization is necessary. This, for several reasons:

The new cooperation agreement will:

- reflect the change in the organizational structure of the institutions/ministries involved, with the new structures, the approved legal acts and bylaws and will increase the institutional commitment of each member.
- clearly define the responsible structures and mechanisms for the protection of victims of trafficking and will also highlight the many efforts and measures that have been taken in this direction.
- improve the coordination of efforts, of structures and mechanisms in the protection of victims of trafficking, prevention and the fight against trafficking in human beings.
- determine the modalities of action and what should be done to prevent and combat the phenomenon, determining the concrete actions that must be taken by the authorities such as initial or formal identification, institutional coordination, education, training, information, coercive actions of police officers, local government, justice, labor inspectors, social and health care workers, consular offices, etc.
- increase the implementation of the Standard Action Procedures for the Protection of Victims and Potential Victims of Trafficking (SOP) by all NRM members who have obligations under the SOP. The SOP is a fundamental document for all anti-trafficking actors as it includes a detailed description of the role that each institution/organization has and the concrete actions to be taken at each stage of the process from the moment of initial identification to the reintegration of victims and potential victims of trafficking in society.
- centralize the role and importance of the Responsible Authority as the core structure for solving problematic cases of trafficking. The need for change and expansion of this structure will be evident in the light of changes and new dimensions of the NRM and SOPs.
- intensify and highlight the role of the NRM Task Force and the importance it carries in the monitoring and implementation of the NRM.

- Evidence of its implementation by the Inter-institutional Working Group for Coordination of the National Referral Mechanism, which consists of representatives of each of the parties to the Agreement.
- formalize the common goal of all anti-trafficking actors and factors to improve the chain mechanism of the fight against trafficking through the efficient implementation of Standard Operating Procedures.

## COMMITMENT 22

### AREA: INCLUSIVENESS

COMMITMENT 22: Review of the NRM in order to guarantee the continued effective and efficient operation of the National Referral Mechanism (NRM) through local coordination groups to ensure the continued application of standards and SOPs for the treatment of trafficked persons

<b>Country</b>	Albania		
<b>Name of the commitment</b>	Review of the NRM in order to guarantee the continued effective and efficient operation of the National Referral Mechanism (NRM) through local coordination groups to ensure the continued application of standards and SOPs for the treatment of trafficked persons		
<b>Brief description of the commitment</b>	Improving the institutional framework within the framework of increasing the effectiveness of the fight against human trafficking, ensuring the implementation of the Standard Operating Procedures for the Protection of Victims and Potential Victims of Trafficking (approved by DCM no. 499, dated 29.08.2018), as well as the creation of a cooperation mechanism through which state institutions cooperate with civil society, organizations and other partners in the field of the fight against human trafficking		
<b>Commitment Lead</b>	Ministry of Interior		
<b>Supporting Stakeholders</b>	<b>The government</b>	<b>Civil society</b>	<b>Other actors (Parliament, Private Sector, etc.)</b>
	Ministry of Internal Affairs Ministry for Europe and Foreign Affairs Ministry of Education and Sports Ministry of Health and Social Protection Ministry of Finance and Economy Ministry of Justice	International Organization for Migration (IOM) International Organization "World Vision" - Non-Profit Organization "Initiative for social change ARSIS" Non-Profit Organization "Different and Equal" National Reception Center for Victims of Trafficking Non-Profit Organization "Vatra"	General Prosecutor's Office International organization National/local media

		"Another Vision" Non-Profit Organization Mary Ward Loreto Foundation (MWL) "Terre des Hommes" organization	
<b>Period Covered</b>	2023-2025		

## Problem Definition

### 1. What problem does the commitment aim to address?

The agreement will increase the cooperation between public institutions and civil society organizations that are parties to this agreement, also will increase identification, referral, protection, individual support, social and economic support and criminal justice for victims and potential victims of trafficking in Albania. .

### 2. What are the causes of the problem?

The cooperation agreement for the operation of the National Referral Mechanism (NRM) for the protection of victims and potential victims of trafficking constitutes the basic inter-institutional agreement between state and non-state structures for the identification, referral and protection of victims of trafficking. Since 2012, the year in which the Agreement was signed, important results have been achieved, which have had a positive impact not only on the increase of inter-institutional cooperation, but also on the protection of the victim. However, besides positive achievements, problems related to its effective implementation have also been identified.

- The agreement provides as its annex DCM no. 582, dated 27.7.2011, decision which was repealed by DCM no. 499, dated 29.8.2018 "On the approval of Standard Operation Procedures for the protection of victims and potential victims of trafficking";
- Membership of several important institutions for the protection and reintegration of victims and potential victims of trafficking;
- The absence of the NRM advisory board, as an important factor for monitoring its implementation;
- Issues not addressed in the current agreement and, specifically: monitoring and accountability of the NRM

## Commitment Description

### 3. What has been done so far to solve the problem?

- Although the current agreement has its annex, DCM no. 582, dated 27.7.2011, which was repealed, after the approval of DCM no. 499, dated 29.8.2018 "On the adoption of Standard Operation Procedures for the protection of victims and potential victims of trafficking", the commitments of the signature parties of the NRM regarding the identification, referral, protection and assistance of victims and potential victims are addressed pursuant to DCM no. 499, dated 29.8.2018 "On the approval of Standard Operation procedures for the protection of victims and potential victims of trafficking".
- Important anti-trafficking partners have been invited to the NRM meetings, such as: OSCE, UNICEF, American Embassy, UK Embassy, etc.

**4. What solution are you proposing?**

By revising the NRM Agreement, the identified problems will be addressed and the role and commitment of actors operating in the field of the fight against human trafficking will be expanded, including structures engaged in the identification, referral and assistance of cases or in national coordination of assistance management in cases of human trafficking, such as: MoJ, State Agency for Children's Rights and Protection, MoFE/State Inspectorate of Labor and Social Services, etc.

**5. What results do we want to achieve by implementing this commitment?**

The agreement will improve the coordination of efforts, of structures and mechanisms in the protection of victims of trafficking, the prevention and fight against trafficking in human beings, will determine the modalities of action and what should be done to prevent and fight the phenomenon, defining the concrete actions that the authorities must do as the initial or formal identification, institutional coordination, education, training, information, concrete engagements of police officers, law enforcement structures, local self-government units, labor inspectors, social care workers, health workers, consular offices, etc.

The revision of the agreement will also reflect the new guidance issued by the OSCE/ODIHR that has guided the creation of National Referral Mechanisms in many countries, will reflect the restructuring of the institutions/ministries included in the current agreement, the laws and by-laws adopted during this decade, and will ensure the improvement of issues not addressed in the current agreement.

Commitment					
Activities/Milestones	Expected Outputs	Expected Completion Date	Stakeholders		
Activities within the Month of the Fight against Human Trafficking	Meetings/Activities	S II 2023-S I 2025	Lead: Ministry of Interior		
			<u>Supporting Stakeholders</u>		
			Government	Civil society organizations	Others (Parliament, Private Sector, etc.)
			Ministry of Health and Social Protection Ministry of Education and Sports State Police State Social Service State Labor Inspectorate State Agency for Children's Rights and Protection QKPVT KRAT	IOM World Vision Tjetër Vizion Vatra Different and Equal Terre des Hommes ARSIS Mary Ward Loreto Foundation	OSBE UNICEF GIZ Caritas Privat Buissines National/local media Urat Network
Awareness meetings with vulnerable groups regarding human trafficking and the protection of victims	Meetings/Activities	S II 2023-S I 2025	Lead: Ministry of the Interior		
			<u>Supporting Stakeholders</u>		
			Government	Civil society organizations	Others (Parliament,

and potential victims of trafficking				ons	Private Sector, etc.)
			Ministry of Health and Social Protection State Police State Social Service State Labor Inspectorate Inspectorate State Agency for Children's Rights and Protection QKPVT KRAT	IOM World Vision Tjetër Vizion Vatra Different and Equal Terre des Hommes ARSIS Mary Ward Loreto Foundation	State Social Service State Agency for the Protection of Children's Rights KRAT Municipality of Tirana

Information sessions/discussion forums/open hours with pupils and students on the topic "On the prevention and consequences of human trafficking in our lives" and "Unsafe migration & the risk of trafficking"; knowledge of the protection system against human trafficking and unsafe migration, in rural and urban areas	Meetings/Activities	S II 2023- S I 2025	Lead: Ministry of the Interior		
			<u>Supporting Stakeholders</u>		
			Governme nt	Civil society organizati ons	Others (Parliament , Private Sector, etc.)
			Ministry of Education and Sport State Police State Social Service State Agency for Children's Rights and Protection KRAT	IOM World Vision Tjetër Vizion Vatra Different and Equal Terre des Hommes ARSIS Mary Ward Loreto Foundation	Education Office University

Finalization of the Agreement for the operation of the National Referral Mechanism for victims and potential victims of trafficking	The signature of the NRM by the members	S II 2023- S I 2025	Lead: Ministry of the Interior		
			Supporting Stakeholders		
			Government	Civil society organizations	Others (Parliament Private Sector, etc.)
			Ministry of Education and Sports Ministry of Health and Social Protection Ministry of Interior Ministry of Finance and Economy Ministry of Justice Ministry for Europe and Foreign Affairs State Police State Labor Inspectorate State Agency for Children's Rights and Protection	IOM World Vision Tjetër Vizion Vatra Different and Equal Terre des Hommes ARSIS Mary Ward Loreto Foundation	General Prosecutor's Office

**COMMITMENT 23**  
**AREA: RIGHT TO INFORMATION & CONSULTATION**  
**AND REGULATORY IMPACT ASSESSMENT**

**COMMITMENT 23:** Regulatory impact assessment, programming of regulatory acts and public consultation are at the foundation of a data-based, well-planned policy-making system that enables public involvement in decision-making, for a democratic, transparent and accountable governance

**1. Introduction**

There is a growing focus on openness and transparency of policy-making, both at the global and regional levels, within the Open Government Partnership (OGP). Such an approach is particularly important in the context of demands related to public administration reform, good governance, the rule of law, and the development of civil society. For this purpose, the involvement and commitment of the public and stakeholders to give their comments and feedback is important in this process.

Public Consultation contributes to strengthening trust in public institutions, the rule of law and democracy. Public institutions are strengthened by public consultation in the decision-making process and this leads to sustainable policies that meet the needs of society.

Effective and evidence-based policymaking includes also the ex-ante policy evaluation analysis as an essential process that leads to better policy and regulatory outcomes. Government actions must be set in a broad context that takes into account all the possible effects.

The definition of the problem, the definition of objectives and options, as well as the identification and assessment of impacts becomes more qualitative thanks to the process of internal and external stakeholder's consultation.

Impact assessment is an internationally recognized and very important tool that contributes to the process of designing, implementing and monitoring policies/legislation, based on good quality data. Impact assessment also includes the analysis of all the costs and benefits that the proposed policies may bring, as well as the collection of data and information on the possible consequences and risks of these policies.

**2. Open government efforts to date**

Albania became member of the Open Government Partnership in September 2011, demonstrating its continued commitment toward embracing these core values and principles for openness, transparency and inclusiveness, related with an accountable, transparent and responsible government.

Albania within the framework of this commitment, has undertaken during this period the approval of four National Action Plans from 2011 and is currently drafting the fifth plan 2023-2025, in which important commitments are foreseen to address the challenges of the OGP in the country.

Public consultation is the mechanism that enables the involvement of the public, stakeholders, business, academia, experts and the media in decision-making, ensuring their involvement throughout the policy-making process, with the aim of creating high-quality policies that enables long-term solutions and ensure progress.

Albania performance in the area of public consultation and policy coordination has been strong and has shown improvement. Compared to other countries of the Western Balkans, it scored the highest values for many indicators. The overall average value and individual values of the indicators have increased from 2.6 in 2017 to 3.4 in 2021, the highest in the region, according to the SIGMA 2021 Monitoring report on "Principles of Public Administration".

Also, regarding the impact assessment process, Albania's performance has been evaluated positively in the 2021 Monitoring Report on Principles of Public Administration, SIGMA noted an increase of 2 points for indicator 2.10.1 – Evidence-based policymaking and an increase of 12 points for its sub-indicators, compared to the year 2017. The results achieved are above the regional average for this indicator as well as for its sub-indicators.<sup>12</sup>

### 3. Action plan development process

The process was developed according to the instructions and in accordance with the requirements and values of the OGP, where the institutions and stakeholders coordinate the commitments and measures undertaken within the efforts for a democratic, transparent and inclusive governance system.<sup>13</sup>

The meeting took place between representatives of the Regulatory and Compliance Department at the Prime Minister's Office and the main actors of civil society, the business community, representatives from international organizations such as the OSCE, representatives of the academic community with expertise in the field of "better regulation" as well as for the public consultation process and the impact of the regulatory assessment.

The draft action plan template was sent in advance to participants and the consolidated version agreed between the parties was sent to the Minister of State for Service Standards, who leads the process.

The relevant documentation of the process consisting of the agenda, attendance list, and minutes of meeting, presentations, and other documents were published on the official national website [www.ogp.gov.al](http://www.ogp.gov.al).

### 4. Commitments

Regulatory impact assessment, programming of regulatory acts and public consultation are at the foundation of a data-based, well-planned policy-making system that enables public involvement in decision-making, for a democratic, transparent and accountable governance.

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<sup>12</sup><https://www.sigmaweb.org/publications/Monitoring-Report-2021-Albania.pdf>

<sup>13</sup><https://www.opengovpartnership.org/wp-content/uploads/2022/03/OGP-National-Handbook-2022.pdf>

**COMMITMENT 23**  
**AREA: RIGHT TO INFORMATION & CONSULTATION**  
**AND REGULATORY IMPACT ASSESSMENT**

COMMITMENT 23: Regulatory impact assessment, programming of regulatory acts and public consultation are at the foundation of a data-based, well-planned policy-making system that enables public involvement in decision-making, for a democratic, transparent and accountable governance

<b>Country</b>	Albania		
<b>Number and Name of the Commitment</b>	Regulatory impact assessment, programming of regulatory acts and public consultation are at the foundation of a data-based, well-planned policy-making system that enables public involvement in decision-making, for a democratic, transparent and accountable governance.		
<b>Brief Description of the Commitment</b>	<p>Important processes related to the planning of regulatory acts, assessment of their impacts and public consultation are carried out according to the standards and requirements provided for in the legal and sub-legal framework.</p> <p>These processes ensure public participation in decision-making, enable laws and policies to be drafted based on data and evidence, and enable a democratic, open and accountable governance system.</p>		
<b>Commitment Lead</b>	Prime Minister's Office, Regulatory and Compliance Department (RCD)		
<b>Supporting Stakeholders</b>	<b>Government</b>	<b>Civil Society</b>	<b>Other Actors(Parliament, Private Sector,etc)</b>
	<ul style="list-style-type: none"> <li>- Prime Minister's Office</li> <li>- Line Ministries</li> <li>- PMO subordinated agencies</li> </ul>	<ul style="list-style-type: none"> <li>- IDM Albania</li> <li>- Albanian Helsinki Committee</li> <li>- Investment Council</li> <li>- Eralda Met'hasani-Expert</li> </ul>	
<b>Period Covered</b>	2023 – 2025		

## Problem Definition

### 1. What problem does the commitment aim to address?

Public Consultation contributes to strengthening trust in public institutions, the rule of law and democracy. Public institutions are strengthened by public consultation in the decision-making process and this leads to sustainable policies that meet the needs of society.

The public consultation process enables institutions to seek public opinion on a given topic or policy, informing them of current policy developments, state of play and progress made by government authorities. Public is invited to submit comments, opinions and responses for a certain policy or regulation. Such a mechanism not only empowers the public to engage in decision-making but also enables better policies that address public interests.

Government use the tool of impact assessment for a more effective policy decisions in order to allocate resources where they are most needed and where they provide the highest results at the lowest costs. The biggest challenge for the successful implementation of this process is related to the efficiency of the responsible structures to successfully carry out several inter-related stages in this process, such as:

- 1) Well-structured identification of current problems, their causes and the effects caused by them;
- 2) Provision of additional information and evidence/evidence for the drafting of policies/legislation;
- 3) Identification of options;
- 4) Identification of benefits, costs and risks of possible regulatory interventions;
- 5) Providing an argument as to why the recommended policy was chosen, thereby helping to build public trust through accountability;
- 6) Identifying and encouraging the responsible structures to think about the results and how they will evaluate through monitoring whether these results have been achieved or not.

The successful implementation of this process would provide a logical structure to plan policies through a legislative program designed in accordance with real regulatory needs.

### 2. What are the causes of the problem?

Public consultation is a two-way process which implies the transparency and accountability of public policy-making institutions, and on the other hand the participation of citizens, stakeholders and interest groups, civil society organizations, the business community, academia and scientific community in the process of drafting laws and policies by contributing with comments, reactions and opinions, not only directly exercising the authority of the sovereign but also contributing to the drafting of better and publicly acceptable laws.

The implementation of the process in accordance with the principles, standards and requirements of legal basis and guidelines from the institutions is constantly improving, however, within the framework of European and global commitments for an even more advanced democratic system, the requirements for public consultation are increasing.

On the other hand, participatory culture, encouraging citizens to participate in the process and ensuring access to policy-making of marginalized groups remains a challenge to be addressed in long terms.

Altogether with some other challenges such as:

5. Lack of compliance in practice with the legal requirements for public consultation at the central and local level,
6. Implementation of public consultation for the secondary legislation
7. Implementation of a pro-active approach by institutions
8. Increasing public's trust in the process of public consultation
9. Increasing the capacities of coordinators for carrying out the consultation process.

The impact assessment process can be considered as one of the most important links of the policy-making process. However, this process is closely inter-dependent with the process of programming regulatory acts, the process of assessing their quality, as well as the process of public consultation. Better linkage of these processes altogether with the strengthenskills and expertise regarding RIA process, would provide the aimed results.

Novelty of implementing this process in our country, as well as reasons related to administrative/research reasons are among the challenges to be addressed.

### Commitment Description

#### **3.What has been done so far to solve the problem?**

1. Increasing the functionality of the Electronic Register of Notification and Public Consultation and the implementation of automatic notifications for stakeholders;
2. Mapping of stakeholders according to sectors;
3. Making obligatory the implementation of the impact assessment process through the revision of the regulatory framework;
4. Strengthening the quality control of the processes of impact assessment, programming of regulatory acts and public consultation by strengthening the responsible unit in the Prime Minister;
5. Implementation of a content-oriented monitoring approach, as well as diversification of monitoring methods;
6. Presentation of weekly and periodic results at technical and political levels related to the public consultation process and the impact assessment process;
7. Strengthening and increasing the capacities of the network of public consultation coordinators, as well as of the network of impact assessment coordinators.

#### **4. What solution are you proposing?**

1. Key stakeholders are widely consulted, according to the procedures and standards provided for the public consultation process;
2. The government and institutions apply a proactive and non-discriminating approach for the inclusion in the public consultation process of under-represented groups through prior notices and targeted consultations in order to give voice to these target groups;
3. The methods of public consultation should be diversified, and applied in accordance with the draft act subject to consultation applying the criteria provided by the guide of the Secretary General of the Council of Ministers and the matrix of the analysis of interested parties;
4. Constructive and continuous dialogue between institutions and stakeholders, and the reflection of their proposals and comments in the final draft of the drafted act;
5. Reporting the results of the public consultation process, including information on the ratio of acceptance of feedback collected throughout the process and making them transparent for each act;.
6. Publication of the draft policy and legislation for consultation with the general public on the official website of the public consultation [www.konsultimipublik.gov.al](http://www.konsultimipublik.gov.al), accompanied by the other information documents;
7. Implementation of the regulatory impact assessment to draft acts according to the legal provisions, with the aim of drafting an effective and qualitative legislation that produces the desired effects.
8. Implementation of the impact assessment process by the responsible institutions, at an early stage and the preparation of quality reports for projects according to the regulations of the regulatory framework.
9. Increasing the efficiency of the structures responsible for drafting impact assessment reports, by providing continuous support through expanding their knowledge of this process.
10. Guaranteeing the drafting of a well-planned legislative program and its efficient implementation.
11. Guaranteeing the sustainability of coordinators for public notification and consultation in each responsible institution, by ensuring this role to be exercised by civil servants of middle or high level management, to guarantee the necessary authority at all levels of employees and institutions' structures for implementation of law no. 146/2014.
12. Monitoring the implementation of the fulfillment of the obligation by the institutions to periodically update the public consultation reports, within the framework of the implementation of their functional duties vis-à-vis the general public.
14. The responsible institutions contribute to the design of methodological approaches as well as simple and comprehensible formats for the general public and stakeholders, which aim to be included in the public consultation process.
15. Encouraging a monitoring and evaluation approach on the part of superior institutions, towards those of dependence, regarding the development of comparative and analytical indicators of success, difficulties and challenges encountered in the process of public notification and consultation.

**5. What results do we want to achieve by implementing this commitment?**

1. Transparent, accountable, open and more representative governance, as well as effective, inclusive and non-discriminating policies;
2. Strengthening trust in public institutions, the rule of law and the proper functioning of democratic institutions;
3. Legal framework and policies designed based on evidence, accepted and implemented by the public
4. Increased transparency and responsibility of public authorities towards the public and interested parties.

Commitment					
Milestones	Expected Outputs	Expected Completion Date	Stakeholders		
The frequency and quality index of public consultation are periodically monitored and the results are made transparent.	Semiannual and annual Center of Governance and Institutional Reports, are produced and published on E-consultation.	S II 2023-S I 2025	Lead: Prime Minister's Office, Regulatory and Compliance Department		
			<u>Supporting Stakeholders</u>		
			Government	CSOs	Others(e.g.,Parliament,PrivateSector etc)
			-Prime Minister's Office -Line Ministries -PMO's subordinate agencies	- Investment Council -Albanian Helsinki Comitee -IDM Albania -Experts etc.	
Center of government leads and monitors the quality of the public consultation process, based on a content oriented approach.	-Public consultation reports for individual acts are evaluated and validated by the quality control unit in the PMO. -PCIR are produced and published on e-consultation.	S II 2023-S I 2025	Lead: Prime Minister's Office, Regulatory and Compliance Department		
			<u>Supporting Stakeholders</u>		
			Government	CSOs	Others(e.g.,Parliament,PrivateSector etc)
			Prime Minister's Office -Line Ministries -PMO subordinate agencies	- Investment Council -Albanian Helsinki Comitee -IDM Albania -Experts etc.	

Improving the quality of impact assessment reports, in accordance with the criteria of the RIA methodology and the principles of good governance.	RIA reports drafted based on best practices, in accordance with the standards established by the methodology, as well as based on implementation of the recommendations of international institutions/organizations.	S II 2023-S I 2025	Lead: Prime Minister's Office, Regulatory and Compliance Department		
			<u>Supporting Stakeholders</u>		
			Government	CSOs	Others (e.g., Parliament, Private Sector etc)
			Prime Minister's Office -Line Ministries -PMO subordinate agencies		
Increasing capacities, through various trainings of RIA network officials in line ministries and strengthening quality control unit, in order to improve the regulatory impact assessment process.	Trained administration on the basic principles and various theoretical and practical aspects of the impact assessment process.	S II 2023-S I 2025	Lead: Prime Minister's Office, Regulatory and Compliance Department		
			<u>Supporting Stakeholders</u>		
			Government	CSOs	Others (e.g., Parliament, Private Sector etc)
			- Prime Minister's Office -Line Ministries -PMO's subordinate agencies	SIGMA, RESPA.	
Increasing capacities of Public Consultation Coordinators and strengthening of quality control unit through various trainings in order to improve the process of public consultation.	Trained administration on the principles and standards of public consultation process.	S II 2023-S I 2025	Lead: Prime Minister's Office, Regulatory and Compliance Department		
			<u>Supporting Stakeholders</u>		
			Government	CSOs	Others (e.g., Parliament, Private Sector etc)
			Prime Minister's Office -Line Ministries -PMO's subordinate	SIGMA, IDM/NED, RESPA.	

			agencies -ASPA		
Improving the process of drafting and implementing the General Analytical Program of Project acts.	General Analytical Program of Projects acts well planned and implemented at higher levels.	S II 2023-S I 2025	Lead: Prime Minister's Office, Regulatory and Compliance Department		
			<u>Supporting Stakeholders</u>		
			Government	CSOs	Others(e.g.,Parliament,Private Sector etc)
			- Prime Minister's Office -Line Ministries -PMO's subordinate agencies		
Empowerment of business associations and CSO-s regarding public consultation mechanism and process.	Workshops and training offered to business associations and NGOs in order to increase their involvement in the public consultation process.	S II 2024	Lead: Prime Minister's Office, Regulatory and Compliance Department		
			<u>Supporting Stakeholders</u>		
			Government	CSO-s	Others(e.g.,Parliament,Private Sector etc)
			-PMO - Agency for Support of Civil Society	-IC - SIGMA - DIP	

## **COMMITMENT 24**

### **AREA: OPEN PARLAMENT**

COMMITMENT 24: Coordination with the Assembly, for an open and accessible Parliament, as for regarding the improvement of the inter-institutional mechanism platform for monitoring of Independent Institutions as well as implementation of the E-legislation.

#### 1.Introduction

An open parliament - one that encourages transparency, participation, and accountability throughout the legislative process - is an essential criteria for a democratic parliament and also is a very important part of an open government. Ensuring access to legislative information and creating mechanisms for public participation are critical to building an open, trusting relationship with citizens. This commitment is crucial also for the overall progress of Albania towards the EU integration and the need for a more active and meaningful role of parliament in Albania's development.

#### 2. Open government efforts to date

Minister of State for Relations with the Parliament has signed the agreement between the Council of Ministers of the Republic of Albania represented by the Minister of State for Relations with the Parliament, the Swiss Confederation represented by The Swiss Agency for Development and Cooperation acting through the Embassy of Switzerland in Albania and The Organization of Security and Co-operation in Europe (OSCE) through its Presence in Albania On "Support to Parliament and Civic Education Project (PACEP)"

The overall goal of this Project was: More aware and educated citizens are empowered to actively participate in decision-making. The main objectives of the Project were: a) Outcome 1: Parliament administration fulfils its functions in an efficient and effective way. b) Outcome 2: Parliament improves its legislative, oversight and representation functions by better representing their constituents and holding the executive branch accountable. c) Outcome 3: Citizens claim their space in democratic developments of the country and are prepared to hold Members of Parliament accountable and influence reforms.

#### 3.Commitments

Coordination with the Assembly, for an open and accessible Parliament, as for regarding the improvement of the inter-institutional mechanism platform for monitoring of Independent Institutions as well as implementation of the E-legislation.

**COMMITMENT 24**  
**AREA: OPEN PARLAMENT**

COMMITMENT 24: Coordination with the Assembly, for an open and accessible Parliament, as for regarding the improvement of the inter-institutional mechanism platform for monitoring of Independent Institutions as well as implementation of the E-legislation.

<b>Country</b>	Albania		
<b>Number and Name of the Commitment</b>	<b>Field number 8:Open Parliament:</b> Coordination with the Assembly, for an open and accessible Parliament, as for regarding the improvement of the inter-institutional mechanism platform for monitoring of Independent Institutions as well as implementation of the E-legislation.		
<b>Brief Description of the Commitment</b>	<ul style="list-style-type: none"> <li>• Implementation of the E-legislation (part of PACEP project)through AKN4AL (Akomanto so for Albania) Standard will result in an integrated and transparent legislative workflow thatimproves access to consolidated laws and parliamentary records.</li> <li>• The review of the decision 49/2017 of the Parliament of Albania "On the establishment of a mechanism for systematic monitoring of the follow-up and implementation of the recommendations of independent constitutional institutions aims to strengthen the role of the Minister of State for Relations with the Parliament in monitoring the Line Ministries regarding the implementation of the recommendations of independent institutions and to further encourage the use of Online Inter-Institutional Platform.</li> </ul>		
<b>Commitment Lead</b>	Minister of State for Relations with the Parliament		
<b>Supporting Stakeholders</b>	<b>Government</b>	<b>Civil Society</b>	<b>Other Actors(Parliament, Private Sector, etc)</b>

			<u>Assembly of Albania</u>
<b>Period Covered</b>	2023 -2025		

<b>Problem Definition</b>	
<p><b>1. What problem does the commitment aim to address?</b></p> <ul style="list-style-type: none"> <li>• Improvement of the Interoperability between different solutions of the legislative process.</li> <li>• The need to have standard formats to avoid multiplication of formatting work and deviations from drafting rules.</li> <li>• Inability to determine the content of a document at different points in time.</li> <li>• The lack of legislation in an easily accessible format reflecting all amendments up to the present time, otherwise referred to as consolidated version of a law amended several times.</li> <li>• Parliament’s capacities in <b>law making and oversight</b> are low due to a weak system in place in parliament’s administration.</li> <li>• The impartial and evidence-based data and research provision to MPs – although critical for a well-functioning parliament – is missing.</li> <li>• MPs are therefore overly reliant on government analyses to evaluate government laws and policies and are more prone to political polarization of their work.</li> <li>• In terms of <b>parliament’s representation function</b>, there is a big gap between citizens and the parliament.</li> <li>• The input of civil society organizations (CSOs) in the legislative process is limited.</li> <li>• <b>The participation of citizens</b> in decision making is very limited in Albania’s reality.</li> <li>• The lack of responsiveness of public administration bodies according to implementation of recommendations of the independent institutions.</li> </ul>	
<p><b>2. What are the causes of the problem?</b></p> <ul style="list-style-type: none"> <li>• Some of the causes of the problems are related to the lack of capacity in the Assembly’s administrative staff.</li> </ul>	

- Outdated technology, especially in the legislative workflow and access to information.
- Lack of transparency of the legislative process.
- Lack of a long-term strategic plan for the parliament, accompanied by a corresponding modernized concept of human resource management.
- Technological deficiencies of the parliamentary infrastructure in terms of archiving or legislative services.
- The existence of a high level of distrust of citizens towards the parliament.
- Lack of reliable information on legislative developments through the media and access to decision-making.
- The lack of reaction of the state administration bodies against the recommendations of independent institutions

### Commitment Description

#### 1. What has been done so far to solve the problem?

Many practical changes have been made which have reflected a positive feedback

According to E-legislation/PACEP project:

- The Civic Education Service (SHEQ) is built as part of the Parliamentary Institute (IPI) which has a mission to create and implement programs that inform and educate citizens about democracy and governance, as well as encourage citizens to be active in the work of the Assembly. To achieve what it aims, SHEQ implements educational and informative programs and activities, such as: 1) "Democracy Workshop" program; 2) "My point of view" program; 3) The "Model of the Albanian Parliament" program; 4) "Parliamentary Tours; 5) "Open doors", etc.
- A Strategic Plan for the Parliament has been drawn up. The Strategic Plan of the Assembly 2020-2025, as the first comprehensive strategic document of the legislative branch of Albania's government, aims, among other things, to modernize law-making and strengthen parliamentary control.
- An e-Legislation application has been developed on the phone for MPs
- Digitization of past parliamentary data and integration with the e-Legislation system

According to the **inter-institutional mechanism** platform:

- The Minister of State for Parliamentary Relations has established a network of coordinators within each ministry in order to support the process of implementing recommendations of independent institutions. This network is responsible for monitoring progress on the level of implementation and reporting twice a year.
- In April 2022, was held the annual meeting, with concrete tasks for the continuation of the reporting process and the improvement of the quality and content of the report.

- By order of the Secretary General of the Parliament, a working group has been set up to review the decision 49/2017 of the Parliament of Albania "On the establishment of a mechanism for systematic monitoring of the follow-up and implementation of the recommendations of independent constitutional institutions". This working group is composed by members of Monitoring Service Directory in the Parliament, representative form Independent Institution and representative form Ministry of State for Parliamentary Relations. The work of this group is in progress.

## 2. What solution are you proposing?

- **Interoperability:** The harmonization of legal document formats through AKNAL will allow interoperability between institutions, data interchange, using common tools, shared templates.
- **Consolidated legislation:** Consolidated legislation will be generated in real time without the need for manual compiling.
- **Public access:** Media, CSOs and the general public will be able to search and find legislation in a compiled format, along with the entire legislative history of each act.
- **Transparency:** The ability to see the entire legislative history of an act will improve transparency of Parliament both internally (among MPs, committees, staff) and externally (towards the public).

According to the **inter-institutional mechanism** platform:

- A very proactive engagement toward a good functioning of the joint mechanism for systematic monitoring of independent institutions' recommendations and also in fostering the implementation of the recommendations of independent institutions given for executive institutions.

## 3. What results do we want to achieve by implementing this commitment?

The project **E-legislation** results:

- Application of AKN4AL XML standard to Albanian parliamentary and other normative documents
- Digitalization of past parliamentary documents and archives using AKN4AL and incorporate digital records into e-Legislation framework.

The review and improvement of **inter-institutional mechanism** platform results:

**Improvement of the level of implementation of the recommendations of independent institutions given for executive institutions by:** Strengthening the role of the Minister of State for Relations with the Parliament in monitoring the Line Ministries regarding the implementation of the recommendations of independent institutions and further encouraging of the use of Online Inter-Institutional Platform.

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Commitment			
Milestones	Expected Outputs	Expected Completion Date	Stakeholders
Organize e-Legislation awareness and capacity building events. The Project will conduct a series of events including exchanges with focus on e-Legislation for different target audiences, including MPs, Assembly and ministries staff and CSOs/academia.	➤ The objective will be to gain knowledge from advanced practices and at the same time demonstrate how the e-Legislation system works and how it will benefit different stakeholder groups	S II 2023-S I 2024	Lead:
			<u>Supporting Stakeholders</u>
			Government
			Specialists from the offices of the MP's
Update Parliamentary Administration's Standard Operating Procedures (SOPs) and legal framework to accommodate e-Legislation workflows; The workflow of the parliamentary staff within the legislative department and the committees will need to be updated to accommodate how the	Incorporating e-Legislation into the overall workflow of the parliamentary staff will be accomplished by preparing SOPs for e-Legislation. Ø The legal framework governing how laws are processed, edited and published, including the Parliament's Rules of Procedure, will likewise be reviewed to determine if any	S II 2023-S I 2024	Lead:
			<u>Supporting Stakeholders</u>
			Government
			OSCE

legislative documents will be processed using the e-Legislation software.	changes will be needed to accommodate the e-Legislation system.				
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