



REPUBLIKA E ALBANIËS

**THE OPEN GOVERNMENT PARTNERSHIP
NATIONAL ACTION PLAN FOR ALBANIA
2020 – 2022**

**COMPONENT 2: DIGITAL GOVERNANCE
PRE-CONSULTATION REPORT**



I. Introduction and Background

Briefly outline the overall objective of the component and the sub-components:

The two main components are as follows:

1. Establishment of Integrated Service Centers (ISC's)
 - Identifying the right environment in accordance with the accessibility parameters;
 - Preparing the reconstruction project in line with ADISA's standards;
 - Reconstruction of the building/environment
 - Operational Integrated Service Center.
2. Monitoring the quality of Public Service Delivery at ADISA ISC's and service counters
 - Conducting citizen satisfaction surveys at ADISA ISC's;
 - Conducting surveys to measure the application time at ADISA ISC's.

Briefly outline the past and current challenges that have impeded stakeholder engagement in the past on the component's topic:

There were no particular challenges that have impeded stakeholder engagement.

What steps were taken to address these challenges?

In order to address these challenges ADISA has always been engaged with civil society by organizing focus groups and also including marginalized groups to accept and incorporate everyone's needs.

II. Methodology

II.1. *Survey Design:*

The questions included (attach as an annex if preferred and discuss questions in general terms)

1. Have you needed/received any public services at ADISA ISC's during the last 12 months?
2. For which services and institutions have you experienced difficulties in obtaining the necessary information?
3. If YES, please provide reasons or obstacles that have prevented (or made it difficult for you) to access (obtain) the requested information? (Many answers allowed)
4. Have you visited any ADISA center in the last 12 months? If so, how do you assess the impact of the ADISA Center presence in your city?

5. Have you visited any ADISA center in the last 12 months? If so, how do you assess the impact of the ADISA Center presence in your city?
6. What do you think can be improved within the premises of the ADISA center, in addition to the existing infrastructure (PWD)?
7. How do you evaluate that you can help increase the accessibility of public services?
8. How ready are you in your commitment to improve / add information packages for public services?

Why these questions were chosen:

In order to better understand the situation and the approach of citizens representing organizations of civil society in public service delivery. We feel that this set of questions help us keep in track with changes that need to happen in order to improve the accessibility to public services.

What is the hoped outcome of the survey:

A better understanding in the process of inclusiveness and accessibility in public service delivery.

II.2. Stakeholder Selection:

How were stakeholders selected?

The stakeholders were selected from a list with more than 65 members of organizations of civil society.

What stakeholders were contacted and why?

Stakeholders representing Think-thanks/ Media/ Transparency/Good Governance/EU Integration/ CSO enabling environment; Human rights; Roma; Women's rights; LGBTI rights; Rights of persons with disabilities.

III. Initial Findings

Summary of feedback from stakeholders:

- Having a dedicated communication package dedicated to people with disabilities and ideally an office clerk understanding their needs and offering public services to their understanding.
- Optimizing the service delivery time in order for citizens to be able to complete their application faster;

Main recommendations from stakeholders:

- Using easy reading and sign language to increase the accessibility of people with disabilities applying for public service at ADISA ISC's;

Areas recommended to focus on in next stages:

- Increasing the accessibility of public services.

IV. Shortcomings Identified

Limitations in responses/underrepresentation of stakeholders:

Higher participation is needed to have a better understanding of the results.

Discussion on non-responses:

Any biases of responses:

NA

V. Preparations for Next Phase

What will be done to improve engagement in the next stages?

- Revising the questionnaire;
- Sending the questionnaire in different forms (e-mail; hard copy) as per stakeholder availability.

How will collaboration be ensured with the meetings?

Round tables will be organized with equal time to discuss with whoever wants to contribute for the topic.

What steps will be taken to promote engagement by stakeholders?

- Following up with stakeholders and assisting them to participate in further questionnaires/meetings.
- Asking frequent feedback.

VI. Annex 1: Evidence of Stakeholder Engagement

Contact Person at CSO	Civil Society Organization Contacted	Focus of Organization
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Andi Dobrush	Open Society Foundation/ SOROS, Director	Think-thanks/ Media/ Transparency/ Good Governance/ EU Integration / CSO enabling env.
Gjergji Vurmo Sotiraq Hroni	Institute for Democracy and Mediation, EU Affairs Programme Manager	Think-thanks/ Media/ Transparency/ Good Governance/ EU Integration / CSO enabling env.
Juliana Hoxha	Director Partners Albania	Think-thanks/ Media/ Transparency/ Good Governance/ EU Integration / CSO enabling env.
Albert Rakipi/ Alba Cela	Director, Albanian Institute for International studies	Think-thanks/ Media/ Transparency/ Good Governance/ EU Integration / CSO enabling env.
Ylli Cabiri	Human Development Promotion Center	Think-thanks/ Media/ Transparency/ Good Governance/ EU Integration / CSO enabling env.
Elira Jorgoni	Economic Social Analytics Association	Think-thanks/ Media/ Transparency/ Good Governance/ EU Integration / CSO enabling env.
Albana Dhimitri	Institute of Public private policies-	Think-thanks/ Media/ Transparency/ Good Governance/ EU Integration / CSO enabling env.
Aranita Brahaj	Institute of Science/ Open Data Albania	Think-thanks/ Media/ Transparency/ Good Governance/ EU Integration / CSO enabling env.
Zana Vokopola	Urban Research Institute	Think-thanks/ Media/ Transparency/ Good Governance/ EU Integration / CSO enabling env.
Ardian Hackaj	Cooperation & Development Institute	Think-thanks/ Media/ Transparency/ Good Governance/ EU Integration / CSO enabling env.
Dorian Jano	EU Policy Hub- Coordinator	Think-thanks/ Media/ Transparency/ Good Governance/ EU Integration / CSO enabling env.
Admir Malaj Lavderim Lida	Zeri i Integritit (Voice of Integration)	Think-thanks/ Media/ Transparency/ Good Governance/ EU Integration / CSO enabling env.
Vasilika Laci	Civil Rights Defenders	Human rights
Dorian Matlija	Res publica (free legal aid), Legal Expert	Human rights
Eglantina Bardhi	Together for Life	Human rights
Elsa Ballauri	Albanian Human Rights Group	Human rights
Adriatik Hasantari	Roma Active Albania, Director	Roma
Ana Majko	ARSIS	Roma
Bledi Taho	IRCA	Roma
Manjola Veizi	Roma Women Network	Roma
Arian Lile	Shoqata Sfinski	Roma
Mirela Arqimandriti	GADC – Gender Alliance Centre for Development (women' s rights), Director	Women rights
Rajmonda Bozo	Tirana Legal Aid Society and BKTF – United for Child Care and Protection	Women rights
Ines Leskaj	Albanian Women Empowerment Network	Women rights

Aurela Anastasi	Executive Director, Center for Legal and Civic Initiatives, Director	Women rights
Mariana Meshi	Different & Equal (fight against trafficking in human beings)	Women rights
Bajana Cevoli	Association of Women with Social Problems (Anna Lindh Foundation) & Rezoluta 1325 Network	Women rights
Edlira Cepani	Equality in Decision making Network	Women rights
Orjana Hodaj	Qendra SOLE	Women rights
Fabiola Ergo	Community Development Center "Today for the Future"	Women rights
Iris Luarasi	Center Counselling line for women and girls. Counselling line for boys and mans	Women rights
Blerta Balilaj	Womens' Democracy Network Albania	Women rights
Delina Fico	Activit – Women Movement	Women rights
Ervjola Osmani	Pink Embassy, Programme Manager	LGBTI rights
Xheni Karaj	Aleanca against Discrimination, Director	LGBTI rights
Marinella Gremi	PRO LGBT	LGBTI rights
Arber Kodra	OMSA – Open Mind Spectrum	LGBTI rights
Sinan Tafaj	National Blind Association, Director	Rights of persons with disabilities
Eduard Ajas	ANAD – Association of Deaf, Chairman	Rights of persons with disabilities
Blerta Çani	Albanian Disability Rights Foundation/ FShDPAK	Rights of persons with disabilities
Emanuela Zaimi	Down Sindrome Albania	Rights of persons with disabilities
Suela Lala	Director, Social business on disabilities	Rights of persons with disabilities
Aferdita Seiti	Director, Help the Life	Rights of persons with disabilities
Emiliano Lule	Institute Visum	Rights of persons with disabilities

VII. Annex 2: Results Data

Timestamp	1. Have you needed / received (received) any public services at ADIS centers during the last 12 months?	2. For which services and institutions have you experienced difficulties in obtaining the necessary information:	3. If YES, please provide reasons or obstacles which have prevented (or made it difficult for you) to access (obtain) the requested information? (Many answers allowed)	4. Have you visited any ADISA center in the last 12 months? If so, how do you assess the impact of the ADISA Center presence in your city?	4.1 Evaluate with points	5. Based on your ADISA experience, please rate the physical location of the office.	6. What do you think can be improved within the premises of the ADISA center, in addition to the existing infrastructure PWD)?	7. How do you assess that you can help increase the accessibility of public services?	8. How ready are you in your commitment to improve / add information packages for public services?
8/14/2020 10:43:14	Yes	No		Yes	4	5			
8/14/2020 15:17:54	No			Yes			Down Syndrome Albania is interested in ADISA being completed with complete information about PWD services; information to be accessible to any type of PWD; and each ADISA point to have 1-2 employees best trained on PWD service issues	easy reading, sign language, etj	very ready. Contact us at e.zaimi@dsalbania.org (emanuela zaimi) to leave an appointment)
9/2/2020 15:02:51	No			No	4	4			
9/2/2020 16:02:06	Yes	For mortgage services	We have not had any obstacles from ADISA but the State Cadastre Agency as ADISA should contact them to get a simple answer	Yes	4	4	The organization is very good but the working time must be managed effectively by the employees (work a little faster to avoid the creation of queues in the premises of ADISA).	Access is very good, we have received the necessary information through the call center service, but it would be positive that even for those who do not want to appear physically have the opportunity to apply online	As we are NGOs that provide services for the categories in need we are ready to provide guidance for the use of ADISE services for these categories
9/9/2020 11:26:29	Yes	For all the services we needed it was easily accessible through the online platform		No	1	1	We can not determine anything concrete since we have received the services generally online	Sharing good experience with colleagues and relatives regarding access to public services	Online public services is a must for all those who want to avoid queues and do not have physical time and moreover in the time we live gets more value. The time has come to educate the younger generation with the appropriate information regarding this point.
9/13/2020 22:31:54	No			Yes	1	1			