



REPUBLIKA E SHqipërisë

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





Digital Governance & Public Services

Commitments

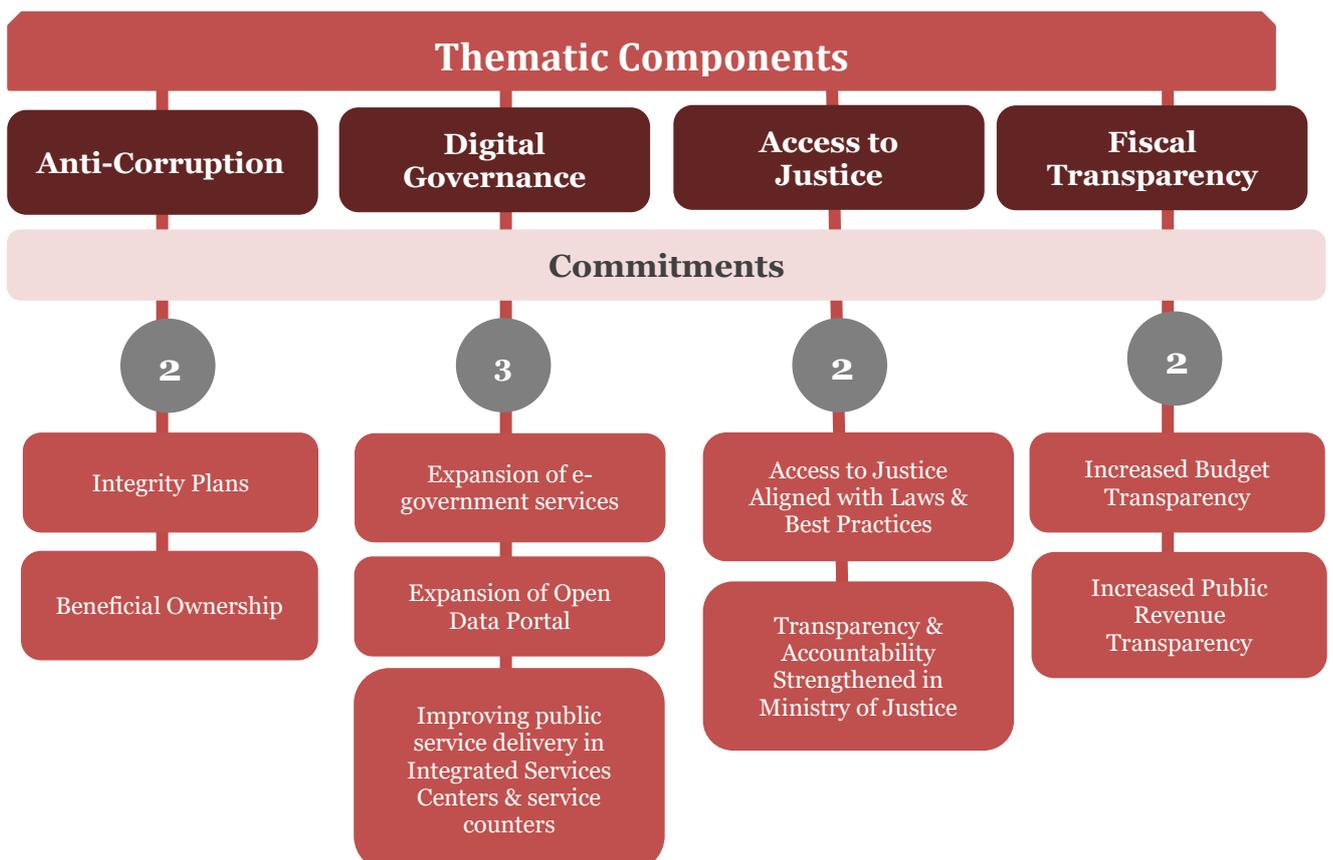
In preparation of Albania's 2020-2022 Open Government Partnership (OGP) Action Plan four policy areas were selected to be the thematic components of the upcoming action plan. Selected based on national and international recommendations for governance and public administration reform in Albania & and the four components are managed by POC in close collaboration with Lead Government Focal Points and centrally coordinated by the OGP Technical Secretariat.

Figure 1: Thematic Components and Lead Focal Point Institutions

Anti-Corruption	<ul style="list-style-type: none"> • Ministry of Justice (MoJ) • Ministry of Finance and Economy (MoFE)
Digital Governance	<ul style="list-style-type: none"> • The National Agency for Information Society (NAIS) • Agency for the Delivery of Integrated Services Albania (ADISA)
Access to Justice	<ul style="list-style-type: none"> • Ministry of Justice (MoJ)
Fiscal Transparency	<ul style="list-style-type: none"> • Ministry of Finance and Economy

Based on government strategies and priorities and feedback and ideas from stakeholder consultations ten strategic objectives representative nine reform commitments were chosen for Albania's 2020-2022 OGP Action Plan. These commitments focus on increasing access to public services and increasing accountability through coordinated approaches to improve the quality and quantity of publically available information. Enabling frameworks and initiatives to promote civic participation and public trust underpin all commitments selected.

Figure 2: Thematic Components and Selected OGP 2020-2022 Commitments



Component 2

Digital Governance: Accessibility in Public Services

Why is digital governance a priority for Albania?

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.

The utilization of technology and innovation can help to optimize the operational processes in public administration and increase its efficiency. The simplification of public service provision, through effective electronic services and the interaction of information systems are expected to promote economic growth through reductions administrative burden and costs for citizens and businesses and increasing the efficiency of public service institutions.

Government efforts and progress

Since 2013, the Government of Albania has pursued a groundbreaking reform that reinvents the way public administration delivers services to its citizens towards the provision of online public services and the complete digitalization of the administration's work processes. This reform takes a citizen-centric approach and relies heavily on innovation and the use of information technology (IT) to improve standards, procedures, and the organization of service delivery. The objective of the public service delivery reform was to create an administration that focused primarily on the needs of citizens, with particular attention to be paid to addressing accessibility needs of marginalized groups.

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 government portal e-government, 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 more than 750 800e-services, is connected to the Government Interaction Platform which is the basic and essential architecture that allows the interaction between 53 electronic 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.

From January 1, 2020, a new process for public services has started and providing 472 applications for public services for citizens and businesses only online through the e-Albania portal. By the end of 2020, more than 1200 public services or 95% of all applications for public services will be provided on the e-Albania portal.

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.

In 2017, having recognized innovation as a key pillar of public service transformation, the Agency for the Public Delivery of Integrated Services (ADISA) established an innovation lab. ADISALab was designed to be a network present in all entities within the public administration with the aim of enhancing the sustainability of service delivery reforms. Through capacity building and the promotion of best practices through set-up assistance, training, and mentoring. The lab looks to support the necessary change in the public sector's institutional and management culture to promote the continuous improvement of public service delivery and the longevity of these improvements. The lab is focused on a user-centered approach and uses tools and processes that help to speed up the creation and development process.

Furthermore, ADISA has created new standards for application forms. As a result, 349 application forms for 47 institutions have been standardized to ensure a unified approach to service delivery in all state institutions. In addition, ADISA prepared user-friendly service passports for each administrative service to simplify and standardize information about them. The service information passports ensure that citizens have a standardized reference to everything that is required to apply for a service, including the documents that are needed, the fees that must be paid, and the deadlines for filing. Standardized and easy-to-understand information is now available to the public for more than 1,127 public services, with the remainder under preparation.

For the first time, citizens receive information in a well-structured and predictable manner. They can find instructions through several means: the in-person service windows, the ADISA website, the ADISA Mobile App, or the e-Albania online portal. In addition, ADISA has established a unique phone number 0800 0118 (free of charge) for citizens to obtain information on public services. Before people even leave their homes, they can now get preliminary information about public services from that new national phone number.

In recognition of its significant progress in its public service transformation the Organisation for Economic Co-operation and Development (OECD) recognized Albania in its latest "Overview of governance in the Western Balkans" highlighting Albania has a positive model for e-governance in the region. The report concluded that Albania has met all the requirements of e-government for efficient governance due to the country's application of digital services and digitalization of public services through the government portal e-Albania.

Collaboration with civil society

The Albanian government is committed to work for better, qualitative, open and transparent governance. With increasing public demands for a transparent and accountable government with more open communication with citizens and civil society in 2016 the Government of Albania with the National Agency for Information Society (NAIS) implemented the Electronic Register of Public Notifications and Consultations. Based on Law no. 119/2014 dated 18.09.2014 "On the Right to Information" and Law no. 146/2014 dated 30.10.2014 "On Public Notice and Consultation", NAIS has developed a platform to serve as a consultation place among citizens and decision-making institutions in Albania. Each project legal act is published on the electronic register for public notification and consultation. This register serves as a focal point of consultation and through this register provides access and provides the possibility of communication of all interested parties with the public body. This form assures and strengthens equality with regard to access to information and service, having specific attention and needs for specific individuals or groups.

In addition, in 2018 to further enable the Law no. 119/2014 dated 18.09.2014 "On the Right to Information" and the Law no. 146/2014 dated 30.10.2014 "On Notification and Public Consultation", developments towards the Open Data Portal began. Through its three main modules the Open Data Portal serves as an information window for the progress of the OGP project for Albania, as a consultation place among citizens and decision-making institutions in Albania, and as well as a unique source of publication of open government data. The Open Data portal is now operational and provides open data in the fields of health, treasury, budget, customs, education, business among others.

In order to increase collaboration with citizens and civil society the co-governance platform "Albania we want"¹ was launched. The platform offers citizens and civil society the ability to provide real time feedback on current political and governance policies and reforms to facilitate more open communication between citizens and government institutions and promote co-governance. This platform enables citizens to select the institution they wish to provide feedback to in order to support a more citizen-centered governance model.

Additionally, ADISA has periodical meetings and focus groups with representatives of civil society to promote continuous improvement in service delivery process, and to support the necessary change in the institutional and management culture.

Remaining challenges

So far, activities related to information and communication technology policies in Albania have been mainly focused on the development of ICT infrastructure and the creation of the necessary systems for the implementation of sectorial policies. However, in order to create a transparency-oriented society, more emphasis should be placed on the development of an inclusive and citizen-centered society and knowledge-based economy, as well as a transparent and efficient public administration.

Furthermore, in improving public service delivery there exists the need to standardize

¹<https://www.shqiperaqeduam.al/>

requirements, unify application procedures, and establish the legal basis for reform. Finally, promoting public accountability and civic engagement and participation requires not only increased access to information and resources but also changing the mentality about public service delivery and raising citizens' awareness of their rights as beneficiaries of public services.

Commitment 3

*Specific Objective: **Development of e-government through provision of interactive electronic public services for citizens & businesses***

January 2020 to December 2022

Lead implementing agency/actor

The National Agency for Information Society (NAIS)

Commitment Description

What is the public problem that the commitment will address?

Efficient and effective models of public service delivery are essential not only to meet the needs of citizens, but also to weaken the attractiveness of and opportunities for corruption. Accessing public services can impose significant administrative burdens on citizens and businesses if it requires them to personally navigate opaque, time consuming and complex bureaucratic systems with unclear and non-standardized.

When citizens and businesses have direct contact with administration officials, amid such complexities in another ambiguous system that such a model of public service delivery brings, this kind of use encourages and provides opportunities to increase the risk of corruption in the provision of public services. Moreover, the inefficiency of these complex service delivery models squander government resources that could be otherwise channeled into public services.

Since 2014, on direction from the Prime Minister's Office, Albania has been working towards transforming public service delivery towards an efficient and citizen-centric service delivery model. Promoting public accountability and civic engagement and participation requires not only increased access to information and resources but also changing the mentality about public service delivery and raising citizens' awareness of their rights as beneficiaries of public services.

Developing a service delivery model that utilizes technology and online platforms to streamline bureaucracy in a transparent and standardized way the government of Albania has worked to increase the accessibility and accountability of public service delivery and build public trust in government services, but the effectiveness of this model will depend on the comprehensiveness of the transformation.

What is the commitment?

The national electronic government portal, e-Albania, acts as a front-end point for government institutions to deliver their services online. Operating as a one stop single access point to citizens 24/7 the portal, is connected to the Government Interoperability Platform that enables the interaction between 53 electronic systems of public institutions and applications for their public services.

This commitment expands the number of electronic services in the e-Albania portal in order to improve the process for citizens and businesses to have effective and efficient access to public services. During a three-phase process, the portal will provide 95% or 1300 over 1,200 applications for public service exclusively online only on the e-Albania portal. Public service applications for public services for citizens and businesses will be made only online, while all data and their accompanying documentation when produced by public administration institutions, for citizens and business will be made electronically and will be provided by public

administration self-employed. Public administration employees will provide these documents on behalf of the citizen, either by downloading their sealed electronic version with an electronic stamp or from the e-Albania platform or by requesting them from the insurance institution through a special electronic system developed for this purpose. To support citizens and businesses in switching online modalities, an awareness campaign is being implemented and will continue to be implemented.

Objective:

The expansion of the number of electronic services in the e-Albania portal which aims to establish the framework and mechanisms necessary not only for increased efficiency and quality of public service delivery, but also for changing citizens' mind-set towards electronic communication with public institutions. The transition to online applications aims to significantly reduce bureaucracy and administrative costs for citizens and businesses by relieving them from the burden of having to physically collect hard-copies of state documents as well as for the public administration through a more streamlined and efficient model public system.

Expected results:

- Provide 95% of all public service applications electronically;
- Increased citizen literacy regarding e-government tools;
- Increased citizen engagement and increased public accountability by citizens;
- Increasing transparency & quality of service delivery;
- Reduction in service delivery costs;
- Streamlined bureaucratic procedures;
- Prevention of opportunities for corruption.

How will the commitment contribute to solving the public problem?

Expansion of public services on e-Albania:

The e-Albania portal enables citizens to access online applications for services provided by the public administration by acting as a digital gateway to facilitate the access of service providers and beneficiaries to information, electronic procedures and assistance in obtaining services. The e-Albania portal is designed with users in mind, allowing anyone, regardless of their level of digital literacy, to access online services through an adaptable and intuitive interface. According to the opinion poll 'Trust in government' of the citizens who have used the electronic services of e-Albania, 94.6% have found it functional and 80.1% find it easy to use. As a standard-compliant system based on international internet, the e-Albania portal is accessible from any device, including smart phones, televisions and digital kiosks in public places.

The first phase of this commitment (**milestone 1**) will expand to provide 472 applications for public services available only online on the e-Albania portal to go further by providing 95% of all public service applications electronically only online, up to end of 2020. The National Agency for Information Society (NAIS), in cooperation with all public institutions have initiated a three-phase action plan divided into three phases, to expand public service applications related to applications for public services only available online on the e-Albania portal:

- First phase (January 2020): transitioning 472 applications of public services to online-only;
- Second phase (in process/June 2020): transitioning 395 public service applications to online

only;

- Third phase (December 2020): transitioning 394 public service applications to online only.

Having effectively centralized and standardized the applications for nearly all public services into the portal, this commitment will establish the portal as the public service hub, drastically reducing the time citizens and businesses need to spend seeking out and accessing public services and therefore, increasing citizen and business accessibility to obtain public services.

Increasing the accessibility of the e-Albania portal:

According to the ‘Trust in Government’ opinion poll more than 71% of citizens are aware of the e-Albania portal with over 53% reporting to have received electronic services through the portal. The second stage of the commitment (***milestone 2***) will focus on facilitating the implementation of the expanded portal and the creation of a citizen focused improvement mechanism. An awareness campaign, with accompanying explanatory materials, will aim to not only educate citizens on the applications and use of the portal so that they can make full use of the full range of services available, but also so that they have the information and material necessary to provide informed feedback. As such, this campaign will be accompanied with a feedback mechanism so that citizens will be able to provide informed feedback on the platform and contribute towards a citizen-focused continual improvement and accessibility of the platform.

Promoting public accountability:

Centralizing public services into an electronic portal enables increased public accountability on three levels:

- First, an online electronic platform establishes traceability for actions service delivery actions and reduces the need for face-to-face contact between citizens and public administration employees lessening opportunities for corruption to take place or go unnoticed.
- Second, public services on the platform must meet an established criteria and compliance with this criteria will be monitored by NAIS. Setting and enforcing a unified criterion across public institutions eliminates variations in administrative practices across institutions’ and remove ambiguity and consequently, not only promotes increased efficiency across the whole public administration, but also reduces the opportunities for corruption and mismanagement.
- Third, the e-Albania platform is not only accountable to internal institutions, but also through outward facing mechanisms that enable civic participation towards its continual improvement. Assessments of the expansion of the e-Albania platform will be conducted in coordination with civil society (***milestone 1***) to ensure the portal is assessed not only according to the transparent and uniform established criteria, but also according to the needs of those using it. Through awareness campaign to capacitate citizens and businesses and its feedback mechanism (***milestone 2***), the expansion of the e-Albania platform promotes a citizen-centered culture and approach to the transformation of public services. An online format that eliminates in-person or physical feedback and guaranteed privacy protection for citizens aims to incentivize citizens to not only use the portal, but to provide feedback and recommendations, secure that their identity will be protected.

OGP challenge affected by this measures	Improve public services	Increase efficient management of public resources	Increase public integrity	Increase corporate accountability	Create a safer community for citizens & civil society
	☒	☒	☒	☒	☒
Why is this commitment	Transparency & Access to	<ul style="list-style-type: none"> • Does the idea disclose more information to the public? 			

relevant to OGP values?	Information	<ul style="list-style-type: none"> • Does the idea improve the quality of information disclosed to the public? • Does the idea improve accessibility of information to the public? • Does the idea enable the right to information? <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No <p>The expansion of the e-Albania portal will expand citizens' online electronic access to applications to public services provided by the public administration. The portal provides access to:</p> <ol style="list-style-type: none"> i. Necessary information on the rights, obligations and rules for obtaining public services in the Republic of Albania; ii. Information regarding online and offline procedures to benefit public services, to enable users to exercise their rights and fulfill the obligations and rules of obtaining services in the Republic of Albania. iii. Relevant information and links for assistance in obtaining services, where citizens, businesses and employees of the administration can be directed in case of questions or uncertainties on the obligations, rules and procedures set out in letter a) and b) of this point. <p>Information on the e-Albania platform is monitored by NAIS and service provider institutions so that it meets the following criteria:</p> <ol style="list-style-type: none"> i. To be easily usable, to enable users to easily find and understand information, as well as to easily identify which parts of it relate to their specific situation; ii. To be accurate and complete enough to include all the information that users need to know in order to exercise their rights in full compliance with the applicable rules and obligations; iii. Includes references, links to legal acts, technical specifications and instructions, where appropriate; iv. Include the name of the institution responsible for the content of the information; v. Includes contact details for any assistance or troubleshooting services, such as an email address, telephone number, an online application form or any other commonly used electronic means of communication that is most appropriate for the type of the service provided and for the target audience of this service; vi. Is well structured and presented, so that users can quickly find the information they need; vii. Is maintained with up to date; and viii. Is written in clear and simple language that is adapted to the needs of the target users. <p>NAIS and service provider institutions ensure that the information published on the e-Albania portal for each individual service, guarantees the necessary accessibility and transparency for stakeholders. Enabling the right to information is important in preventing corruption, as well as it aims to make more information available, ensure equal access to information in all sectors of the community and guarantee adequate protection for the privacy of individuals. Enabling every citizen to get acquainted with the information of public services through the e-Albania portal, guaranteed 24/7 at any time.</p>
	Public Accountability	<ul style="list-style-type: none"> • Does the idea create or improve rules, regulations, and mechanisms to publicly hold government officials answerable to their actions? • Does the idea make the government accountable to the public and not solely to internal systems? <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No <p>The e-Albania portal enables citizens and businesses to provide feedback and comments regarding public services. The e-Albania platform will be subject to assessment conducted with civil society making it accountable to citizens and an awareness campaign will promote awareness regarding how citizens can provide feedback. The portal also establishes traceability for actions service delivery actions as after completing the online application, the citizen is equipped with a unique number that enables them to track the status of their application, making the public institutions accountable for the processing of the application.</p> <p>Additionally, public accountability is also promoted through a unified established criterion for public services on the platform that is monitored by NAIS that also reduces opportunities for corruption and mismanagement.</p> <p>Electronic forms of feedback also enable traceability and promote the ability to track changes in perceptions over time, promoting greater accountability of public institutions to address citizens' feedback and concerns.</p>
	Public & Civic Participation	<ul style="list-style-type: none"> • Does the idea create or improve opportunities, or capabilities for the public to inform or influence decisions? • Does the idea create or improve the enabling environment for civil society? <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No <p>The expansion of the e-Albania portal will enable more citizens to provide feedback on more public services. With their privacy protected, citizens can feel safe in providing honest feedback and</p>

		<p>recommendation. As such feedback is expected to increase which will then provide government with greater insights into how e-government services can be improved further and will help to build a citizen-centric culture to public service delivery. This wide-range community process builds trust and enables opportunities for public participation towards the improvement of services.</p> <p>The government will thus have holistic and timely information into the citizens or businesses obtaining public services. This implies that there will be complete transparency as to what government services or benefits the citizens or businesses obtain based on their unique identification and ensuring interoperability between all government institutions.</p>
	Technology & Innovation	<ul style="list-style-type: none"> • Will technological innovation be used in with one of the other three OGP values to advance participation, transparency or accountability? <input type="checkbox"/>Yes <input checked="" type="checkbox"/>No <p>Through technology and innovation, the e-Albania platform enables fundamental improvements to public service delivery by decreasing the number of accompanying documents required from citizens / businesses; as well as re-engineering the entire process of their delivery, in order to reduce the steps needed to obtain the service, digitalization of internal processes while reducing bureaucracy, costs and time for citizens.</p> <p>Through the e-Albania portal citizens and businesses have to only access one resource for all public service delivery applications, as opposed to having to seek out several institutions. Through the online portal citizens and businesses can access real-time information, as well as express their opinion regardless of location or time, thus having better opportunities for their influence in decision-making, increasing transparency and giving of the public account by the relevant institutions.</p> <p>The use of an online electronic platform also removes the need for human interaction in government-citizen service delivery and as such reduces opportunities for corruption and provides protection of privacy for citizens encouraging them to use the resources more freely and provide honest feedback.</p>

Milestone Activities

Milestones	Indicators		Responsible Institution / s		New or Continued Idea	Timeframe	
	Result Indicators	Output Indicators	Lead Responsible Institution	Supporting / Coordinating Agencies / Institutions		Start Date	End Date
Measurable & verifiable achievements to accomplish this objective					New or continued from 2018-2020 OGP AP		

Priority Measure 1: Expansion of e-Albania portal

<p>Milestone 1: Developing new e-services on e-Albania portal</p>	<p>Expansion of public services to e-Albania portal</p> <p>Assessment conducted in coordination with civil society to identify next areas of improvement.</p>		National Agency for Information Society (NAIS)	Line Ministries and their dependent institutions, local government, independent institutions	<input checked="" type="checkbox"/> No <input type="checkbox"/> Yes	Jan. 2020	December 2022
<p>Milestone 2: Promotion of electronic services of the e-Albania portal</p>	<p>Awareness campaign.</p> <p>Explanatory materials to educate citizens on use of e-portal.</p> <p>Feedback mechanism for citizen recommendations to improve</p>		National Agency for Information Society (NAIS)	Line Ministries and their dependent institutions, local government, independent institutions	<input checked="" type="checkbox"/> No <input type="checkbox"/> Yes	Jan. 2020	Dec. 2022

accessibility.

Contact Information

**Name of responsible person
from implementing agency**

Title, Department

Email and Phone

**Other Actors
Involved**

**State actors
involved**

Other government agencies involved: Line Ministries and their dependent institutions, local government, independent institutions

Non-governmental agencies involved: Citizens/businesses/public administration employees

Commitment 4

Specific Objective: Expansion and increased accessibility of the Open Data Portal to increase transparency

January 2020 - December 2022

Lead implementing agency/actor

The National Agency for Information Society (NAIS)

Commitment Description

What is the public problem that the commitment will address?

Transparency and public accountability are mutually reinforcing principles of good governance and often also underpin public trust in government and consequently civic and public engagement and participation. As such addressing and improving the level of transparency across public institutions is particularly important.

According to the “Trust in Governance 2019” opinion poll of 2500 randomly selected Albanians, while a majority of the Albanian population is aware of the right to information law, most Albanian’s surveyed did not perceive central and local institutions to be transparent. Addressing this perception will require increased coordination, engagement and commitment from public institutions to operate with greater transparency and facilitate citizen access to government information and data.

Open data strengthens the governance of and trust in the public institutions, reinforces governments’ obligation to respect the rule of law, and provides a transparent and accountable foundation to improve decision-making and enhance the provision of public services.

What is the commitment?

An open data portals is a web-based interface that enables anyone to access, use and redistribute the data uploaded to it. Open data portals publish data that has the technical and legal characteristics that allow citizens, businesses, non-governmental organizations, civil society organizations, researchers and journalists to access datasets and metadata records of data sets, primarily in the form of numerical data, to use freely.

Albania’s Open Data Portal currently provides open data from several sectors – for example: health, treasury, customs, education, business – this commitment will improve scale up the volume and quality of open data available on the Government’s open data portal. A number of public bodies are actively engaged with the initiative but more engagement is required to bring other public bodies on board to make their data available as open data. Greater promotion of the portal amongst potential users is also required. This commitment will make available new data from additional public institutions, as well as develop strategies to improve citizens understanding of the use and application of the Open Data Portal and increase accessibility to citizens.

Objective:

This commitment aims to improve access to information and strengthen transparency by

	<p>expanding the amount of available data on the Government’s open data portal through increasing engagement and participation from public institutions towards making their data available as open data. The commitment aims to promote the use of open data to citizens and across the public administration to improve the flow of information across citizens and institutions to increase informed decision making and public accountability.</p> <p>Expected results:</p> <ul style="list-style-type: none"> • Expanded number of datasets accessible through the open data portal; • Promotion of new innovative ideas, services and products; • Increased awareness and usage of the open data by citizens and institutions; • Increased engagement of citizens and accountability to public institutions. 				
<p>How will the commitment contribute to solving the public problem?</p>	<p>Increasing number of data sets accessible through open data portal strengthens the governance of and trust in the public institutions, reinforces governments’ obligation to respect the rule of law, and provides a transparent and accountable foundation to improve decision-making and enhance the provision of public services. Ensuring that the data on the Open Data Portal meets the globally agreed norms for publishing open data - i) open by default; ii) timely and comprehensive; iii) accessible and usable; iv) comparable and interoperable; v) facilitates citizen engagement – will help build a culture of openness within the public administration, reinforce government’s respect for the rule of law and consequently help build citizen trust in public institutions.</p> <p>This commitment will make available data and develop new ways of sharing government data (milestone 1) that had not been previously available to the public, thus increasing public institutions accountability to citizens. This increased transparency of government decisions and processes can help to promote accountability and enhance public debate. As Open Data Portals helps to improve the flow of information within and across public institutions the expansion of open data can also facilitate improve coordination and decision making within and across public institutions that will further promote public accountability and trust.</p> <p>To ensure the portal’s expansion meets the objectives of the commitment an accessibility strategy and awareness campaign (milestone 2) will be designed and implemented so as to familiarize and educate citizens on the full range of applications of open data and explain how the portal can be used by citizens for these various applications.</p>				
<p>OGP challenge affected by this measures</p>	<p>Improve public services</p> <p><input checked="" type="checkbox"/></p>	<p>Increase efficient management of public resources</p> <p><input checked="" type="checkbox"/></p>	<p>Increase public integrity</p> <p><input checked="" type="checkbox"/></p>	<p>Increase corporate accountability</p> <p><input type="checkbox"/></p>	<p>Create a safer community for citizens & civil society</p> <p><input checked="" type="checkbox"/></p>
<p>Why is this commitment relevant to OGP values?</p>	<p>Transparency & Access to Information</p>	<ul style="list-style-type: none"> • Does the idea disclose more information to the public? • Does the idea improve the quality of information disclosed to the public? • Does the idea improve accessibility of information to the public? • Does the idea enable the right to information? <p><input checked="" type="checkbox"/>Yes <input type="checkbox"/>No</p> <p>As the Open Data Portal centralizes publically available data in one place it increases the ease and simplicity for those wanting to access data and ensures accessibility of information to the public.</p> <p>Scaling up the volume of open data available on the government’s Open Data Portal will greatly increase the public’s access to more information and data sets. As data on the Open Data Portal is published in a format that is easily searchable and can be downloaded to various formats it can be easily and effectively accessed by the widest range of users.</p> <p>Open data helps improve the flow of information within and among governments, and make</p>			

		<p>government decisions and processes more transparent.</p> <p>Because open data allows users to compare and combine the connections among different datasets, tracing data across a number of programs and sectors users can identify if are any gaps or misleading information and provide subsequent feedback to the responsible institution therein promoting a system of accountability towards relevant and reliably accurate information.</p> <p>As the portal prioritizes transparency and open data, the Open Data Portal enables Albanians' legal right to information and through this transparency and improved information access will help increase trust in the government.</p>
	Public Accountability	<ul style="list-style-type: none"> • Does the idea create or improve rules, regulations, and mechanisms to publicly hold government officials answerable to their actions? • Does the idea make the government accountable to the public and not solely to internal systems? <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No <p>Open data, if timely, comprehensive, accessible, comparable and interoperable, has the capacity to provide citizens with the opportunity to better understand what officials and politicians are doing and what government actions and processes are taking place that as a result incentivizes public institutions to operate in an ethical and efficient manner.</p> <p>Ensuring that the data uploaded to the Open Data portal is done so in an interoperable, follows agreed upon standards, and is comparable allows users to compare and combine different datasets. Increasing number of data sets accessible through open data portal has a multiplier effect whereby because open data allows users to compare and combine the connections among different datasets, tracing data across a number of programs and sectors users can identify if are any gaps or misleading information and provide subsequent feedback to the responsible institution therein promoting a system of accountability towards relevant and reliably accurate information and responsible decision making.</p> <p>Open data reinforces governments' obligation to respect the rule of law, and provides a transparent and accountable foundation to improve decision-making and enhance the provision of public services.</p> <p>Open data can help improve the flow of information within and among governments, and make government decisions and processes more transparent. Increased transparency promotes accountability and good governance, enhances public debate, and helps combat corruption.</p>
	Public & Civic Participation	<ul style="list-style-type: none"> • Does the idea create or improve opportunities, or capabilities for the public to inform or influence decisions? • Does the idea create or improve the enabling environment for civil society? <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No <p>Open data strengthens the governance of and trust in the public institutions, reinforces governments' obligation to respect the rule of law, and provides a transparent and accountable foundation to improve decision-making and enhance the provision of public services.</p> <p>Open data encourages better development, implementation, and assessment of programs and policies to meet the needs of citizens, and enables civic participation and better informed engagement between governments and citizens.</p>
	Technology & Innovation	<ul style="list-style-type: none"> • Will technological innovation be used in with one of the other three OGP values to advance participation, transparency or accountability? <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No <p>This commitment makes use of open data technologies and online capacities as the fundamental mechanisms to achieve all of its objectives. Open data provides the opportunity for information sharing and accountability in real time and enables a participatory approach to knowledge building and sharing. Open data presents opportunities to provide innovative, evidence-based policy solutions and support economic benefits and social development for all members of society.</p>

Milestone Activities

Milestones	Indicators		Responsible Institution / s		New or Continued Idea	Timeframe	
	Result Indicators	Output Indicators	Lead Responsible Institution	Supporting / Coordinating Agencies / Institutions		Start Date	End Date
Measurable & verifiable achievements to accomplish the objective					New or continued from 2018-2020 OGP AP		

Priority Measure 1:
Expanding the context and accessibility of the Open Data Portal

<p>Milestone 1: Increasing the number of datasets accessible through the open data portal.</p>	<p>Datasets on portal from all public institutions</p>		<p>National Agency for Information Society (NAIS)</p>	<p>Line Ministries; Subordinate institutions and their dependent institutions; local government, independent institutions</p>	<p><input checked="" type="checkbox"/> No <input type="checkbox"/> Yes</p>	<p>Jan. 2020</p>	<p>Dec. 2022</p>
<p>Milestone 2: Raising awareness and promoting usage through multiple communication channels.</p>	<p>Communication strategy designed to explain use of portal and increase accessibility to citizens. Awareness campaigns conducted.</p>		<p>National Agency for Information Society (NAIS)</p>	<p>Line Ministries and their dependent institutions, local government, independent institutions</p>	<p><input checked="" type="checkbox"/> No <input type="checkbox"/> Yes</p>	<p>Jan. 2020</p>	<p>Dec. 2022</p>

Contact Information

<p>Name of responsible person from implementing agency</p>		
<p>Title, Department</p>		
<p>Email and Phone</p>		
<p>Other Actors Involved</p>	<p>State actors involved</p>	<p>Other government agencies involved: Line Ministries and their dependent institutions, local government, independent institutions Non-governmental agencies involved: Citizens/businesses/public administration employees</p>

Commitment 5

Specific Objective: Improving the quality of public service delivery in ADISA Integrated Services Centers (ISC's) and service counters

January 2020 - December 2022

Lead implementing agency/actor

Agency for the Delivery of Integrated Services Albania

Commitment Description

What is the public problem that the commitment will address?

Since 2013, the Government of Albania has looked to reinvent public service delivery so as to better meet the needs of citizens, improve citizen satisfaction and improve accessibility to marginalized groups. The Agency for the Delivery of Integrated Services Albania (ADISA) is the institution behind the front office – back office separation in Albania’s public administration. It serves both as the “brain” behind the citizen-centric services and the “face” of those services. It is the brain that sets the standard design for and monitors the services across all relevant Government offices. It is also the public face of the services, which means that it establishes and manages customer care service windows in the ADISA Centers.

In the Integrated Public Service Centers (ISCs), ADISA provides front of office services for a number of central Government institutions, acting as a ‘one stop shop’ for public services that expands citizens and businesses’ fast, easy, and transparent access to public services. Queue management, welcoming premises where citizens are treated with respect, a complaint management system, and simplified procedures in service windows are some of the standards at each ADISA Center. Centers are also equipped with clear directions, parking facilities, waiting areas, children’s playrooms, and ramps for people with disabilities.

Of the 2500 Albanians surveyed in the 2019 Trust in Governance Opinion Poll just 23.9% had visited an ADISA service window in 2019, but of those who did 70% were satisfied or very satisfied with the service delivery. In particular, of those aged 65 and older who had visited an ADISA service window 78.2% were satisfied or very satisfied with the service delivery. As such, there is a need to increase accessibility of high quality public service delivery, particularly to marginalized and vulnerable groups and in areas where public services are lacking.

As citizen satisfaction with public service delivery has been shown to be positively correlated with citizen trust in government and governance, in aiming to improve public service delivery ensuring the continuation and strengthening of efforts to gain and build this trust will be crucial. Increasing the opportunities for citizens to provide feedback on their public service delivery needs and challenges and integrating these into solutions will be necessary in order to increase accessibility of public services for all Albanians, but especially those from marginalized and vulnerable groups.

<p>What is the commitment?</p>	<p>The functioning of ISCs and other service channels would not be complete without rigorous performance monitoring and assessment to help identify ways to constantly improve the activity of ISCs/service channels against objectives and targets.</p> <p>This commitment establishes an inclusive strategy for the assessment of the quality and accessibility of public service delivery at ADISA ISCs that is centered on listening to the needs of citizens. It provides multiple opportunities and platforms for citizens to express their needs, opinions, circumstances and feedback and commits to a transparent process of incorporating citizen contributions towards improved public service delivery quality and accessibility.</p> <p>As such this commitment will entail carrying out citizen surveys to monitor citizen satisfaction with public service delivery and the timeliness of these services, as well as focus groups. The results of these surveys and consultations will be integrated into performance monitoring assessments in order to identify ways to improve service delivery at ISCs and in general.</p> <p>Objective: ADISA’s performance assessment of service channels aims at improving public service delivery to citizens, its accessibility and increasing the overall satisfaction of service users. By monitoring the quality of public service delivery at ISCs through on-going citizen satisfaction assessment mechanisms this commitment aims to improve public service by listening directly to the needs of citizens in order to increase accessibility of quality public service delivery.</p> <p>Expected results:</p> <ul style="list-style-type: none"> • Ensuring ISCs are accessible for all citizens including marginalized and vulnerable groups; • Varied mechanisms for continuous feedback from citizens on public service delivery that ensure all voices can be heard; • Improved service delivery that reflects needs of citizens; • Reduced application time at ADISA ISC; • Increased accountability of public service providers; • Increased citizen satisfaction; • Increased public trust that citizens’ needs are heard and addressed.
<p>How will the commitment contribute to solving the public problem?</p>	<p>Improving the quality of public service delivery means taking account of the public service delivery needs of all citizens and incorporating those needs into tangible actions. This increased accessibility is only possible when public service providers offer citizens the opportunity to contribute to these changes.</p> <p>This commitment establishes mechanisms for continuous feedback from citizens. Through citizen surveys of both citizen satisfaction with ISCs (<i>milestone 1</i>) and timeliness of the application processes at ISCs (<i>milestone 2</i>) citizens will be encouraged to provide honest feedback. The surveys will aim to identify strengths and weaknesses; set further objectives for improving the quality of service delivery; measure citizen satisfaction with information points, reception, accommodation, the application process; and feedback on improvements made by ADISA in ISCs. The results of which will provide public service providers with an overview of areas of strength and weakness in public service delivery. Focus groups will provide the opportunity for a greater depth of understanding of citizens’ specific needs and provide insights into potential areas for improvement, particularly from those from minority groups (<i>milestone 3</i>).</p>

These feedback mechanisms will be part of a transparent assessment process that will include the publication of feedback and the inclusion of feedback into strategies for improvement. Maintaining an electronic record of feedback through an online database traceability and tracking of feedback results will support accountability to addressing citizens' needs and provide a means of measuring improvement over time.

Finally, increased inclusivity will be a priority of the commitment and will underpin the feedback mechanisms to ensure all voices are provided the opportunity to be listened to and heard. Special attention will be paid to improving the accessibility of public services to meet the needs of marginalized and vulnerable groups and to ensure their inclusion in the public service delivery process (**milestone 4**).

OGP challenge affected by this measures	Improve public services	Increase efficient management of public resources	Increase public integrity	Increase corporate accountability	Create a safer community for citizens & civil society
	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Why is this commitment relevant to OGP values?	<p>Transparency & Access to Information</p>	<ul style="list-style-type: none"> • Does the idea disclose more information to the public? • Does the idea improve the quality of information disclosed to the public? • Does the idea improve accessibility of information to the public? • Does the idea enable the right to information? <p><input checked="" type="checkbox"/>Yes <input type="checkbox"/>No</p> <p>The citizen surveys and focus groups will be part of a transparent on-going assessment process of public service delivery. In particular this commitment will involve:</p> <ul style="list-style-type: none"> • Publication of results from citizen surveys will provide transparency on performance of public service delivery. • Standardized processes to ensure the integration of citizen feedback. • Citizen identities made anonymous so as to protect citizens' right to privacy. • Publication of strategies developed towards the improvement of public service delivery and made available for public comment. 			
	<p>Public Accountability</p>	<ul style="list-style-type: none"> • Does the idea create or improve rules, regulations, and mechanisms to publicly hold government officials answerable to their actions? • Does the idea make the government accountable to the public and not solely to internal systems? <p><input checked="" type="checkbox"/>Yes <input type="checkbox"/>No</p> <p>Tracking citizen satisfaction in consistent & standardized processes facilitates accountability of those institutions & agencies delivery those public services by making them more answerable to their objectives and towards improving their delivery. Specifically this commitment will create:</p> <ul style="list-style-type: none"> • Opportunities for citizen feedback promote accountability of public service delivery. • Feedback mechanisms – surveys, focus groups – will be conducted on an on-going basis to promote. • Maintenance of an electronic record of feedback through online database traceability and standardized processes for tracking of feedback results will support accountability to addressing citizens' needs and provide a means of measuring improvement over time. 			
	<p>Public & Civic Participation</p>	<ul style="list-style-type: none"> • Does the idea create or improve opportunities, or capabilities for the public to inform or influence decisions? • Does the idea create or improve the enabling environment for civil society? <p><input checked="" type="checkbox"/>Yes <input type="checkbox"/>No</p> <p>In order to increase public and civic participation, ADISA has always been engaged with civil society by organizing focus groups and also including marginalized groups to accept and incorporate</p>			

		<p>everyone's needs. In this form it is possible to improve the opportunities for the public to inform or even to influence decisions. This commitment:</p> <ul style="list-style-type: none"> • Provides several different types of opportunities for citizens to provide feedback on public service delivery. • Feedback mechanisms – surveys, focus groups – will be conducted on an on-going basis to provide citizens with on-going opportunities to contribute feedback and ideas. • Focus groups will enable opportunities for citizens to provide in-depth feedback, ideas and contributions. • Focus groups will promote inclusivity of participation and will ensure the voices of marginalized and vulnerable groups are included and heard in order to make public service delivery more accessible; • Citizen feedback will be incorporated into improvement strategies. • Strategies will be published online and available for public comment and contribution.
	Technology & Innovation	<ul style="list-style-type: none"> • <i>Will technological innovation be used in with one of the other three OGP values to advance participation, transparency or accountability?</i> <input checked="" type="checkbox"/>Yes <input type="checkbox"/>No <p>The use of electronic platforms and online resources will help ensure transparency of processes, public accountability towards improving public service delivery and enabling civic engagement and participation through:</p> <ul style="list-style-type: none"> • Electronic systems enable legitimate citizen feedback systems and increase accessibility for all citizens. • Online platforms and electronic databases ensure traceability and tracking of survey results. • Electronic databases of survey results will facilitate public accountability by providing a clear mechanism to track agencies progress in addressing citizens' concerns, making them more answerable.

Milestone Activities

Milestones	Indicators		Responsible Institution / s		New or Continued Idea	Timeframe	
	Result Indicators	Output Indicators	Lead Responsible Institution	Supporting / Coordinating Agencies / Institutions		Start Date	End Date
Measurable & verifiable achievements to accomplish this objective					New or continued from 2018-2020 OGP AP		

Priority Measure 1:

Improving the quality of public service delivery in ADISA Integrated Services Centers (ISC's) and service counters

Milestone 1: Conducting citizen satisfaction surveys at ADISA ISC's	<p>Improved service delivery that reflects needs of citizens;</p> <p>Increased accountability of public service providers;</p>	<p>Publication of citizen feedback results reports;</p> <p>Citizen feedback incorporated into strategies for improvement;</p> <p>Mechanism for continuous feedback from citizens on public service delivery;</p> <p>Online platforms</p>	Agency for the Delivery of Integrated Services Albania (ADISA)	Prime Minister's Office	<input type="checkbox"/> No <input checked="" type="checkbox"/> Yes Public Services	Jan. 2020	Dec. 2022
---	--	--	--	-------------------------	---	-----------	-----------

Milestone 2: Conducting surveys to measure the application time at ADISA ISC's.	Reduce application time at ADISA ISC	and electronic databases ensure traceability and tracking of feedback results.	ADISA	Prime Minister's Office	<input type="checkbox"/> No <input checked="" type="checkbox"/> Yes Public Services	Jan. 2020	Dec. 2022
Milestone 3: Focus groups to identify the needs and areas of improvement	Increased citizen satisfaction & public trust that citizen needs heard & addressed.		ADISA	Prime Minister's Office	<input type="checkbox"/> No <input checked="" type="checkbox"/> Yes Public Services	Jan. 2020	Dec. 2022
Milestone 4: Increasing accessibility in ADISA ISC to include in the public service delivery process marginalized and vulnerable groups	Being inclusive in the public service delivery process		ADISA	Prime Minister's Office	<input type="checkbox"/> No <input checked="" type="checkbox"/> Yes Public Services	Jan. 2020	Dec. 2022

Contact Information

Name of responsible person from implementing agency		
Title, Department		
Email and Phone		
Other Actors Involved	State actors involved	<p>Other government agencies involved:</p> <p>Non-governmental agencies involved: UNDP; IDRA; Roma Active Albania; Down Syndrome Albania</p>