

Component 2: Digital Governance

Lead Focal Point	Service Agency for the Provision of Integrated Services (ADISA)	No. of Consultations	3	No. of Stakeholders Participated	4
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Participating Stakeholders

Human Rights:

- Roma Active Albania;
- Down Syndrome Albania;

International Development:

- United Nations Development Programme (UNDP);
- Institute for Development Research and Alternatives (IDRA).

Overview of Stakeholder Feedback

Main issues raised by stakeholders

- Lack of accessibility in public services for people with intellectual disabilities;
- Insufficient accessibility for marginalized groups of public service delivery.

Main recommendations from stakeholders

- The addition of a section which identifies marginalized groups in the questionnaire that ADISA uses to measure citizen satisfaction in the Integrated Service Centres (ISC's);
- Converting the official website in an easy-reading format.
- Training of ADISA office clerks to deliver public services to people with intellectual disabilities.

Specific proposals from stakeholders

'Satisfaction questionnaire' to identify & address the problems & difficulties in the public service delivery process for marginalized groups

Problem the Idea Addresses

Citizens prefer not to declare if they are part of a marginalized or vulnerable group due to fear of discrimination or bullying

Objective of Idea

Increase the engagement and satisfaction of marginalized groups in public service delivery

'Office clerks trained to deliver public services to people with intellectual disabilities'

Problem the Idea Addresses

People with intellectual disabilities are bound to be accompanied by a care taker if they wish to apply for a public service

Objective of Idea

Increasing accessibility of public services to people with intellectual disabilities

'Easy reading website' that can be accessed from people with intellectual disabilities

Problem the Idea Addresses

Website information could be difficult to understand from people with disabilities, so adapting it in an easy reading format could be easier in terms of accessibility.

Objective of Idea

Increase engagement of people with disabilities in the information provided from official websites

How was stakeholder feedback used in the action plan

Commitment 5 (Milestones 1-5)

Redirection of commitment to focus on increasing stakeholder feedback mechanisms so that the needs and circumstances of all citizens are reflected in public service delivery, particularly for those in marginalized and vulnerable groups.

Lessons Learn on Stakeholder Engagement

Challenges

- Lack of commitment

Efforts to engagement

- Use different channels of communication

Recommendations to improve stakeholder participation in the future

- Publish the consultation on social media
- Developing a platform with all contacts and people of contact for civil society organizations.