

Component 3: Access to Justice

Lead Focal Point	Ministry of Justice	No. of Consultations	4	No. of Stakeholders Participated	11
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Participating Stakeholders

Good Governance & EU Integration:

- Center for Institutional Development and Democratization
- Albanian Institute of Sciences
- European Movement Albania (EMA)

Human Rights:

- Protection of Persons with Disabilities
- Institute of Roma Culture in Albania
- Center for the Protection of the Rights of the Child in Albania (CRCA)
- Different & Equal

Academia:

- Representative from the Law Clinic / Pedagogue at the Faculty of Law, University of Tirana

Overview of Stakeholder Feedback

Main issues raised by stakeholders

- Lack of accessibility of complete and detailed information on the Website of the Ministry of Justice
- Lack of full digital functioning of electronic systems, mainly notaries, bailiffs and other dependent institutions
- Slow pace of justice reform
- Lack of awareness of citizens for mediation and mediation services & support
- Lack of cooperation between the Directorate of Free Legal Aid and Universities
- Lack of capacity among justice professionals
- Lack of capacity and other issues that complicate law enforcement

Main recommendations from stakeholders

- Improve the quality of representation in trials
- Strengthen the system of transparency, efficiency & impartiality in Albanian courts
- **Increase the capacity of civil society to monitor & address these issues**
- Create simpler & less bureaucratic mechanisms to facilitate citizens' access to justice
- **Accelerate justice reform:** improve independence & impartiality of the justice system
- **Organize training courses for administrative staff of courts & prosecutor's offices**
- **Increase stakeholder involvement in consultative roundtables & establish dialogue to strengthen cooperation in the consultation & decision-making process for justice reforms**
- **Establish an electronic register** for magistrates, judges & prosecutors.
- Increase control & periodic reporting on aspects of changes in justice.
- Legislation review focusing on collective claims, small claims

Specific proposals from stakeholders

Establishing bridges of cooperation between civil society and other actors

- Increase the involvement of civil society in the process of consultation and decision-making on justice reform
- Involvement of civil society and increased transparency in making public the reporting of the Strategies and the implementation of their action plans, as well as the comprehensive activities of the institution will increase civic trust
- Increase and strengthen inter-institutional cooperation between the Directorate of Free Legal Aid and civil society actors in the framework of strengthening access to justice

Strengthen impartiality, transparency and accountability

- Strengthening the system of transparency, efficiency and impartiality in Albanian courts
- Improving the quality of representation at trial, increasing the capacity of civil society to monitor and address these issues
- Increasing transparency and access to public information will have a positive impact
- Organizing training courses for the administrative staff of courts and prosecutors' offices, the result of which is aimed at improving the quality of services, application of adequate standards during the work process in courts and prosecutors' offices.
- The aim of a management system of its main actors - judges, prosecutors, lawyers, notaries, bailiffs, mediators - possess the moral integrity and professional skills to implement the European standard and direction in Albania.

How was stakeholder feedback used in the action plan

- Stakeholders express their contribution to the proposal of concrete activities, measurable feasible and in accordance with specific objectives.
- The contribution of stakeholders influenced the improvement of activities focusing mainly on increasing access to justice and

<p>transparency</p> <ul style="list-style-type: none"> • Influenced the improvement of cooperation through the Directorate of Free Legal Aid and public institutions / national organizations and by using as well as civil society actors in the context of strengthening access to directions (Joining Courts; Prosecutions; Donors; Providers of free legal aid; Law Clinics in HEIs; Primary Legal Aid Service Center; Authorized Non-Profit Organizations and Secondary Legal Aid Lawyers). • Influenced the improvement and measures related to the website of the Ministry of Justice and subordinate institutions
Lessons Learn on Stakeholder Engagement
<i>Challenges</i>
<ul style="list-style-type: none"> • Substantial improvement in civic engagement on government initiatives on justice reform presents a substantial challenge; • Approach guided by continuous & sustained efforts is required to enable and facilitate the development of on-going dialogues and collaboration and contributions from civil society
<i>Efforts to engagement</i>
<ul style="list-style-type: none"> • Encourage stakeholders directly by emphasizing the importance of their participation; • Incorporate stakeholder ideas and suggestions into concrete measures.
<i>Recommendations to improve stakeholder participation in the future</i>
<ul style="list-style-type: none"> • Publication and press releases on opportunities to participate, contribute or submit feedback; • Open Invitation and Promotions on social networks and Web of events • Increase and involvement of stakeholders in consultative roundtables in order to closely present their problems • The inclusion and creation of bridges of cooperation (e.g. working groups) will have a positive impact on the improvement & engagement of stakeholders