

Summary of Stakeholder Involvement

4

Pre-Consultation Surveys

270 CSOs
Invited

24 CSOs
Responded

14

**Thematic Stakeholder
Consultations**

190 CSOs
Invited

30 CSOs Attended

12
Contributed

Stakeholders Who Attended

11 - Human Rights Organizations

- 2 - focused on people with disabilities
- 2 - focused on the Roma population
- 1 - focused on women's rights
- 6 - focused on other human rights issues

1 - Academic Institution

13 - Good Governance Organizations

- 8 - think tanks / research institutes
- 4 - EU integration focused

3 - International Development Organizations

Stakeholder Consultations Summary of Feedback

Component 1: Anti-Corruption					
Lead Focal Point	Ministry of Justice	No. of Consultations	4	No. of Stakeholders Participated	14
Participating Stakeholders					
<u>Good Governance & EU Integration:</u>			<u>Human Rights:</u>		
<ul style="list-style-type: none"> Institute for Democracy & Mediation (IDM) Albania/National Democratic Institute Albanian Centre for Economic Research Cooperation & Development Institute (CDI) International Chamber of Commerce in Albania International Chamber of Commerce (ICC) Partners Albania for Change & Development European Movement Albania (EMA) 			<ul style="list-style-type: none"> Albanian Helsinki Committee Albanian Legal & Territorial Research Institute (ALTRI) Albanian Institute of Public Affairs/ Universiteti M. Barleti Different & Equal Child Rights Centre Albania (CRCA) 		
			<u>International Development:</u>		
			<ul style="list-style-type: none"> European Bank for Reconstruction & Development (EBRD) 		
Overview of Stakeholder Feedback					
Main issues raised by stakeholders					
<ul style="list-style-type: none"> Adoption of acts to check for corruption cases, ethical behavior and accountability Oversight mechanisms, percentage of audited budgets, percentage of recruitment of new public servants transparently Lack of Transparency regarding Public Procurement Contracts / Public Private Partnerships Improving the public services and promoting of ethic and transparency Trainings of civil servants on risks of integrity and IP Corruption Proofing of legislation methodology drafted Continues trainings on whistle blower internal mechanisms 					
Main recommendations from stakeholders					
<ul style="list-style-type: none"> Budget reports should be simplified to be understandable by citizens Publication of concession contracts' /PPP User friendly of public administrations acts and standardization of reporting in webpages of institutions; programs of transparencies Increasing the number of CSO-s and their involvement in monitoring and implementation of the strategic policy documents Government – CSO partnership to be established in revising of strategic policy documents 					
Specific proposals from stakeholders					
Drafting and adoption of a methodology for monitoring of the implementation of the Integrity Plan					
Monitoring of the Integrity Plan is on annual bases, but the institution itself should check the implementation twice/year. It is needed a methodology how the monitoring should be done and the reports to be published.					
Integrity Plan revision (in compliance with recommendations of the monitoring reports)					
Integrity Plan document has an implementation time for 2020-2023 and referring to the possible findings and recommendation, the revision to be based on.					
How was stakeholder feedback used in the action plan					
Milestones					
Methodology document: instrument on monitoring Integrity Plans in central government institutions (commitment 1, milestone 1)					

Lessons Learn on Stakeholder Engagement	
Challenges	
<ul style="list-style-type: none"> • The process of drafting and consulting of draft OGP action plan for the specific specification has been done online due to Pandemic Covid 19. • The stakeholders provided tire contribution respectively in all consultation meetings verbally as well as electronically. • MoJ/NCAC delivered calls of the participations via email, social media, MoJ website, phonecalls 	
Efforts to engagement	
<ul style="list-style-type: none"> • Encourage them by talking directly to stakeholders about the importance of their participation and incorporating ideas and suggestions into concrete measures. • The creation of a joint bridge between the stakeholders and the Ministry of Justice will influence the provision of proposals and contributions in order to improve the problems encountered in the exercise of their activity. 	
Recommendations to improve stakeholder participation in the future	
<ul style="list-style-type: none"> • Publication and press release • Open Invitation and Promotions on social networks and Web of events • Increase and involvement of stakeholders in consultative meetings in order to closely present their problems • Post-sharing the draft of the documents/action plan 	

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
Participating Stakeholders					
<u>Human Rights:</u>			<u>International Development:</u>		
<ul style="list-style-type: none"> • Roma Active Albania; • Down Syndrome Albania; 			<ul style="list-style-type: none"> • United Nations Development Programme (UNDP); • Institute for Development Research and Alternatives (IDRA). 		
Overview of Stakeholder Feedback					
Main issues raised by stakeholders					
<ul style="list-style-type: none"> • Lack of accessibility in public services for people with intellectual disabilities; • Insufficient accessibility for marginalized groups of public service delivery. 					
Main recommendations from stakeholders					
<ul style="list-style-type: none"> • 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					
<u>Problem the Idea Addresses</u>					
Citizens prefer not to declare if they are part of a marginalized or vulnerable group due to fear of discrimination or bullying					

<u>Objective of Idea</u> Increase the engagement and satisfaction of marginalized groups in public service delivery
'Office clerks trained to deliver public services to people with intellectual disabilities' <u>Problem the Idea Addresses</u> People with intellectual disabilities are bound to be accompanied by a care taker if they wish to apply for a public service <u>Objective of Idea</u> Increasing accessibility of public services to people with intellectual disabilities
'Easy reading website' that can be accessed from people with intellectual disabilities <u>Problem the Idea Addresses</u> Website information could be difficult to understand from people with disabilities, so adapting it in an easy reading format could be more easy in terms of accessibility. <u>Objective of Idea</u> 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
<ul style="list-style-type: none"> Lack of commitment
Efforts to engagement
<ul style="list-style-type: none"> Use different channels of communication
Recommendations to improve stakeholder participation in the future
<ul style="list-style-type: none"> Publish the consultation on social media Developing a platform with all contacts and people of contact for civil society organizations.

Component 3: Access to Justice					
Lead Focal Point	Ministry of Justice	No. of Consultations	4	No. of Stakeholders Participated	11
Participating Stakeholders					
<u>Good Governance & EU Integration:</u>		<u>Human Rights:</u>			
<ul style="list-style-type: none"> Center for Institutional Development and Democratization Albanian Institute of Sciences European Movement Albania (EMA) 		<ul style="list-style-type: none"> 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 			
		<u>Academia:</u>			
		<ul style="list-style-type: none"> 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 transparency
- 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

Challenges

- Substantial improvement in civic engagement on government initiatives on justice reform presents a

<p>substantial challenge;</p> <ul style="list-style-type: none"> • 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
Efforts to engagement
<ul style="list-style-type: none"> • Encourage stakeholders directly by emphasizing the importance of their participation; • Incorporate stakeholder ideas and suggestions into concrete measures.
Recommendations to improve stakeholder participation in the future
<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

Component 4: Fiscal Transparency					
Lead Focal Point	Ministry of Finance and Economy	No. of Consultations	3	No. of Stakeholders Participated	6
Participating Stakeholders					
<u>Good Governance & EU Integration:</u>		<u>Human Rights:</u>			
<ul style="list-style-type: none"> • Gender Alliance for Development Center (GADC) • EuroPartners Development Center • European Movement Albania (EMA) • Institute of Public and Private Policies 		<ul style="list-style-type: none"> • Co-PLAN – Institute for Habitat Development 			
		<u>International Development:</u>			
		<ul style="list-style-type: none"> • SECO Project for PFM at Local Level 			
Overview of Stakeholder Feedback					
Main issues raised by stakeholders					
<ul style="list-style-type: none"> • Limited publication and access to the Government Financial Statistics data to the public; • Non-Simplified Budget documents, as Citizen Budget at Central and Local level, Budget Execution Report, etc.; • Limited publication of concession contracts and specially for monitoring the concession authorities on the basis of performance; • Limited citizens 'engagement in the budget process etc. 					
Main recommendations from stakeholders					
<ul style="list-style-type: none"> • Increase the public trust of government work • Fight corruption perception • Increase citizens' engagement in budget process • Unify taxpayer system at all municipalities • Simplify content of key budget documents • Increase public participation in budget processes • Improve the monitoring of concessionaire contracts & publish information based on their performance • Publish concessionaire contracts • Set clear targets & performance management (sometimes there are not clear targets during the budget process formulation) • Strengthen role of auditing in budgetary process 					

- Simplify Citizen's Budget document at local level
- Publication & public access to Government Financial Statistics data
- Provide unique account system for all BIs at local levels
- Expand AGFIS in BIs at local level

How was stakeholder feedback used in the action plan

Priority Measures added in NAP OGP 2020-2022:

- C1-Priority Measure 2: 'Financial and performance monitoring and reporting' Published in year and annual;
- Priority Measure 3: Citizens' engagement in the planning and execution of the budget;
- C2-Priority Measure 1: Accounting is in compliance with appropriate international public sector accounting standards.
- Priority Measure 2: Improved Assets management-Preparation and publication of the full asset registry of public sector based on the improved regulations for the valuation and inventory of these assets.

Milestones

- Most of the governments milestones proposed were similar with the stakeholders recommendations, since they were based on pre consultation survey findings, but changes and adoption were incorporated after consultations.

Lessons Learn on Stakeholder Engagement

Challenges

- Limited public participation;
- Limited public understanding;
- Limited public trust in consultation processes.

Efforts to engagement

- Most of current challenges **have been addressed in NAP OGP 2020-2022**;
- **Increase no. of communication channels** with stakeholders (social media, website as MoFE, OGP etc)
- **Use different tools** to receive stakeholders feedback, as: surveys, emails, publish notifications, etc.
- Increasing **transparency on consultation** process;
- Reach out to **new organizations**

Recommendations to improve stakeholder participation in the future

- Increase government organizational efforts;
- Needs to maintain the process's time-consistency;
- **Create a Dedicate OGP Committee** with different stakeholders (government members, international development partners, CSOs, academia etc)
- **Prepare and adopt an annual OGP calendar** for periodic public consultations/meetings.