

**THE OPEN GOVERNMENT PARTNERSHIP  
NATIONAL ACTION PLAN FOR ALBANIA  
2020 – 2022  
CONSULTATION SUMMARY 1**



# CONSULTATION 1

## Consultation Details

Policy Goal Focus	Accessibility in public services
Lead Focal Point Institution	Mrs. Jonida Taraj / Mrs. Deborah Hatellari Integrated Public Service Delivery Agency (ADISA)
Date	30/09/2020
Consultation Meeting Number	<b>1</b>

## I. Objective of Consultation Meeting

What was the purpose of this consultation? Please answer for all that apply	Details
(i) Introduce stakeholders to the proposed policy goal	<input type="checkbox"/> No / <input checked="" type="checkbox"/> Yes The main purpose of this workshop is related to the need for joint discussion in the process of implementing the ADISA OGP action plan that addresses accessibility and the needs of marginalized groups in providing public services based on your knowledge, experience and contribution as part of civil society and key institutions in the country.
(ii) Introduce stakeholders to the OGP process	<input type="checkbox"/> No / <input checked="" type="checkbox"/> Yes In the first workshop were invited representatives from 5 civil society organizations, who represented various marginalized groups.
(iii) Explain the feedback tools for stakeholders	<input type="checkbox"/> No / <input checked="" type="checkbox"/> Yes In the first presentation meeting, held online through the Webex platform, a presentation was made on ADISA, the mission and purpose of the institution, as well as a presentation on digital governance and open government partnership .
(iv) Brainstorm ideas with stakeholders	<input type="checkbox"/> No / <input checked="" type="checkbox"/> Yes One of the main suggestions discussed regarding increasing accessibility for people with intellectual disabilities was the training of a dedicated casket.
(v) Develop further details (milestones, etc.) for ideas	<input checked="" type="checkbox"/> No / <input type="checkbox"/> Yes
(vi) Gather feedback on proposed policy goals	<input checked="" type="checkbox"/> No / <input type="checkbox"/> Yes
(vii) Prioritize proposed policy goals	<input checked="" type="checkbox"/> No / <input type="checkbox"/> Yes
(viii) Other (provide details)	<input type="checkbox"/> No / <input checked="" type="checkbox"/> Yes U discussed ideas Innovative solutions for ways to achieve inclusion and increase accessibility in public services for some marginalized groups.

## II. Methodology

What was the format of the meeting? How were stakeholders able to participate?	
(i) Presentations	<input type="checkbox"/> No / <input checked="" type="checkbox"/> Yes - Presentation of the OGP process and the constituent components of the Open Government Action Plan 2020-2022.

	- Presentation of ADISA's mission and purpose, location and measures taken so far to increase accessibility to public services.
(ii) Discussion / Feedback from stakeholders	<input type="checkbox"/> No / <input checked="" type="checkbox"/> Yes The representative of Roma Active Albania (hereinafter RAA) provided concrete proposals and ideas regarding the activities that can be undertaken in the framework of inclusiveness and increasing accessibility in public services.
(iii) Questions and answers	<input type="checkbox"/> No / <input checked="" type="checkbox"/> Yes
(iv) Brainstorming	<input type="checkbox"/> No / <input checked="" type="checkbox"/> Yes
<b>Stakeholder Selection</b>	<b>Details</b>
(i) How were stakeholders selected?	Participants were identified through a list that ADISA has and uses for meetings and events involving civil society representatives.
(ii) How were stakeholders contacted?	All participants were contacted and notified electronically via official email as well as by phone.
(iii) How many stakeholders were contacted?	About 60 representatives of civil society organizations
(iv) Was the consultation announced publicly? (via websites, social media, etc.)	No. The announcement was made only via official email and phone.
(v) Were stakeholders reminded?	Yes, the participating parties were reminded in the same way they received the first notification of the event / meeting.
<b>III. Results / Findings</b>	
<b>Stakeholder Contributions</b>	<b>Details</b>
(i) How many stakeholders attended?	2 civil society organizations
(ii) Did stakeholders contribute?	Yes
(iii) Main issues identified by stakeholders	The difficulty of obtaining public services by persons with intellectual disabilities.
(iv) Main recommendations from stakeholders?	Yes, the addition of a section which identifies marginalized groups in the questionnaire that ADISA uses to measure citizen satisfaction in the process of receiving public services in ADISA integrated centers.
<b>IV. Shortcuts Identified &amp; Preparations for Next Consultation</b>	
	<b>Details</b>
(i) Limitations in stakeholder attendance	No
(ii) Limitations in stakeholder participation	No
(iii) What can be done to improve attendance?	Promotion of the event on social networks
(iv) What can be done to improve participation in the next meeting?	Conduct brainstorming and discuss ideas between representatives of various civil society organizations.

## Stakeholder Feedback

<b>Name:</b>	Blerta Kalavace	<b>Organization / Affiliation:</b>	IDRA Research and Consulting	<b>Position:</b>	Project Manager
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### Comments / Issues Raised / Feedback / Ideas

- Identify “best practice” in similar countries in the region.
- Identify and implement a list of civil society participants where everyone can be formally involved and discuss the open government partnership process.
- During the presentation of digital governance and open government partnership, the existence of an independent board that monitors the standards was mentioned, and the question was raised whether the progress of the implementation of the open government partnership could be monitored.

## STAKEHOLDER ATTENDANCE

	Name	Organization / Affiliation	Position	Email
1	Valbona Dervishi	Roma Active Albania	Program Coordinator	dervishivalbona@gmail.com
2	Blerta Kalavace	IDRA Research and Consulting	Project Manager	Blerta.kalavace@idra.al