

**THE OPEN GOVERNMENT PARTNERSHIP
NATIONAL ACTION PLAN FOR ALBANIA
2020 – 2022
CONSULTATION SUMMARY 3**



CONSULTATION 3

Consultation

Policy Policy Goal Focus	Digital Governance / Accessibility in public services
Lead Focal Point Institution	Ms. Jonida Taraj / Mrs. Deborah Hatellari Integrated Public Service Delivery Agency (ADISA)
Date	20/10/2020
Consultation Meeting Number	3

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 At the beginning of the workshop the presentation of new participants took place.
(ii) Introduce stakeholders to the OGP process	<input type="checkbox"/> No / <input checked="" type="checkbox"/> Yes During the workshop a presentation was made for Open Government Partnership for all participants of this meeting, presenting an overview, to acquaint us with some important facts of this project , as: when established, the importance of government interaction with civil society in the process of drafting the project action plan in the countries where it operates, which will then be monitored by an international institution such as OGP.
(iii) Explain the feedback tools for stakeholders	<input checked="" type="checkbox"/> No / <input checked="" type="checkbox"/> Yes In the third meeting held online through the Webex platform, a brief presentation on ADISA, the mission and purpose of the institution, as well as a presentation on digital governance and the governance partnership of open.
(iv) Brainstorm ideas with stakeholders	<input type="checkbox"/> No / <input checked="" type="checkbox"/> Yes During the discussion of ideas it was emphasized that it is important to set some priorities for the ideas discussed and to be realized despite the fact that they are lengthy processes in time, but offer long-term solutions. We are currently working on the necessary improvements to the ADISA Citizen Charter website, where all relevant materials are being thrown.
(v) Develop further details (milestones, etc.) for ideas	<input type="checkbox"/> No / <input checked="" type="checkbox"/> Yes Participants found it necessary to revise the format of the ADISA website to facilitate the perception of information as comprehensibly as possible by persons with intellectual disabilities , thus giving a special value to the visual aspect, where it was suggested that on the ADISA website, the information be accompanied by pictures and short sentences in order to facilitate access to information for all vulnerable groups.

(vi) Gather feedback on proposed policy goals	<input type="checkbox"/> No / <input checked="" type="checkbox"/> Yes Based on the discussions made during the previous meetings, the participating stakeholders expressed some thoughts and ideas for achieving this goal set as: 1. Consultations and public hearings with CSOs - for the budget calendar; 2. Increasing access to the ADISA website for people with intellectual disabilities; 3. Expanding and increasing access to public services.
(vii) Prioritize proposed policy goals	<input checked="" type="checkbox"/> No / <input type="checkbox"/> Yes
(viii) Other (provide details)	<input checked="" type="checkbox"/> No / <input type="checkbox"/> Yes

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.
(ii) Discussion / Feedback from stakeholders	<input type="checkbox"/> No / <input checked="" type="checkbox"/> Yes Another suggestion was the implementation of a chatbot on the website, which will be able to answer various questions about the services requested by citizens for 24h / 7days , a solution that would bring relief to current employees.
(iii) Questions and answers	<input checked="" type="checkbox"/> No / <input type="checkbox"/> Yes
(iv) Brainstorming	<input type="checkbox"/> No / <input checked="" type="checkbox"/> Yes An effective way to help the citizen is to set up a person management system, which is a way of reminding the citizen who has received a service. (includes those services that have certain deadlines such as passports) and reminds him to receive the same service on another valid date.

Stakeholder Selection

Details

(i) How were stakeholders selected?	From a list of contacts
(ii) How were stakeholders contacted?	Via e-mail
(iii) How many stakeholders were contacted?	45
(iv) Was the consultation announced publicly? (via websites, social media, etc.)	No
(v) Were stakeholders remembered?	Yes

III. Results / Findings

Stakeholder Contributions

Details

(i) How many stakeholders attended?	2
(ii) Did stakeholders contribute?	Not yet

(iii) Main issues identified by stakeholders	<ol style="list-style-type: none"> 1. Consultations and public hearings with CSOs on the budget calendar; 2. Increasing access to the ADISA website for people with intellectual disabilities; 3. Expanding and increasing access to public services.
(iv) Main recommendations from stakeholders?	It was decided that all suggestions addressed during these workshops will be forwarded to those responsible for decision-making and will finally select ideas which can be implemented with the support of UNDP in the framework of increasing accessibility to public services.

IV. Short borders Identified & Preparations for Next Consultation

	Details
(i) Limitations in stakeholder attendance	Yes
(ii) Limitations in stakeholder participation	Yes
(iii) What can be done to improve attendance?	Announcement on several communication channels
(iv) What can be done to improve participation in the next meeting?	Announcement on several communication channels

STAKEHOLDER FEEDBACK

Name:	Rudina Mullahi	Organization/ Affiliation:	UNDP	Position:	Project Manager
Issues Raised	Improving the communication channel with citizens through an intelligent chat implemented on the official website.				
Feedback	Due to the situation created by the Covid-19 pandemic, ADISA integrated centers were closed and it was often impossible for citizens to complete the online application process without the assistance of a service counter. This chat was implemented during the pandemic period on the website as the green number of the Public Services Information Center could not be functional since the closure of the offices.				
Ideas Suggested	Implementing an intelligent chat on the official website would improve and facilitate the work of staff during the assistance process and would enable remote assistance without having to show up at the counter.				
Other Comments	NA				

STAKEHOLDER ATTENDANCE

	Name	Organization / Affiliation	Position	Email
1	Valbona Dervishi	Roma Active Albania	Program Coordinator	dervishivalbona@gmail.com
2	Rudina Mullahi	United Nations Development Program	Project Manager	rudina.mullahi@undp.org
3	Courtney MCLaren	Prime Minister's Office	Policy Advisor	courtney.mclaren@kryeministria.al
4	Deborah Hatellari	ADISA	Head of Project Planning and Management	deborah.hatellari@adisa.gov.al

5	Fiona Gjika	ADISA	Head of Communication with the Citizen Department	fiona.gjika@adisa.gov.al
6	Keldi Jani	ADISA	Head of Performance and Statistics Department	keldi.jani@adisa.gov.al
7	Nimfa Temali	ADISA	Specialist at Performance and Statistics Department	nimfa.temali@adisa.gov.al