

# Albania's Open Government Partnership Action Plan 2020-2022:

## Digital Governance

Stakeholder Consultation  
20 October 2020

# What is the Open Government Partnership (OGP)?

- Began in 2011 as a unique partnership between government leaders and civil society advocates
- International agreement that combines the powerful forces of both government and civil society to make **governments more open, effective, and accountable to serve and empower their citizens**
- Seventy-eight countries and a growing number of local governments—representing more than two billion people—along with thousands of civil society organizations are members of the OGP

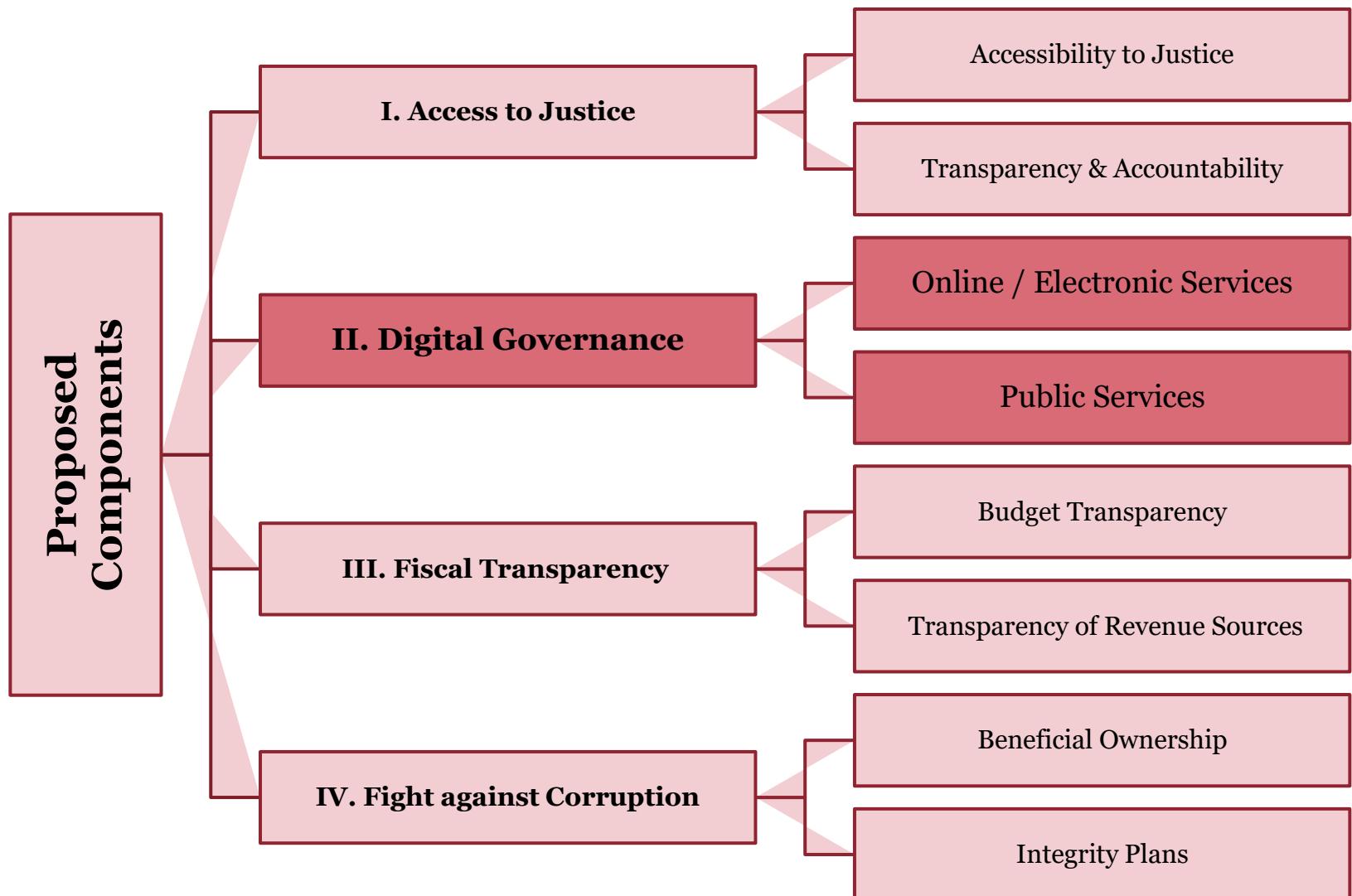
# OGP National Action Plans

- **Action plans are at the core of participation in OGP**
- Participating countries develop two-year National Action Plans without gaps between the end of the last action plan and the beginning of the new one
- **Participating governments work in collaboration with civil society and stakeholders to co-create action plans for government reforms to promote the OGP's values of civic participation, transparency and public accountability.**
- **Action plans are independently monitored by the OGP's Independent Reporting Mechanism** to ensure accountability and transparency and promote meaningful collaboration with civil society towards meaningful reform strategies
- **Each participating government is obliged to co-ordinate and collaborate with civil society to jointly develop commitments on selected areas of focus for government reform across a range of issues.**

# What are the principles of OGP?

Transparency	Accountability	Public Participation	Technology & Innovation
<ul style="list-style-type: none"><li>Publication of all government-held information (as opposed to only information on government activities);</li><li>Proactive or reactive releases of information;</li><li>Mechanisms to strengthen the right to information;</li><li>Open access to government information.</li></ul>	<ul style="list-style-type: none"><li>There are rules, regulations, and mechanisms in place that call upon government actors to justify their actions and to act upon criticisms or requirements made of them;</li><li>Governments must accept responsibility for failure to perform with respect to laws or commitments;</li><li>Outward-facing component (i.e., they are not solely accountable to internal systems, but also involve the public).</li></ul>	<ul style="list-style-type: none"><li>Governments seek to engage citizens in a dialogue on public policies or programs;</li><li>Governments request their input, feedback, and contributions, which lead to more responsive, innovative, and effective governance.</li></ul>	<ul style="list-style-type: none"><li>Governments embrace the importance of providing citizens with open access to technology;</li><li>Governments embrace the role of new technologies in driving innovation, and the many benefits of increasing its capacity;</li><li>Technology and innovation cannot be a stand-alone principle but must support/advance the previous three principles.</li></ul>

# Proposed Policy Goals



# Stages of drafting the Action Plan 2020-2022

## Process Mobilization with Component Leaders

- Finalization of the methodological package
- Sending the methodological package to the leaders of each component
- Meeting with the Technical Secretariats

## Online consultation of the early phase of priority measures

- All 4 components / secretariats will consult the public online through innovative methods (eg. surveys), which will be coordinated by the National Agency for Information Society

July-August

September-  
October

- **Preparation of the Action Plan 2020-2022 for each component in coordination with civil society and stakeholders**
- Coordinated consultative working meetings with civil society on consolidation of priority measures

## Finalization of the consultation and approval of the GMIP Action Plan 2020 - 2022

- Department of Development and Good Governance for the:
- Consolidation of the Action Plan 2020-2022
- Consultation on the OGP site
- Finalization of the draft and submission for discussion / approval to the GMIP (coordinated with civil society actors)

November-  
December

# Stakeholder Participation

- **Consultation meetings**
  - Opportunities to suggest ideas / discuss / brainstorm / select ideas
- **Information / briefs on OGP and Digital Governance**
  - Background information
  - Criteria for including ideas into the action plan
  - Other country examples
- **Feedback tools for contributing ideas**
  - Word and online formats

# Stakeholder Input: Key Issues

## Identifying Key Issues for Digital Governance:

*What do you think are the most important issues the Albanian Government should prioritize to improve digital governance and why?*

1.

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2.

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3.

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# Stakeholder Input: Ideas

## Ideas and Solutions to Support Digital Governance

*Please propose any ideas or solutions you may have to support digital governance efforts.*

*These suggestions can be simple - the details can be discussed in later consultations:*

### Idea 1

*1. Briefly describe the overall idea*

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*2. What is the problem the idea will address?*

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*3. Main objective of idea*

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# Criteria

## Verifiability

SMART: Specific, Measureable, Answerable, Relevant & Time-Bound

## Relevance to OGP Principles

Transparency and Access to Information

Public and Civic Participation

Public Accountability

Technology & Innovation for Transparency and Accountability

## Potential Impact

Scale and ambition of change that can be enabled by the idea

## Public Participation and Civil Society Engagement

Engagement with Public and CSOs /Diversity of participants / Opportunities for responses

## Feasibility

Technical, Financial & Political Feasibility

## Alignment with Local, National and International Priorities and Strategies

## Other Aspects

Other Advantages / Disadvantages / Main Challenges to Implementation/Success & Potential Trade offs

<b>Details of idea</b>	
<b>What is the problem the idea will address</b>	
<b>How will the idea address the problem</b>	
<b>Objective of idea / Potential impact</b>	
<b>Main beneficiaries</b> (who benefits)	
<b>How does it improve or promote:</b>	<p>Transparency &amp; Access to Information?</p> <p>Public &amp; Civic Participation</p> <p>Public Accountability</p> <p>Technology &amp; Innovation</p>
<b>What are the main agencies who would implement the idea (Ministries/NGOs/etc.)</b>	

# Stakeholder Input cont.

*"Please outline any ideas or solutions you may have for improving digital governance. Please include any and all information or details for this idea. When thinking of ideas keep in mind the following:"*

- **Problem:**
  - What is the social, economic, political, or environmental problem addressed by this commitment?
- **Objective:**
  - What are the objectives stated in the commitment?
  - How does the commitment's objective contribute to solving or improving the problem?
- **Solution:**
  - What activities does the commitment propose to achieve the objective?
  - How would the activities contribute to the objective of the commitment?
- **Impact:**
  - If fully implemented as written, what potential effect would this approach have on the problem?

# Principles of OGP

Transparency and Access to Information	Public Accountability	Public and Civic Participation	Technology & Innovation
Disclose more information to the public?			
Improve the quality of information disclosed to the public?	Does the idea create or improve rules, regulations, and mechanisms to publicly hold government officials answerable to their actions?	Does the idea create or improve opportunities, or capabilities for the public to inform or influence decisions?	Will technological innovation be used in conjunction with one of the other three OGP values to advance either transparency or accountability?
Improve accessibility of information to the public?	Does the idea make the government accountable to the public and not solely to internal systems?	Does the idea create or improve the enabling environment for civil society?	
Enable the right to information?			

Criteria	Specific Criteria	Details or Examples	Does it meet the criteria?	Score	Evidence, Examples or Explanation
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## Verifiability

<b>Specific</b>	Are the objectives and actions proposed clear and allow for objective verified through an assessment process?	<ul style="list-style-type: none"> <li>The social, economic, political, or environmental problem addressed by the idea</li> <li>Specific activities/actions</li> <li>Expected outcomes</li> </ul>		
<b>Measurable</b>	It is possible to verify the fulfilment of the commitment.	<ul style="list-style-type: none"> <li>Are the indicators clearly defined and explain what is being measured? (e.g. 'Number of...'; "Percentage of ..."; "Status of....")</li> <li>Data to measure progress is available at reasonable cost &amp; on a regular basis</li> </ul>		
<b>Answerable</b>	Clearly specifies the agencies responsible and relevant for implementation	<ul style="list-style-type: none"> <li>Main agency responsible for implementation;</li> <li>Coordinating or supporting agencies where relevant;</li> <li>Other civil society, multilateral, or private sector partners who have a role</li> </ul>		
<b>Time-bound</b>	Clearly states the date when it will be completed, dates for milestones, benchmarks, and other potential deadlines	<ul style="list-style-type: none"> <li>Details on milestones &amp; benchmark dates</li> </ul>		

# Accountability and answerability

## Responsibility

- Which, if any, **primary institution** was designated as responsible for the commitment?
- Which, if any, **supporting institutions** were designated as responsible for the commitment?
  - *Note: In some circumstances, these may not be limited to national government agencies. They may be subnational governments, private companies, or civil society organizations.*

## Milestones

- Did the government designate a **start date and end date** for implementing this commitment?
- Did the government establish appropriate milestones /**deliverables that support achieving the commitment/objective during the two year period?**

# Results/Inclusion into Action Plan

Based on the assessments according to the criteria established idea proposals will be categorised into one of four groups:

<b>Accepted</b>	<b>Accepted with Changes</b>	<b>Recommended for Future</b>	<b>Not Accepted</b>
Proposals to be incorporated in the 2020-2022 Action Plan	Proposals to be admitted to the 2020-2022 Action Plan with changes	Proposals to be incorporated in future Action Plans	Inadmissible proposals

# Proposed Commitments / OBJEKTIVI SPECIFIK

## Rritja e aksesueshmërisë në shërbimet publike

### Masa Prioritare

1. Ngritja e Qendrave të Integruara të reja për ofrimin e shërbimeve publike
2. Monitorimi i cilësisë së ofrimit të shërbimeve publike pranë qendrave të integruara dhe sporteve të shërbimeve ADISA

## OBJEKTIVI SPECIFIK: Rritja e aksesueshmërisë në shërbimet publike

	Institucionet përgjegjëse	Institucione të tjera përgjegjëse	Afati i zbatimit		Kosto indikative (në mijë lekë) 2020-2022	Burimi i mbulimit	
			Afati Fillimit	Afati Mbarimit		Buxhet Shteti	Financim i Huaj
<b>Masa Prioritare 1:</b> <b>Ngritura e Qendrave të Integruara të reja për ofrimin e shërbimeve publike</b>							
Identifikimi i ambjentit ne perputhje me parametrat e aksesit	ADISA		1-Jan-2020	31-Dec-2022			
Pergatitja e projektit te rikonstrukzionit sipas standardeve ADISA	ADISA		1-Jan-2020	31-Dec-2022			
Zhvillimi i punimeve per rikonstrukcionin e godines/ambjentit	ADISA		1-Jan-2020	31-Dec-2022			
Operacionalizimi i Qendres	ADISA		1-Jan-2020	31-Dec-2022			
<b>Masa Prioritare 2:</b> <b>Monitorimi i cilësisë së ofrimit të shërbimeve publike pranë qendrave të integruara dhe sporteve të shërbimeve ADISA</b>							
Zhvillimi i sondazheve per matjen e kenaqesise se qytetareve ne qendrat ADISA	ADISA		1-Jan-2020	31-Dec-2022			
Zhvillimi i sondazheve per matjen e kohes se aplikimit ne qendrat ADISA	ADISA		1-Jan-2020	31-Dec-2022			

# Stakeholder Comments/Suggestions/Ideas

## **Consultations and public hearings with CSOs for the budget calendar**

- Citizen participation should be increased in budget processes
- GoA should have in place an annual calendar to hold consultation with CSOs on budget cycle

# Stakeholder Comments/Suggestions/Ideas

## **Increasing accessibility of website for people with intellectual disabilities**

### ***Proposed solutions/ideas***

- staff at ADISA counters having specific training to be well-informed to facilitate support to those with disabilities
- mapping of services where ADISA is located
  - Project that could be realized in cooperation with AdisaLab and UNDP
- joint online questionnaire for all stakeholders where all vulnerable groups had the opportunity to provide answers
- Facilitate better understanding of the specific needs regarding accessibility in obtaining relevant services

# Stakeholder Comments/Suggestions/Ideas

## Expanding & increasing accessibility of services

### *Proposed solutions/ideas*

- How citizens can appear only when it is their turn at the counter
- ADISA mobile services
- Support / guidance on ADISA services
  - Split screens with ADISA employees to guide citizens step by step
- ADISA Information Call Centre
  - How can this be expanded for post-pandemic times?
- Passport of ADISA services
- Citizens Charter
  - expresses the rights and obligations of the administration to provide the most transparent, accessible services

# Discussion questions

- How can digital services / remote services during COVID-19 be integrated into long term planning?
- How can these ideas be developed further?
- How can civil society be more involved in the proposed commitments?
- What issues do you see for these commitments?
- What other milestones would be helpful?
- Do you have additional ideas?
- What barriers do you see for ideas to be implemented?

Faleminderit shumë