



REPUBLIKA E SHQIPËRIË

**THE OPEN GOVERNMENT PARTNERSHIP
NATIONAL ACTION PLAN FOR ALBANIA
2020 - 2022**





Access to Justice

Commitments

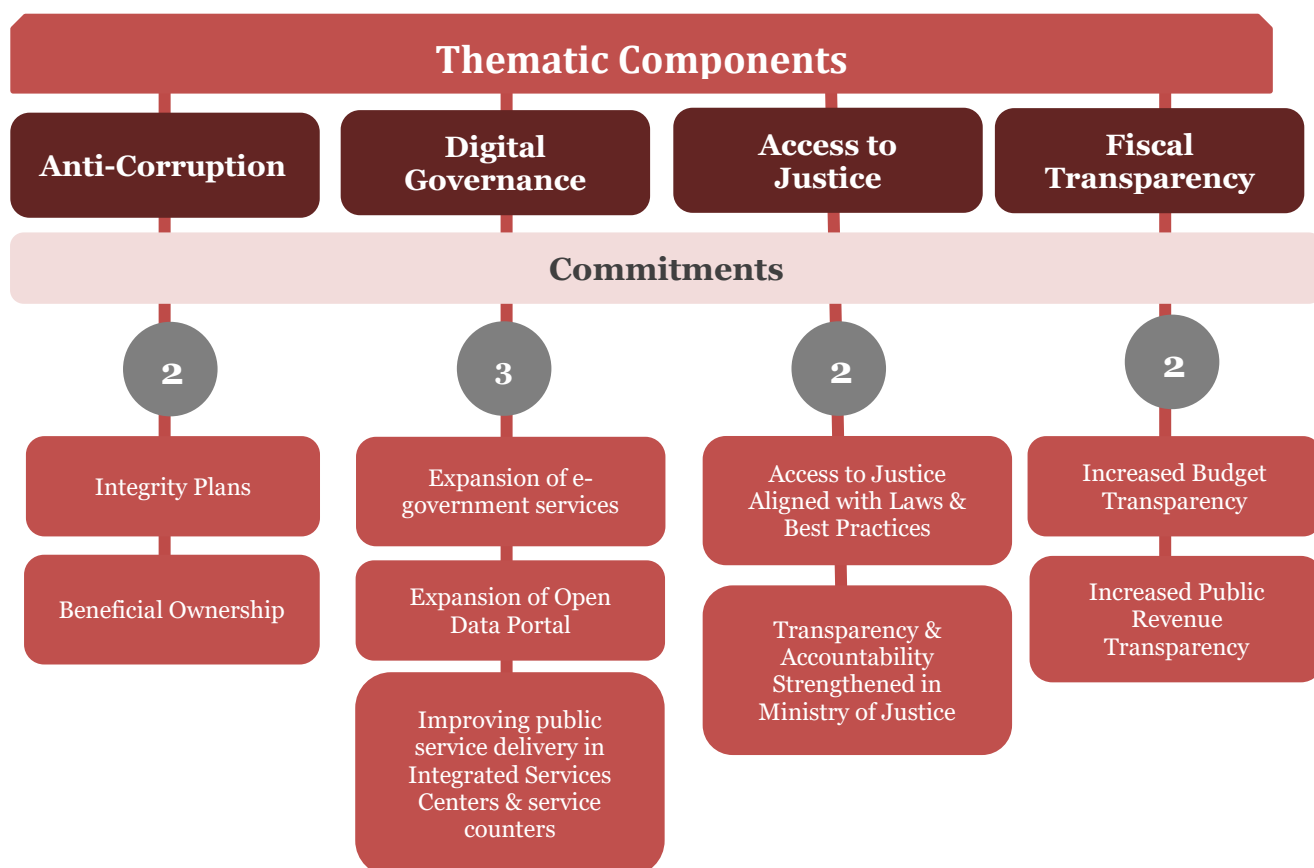
In preparation of Albania's 2020-2022 Open Government Partnership (OGP) Action Plan four policy areas were selected to be the thematic components of the upcoming action plan. Selected based on national and international recommendations for governance and public administration reform in Albania & and the four components are managed by POC in close collaboration with Lead Government Focal Points and centrally coordinated by the OGP Technical Secretariat.

Figure 1: Thematic Components and Lead Focal Point Institutions

Anti-Corruption	<ul style="list-style-type: none"> Ministry of Justice (MoJ) Ministry of Finance and Economy (MoFE)
Digital Governance	<ul style="list-style-type: none"> The National Agency for Information Society (NAIS) Agency for the Delivery of Integrated Services Albania (ADISA)
Access to Justice	<ul style="list-style-type: none"> Ministry of Justice (MoJ)
Fiscal Transparency	<ul style="list-style-type: none"> Ministry of Finance and Economy

Based on government strategies and priorities and feedback and ideas from stakeholder consultations ten strategic objectives representative nine reform commitments were chosen for Albania's 2020-2022 OGP Action Plan. These commitments focus on increasing access to public services and increasing accountability through coordinated approaches to improve the quality and quantity of publically available information. Enabling frameworks and initiatives to promote civic participation and public trust underpin all commitments selected.

Figure 2: Thematic Components and Selected OGP 2020-2022 Commitments



Component 3

Access, Transparency and Accountability in Justice

Why is access to justice a priority for Albania?

As a principle, the rule of law maintains that in a democratic society all persons, institutions, and entities are equally accountable to the same laws and that the processes governing justice enforcement are clear, fair and independently adjudicated. Consequently, access to justice is considered an important and fundamental right for all citizens and a necessity of a fair and just society.

Government efforts, progress and collaboration with civil society

Addressing and preventing these challenges, with a special focus on the most vulnerable groups, has become an important priority for the Albanian government. The introduction of state-guaranteed legal aid has been an important step towards addressing these barriers and facilitating citizens' access to justice.

Projects and initiatives of justice focused non-profit organizations (NGOs), with the support of international partners, have played an important role in legal education to the public. In cooperation with the Open Society Foundation for Albania (OSFA)¹ the Ministry of Justice's Directorate of Free Legal Aid has established state guaranteed legal aid. Through this initiative, citizens who do not have the financial means to pay a private lawyer and who seek to exercise their civil, political, and economic rights through the implementation of justice procedures, civil or criminal, can access free legal aid. Citizens can access legal advice, guidance and assistance towards drafting the necessary documentation, as well as representation before public administration bodies. An online platform has further increased the accessibility of these services and enabled the continued provision of legal aid services when the physical legal aid centers had to close as a result of the COVID-19 pandemic. This platform has maintained the opportunity for citizens to seek and receive legal advice and support, both generally and in legal matters pertaining to the pandemic, and has been utilized by a considerable number of citizens.

Furthermore, each city has the opportunity to seek secondary legal aid or consult with the normative acts in force, the right and obligation of the subjects of law and the methods for exercising the direction of the judicial and extrajudicial process, providing assistance in drafting and compiling documentation necessary for state administration.

To holistically improve the justice system the Albanian government has prioritized the design and implementation of series of cross-cutting strategies to provide the structural basis required to facilitate meaningful and lasting justice reform towards a more open, transparent and accountable justice system. Improving access to justice is one of the key components within the Cross-cutting Justice Strategy (CIS), the Cross-cutting Anti-Corruption Strategy (ISCC), the Juvenile Justice Strategy (SDM), and the Legal Education Strategy Public Sector (SELP).

Remaining challenges

Many challenges still remain towards improving access to justice in Albania. Citizen trust in the justice system and doubtful attitudes towards its reform pose particular challenges. Ensuring that citizens have access to justice is predicated on the transparency and

¹ Established in 1992, the Open Society Foundation for Albania (OSFA) is an NGO within the network of Soros Foundations founded and financed by philanthropist George Soros. The OSFA uses monitoring and policy analysis, advocacy, litigation, and grassroots activism to help the country pursue democratization and EU integration to bring the country in line with EU standards for justice, public administration, anticorruption, governance, and human rights.

accountability of the systems, institutions and procedures responsible for the administration of justice. Specifically, improving the integrity and the professional and technical competency of justice institutions and all actors within the justice system (judges, prosecutors, lawyers, notaries, bailiffs, mediators) towards alignment with European standards will facilitate a more competent and accountable system. Inadequate and insufficient resources (budgetary, structural, and technical) have limited access to justice.

Addressing this lack of capacity in collaboration with and through contributions from civil society, academia and all other stakeholders will be crucial in addressing citizen distrust and a key determinant of lasting justice reform. Through stakeholder consultations, emphasis was placed towards increasing the involvement of civil society in the consultation and decision-making process for justice reforms. Stakeholders also highlighted the need to accelerate justice reforms and in particular, improve the independence and impartiality of the justice system. Strengthening the system of transparency, efficiency and impartiality in Albanian courts, by improving the quality of representation in the trial and increasing the capacity of civil society to monitor and address these issues as well as increase the transparency and accessibility of public information will have a positive impact on this process.

Commitment 6

Specific Objective: Access to justice is guaranteed and in accordance with national laws, as well as European standards and best practices.

January 2020 – December 2022

Lead implementing agency/actor

Ministry of Justice

Commitment Description

What is the public problem that the commitment will address?

Over the years citizens in Albania have faced significant structural and financial barriers to accessing justice including limited legal capability, limited access to legal counsel/advice, lengthy timeframes for resolutions and perceived lack of fairness in resolution. According to the 2018 Survey of the World Justice Project², of Albanian citizens that have experienced a legal problem in the previous two years only 18% were able to access help and reported obtaining information, 48% did not know where to get advice and information, 38% said it was difficult or nearly impossible to find the money require to solve the problem and 52% did not feel the process followed was fair. Furthermore, resolutions to legal problems took on average over 2 years (28 months) to resolve.

What is the commitment?

This commitment will establish a directorate dedicated to improving citizens' access to quality legal resources state guaranteed legal aid resources. The establishment of a free legal aid directorate will be accompanied by structured multi-stakeholder and inter-institutional cooperation to continuously improve legal professional capacities, accountability and legal aid delivery in order to guaranteed citizens access to justice that is aligned with European standards and internationally recognized best practices.

Objective:

- Develop the necessary environment that enables and ensures citizens to be able to effectively achieve the quality support of justice they need to fully resolve their legal problems;
- Inter-institutional cooperation between governmental and non-governmental institutions increases competency and accountability in the legal sector;
- Citizens' awareness of the legal system and legal aid resources available to them is improved.

Expected results:

- Directorate of Free Legal Aid established to provide legal guidance and assistance to citizens lacking the resources to pay for legal support;

² World Justice Project, 2018 General Population Poll survey module on legal needs and access to justice. Data collected by IDRA Research & Consulting using a nationally representative probability sample of 1000 respondents in the country
<https://worldjusticeproject.org/sites/default/files/documents/Albania.pdf>

	<ul style="list-style-type: none">• Improved inter-institutional cooperation and collaboration between the MoJ, legal clinics, the National Chamber of Mediators (DHKN), the Albanian Bar Association, NGOs and CSOs through the establishment of cooperation frameworks and inter-institutional forums;• Strengthened capacity of justice professional through development of systems for on-going training and examinations for legal professionals and legal aid service providers, in collaboration with universities and other experts;• Inter-institutional forum established to continuously improve delivery of legal aid;• Increased citizen awareness and access to mediation services and support;• Increased transparency and accountability among mediators through publically available electronic records of actions.
How will the commitment contribute to solving the public problem?	<p>Efforts to increase citizen's access to justice have been an on-going focus of judicial reform efforts in Albania and of increasing priority. By establishing a dedicated directorate to state-guaranteed legal aid (milestone 1) the Albanian government not only aims to expand access to justice, but also accountability towards its objective of ensuring equal access to justice for all citizens. Through this initiative, citizens who do not have the financial means to pay a private lawyer and who seek to exercise their civil, political, and economic rights through the implementation of justice procedures, civil or criminal, can access free legal aid. Citizens can access legal advice, guidance and assistance towards drafting the necessary documentation, as well as representation before public administration bodies both in person and through an online platform.</p> <p>In order to facilitate guaranteed access to justice this commitment focuses on developing the enabling environment necessary to ensure citizens are able to efficiently access the quality justice support they need to fully resolve their legal problems.</p> <p>In particular, the commitment looks to strengthen the cooperation between governmental and non-governmental institutions with relevant interests and expertise. The establishment of a cooperation framework with regular technical meetings will increase collaboration between the Directorate of Free Legal Aid and relevant public institutions with civil society and legal aid providers (milestone 3). Meanwhile a dedicated inter-institutional forum for legal aid provides an on-going platform for all stakeholders to contribute to the improvement of legal aid delivery such that it integrates the justice needs of all citizens, with particular attention to the needs of those in marginalized groups (milestone 4).</p> <p>A coordinated approach is taken so that the challenges of improving access are identified and innovative solutions can be developed and implemented as most effectively and efficiently possible. Technical capacity building, through continuous trainings and examinations for justice professionals and legal aid service providers, in collaboration with universities and other experts, will be targeted to develop the specialized skillsets necessary to ensure that the specific needs of citizens requiring justice support are met. Mandatory training modules for employees of Legal Aid Service centers will be developed Working in cooperation with the Albanian Bar Association (ADB), the Albanian School of Public Administration (ASPA) and donors (milestone 2).</p> <p>To establish mediation procedures as an alternative mechanism for citizens to resolve legal problems, increased cooperation between the Ministry of Justice and the National Chamber of Mediators (DHKN) will be established (milestone 5) and the professional capacities of mediators will be strengthened through collaboration between the Ministry of Justice and the National Chamber of Mediators towards the development of regulations and curriculums for</p>

		<p>trainings and examinations for intermediaries (<i>milestone 6</i>).</p> <p>Finally, the commitment will expand citizen awareness of the use of mediation services to resolve legal problems legal system through public awareness campaigns(<i>milestone 7</i>) as well as increase transparency and accountability on the actions of mediators through an electronic database implemented by the DHKN (<i>milestone 8</i>).</p>				
OGP challenge affected by this measures		Improve public services	Increase efficient management of public resources	Increase public integrity	Increase corporate accountability	Create a safer community for citizens & civil society
		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Why is this commitment relevant to OGP values?	Transparency & Access to Information	<ul style="list-style-type: none"> • Does the idea disclose more information to the public? • Does the idea improve the quality of information disclosed to the public? • Does the idea improve accessibility of information to the public? • Does the idea enable the right to information? <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No <p>Transparency and access of citizens to information is considered one of the main points, as the flow of electronic service is intended to be fully accessible by citizens.</p> <ul style="list-style-type: none"> • Establishment of simple & non-bureaucratic mechanisms for citizens to access legal guidance & assistance; • Online publication of all documents relating to all aspects of action plan (e.g. training requirements, services available, outcomes from forum meetings); • Campaign to raise public awareness on legal system, resolving legal problems & legal aid resources available; • Training to ensure legal aid professionals provide sufficient information/guidance to citizens • Electronic database of meditation activities 				
	Public Accountability	<ul style="list-style-type: none"> • Does the idea create or improve rules, regulations, and mechanisms to publicly hold government officials answerable to their actions? • Does the idea make the government accountable to the public and not solely to internal systems? <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No <ul style="list-style-type: none"> • Standardized training modules, curriculum & examinations for legal aid providers; • Publically accessible database of mediation activities; • Inter-institutional cooperation & forum between government institutions & NGOs & CSOs ensures platform for answerability and accountability to citizens; • All independent institutions included are independent & regulated by law. • Institution of independence of mention in the Action Plan (High Judicial Council, School of Magistrates, High Council of Prosecution, academia is institutions / entities of independence and tire calculation are regulated by law. 				
	Public & Civic Participation	<ul style="list-style-type: none"> • Does the idea create or improve opportunities, or capabilities for the public to inform or influence decisions? • Does the idea create or improve the enabling environment for civil society? <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No <ul style="list-style-type: none"> • Implementation of measures subject to monitoring whereby stakeholders can request complete information • Adoption of platforms where citizens can give their impressions / opinions regarding the functioning of the Action Plan measures • Inter-institutional cooperation & forums between government institutions & NGOs & CSOs enables civil society to co-establish measures to improve legal aid delivery & co-implement • Adoption of platforms where citizens can give feedback on the implementation of Action Plan measures 				

		The implementation of the measures will be part of the monitoring where stakeholders can request complete information. There is room for improvement in relation to the adoption of platforms where citizens can give their impressions / opinions regarding the functioning of the Action Plan measures.
	Technology & Innovation	<ul style="list-style-type: none"> • <i>Will technological innovation be used in with one of the other three OGP values to advance participation, transparency or accountability?</i> <input checked="" type="checkbox"/>Yes <input type="checkbox"/>No • Uses online platforms to support citizens access to legal resources & information & guidance; • Uses electronic databases to enable public accountability & transparency relating to meditation activities; • Online publication of all activities, programs & relating documents to facilitate transparency, participation & accountability

Milestone Activities

Milestones	Indicators		Responsible Institution / s		New or Continued Idea	Timeframe	
Measurable and verifiable achievements to accomplish this measure	Result Indicators	Output Indicators	Lead Responsible Institution	Supporting / Coordinating Agencies / Institutions	New or continued from 2018-2020 OGP AP	Start Date	End Date

Priority Measure 1:

Legal aid is offered in an efficient and effective form which provides citizens in need, full access to such service

Milestone 1: The primary and secondary legal aid system is fully functional and provides equal access to justice for citizens across the country (human resources, primary legal aid offices and appropriate tools, technical capacity, etc.). Directorate of Free Legal Aid is established with the mission of ensuring equal access of all individuals to the justice system through the provision of legal aid guaranteed by the state.	Directorate of Free Legal Aid is established, in accordance with the legislation in force. Directorate is staffed adequately with sufficient capacity to guarantee the ability to provide the services required by citizens.		Ministry of Justice: Directorate of Free Legal Aid	National Agency for Information Society (for electronic service)	<input type="checkbox"/> No <input type="checkbox"/> Yes (which one?)	Jan. 2020	Dec. 2021
Milestone 2: Strengthening and capacity building through appropriate training for free legal aid service providers throughout country. This includes cooperation with the Albanian Bar Association (ADB) for training of lawyers	First module of mandatory training of employees of the Primary Legal Aid Service Centers developed		Ministry of Justice: Directorate of Free Legal Aid	The National Chamber of Mediators (DHKA); School of Magistrates (for training), Albanian School of Public Administration (ASP), Donors (United Nations Development Program, Euralius)	<input type="checkbox"/> No <input type="checkbox"/> Yes (which one?)	Jan. 2020	Dec. 2021

providing services and cooperation with ASPA and donors for training at legal aid service centers for students of Law Clinics and authorized NGOs so that employees gain more in-depth knowledge regarding the system of free legal aid.							
<p>Milestone 3:</p> <p>Strengthening inter-institutional cooperation between the Directorate of Free Legal Aid and public institutions, as well as with national and international institutions / civil society organizations.</p> <p>Cooperation framework established to strengthen access to justice (cooperation with Courts; Prosecution Offices; Donors; free legal aid service providers: Law Clinics at HEIs; Primary Legal Aid Service Centers; Authorized Non-Profit Organizations and Secondary Legal Aid Lawyers).</p>	<p>Cooperation framework established.</p> <p>Regular technical meetings held with relevant institutions and civil society actors to identify necessary measures to be taken and identify roles and responsibilities.</p>		Ministry of Justice: Directorate of Free Legal Aid	Courts; Prosecutions; Law Clinics; Primary legal aid service centers; Authorized Non-Profit Organizations and National Chamber of Advocates (DHS)	<input type="checkbox"/> No <input type="checkbox"/> Yes (which one?)	Jul. 2021	Dec. 2021
<p>Milestone 4:</p> <p>Establishment of the Inter-Institutional Forum for legal aid guaranteed by the state with the technical secretariat in the Directorate of Free Legal Aid.</p> <p>This forum will provide an opportunity for all stakeholders involved in the process to exchange views / suggestions on how the legal aid delivery process can be improved.</p> <p>The forum will be institutionally set up and there will be regular periodic meetings</p>	<p>Establishment of forum.</p> <p>Forum consists of public and non-governmental organizations and citizens.</p> <p>Calendar for meetings for the forum established.</p>		Ministry of Justice: Directorate of Free Legal Aid	Law Clinics; Primary legal aid service centers; Authorized Non-Profit Organizations and the National Chamber of Advocates; courts; prosecutions;	<input type="checkbox"/> No <input type="checkbox"/> Yes (which one?)	Jan. 2021	Dec. 2022

Priority Measure 2:

Mediation procedure as an alternative solution mechanism, functional in practice not only in law, is efficient, and issues are resolved with the full consent and agreement of the parties

Milestone 5: Increase cooperation between the Ministry of Justice and the National Chamber of Mediators (DHKN).	Framework for cooperation and coordination between the Ministry of Justice and the National Chamber of Mediators (DHKN) established.		Ministry of Justice; The National Chamber of Mediators (DHKA)			Jan. 2021	Dec. 2022
Milestone 6: Increasing and improving the professional capacities of intermediaries through the organization of initial continuous trainings, as well as training of trainers. This initiative will be a collaboration between the Ministry of Justice, together with the National Chamber of Mediators,	Consultation tables held regarding relevant By-Laws. Regulations and curriculum for trainings and examination methods for testing mediating candidates determined. Training calendar determined and implemented.		Ministry of Justice; The National Chamber of Mediators (DHKA)	School of Magistrates; National Chamber of Advocates (for trainings)		Jan. 2020	Dec. 2021
Milestone 7: Organizing awareness campaigns for the mediation service in the country. In order to raise public awareness, the National Chamber of Mediators will organize awareness campaigns in order to inform the public on how to resolve various legal issues through mediation.	Awareness campaign topics selected in coordination with contributions and collaboration with civil society partners. Awareness campaigns organized.		The National Chamber of Mediators (DHKA)			Jan. 2020	Dec. 2021
Milestone 8: The National Chamber of Mediators will create an electronic database in order to record every mediator who exercises his activity in this field, also within the access of every interested citizen but also transparency.	Design of electronic databases. Commissioning and use of the database.		The National Chamber of Mediators (DHKA)			Jan. 2021	Dec. 2021

Contact Information		
Name of responsible person from implementing agency		
Title, Department		
Email and Phone		
Other Actors Involved	State actors involved	<p><i>Other government agencies involved:</i> Dependent Institutions (Directorate of Free Legal Aid)</p> <p><i>Non-governmental agencies involved:</i> Civil Society Organizations; Faculty of Law, University of Tirana</p>

Commitment 7

Specific Objective: The Ministry of Justice website is fully functional with timely, easily understandable, accessible information and the appropriate capacities developed to ensure transparency and accountability for the citizens

January 2020 – December 2022

Lead implementing agency/actor

Ministry of Justice

Commitment Description

What is the public problem that the commitment will address?

Access to justice not only includes providing citizens with legal resources, but also ensuring that the legal system is fair and equal. Justice reform is one of the key priorities of the Albanian government; however, citizen perceptions regarding the implementation of these reforms present a significant challenge. According to the “Trust in Governance 2019” opinion poll of 2500 randomly selected Albanians, while over half of citizens (52.7%) believe justice reforms will have a positive impact, only 31.5% believe the reforms are being implemented properly (48.5% believe they are not and 20% do not know). Improving the transparency of the Ministry of Justice and its subordinate institutions enables these institutions to be accountable to citizens and carry responsibility of the fulfillment of their designated duties, responsibilities and commitments in both their daily work and in executing justice reforms. In turn, the transparency and accountability of justice institutions are necessary preconditions for building public trust.

Access to information necessitates that the relevant information is easily attainable and understandable by citizens. Albanian citizens have lacked timely and sufficient access to all the necessary documents and information in order to hold the Ministry of Justice and its subordinate institutions accountable. Additionally, documents that are available online, while a step in the right direction, may be too long or technical to be easily understood by citizens. Thus, in order to enable accountability through transparency the Ministry of Justice’s website requires substantial improvements through a coordinated and collaborative strategy that prioritizes on-going updating and improvement with emphasis on ensuring accessibility and relevance to citizens’ needs.

What is the commitment?

This commitment uses a three part strategy to improve transparency and accountability of the Ministry of Justice and its subordinate institutions through an official website that citizens can rely on the timely and efficient update of documents of interest to citizens in formats that are easily understood by citizens and an improved internal reporting framework. Through a collaborative working group that includes the Ministry of Justice and subordinate institutions, NAIS and civil society organizations the commitment will develop a fully functional and citizen accessible Ministry of Justice website. This will include increasing not only the quantity of strategies, monitoring reports, and reports on the implementation of institution activities published, but also the accessibility of these publications through accompanying audiovisual communication, as well as published summaries of various reports in simplified language. In conjunction, a framework for increased cooperation and coordination of the activities and responsibilities of the Ministry of Justice and its subordinate institutions will establish intra-

	<p>institutional transparency and formalized mechanisms for accountability regarding these activities.</p> <p>Objective: To develop the necessary systems & mechanisms to ensure transparency and consequently promote accountability within the Ministry of Justice and its subordinate institutions through a fully functional website that publishes in real-time all information relevant to citizens in a clear and easily understood format and an intra-institutional operations and reporting framework.</p> <p>Expected results: <u>Increased transparency</u> and use of access to public information:</p> <ul style="list-style-type: none">Fully operational Ministry of Justice website;Information published on the website in real time and is relevant to citizens when requesting services; <p><u>Improved accountability</u> within the Ministry of Justice & subordinate institutions:</p> <ul style="list-style-type: none">Working group ensures transparency is maintained;Strengthened cooperation and coordination between relevant activities and responsibilities of the MoJ and its subordinate institutions.					
<p>How will the commitment contribute to solving the public problem?</p>	<p>This commitment focuses on not only increasing transparency through the online publication of Ministry of Justice documents, but also on ensuring that the information is published in an easily understood format. Establishing a dedicated working group the Ministry of Justice (milestone 1) will take a structured and collaborative approach to improve the not only the quality and quantity of information available online, but also the accessibility of the content for non-technical citizens. An assessment report drafted by the working group and made available for public comment will identify where access to information can and should be improved to reflect the wants and needs of citizens (milestone 2).</p> <p>Fostering improved technical and professional capacity and the development of updating mechanisms and protocols will seek to ensure the sustainability of these improvements and maintain regular updating of the website (milestone 3).</p> <p>As public trust is being developed it is necessary to not only publish information, but to reach out to citizens through a variety of channels. Justice related strategies, action plans and their accompanying implementation and monitoring reports will not only be published and made public (milestone 4), but their conclusions will also be disseminated through audio-visual communication via TV appearances of the Minister, awareness campaigns, awareness activities, etc. (milestone 5).</p> <p>Accountability frameworks will be developed in coordination with relevant institutions in order to develop clear and transparent procedures and regulations (milestone 6) and reporting systems (milestone 7) for the Ministry of Justice and its subordinate institutions to help ensure duties are carried out efficiently, effectively and with integrity.</p>					
<p>OGP challenge affected by this measures</p>		<p>Improve public services</p>	<p>Increase efficient management of public resources</p>	<p>Increase public integrity</p>	<p>Increase corporate accountability</p>	<p>Create a safer community for citizens & civil society</p>
		<p>☒</p>	<p>☒</p>	<p>☒</p>	<p>☒</p>	<p>☒</p>
<p>Why is this commitment relevant to</p>	<p>Transparency & Access to Information</p>	<ul style="list-style-type: none">Does the idea disclose more information to the public?Does the idea improve the quality of information disclosed to the public?Does the idea improve accessibility of information to the public?				

OGP values?		<ul style="list-style-type: none"> Does the idea enable the right to information? <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No <ul style="list-style-type: none"> Increasing the capacity to have a fully functional website will enable citizens greater access to resources & relevant information; Real-time information for citizens in cases where they will request services; The drafting of the final report based on the current state of the internet will have a direct impact on improving the information requested by the public.
	Public Accountability	<ul style="list-style-type: none"> Does the idea create or improve rules, regulations, and mechanisms to publicly hold government officials answerable to their actions? Does the idea make the government accountable to the public and not solely to internal systems? <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No <ul style="list-style-type: none"> Monitoring reports, including those from civil society will be published; Establishment of working groups and cooperation tables with CSOs promotes external accountability; Reporting system will be established and implemented based on criteria for reporting system selected with feedback from external experts / consultations.
	Public & Civic Participation	<ul style="list-style-type: none"> Does the idea create or improve opportunities, or capabilities for the public to inform or influence decisions? Does the idea create or improve the enabling environment for civil society? <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No <ul style="list-style-type: none"> Cooperation and coordination of activities will share the respective responsibilities between the institutions; Establishment of working groups and cooperation tables with CSOs ensures transparency efforts reflect the needs of citizens; Citizens able to provide feedback and contribute to the monitoring of the implementation of action plan activities
	Technology & Innovation	<ul style="list-style-type: none"> Will technological innovation be used in with one of the other three OGP values to advance participation, transparency or accountability? <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No <ul style="list-style-type: none"> Improvement & maintenance of MoJ website central to increasing the accessibility of information to citizens in order for them to contribute & hold public institutions accountable; Use of audiovisual communication will increase accessibility of information to citizens.

Milestone Activities

Milestones	Indicators		Responsible Institution / s		New or Continued Idea	Timeframe	
Measurable and verifiable achievements to accomplish this measure	Result Indicators	Output Indicators	Lead Responsible Institution	Supporting / Coordinating Agencies / Institutions	New or continued from 2018-2020 OGP AP	Start Date	End Date

Priority Measure 1:

Increase of technical and professional capacities of the Ministry of Justice in order to have a fully operational website, so the information is published on real time and the information is useful for citizens when seeking services

Milestone 1: Establishment of a working group at the Ministry of Justice (MoJ) in order to identify documents and processes that should	Working group established at the MoJ. Working group includes members from civil society		Ministry of Justice; National Agency for Information Society (NAIS)	All subordinate institutions; civil society organizations participating in the working group	<input type="checkbox"/> No <input type="checkbox"/> Yes	Jul. 2020	Dec. 2020
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be published and how to make these more accessible (non-technical language, diagrams, simplified concepts).	organizations.						
Milestone 2: Analysis and drafting of report on the current state of the web in which will highlight the information needed to improve access to information to the public	Drafted analysis report. Report published and made publically available with opportunity for civil society organizations to provide feedback.		Ministry of Justice; National Agency for Information Society (NAIS)	All subordinate institutions; civil society organizations participating in the working group	<input type="checkbox"/> No <input type="checkbox"/> Yes	Jul. 2020	Dec. 2020
Milestone 3: Website of MoJ and subordinate institutions fully functional and accessible with detailed and complete published information.	Website fully updated. Mechanisms established to ensure regular updating.		Ministry of Justice; National Agency for Information Society (NAIS)	All subordinate institutions	<input type="checkbox"/> No <input type="checkbox"/> Yes	Jan. 2021	Dec. 2021
Priority Measure 2: Increase transparency and use of access to public information							
Milestone 4: 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.	Publication of strategies, monitoring reports, implementation reports on the MoJ website. Publication of summaries of various reports in simplified language in order to be more accessible.		Ministry of Justice	All subordinate institutions	<input type="checkbox"/> No <input type="checkbox"/> Yes	Jan. 2020	Dec. 2022
Milestone 5: Audiovisual communication of the activity of the institution as a means of increased transparency (TV appearances of the Minister, awareness campaigns, awareness activities, etc.)	Audiovisual communication integrated into communication procedures.		Ministry of Justice	All subordinate institutions	<input type="checkbox"/> No <input type="checkbox"/> Yes	Jan. 2020	Dec. 2022

Priority Measure 3:

Strengthen cooperation and coordination of relevant activities and responsibilities of the Ministry of Justice and its subordinate institutions, which will have a positive impact on transparency and accountability, including but not limited to, inspections conducted by the Ministry of Justice for institutions of dependence

Milestone 6: Approval of manuals, instructions, relevant internal rules for the most efficient functioning of the institution. In order for the institution to be as efficient as possible in its field of activity and policy-making, all internal regulations of the basic structures will be reviewed.	Manuals, instructions, relevant internal rules approved. All internal regulations of the basic structures reviewed.		Ministry of Justice	All subordinate institutions	<input type="checkbox"/> No <input type="checkbox"/> Yes	Jan. 2021	Jun. 2021
Milestone 7: Adopt an efficient reporting system of the duties and responsibilities of each institution in compliance with transparency and accountability. Based on the revised regulation, the manner of reporting will be determined in order to meet transparency and accountability.	Criteria for reporting system selected with feedback from external experts / consultations. Reporting system approved, adopted and integrated into the Ministry of Justice and all subordinate institutions' procedures.		Ministry of Justice	All subordinate institutions	<input type="checkbox"/> No <input type="checkbox"/> Yes	Jan. 2021	Jun. 2021
Contact Information							
Name of responsible person from implementing agency							
Title, Department							
Email and Phone							
Other Actors Involved	State actors involved	Other government agencies involved: Dependent Institutions (Directorate of Free Legal Aid) Non-governmental agencies involved: Civil Society Organizations; Faculty of Law, University of Tirana					