

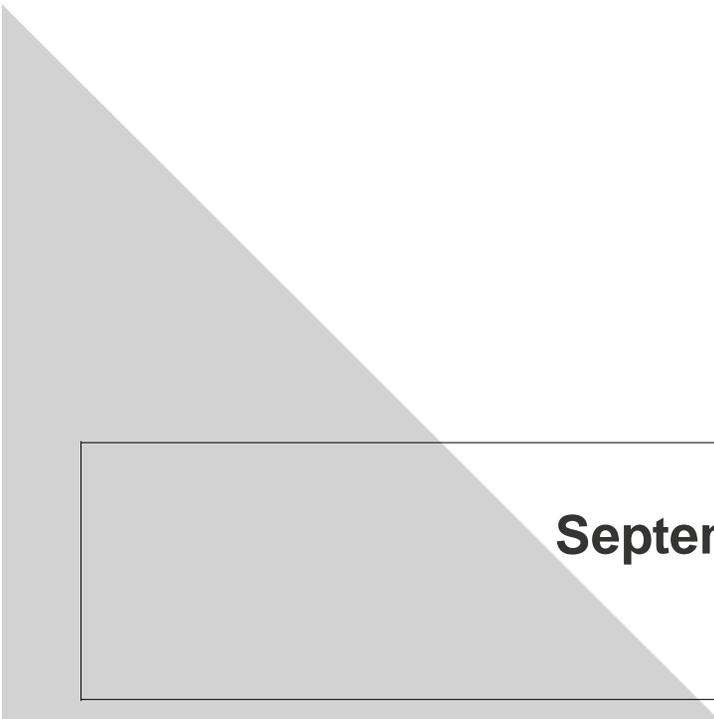


Open
Government
Partnership



Monitoring Report/Self Assessment Report

National Action Plan 2020-2022



September 2021

Component 1

COMMITMENT 1: Open Government in the Fight against Corruption

I. EXECUTIVE SUMMARY

Corruption is a threat to democracy, good governance, fair competition, sustainable economic, social and political development of a country. It severely hinders economic development, creating a system of inequality, prejudice and nepotism, destroying people's trust in their state, so the fight against corruption is today one of the primary challenges of any state with a democratic culture, vision and high integrity. The government has and will continue to have an unwavering will in the fight against corruption, through preventive actions, punitive measures and awareness-raising activities. The government's priority in the fight against corruption is in line with the conditions set by the European Union for the opening of EU membership negotiations. Tackling corruption is one of the most important objectives of the Albanian government and has been identified by the European Union as one of the five main priorities for the country towards integration into the European Union.

Integrity plans and beneficial ownership are two objectives of this action plan, and which focus on anti-corruption reform for open governance under the OGP 2020-2022 Action Plan.

Since 2015, Albania follows and implements the Inter-Sectorial Anti-Corruption Strategy. The vision of ISAC 2015-2023 is: "*Transparent Albanian institutions and with high integrity, which enjoy the trust of citizens and guarantee quality and non-corrupt service.*" The major policy goals of the Inter-Sectorial Anti-Corruption Strategy are to prevent, punish and raise awareness / education about corruption. These goals are long-term and extend throughout the implementation of the strategy and the action plan in its implementation.

Anti-corruption initiatives and policies support the inter-institutional reforms necessary for the improved functioning and efficiency of all public and private institutions. These anti-corruption initiatives and policies will increase the integrity, performance and accountability of institutions and promote responsible governance that facilitate equal and equitable law enforcement and improve public service for all citizens, as well as the implementation of citizens' rights and obligations in property matters.

The Ministry of Justice, in its role of National Coordinator Against Corruption, leads the inter-institutional commitment to improve public integrity and promote a culture, transparency and accountability for all civil servants and public officials at all levels of government, but especially at the highest levels. vulnerable as well as corruption-sensitive sectors.

The development and implementation of integrity plans for all central administration institutions and their subordinate institutions requires substantial political will, technical capacity and commitment within these institutions. Institutional resistance against integrity breaches will need to be strengthened and increased transparency, public access to official information and state activities will require commitment to development and enforcement as well as timely reporting.

These initiatives are a very good cases of cooperation with CSOs, which have been co-created within the NAP 2020-2022. Integrity risk assessment, consultation meetings and capacity building in risk assessment, co-drafting of the integrity plan for the Ministry of Justice, its replication in the MoJ dependencies initially and in other ministries are steps that improve the fight against corruption, strengthen integrity and performance of administrative bodies as well as provide better services to the public.

Finally, the ongoing establishment and administration of a Register of Beneficiary Owners is essential commitment to prevent corruption through mandatory transparency and traceability measures.

According to the legal provisions in force until 2020, the entities registered in the Republic of Albania and their data, such as the object of activity and the status of their partnership, are registered and administered in the Commercial Register (NBC) and in the Register of Non-profit organizations (currently Court-GDT).

Meanwhile, on MONEYVAL's recommendations, it was required the establishment of a register for the identification and registration of the beneficial owner of the commercial entities and non-profit organizations, registered in the Republic of Albania. Therefore, this law fulfills one of the tasks set by the inter-institutional working group for the implementation of the recommendations of MONEYVAL, set up by the Prime Minister of Albania, in order to implement the recommendations of the Committee of Experts on the Evaluation of Anti-Money Laundering Measures and the Financing of Terrorism (MONEYVAL), of the Council of Europe.

Based on this law, through the definition of the beneficial owner and the entities obliged to register their Beneficial owners, stipulating at the same time the rights and the obligations of the reporting entities, the institution in charge of data registration and their administration and other state institutions that in order to fulfill their legal obligations must access the recorded data, aims to identify the beneficial owner, who has the last ownership or exercises the last effective control over a legal person (commercial entities and NGO-s), registered in the Republic of Albania and identified with unique identification number of the entity(NUIS/NIPT).

Also, based on this law, is provided the establishment of the Beneficial Owners Register, which has been established by the Ministry of Finance and Economy and NAIS, and is administered by NBC.

Meanwhile, in order to fulfill the legal obligation to identify, report and register the beneficial owners, are provided punitive measures in case of non-fulfillment of this legal obligation, within the deadline provided by law.

COMMITMENT 1	
SPECIFIC COMMITMENT	
Integrity Plans	
Beneficial Ownership	
IMPLEMENTATION PERIOD: Year 2020 - 6M1 (January-June) 2021	
Lead implementing agency	Ministry of Justice / National Coordinator Against Corruption
Commitment Description	
What is the public problem that the commitment will address?	<p>Integrity Plans:</p> <p>Potential abuses in public administration bodies, violation and non-observance of procedures create opportunities for exposure of public institutions to the risks of corruption in the implementation of their duties and responsibilities.</p> <p>Addressing corruption is an important challenge that requires action at all levels of public administration. Since 2017, the Ministry of Justice in its role as National Coordinator Against Corruption has led the government's anti-corruption policy efforts and the preparation of relevant laws and bylaws. As the main public institution responsible for anti-corruption, the MoJ / National Coordinator Against Corruption leads the inter-institutional commitment to ensure a higher performance and culture in the fight against corruption. This inter-institutional commitment focuses on the most vulnerable and corruption-prone sectors and seeks to promote and ensure an impartial, honest and efficient public administration with civil servants and other public officials with high values, principles and integrity.</p> <p>The Integrity Plan is an applicable instrument that strengthens and improves the performance of public institutions, their accountability and transparency. The Ministry of Justice is the first central level institution to conduct an integrity risk assessment and develop an Integrity Plan. This is a model document for its subordinate institutions and line ministries, a document that includes integrity risks according to the functional areas of the Ministry of Justice and concrete activities have been identified and planned to address them. Its purpose is to improve policies, rules, practices to prevent corruption, as well as</p>

	<p>strengthen institutional resistance to integrity breaches. The MoJ Integrity Plan will positively impact all other ministries, as well as depending institutions, in their institutional anti-corruption agendas. The integrity risk assessment methodology for central government, first applied to the Ministry of Justice in 2020, will be a model and assessment guide in other central administration institutions as well.</p> <p>The Republic of Albania, until 2021 did not have a mechanism to identify who are the real beneficial owners of entities registered in Albania. For this purpose, the Committee of Experts on the Evaluation of Anti-Money Laundering Measures and the Financing of Terrorism (MONEYVAL), recommended the establishment of a register which will enable the registration of the real beneficial owners.</p>
<p>What is the commitment?</p>	<p>Integrity Plans:</p> <p><i>Component 1 / Integrity Plans:</i> creates a framework for the development and implementation of integrity plans throughout the public administration.</p> <p><i>The political aim</i> is to create a methodology, evaluate and develop not only the increase of integrity within the Ministry of Justice, but also to lead this example in other ministries and dependent institutions. Commitment prioritizes structured reporting frameworks and consultation and monitoring mechanisms that promote citizen involvement and accountability.</p> <p><i>The political objective</i> of this commitment is to guarantee a functioning system of public administration that promotes transparency, accountability, order and efficiency in the management and use of public resources to improve the quality of service delivery and economic development. The development and implementation of integrity plans that clearly define workplace ethical obligations throughout the public administration aims to build and maintain a work ethic of work ethic practices.</p> <p><i>Expected results:</i></p> <ul style="list-style-type: none"> - The integrity plan guideline and integrity risk assessment methodology for the central government have been approved; - Integrity risk assessment carried out in the institutions under the Ministry of Justice and integrity plans have been approved; - Strengthening the capacity of MoJ technical staff to identify integrity risks - Information and presentation mechanisms to the MoJ and

	<p>dependent institutions of other ministries, for the risk assessment process and the presentation of the integrity guide</p> <ul style="list-style-type: none"> - Increasing transparency by public administration institutions (e-bulletin) <p>Beneficial ownerships:</p> <p>In order to implement the recommendations of the Committee of Experts on the Evaluation of Anti-Money Laundering Measures and the Financing of Terrorism (MONEYVAL), of the Council of Europe, and the commitment involved in the NAP OGP 2020-2022, the Prime Minister have set up the inter-institutional working group to fulfill the recommendations of MONEYVAL. Following this process, the Minister of Finance and Economy set up an inter-institutional subgroup of work, with the participation of representatives of the responsible institutions under this ministry, part of which was the National Business Center, to monitor, coordinate and report on the progress of measures set out in the action plan to fulfill the recommendations of the Committee of Experts on the Evaluation of Anti-Money Laundering Measures and the Financing of Terrorism (MONEYVAL), of the Council of Europe.</p> <p>The task of this working group was:</p> <ul style="list-style-type: none"> - the review of Albanian legislation; - the evaluation of best practices; - drafting the recommendations for the establishment of the Register of Beneficial Owners. <p>Regarding the above, in the framework of the tasks defined by the working group for the implementation of MONEYVAL recommendations for the establishment in our country of a register for the beneficial owner, the Ministry of Finance and Economy through National Business Centre with the assistance of GIZ, based on Albanian legislation and practices of foreign countries drafted the law "On the register of beneficial owners".</p>
<p>How will the commitment contribute to solving the public problem?</p>	<p>Integrity Plans:</p> <p><i>What were the preliminary steps:</i></p> <p>The "Integrity Plans" commitment includes integrity risk assessment in central administration institutions.</p> <p>For this, a model of cooperation was created between the MoJ and CSOs, to design an integrity risk assessment methodology, which will be applied in the future in other central administration institutions.</p>

Risk assessment relied on the functional areas of the Ministry of Justice; workshops were conducted in order to strengthen the capacity of the Ministry of Justice with best practices and procedures, training them on the implementation of assessment frameworks and tools in order to strengthen methodological techniques in identifying, assessing and addressing integrity risks; through the same cooperation, the "Integrity Plan of the Ministry of Justice has been drafted; and the process has started in dependent institutions of MoJ; and to ensure the proper implementation of integrity plans, they will be accompanied by a comprehensive monitoring process that follows a structured monitoring and evaluation framework (monitoring methodology instrument).

Information on priority measures:

This commitment for the period 2020 and 6M1 (January-June) 2021 has contributed with 2 priority measures as follows:

Priority Measure 1 - Integrity Plans drafted and approved by central institutions

Year 2020:

The Ministry of Justice/NACC has drafted and approved in 2020, the document "Integrity Risk Assessment Methodology for central government institutions". This document was carried out in collaboration (evaluation and consolidation, publication) with the organization 'Institute for Democracy and Mediation (IDM)'.

- The methodology was approved by order of the Minister of Justice no. 334, dated 07.10.2021 "On the approval of the Integrity Risk Assessment Methodology for Central Government Institutions".
- The methodology was publicly announced on the official website of the MoJ (Albanian and English version) in October 2020, publication link:

https://www.drejtesia.gov.al/wp-content/uploads/2021/04/3.-Metodologjia-e-Vler%C3%ABsimit-t%C3%AB-Riskut-t%C3%AB-Integritetit-p%C3%ABr-Institucionet-e-Qeveris-jes-Qendrore_AL.pdf

https://www.drejtesia.gov.al/wp-content/uploads/2021/04/4.-Metodologjia-e-Vler%C3%ABsimit-t%C3%AB-Riskut-t%C3%AB-Integritetit-p%C3%ABr-Institucionet-e-Qeveris-jes-Qendrore_EN.pdf

(reference point 1; reference point 3)

In MoJ during 2020, several workshops were held that have recognized and strengthened the capacity of the Ministry of Justice with best practices and procedures, training them on the implementation of frameworks and assessment tools by strengthening methodological techniques in identifying, evaluating and addressing integrity risks. In the period January 2020, 13 meetings and seminars were held (Dates 15 -23 January 2020, meetings (focus groups), in order to identify all work processes followed by the MoJ and that may be exposed to corruption, integrity violations , unethical and unprofessional behavior and other irregularities, as well as secondly the identification and analysis of integrity risk. The meetings identified integrity risks by areas and their impact on the area of responsibility of the MoJ.

In February, the analysis and assessment of the intensity of risks identified in the MoJ was done; In March, the treatment of priority and moderate risks continued, as well as the drafting of the MoJ integrity plan. In the period April-May-June the directorate of Programs and Projects in the Field of Anticorruption finalized the draft/document: Methodology for monitoring IP for central government institutions and the MoJ Integrity Plan.

The working group together with the team of CSO experts (IDM Albania) have been focused on staff training on strengthening the capacity of MoJ technical staff to identify integrity risks (according to work processes; Analysis and assessment of the intensity of identified risks). **(reference point 2).**

In 2020, MoJ / NCAC through the same collaboration with CSOs (IDM Albania) has drafted and finalized the document "Integrity Plan of the Ministry of Justice 2020-2023", through an open and consultative process. This document was approved by an order of the Minister of Justice no. 333, dated 07.10.2020. The Integrity Plan has been announced for publication on the official website of the Ministry of Justice in October 2020 (Albanian and English version), publication link:

https://www.drejtesia.gov.al/wp-content/uploads/2021/04/1.-Plani-i-Integritetit-p%C3%ABr-Ministrin%C3%AB-e-Drejt%C3%ABsis%C3%AB-2020-2023_AL.pdf

<https://www.drejtesia.gov.al/wp-content/uploads/2021/04/2.-Plani-i-Integritetit-p%C3%ABr-Ministrin%C3%AB-e->

[Dreit% C3% ABsis% C3% AB-2020-2023_EN.pdf.](#)

(reference point 4)

In November 2020, the Integrity Risk Assessment Methodology (IRAM) was officially sent to the MoJ dependent institutions (official letter no. 6158/5 dated 9.11.2020) for recognition and implementation, and a roundtable was held for the promotion and notification of the document Integrity Risk Assessment Methodology and The Integrity Plan of MoJ, in the presence of members of the Coordinative Committee Against Corruption, other ministries, MoJ dependent institutions, CSOs and foreign partners. <https://www.drejtesia.gov.al/newsroom/fjalime/fjalae-zevendesministres-pirdeni-metodologjia-e-vleresimit-te-riskut-te-integritetit-ne-institucionet-e-qeverisjes-qendrore/>

(pika e referimit 5).

Also, reference point 5 refers to the annual monitoring report of the ISAC Action Plan, 2020, link: https://www.drejtesia.gov.al/wp-content/uploads/2021/04/1.-Raporti-i-monitorimit-SNKK-Janar-Dhjetor-2020_AL.pdf (alb)

https://www.drejtesia.gov.al/wp-content/uploads/2021/04/2.-Raporti-i-monitorimit-SNKK-Janar-Dhjetor-2020_EN.pdf (eng)

Year 2021:

The Ministry of Justice/NCAC during January, February and April 2021, has organized 3 meetings on integrity risk assessment in its dependent institutions and drafting of IP, respectively:

1. Launch meeting of the beginning of the integrity risk assessment in the dependent institutions of Ministry of Justice. Drafting the Integrity Plan in these institutions, date 12.01.2021, (via zoom)
2. Integrity risk assessment in dependent institutions of Ministry of Justice. Drafting the Integrity Plan, date 11.02.2021 (via zoom)
3. Integrity risk assessment in dependent institutions of Ministry of Justice (Probation Service, Internal Control Service in Prisons, State Archive of Judicial System, Free Legal Aid Directorate, National Bankruptcy agency). Drafting the Integrity Plan, date 12.04.2021.

Following the methodology developed by the Ministry of Justice, dependent institutions are in the process of integrity risk assessment and in the process of drafting integrity plans in accordance with their respective areas of responsibility and specific risk factors. The subordinated institutions of Ministry of Justice have set up working groups for the integrity risk assessment process and are in the process of drafting the IP;

The process of integrity risk assessment has been completed in two subordinated institutions, respectively in Free Legal Aid Directorate and Internal Control Service in Prisons and still continues to be in process in all other dependent institutions. This process continues and is expected to be completed with the finalization and approval of the IP of the MoJ subordinated institutions within 2021. (reference point 6).

At the end of June 2021, MoJ/NACC distributed and published the e-newsletter with activities of June 2021, in the framework of increasing transparency by public administration institutions, publication link:

<https://drejtesia.gov.al/wp-content/uploads/2021/07/AK-Newsletter--Qershor-2021.pdf>

<https://drejtesia.gov.al/wp-content/uploads/2021/07/AC-Newsletter--June-2021.pdf>(reference point 8)

Priority Measure 2 - Comprehensive analysis on the implementation of integrity plans in MoJ and other Ministries

To ensure proper implementation of integrity plans, the MoJ is in the process of drafting an instrument/ methodology: Methodology for monitoring the Integrity Plan of central government institutions. The draft has been announced for public consultation on web

<https://www.drejtesia.gov.al/wp-content/uploads/2021/06/DRAFT-METODOLOGJI-MONITORIMI- PI.pdf>

This document has been sent for consultation to the CSOs (partners in the process) via email and an online consultation roundtable is being prepared in July 2021. (reference point 9).

Beneficial Ownership:

According to the legal provisions in force until 2020, the entities registered in the Republic of Albania and their data, such as the object of activity and the status of their partnership, are registered

	<p>and administered in the Commercial Register (NBC) and in the Register of Non-profit organizations (currently Court-GDT). Meanwhile, on MONEYVAL’s recommendations, it was required the establishment of a register for the identification and registration of the beneficial owner of the commercial entities and non-profit organizations, registered in the Republic of Albania. Therefore, this law fulfills one of the tasks set by the inter-institutional working group for the implementation of the recommendations of MONEYVAL, set up by the Prime Minister of Albania, in order to implement the recommendations of the Committee of Experts on the Evaluation of Anti-Money Laundering Measures and the Financing of Terrorism (MONEYVAL), of the Council of Europe.</p> <p>Based on this law, through the definition of the beneficial owner and the entities obliged to register their Beneficial owners, stipulating at the same time the rights and the obligations of the reporting entities, the institution in charge of data registration and their administration and other state institutions that in order to fulfill their legal obligations must access the recorded data, aims to identify the beneficial owner, who has the last ownership or exercises the last effective control over a legal person (commercial entities and NGO-s), registered in the Republic of Albania and identified with unique identification number of the entity(NUIS/NIPT). Also, based on this law, is provided the establishment of the Beneficial Owners Register, which has been established by the Ministry of Finance and Economy and NAIS, and is administered by NBC.</p> <p>Meanwhile, in order to fulfill the legal obligation to identify, report and register the beneficial owners, are provided punitive measures in case of non-fulfillment of this legal obligation, within the deadline provided by law.</p>
<p>Why is this commitment relevant to OGP values?</p>	<p>Integrity Plans:</p> <p>This commitment is relevant to the values of Open Government Partnership/ OGP because it conforms to the four principles of OGP which are:</p> <p><i>1. Transparency and Access to Information;</i></p> <p>All consultative meetings, workshops, consultation of draft documents as a methodology for integrity risk assessment in central government institutions; MoJ integrity plan; e-newsletters have</p>

been published and are publicly available. **(Reference points 3,4,9)**

2. Public responsibility;

The drafting and the finalization of anti-corruption acts / instruments follow the progress of engagement with citizens and stakeholders outside the public administration. The processes have been completed through public consultations and have been published and/or are in the process of cooperation with CSOs. **(Reference points 1,2,3,4,5,6,9)**

3. Public and Civic Participation;

The commitments set out in this component have been made possible by collaborating with certain stakeholders such as CSOs, helping to promote public and civic engagement at several levels. The initiatives planned in this action plan aim to encourage citizens to use mechanisms to control the functioning of public administration towards accountability and transparency and to bring citizens closer to the use of these structures. **(Reference points 1, 4, 9)**

4. Technology and Innovation.

The publication on the web of MoJ of the drafted documents enables real-time transparency together with the online opportunities for consultation with stakeholders and their feedback enable a larger number of citizens to participate and give feedback. Furthermore, the use of an electronic newsletter will support transparency and accountability over the implementation of integrity enforcement. **(Reference points 3, 4, 8, 9)**

Beneficial Owners:

Integrity Plans:

This commitment is relevant to the values of Open Government Partnership / OGP because it conforms to the four principles of OGP which are:

1. Transparency and Access to Information;

The data recorded in the Register of Beneficial Owners, which will be freely accessible and public, are:

- a. First name and last name of the Beneficial owner
- b. Citizenship
- c. Year and month of birth;
- d. Date of establishment of the individual as a Beneficial owner
- e. Type and percentage of ownership
 - Direct
 - Indirect

Other data of the beneficiary owners, registered in the Register of Beneficiary Owners and which are not freely, can be accessed by:

- a) persons authorized to represent the reporting entity only in the data registered in the register for the entity they represent;
- b) competent state authorities.

Competent state authorities:

- General Directorate for the Prevention of Money Laundering;
- The Bank of Albania;
- General Directorate of Taxes;
- Financial Supervision Authority;
- General Directorate of State Police;
- Prosecution;
- Special Structure Against Corruption and Organized Crime (SPAK)

2. Public responsibility;

The competent state authorities will have free, direct and unrestricted electronic access to the data registered in the register, in order to fulfill their legal duties related to the inspection of the Beneficial Owners Register and the collection of data on the beneficiary owners.

Obligated entities may obtain information on the data registered in the register, which are not freely accessible and public, when this data is needed for the fulfillment of their legal duties.

Any person may obtain information about the data recorded in the register, which is not freely accessible and public, only if he proves that he has a legitimate interest in obtaining this information.

	<p><i>3.. Public and Civic Participation:</i></p> <p>The competent state authorities, if they find a discrepancy between the data registered in the register and the data they have, notify the National Business Center.</p> <p>Also, if an obliged entity finds that the data registered in the Register of Beneficiary Owners do not match the data held by this obligated entity for the beneficial owners then the obligated entity notifies the reporting entity and the National Business Center.</p> <p>4. Technology and innovation:</p> <p>All data on beneficial owners are recorded in the Register of Beneficial Owners.</p> <p>The Register of Beneficial Owners is a state electronic database, in which are registered the data of the beneficial owners of the entities that have the obligation to report them.</p> <p>The Register of Beneficial Owners serves as the official electronic archive and ensures transparency in the field of beneficial owners.</p> <p>The Beneficial Owners Register, is administered by the National Business Center.</p>
<p>Additional Information</p>	<p>Integrity Plans:</p> <p>This commitment is relevant to the Inter-Sectorial Strategy against Corruption 2015-2023 and the Action Plan 2020-2023. The strategy and action plan act as guidelines for specific areas of fight against corruption in the country, respectively Approach A: Preventive approach / specific objective A8 and A9:</p> <p><i>-A.8 Systematic use of the mechanism for identifying areas for corruption</i></p> <p><i>-A.9 Strengthening the integrity of public servants</i></p> <p>Beneficial Owners:</p> <p>The registration process of the beneficial owners of the existing reporting entities started on 01 February 2021 and ended on 30 June 2021.</p> <p>As of June 30, 2021, out of 52,263 registered legal entities and NGOs registered in the respective registers, 23,307 reporting entities have registered their beneficiary owners in the register, of which 1,894 are NGOs and 21,413 are commercial entities.</p> <p>Meanwhile, reporting entities have the legal obligation to register any changes to the already registered data of their beneficial owners, within 30 calendar days from the date of the actual change of data.</p>

Completion Level	Not Started	Limited	Substantial	Completed
Description of the results	<p>Integrity Plans:</p> <p>Refer to ‘Activities / Milestone’</p> <p>Refer to ‘How will the commitment contributes to solving the relevant issue?’</p> <p>Reference points 1, 2, 3, 4, 5 and 8 are completed. Reference points 6 and 9 are still in process.</p> <p>The drafting and approval of the law no 112/2020 “On the register of beneficiary owners”, The establishment of Register of Beneficial Owners</p>			
Next steps	<p>Integrity Plans:</p> <p>Reference point 6 “<i>Integrity risk assessment in MoJ dependent institutions according to the model developed in MoJ and the Integrity Plan drafted</i>” is still in process as some dependent institutions are completing the risk assessment and IP processes.</p> <p>Reference point 9 “<i>Methodology document: the instrument for monitoring Integrity Plans in central government institutions</i>” is also in process. Drafting / instrument: Methodology for monitoring the IP of central institutions is in the process of public consultation on the official website of the MoJ and CSOs.</p> <p>A roundtable consultation with CSOs will be organized and then this process will be finalized with the approval of the Minister of Justice.</p> <p>Reference point 10: The drafting and approval of the law no 112/2020 “On the register of beneficiary owners”</p> <p>Reference point 11: The establishment of Register of Beneficial Owners</p>			
Milestone Activity with a verifiable deliverable	Start Date:	End Date:	Completion level	

Reference point 1: Methodology document: Guidance / integrity risk assessment methodology for the central government drafted	6M1 2020	6M2 2020	Completed
Reference point 2: Strengthening the capacities of the MoJ technical staff on the identification of integrity risks	6M1 2020	6M2 2020	Completed
Reference point 3: Approval and Publication of the Integrity Risk Assessment Methodology for the central government	6M2 2020	6M2 2020	Completed
Reference point 4: Drafting, consulting, approval and publication of the IP document of the MoJ	6M2 2020	6M2 2020	Completed
Reference point 5: Information and presentation mechanisms to MoJ and LM subordinate institutions, for the risk assessment process and presentation of the integrity guide	6M2 2020	6M2 2020	Completed
Reference point 6: Integrity risk assessment in MoJ subordinate institutions according to the model developed in MoJ; Integrity plan drafted	6M1 2021	6M2 2021	In process
Reference point 8: Increased transparency by public administration institutions on IP (e-bulletin)	6M1 2021	6M2 2022	Completed
Reference point 9: Methodology document: instrument on monitoring Integrity Plans in central government institutions	6M1 2021	6M1 2021	In process
Reference point 10: The drafting and approval of the law no 112/2020 "On the register of beneficiary owners" and DCM Nr. 1088, date 24/12/2020; DCM Nr. 1090, date 24/12/2020	6M1 2020	6M2 2020	Completed
Reference point 11: The establishment of Register of Beneficial Owners	6M2 2020	6M1 2021	Completed
Contact Information			
Lead implementing agency	Ministry of Justice		
Persons responsible person from implementing agency	Rovena Pregja Flogers Broqi		
Title, Department	Directorate of Programs and Projects in the Field of Anti-Corruption		

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Other Actors Involved	Other Actors Involved	CSOs: IDM, ICC Albania, CRCA, EM-AL, CD-institute, Partners Albania, Altri Center, NDI, AHC
	CSOs, private sector, multilaterals, working groups	<p>Work Group for drafting the Integrity Plan and Integrity Risk Assessment Methodology.</p> <p>Technical structure that drafted the Integrity Plans monitoring methodology for central government institutions (Directorate of Programs and Projects in the Field of Anti-Corruption)</p>
Additional Information		

COMMITTEMENT 3: *Development of e-government through provision of interactive electronic public services for citizens & businesses*

I. EXECUTIVE SUMMARY

The commitment is in line with the government-wide strategy of improvement of public services, namely the Cross-cutting Public Administration Reform Strategy 2015-2020. Following the Cross-Cutting Strategy 2015-2020, the Government of Albania has embarked on a path of no return towards the provision of online public services and the complete digitalization of the administration's work processes. Reducing the number of associated documents required to citizens/businesses and also re-engineering the whole process of their provision, in order to reduce processing steps, digitalize internal processes thus reducing bureaucracies, costs and time for citizens.

This centralized approach of e-Government services has enabled to have service standardization and even development among the ICT infrastructure of public institutions nationwide, increase the quality of our services as quality assurance processes are performed more rigorously, faster knowledge and troubleshoot sharing among our specialists resulting in better use of human resources. Enabling online services means providing them at no additional cost for citizens/businesses, without waiting in queues at the state counters thus not wasting time and without having any physical contact with administration employees thus eliminating corruption.

Centralizing public services into e-Albania platform enables increased public accountability on three levels:

- First, an online electronic platform establishes traceability for actions service delivery actions and reduces the need for face-to-face contact between citizens and public administration employees lessening opportunities for corruption to take place or go unnoticed.
- Second, public services on the platform must meet an established criteria and compliance with this criteria is always monitored. Setting and enforcing an unified criteria across public institutions eliminates variations in administrative practices across institutions' and remove ambiguity and consequently, not only promotes increased efficiency across the whole public administration, but also reduces the opportunities for corruption and mismanagement.
- Third, the e-Albania platform is not only accountable to internal institutions, but also through outward facing mechanisms that enable civic participation towards its continual improvement. Through awareness campaign to capacitate citizens and businesses and its feedback mechanism (milestone 2), the e-Albania platform promotes a citizen-centered culture and approach to the transformation of public services. An online format that eliminates in-person or physical feedback and guaranteed privacy protection for citizens aims to incentivize citizens to not only use the platform, but to provide feedback and recommendations, secure that their identity will be protected.

COMMITMENT 3

Development of e-government through provision of interactive electronic public services for citizens & businesses

2020-2022

Lead implementing agency

National Agency of Information Society

Commitment Description

What is the public problem that the commitment will address?

Efficient and effective public service delivery models are essential to not only meet the needs of citizens, but also to weaken the attractiveness of and opportunities for corruption. Accessing public services can impose significant administrative burdens on citizens and businesses if it requires them to personally navigate opaque, time consuming and complex bureaucratic systems with unclear, non-standardized, application requirements and processes.

When citizens and businesses rely on fact-to-face contact with administration officials amidst such complexities in an opaque system establishes the incentives and opportunities to increase corruption risk in public service delivery. Furthermore, the inefficiencies of these convoluted service delivery models squander government resources that could be otherwise channeled into public services.

Since 2014, on direction from the Prime Minister's Office, Albania has been working towards transforming public service delivery towards an efficient and citizen-centric service delivery model. Promoting public accountability and civic engagement and participation requires not only increased access to information and resources but also changing the mentality about public service delivery and raising citizens' awareness of their rights as beneficiaries of public services.

Developing a service delivery model that utilizes technology and online platforms to streamline bureaucracy in a transparent and standardized way the government of Albania has worked to increase the accessibility and accountability of public service delivery and build public trust in government services.

<p>What is the commitment?</p>	<p>Digitalization of public services, more than 1200 public services or 95% of all public service will be provided online on e-Albania platform.</p> <p><i>Objective:</i></p> <p>The expansion of electronic services aims to establish the framework and mechanisms necessary not only for increased efficiency and quality of public service delivery, but also for changing citizens' mind-set towards electronic communication with public institutions. The transition to online applications aims to significantly reduce bureaucracy and administrative costs for citizens and businesses by relieving them from the burden of having to physically collect hard-copies of state documents as well as for the public administration through a more streamlined system.</p> <p><i>Expected results:</i></p> <ul style="list-style-type: none"> • Provide 95% of all public services electronically; • Increased citizen literacy regarding e-government tools; • Increased citizen engagement and increased public accountability by citizens; • Increasing transparency & quality of service delivery; • Reduction in service delivery costs; • Streamlined bureaucratic procedures; • Prevention of opportunities for corruption.
<p>How will the commitment contribute to solving the public problem?</p>	<p>The e-Albania platform enables citizens to access online applications for services provided by the public administration acting as the digital gateway to facilitate service providers and beneficiaries' access to information, electronic procedures and assistance for obtaining services. The e-Albania platform is designed with user-friendliness firmly in mind, allowing anyone, regardless of their level of digital literacy, to access online services through an adaptable and intuitive interface. As a web-based standards-compliant system, the e-Albania platform is accessible from any device, including smart phones, televisions and digital kiosks in public locations.</p> <p>Having effectively centralized and standardized the applications for nearly all public services into the platform, this commitment will establish the platform as the public service hub, drastically reducing the time citizens and businesses need to spend seeking out and accessing public services and therefore, increasing</p>

	<p>citizen and business accessibility to obtain public services.</p> <p>The second stage of the commitment (milestone 2) will focus on facilitating the implementation of the new electronic services and the creation of a citizen focused improvement mechanism. An awareness campaign, with accompanying explanatory materials, will aim to not only educate citizens on the applications and use of the platform so that they can make full use of the full range of services available, but also so that they have the information and material necessary to provide informed feedback. As such, this campaign will be accompanied with a feedback mechanism so that citizens will be able to provide informed feedback on the platform and contribute towards a citizen-focused continual improvement and accessibility of the platform.</p>	
<p>Why is this commitment relevant to OGP values?</p>	<p>Transparency & Access to Information</p>	<ul style="list-style-type: none"> • Improve real time accessibility of public service information for citizens & business; • Ensure equal access to public services in all sectors of the community; • Guarantee transparency of service provider institutions & protection for the privacy of individuals.
	<p>Civic & Public Participation</p>	<ul style="list-style-type: none"> • Reduction of administrative burden on citizens & businesses in obtaining services; • Increased opportunities & accessibility for citizens to interact with public institutions & provide feedback / influence policy decision making; • Guaranteed privacy protection for citizens incentivizes citizen use / feedback.
	<p>Public Accountability</p>	<ul style="list-style-type: none"> • Provision of feedback from citizens & businesses enables accountability of institutions to be answerable for their service delivery; • Electronic services help avoid opportunities for improper benefits; • Electronic services create traceability to support institutional accountability to rule of law.

	Technology & Innovation	Digitalization of public services enables: <ul style="list-style-type: none"> • Citizen access to real-time information; • Accessibility for citizens to provide feedback from anywhere, anytime and with their privacy protected; • Increased transparency of public institutions through the public account. 		
Additional Information	This commitment co-aligns with the Cross-Cutting Public Administration Reform Strategy 2015-2020.			
Completion Level	Not Started	Limited	Substantial	Completed
			X	
Description of the results	<p>Our persistence on changing the mind-set of citizens to trust technology, our initiatives and work on deregulation, elimination of face-to-face contact between citizens and administration officials, proper investments in ICT, etc., are bearing fruit today. Following the rapid development of the e-Albania platform, during 2019 the Prime Minister of the Republic of Albania, set in motion all state institutions to take the most important step in transforming public services' applications from offline to online-only, through the e-Albania platform.</p> <p>In this regard, Albania has embarked on a path of no return towards the provision of online public services and the complete digitalization of the administration's work processes. e-Albania, which is the national e-Gov portal, acts as a front-end point for government institutions to deliver their services, thus operating as a one stop single access point to citizens 24/7.</p> <p>The pandemic challenge not only affirmed our convictions but also proved to us that there is not and must not be any going back on the journey already started, and that through technology, the citizen always comes first. COVID-19 has strengthened digital transformation in public service delivery at the global scale.</p> <p>The unusual situation we are all experiencing with the COVID-19 pandemic has justified all the efforts made with the implementation of e-services, which have enabled hundreds of online public services to be obtained from home, anytime or day of the week, with no physical contact. During the time when the administration counters were closed, e-Albania platform withstood all the requests of citizens and businesses for public services and the provision of e-services was over two to three times higher than usual. But not only that. E-Albania was the only window that successfully regulated, through its</p>			

e-services:

1. The movement of citizens during the pandemic time with planned permissions to leave the house,
2. The movement of businesses and their employees,

which, in the end, guaranteed a successful management of the first phase of the pandemic, through controlled movements of citizens, which was undoubtedly reflected in the lower spread of the corona virus in our country during Spring 2020.

Based on this commitment is achieved through this monitoring period that e-Albania platform serves 2.1 million Albanian citizens and 85,000 businesses on a regular basis. The number of registered users on the platform is 42 times higher than in 2013. During 2020 and 2021 there were 5.4 million citizens and businesses registered on e-Albania platform.

Our work plan during 2020 and the first half of 2021 has ensured that 95% of all public service applications are provided on e-Albania: at no cost, without waiting in queues at the state counters, without having any physical contact with administration employees. The remaining 5% of public services cannot be digitized and provided electronically due to the need for physical presence of the individual such as providing a passport or ID card, presence of the vehicle as the initial calibration of the digital tachograph, analog, removal of the registration device, etc., samples and laboratory analysis.

597 new e-services were implemented on e-Albania platform during 2020 and the first half of 2021. From 14 online services in 2013, we now offer 1,2017e-services or 95% of all public services.

In addition to the online application of public services in e-Albania, 47 electronic services enable the generation of documents with electronic stamp and 190 services with electronic signature.

During 2020, there were 7,705,068 applications made for public services and 1,210,093 citizens and businesses served. About 74 times more services and 150 times more applications on the e-Albania platform compared to 2013.

The governance model is based on a simple and efficient architecture, which in addition to centralizing services in a single digital gateway, includes also deregulation with the aim of reducing as much as possible the number of documents required from citizens as well as bureaucracies and procedure steps.

The administration is no longer the same. Citizens and businesses do not collect documents and certificates as it is the employees of the

public administration who collect all state documents. Until the reporting period have trained more than 12.000 administration employees who now provide e-signed associated documents, thus eliminating the burden of citizens to go back and forth from one public institution to another.

In simple words, the citizen is only required to apply online on the e-Albania platform, and then it is the systems and the administration employees who complete the whole application file for him. At the same time, in the remaining state counters, over 2 thousand employees have been trained to help citizens apply online on e-Albania, in case they need assistance.

Today, 180 Albanian institutions generate documents on behalf of citizens and businesses. So far, more than 13 million e-sealed documents have been generated, out of which more than 7 million by administration employees on behalf of the citizen or business. All these digital transformation initiatives enabled us to spare citizens and businesses more than 500 years of time in the past three years, which was previously lost in queues and numerous bureaucracies and saving them 4 million euro. During 2020 have been provided services to 1.2 million citizens by saving them 1.36 million euro and 293 years of waiting in queues.

Everyone receives in real time on e-Albania personal documents starting from civil status certificates, to judicial status, property or insurance attestations, rebooks medical visits, applies to be part of the employment or agriculture support scheme, conducts payments starting from the most necessary ones such as electricity, vehicle fees, taxes and tariffs etc., and all of these with a few clicks, from his computer or mobile phone.

Businesses are provided with more than 300 e-services on the platform, starting from the initial registration of a new business, applications for construction permits and licenses, paying taxes or submitting balance sheets. These are all services provided without any contact with the administration and with no additional costs.

Along with the digitalization of all public service applications, during 2020 we have enabled the provision of all the documents from Albanian Cadastre with electronic seal. The property ownership certificate and any other document by the Cadastre offices are provided without any contact with the administration and in a year, tens of thousands of citizens have requested such services through e-Albania. This particular e-service has enabled an extraordinary relief for the entire construction industry, the banking system, the real estate market or the notary service.

Another example of simplification of procedure during 2020 is the digitalization of the confirmation that you are not a debtor in the State Judicial Bailiff Service, eliminating the long wait and the fee of 200 ALL (1.63 euro). For this service alone, over 2.4 million ALL have been saved and 500 days of waiting time in line. Also, providing online and free of charge the “Certificate of judicial status”, which testifies whether a person has ever been convicted or not, has saved more than 324,390 euros for citizens and more than 11 years of waiting time in queues until now. A certificate of judicial status received in hardcopy at the counter costs ALL 420 (€3.41), meanwhile online it is free of charge.

Albanian farmers apply only online to benefit from government support. Thanks to digitalization, in applying for the national support scheme for farmers, they received subsidies without any accompanying documents. Also this year (2021), have been digitalized the applications to receive free oil, without excise, without turnover tax and without carbon tax for mechanized works. These figures strongly encourage us as they show that groups such as farmers are familiar with the platform and the use of e-Albania. From the application in e-Albania we have saved not a little but about 8 years of waiting in line.

To sum it all up, these are just a few examples of the impact that the engagement of electronic services has had in our country.

Following these results, during 2020 several reports of the most prestigious organizations in the world, from the UN, the OECD, the US State Department, as well as the EU, give Albania the maximum appraisal in digital governance as an important indicator of the well-being of the citizens of a country.

The **OECD** evaluates Albania as the country with the most achieved indicators, such as:

- The existence of common ICT infrastructure such as Government Datacenter, GovNet government network and Government Interoperability Platform;
- The use of a single digital identification system, such as personal identification or business NIPT in e-Albania;
- List of e-services and statistics related to e-government (our country is the only one in the region that meets this indicator);
- Publication of open data, in the portal opendata.gov.al;
- The regulatory aspect such as the existence of a national framework of interaction and state databases.

The United Nations Report on e-Government ranks Albania 59th in

the world, ranking it 15th globally for the overall e-Government Indicator compared to 2018 when the last report was published. Specifically, the indicator has improved from 0.6519 points in 2018, to 0.7399 in 2020 (the highest value by which a country can be valued is 1).

The ranking improvement this year for our country has been achieved through the sub-indicator of online services, improving from the 62nd place in 2018, to the 31st place in 2020. So, a rise of 31 places in the classification in just 2 years, with points equal to Canada, while leaving behind countries such as Switzerland, Italy, Germany, Greece, the Czech Republic and all the countries of the Western Balkans.

The US Department of State positively evaluates the initiatives, investments and the government program for e-Government and the e-Albania platform. According to this report, the passage of online services through e-Albania significantly increases the service to citizens as it avoids physical contact with officials and fights corruption.

The Progress Report 2020 from the European Commission evaluates the progress of the government in providing public services through the e-Albania platform. The report underlines that the National Agency of Information Society, through e-Albania, has provided up to 1.5 million services to citizens, every month.

"... there are over 1,500,000 uses of electronic services every month on the e-Albania portal. Over 12.7 million uses of electronic services were recorded during January-May 2020 (compared to 2,947,000 in the same period a year earlier). "In 2019, the Government Interaction Platform (allows interaction between 53 electronic systems of public institutions) recorded an increase of 35% of transactions ...", the EC report states.

Albania was also awarded a prize for digital governance by ReSPA (EU initiative) and OECD / SIGMA for implementing practices, initiatives, online services and effective measures to cope with the coronavirus crisis.

<p>Next steps</p>	<p>The further development of electronic services by enabling not only the online application, but every possible step until receiving the service in the end only online, monitoring response times by service providers, the impact will be even more tangible by everyone, completely changing the traditional way of receiving public services and creating a new transparent and monitorable practice.</p>		
<p>Milestone Activity with a verifiable deliverable</p>	<p>Start Date:</p>	<p>End Date:</p>	<p>Completion level</p>
<p>Implementing new e-services on e-Albania platform</p>	<p>2020</p>	<p>2022</p>	<ul style="list-style-type: none"> • 597 new e-services implemented in e-Albania platform during 2020 and the first half of 2021: • 1,207 e-services provided on e-Albania portal, or 95% of all public services.
<p>Promotion of e-services of the e-Albania platform</p>	<p>2020</p>	<p>2022</p>	<ul style="list-style-type: none"> • 132 videos mostly about e-services and how to use them etc. • 141 infograph about e-albania, e-services, on how to use them, their

			<p>statistics etc.</p> <ul style="list-style-type: none"> • 30 explanatory materials such as tv cronicles, articles etc. • Monthly statistics reports published at the end of each month on the e-Albania portal.
Contact Information			
Lead implementing agency		National Agency of Information Society	
Persons responsible person from implementing agency		Marseda Prifti	
Title, Department		Director, Department of e-Gov Relations with Public Institutions	
Email and Phone		marseda.prifti@akshi.gov.al	
Other Actors Involved	Government, Ministries, Department/ Agency	Line Ministries and their dependent institutions, local government, independent institutions	
	CSOs, private sector, multilaterals, working groups	Citizens/businesses/public administration employees	
Additional Information			

COMMITTEMENT 4: *Expansion and increased accessibility of the Open Data Portal*

I. EXECUTIVE SUMMARY

The commitment for the open data portal, although it is a continuation of the previous commitment, has as its main goal the improvement of the data quality in order to be reused by as many citizens and businesses as possible.

Enriching the opendata.gov.al portal with more automatic data being published directly from the state databases via the Governmental Interoperability Platform provides the civil society, students, academics, journalists, businesses and startups etc. *more easy access to various governmental data needed for their researches, studies/analysis or building up their businesses and increases government transparency and trust, since the data are published with no human intervention.*

At the same time, further developments are planned in order to improve the features of the portal and the quality of data, thus *enabling the users to have more data options and better searching.*

No matter how good the contents of the dataset, if it is not clearly documented, well-structured and easily accessible, then it won't get used. In this context, we will work to increase the quality of our data in parallel with promoting as much of them as possible so that it enables civic participation and better informed engagement between governments and citizens.

As a result, Open Data will make it easier and less costly for government ministries to discover and access their own data or data from other ministries, which reduces acquisition costs, redundancy and overhead.

Increasing the accessibility of Open Data Portal for the re-use of public data is the key resource for social innovation and economic growth. Open Data provides new opportunities for governments to collaborate with citizens and evaluate public services by giving citizens access to data about those services. Businesses and entrepreneurs will use Open Data to better understand potential markets and build new data-driven products.

COMMITMENT 4	
<i>Expansion and increased accessibility of the Open Data Portal</i>	
2020-2022	
Lead implementing agency	National Agency of Information Society
Commitment Description	
What is the public problem that the commitment will address?	Transparency and public accountability are mutually reinforcing principles of good governance and often also underpin public trust in government and consequently civic and public engagement and

	<p>participation. As such addressing and improving the level of transparency across public institutions is particularly important for Albania where citizens have long perceived government transparency to be low.</p> <p>Addressing this perception will require increased coordination, engagement and commitment from public institutions to operate with greater transparency and facilitate citizen access to government information and data.</p> <p>Open data strengthens the governance of and trust in the public institutions, reinforces governments' obligation to respect the rule of law, and provides a transparent and accountable foundation to improve decision-making and enhance the provision of public services.</p>
<p>What is the commitment?</p>	<p>An open data portals is a web-based interface that enables anyone to access, use and redistribute the data uploaded to it. Open data portals publish data that has the technical and legal characteristics that allow citizens, businesses, non-governmental organizations, civil society organizations, researchers and journalists to access datasets and metadata records of data sets, primarily in the form of numerical data, to use freely.</p> <p>Albania's Open Data Portal currently provides open data from several sectors – for example: health, treasury, customs, education, business – this commitment will improve scale up the volume and quality of open data available on the Government's open data portal. A number of public bodies are actively engaged with the initiative but more engagement is required to bring other public bodies on board to make their data available as open data. Greater promotion of the portal amongst potential users is also required. This commitment will make available new data from additional public institutions, as well as develop strategies to improve citizens understanding of the use and application of the Open Data Portal and increase accessibility to citizens.</p> <p>Objective:</p> <p>This commitment aims to improve access to information and strengthen transparency by expanding the amount of available data on the Government's open data portal through increasing engagement and participation from public institutions towards making their data available as open data. The commitment aims to promote the use of open data to citizens and across the public administration to improve the flow of information across citizens and institutions to increase informed decision making and public</p>

	<p>accountability.</p> <p>Expected results:</p> <ul style="list-style-type: none"> • Expanded number of datasets accessible through the open data portal; • Promotion of new innovative ideas, services and products; • Increased awareness and usage of the open data by citizens and institutions; • Increased engagement of citizens and ability to hold to public institutions accountable. 	
<p>How will the commitment contribute to solving the public problem?</p>	<p>Increasing number of data sets accessible through open data portal strengthens the governance of and trust in the public institutions, reinforces governments’ obligation to respect the rule of law, and provides a transparent and accountable foundation to improve decision-making and enhance the provision of public services. Ensuring that the data on the Open Data Portal meets the globally agreed norms for publishing open data - (i) open by default; ii) timely and comprehensive; iii) accessible and usable; iv) comparable and interoperable; v) facilitates citizen engagement – will help build a culture of openness within the public administration, reinforce government’s respect for the rule of law and consequently help build citizen trust in public institutions.</p> <p>This commitment will make available data and develop new ways of sharing government data (milestone 1) that had not been previously available to the public, thus increasing public institutions accountability to citizens. This increased transparency of government decisions and processes can help to promote accountability and enhance public debate. As Open Data Portals helps to improve the flow of information within and across public institutions the expansion of open data can also facilitate improve coordination and decision making within and across public institutions that will further promote public accountability and trust.</p> <p>To ensure the portal’s expansion meets the objectives of the commitment an accessibility strategy and awareness campaign (milestone 2) will be designed and implemented so as to familiarize and educate citizens on the full range of applications of open data and explain how the portal can be used by citizens for these various applications.</p>	
<p>Why is this commitment relevant to OGP values?</p>	<p>Transparency & Access to Information</p>	<ul style="list-style-type: none"> • Reflects the growth potential of the digital economy, making the data & information sources created by the public administration easily accessible to society; • Ensure equal access to open government

		data in all sectors of the community.		
	Civic & Public Participation	<ul style="list-style-type: none"> • Provides a transparent and accountable foundation to improve decision-making; • Enables civic participation and better informed engagement between governments and citizens; • Strengthens the trust in the public institutions by reinforcing governments' obligation to respect the rule of law. 		
	Public Accountability	<ul style="list-style-type: none"> • Open data allows users to compare and combine the connections among different datasets, tracing data across a number of programs and sectors so they can identify if are any gaps or misleading formation. 		
	Technology & Innovation	<ul style="list-style-type: none"> • Open data presents opportunities to provide innovative, evidence-based policy solutions and support economic benefits and social development for all members of society. 		
Additional Information	This commitment co-aligns with the Cross-Cutting Public Administration Reform Strategy 2015-2020.			
Completion Level	Not Started	Limited	Substantial	Completed
			X	
Description of the results	<p>Actually, the portal provides more than 212 datasets in the fields of health, treasury, budget, customs, education, business and much more. The number of new datasets available in the Open Data Portal during 2020 is 101 datasets.</p> <p>The ministries and institutions that have published information on the portal are:</p> <ul style="list-style-type: none"> - Ministry of Defense - Ministry of Agriculture and Rural Development - Ministry of Education, Sports and Youth - Ministry of Europe and Foreign Affairs - Ministry of Finance and Economy - Ministry of Health and Social Protection - Ministry of Internal 			

- Ministry of Tourism and Environment
- National Agency of Information Society
- General Directorate of State Police
- Archeological Service Agency
- The National Diaspora Agency
- National Business Center
- Institute of Cultural Monuments
- General Directorate Of Road Transport Service
- The National Agency of Natural Resources

Datasets are published in these formats:

- Excel
- Pdf
- CSV
- Json
- Html

The most downloaded datasets are:

Institution	Title of dataset	Downloaded
Ministry of Finance and Economy	Treasure (Payments Made by the General Directorate of Treasure)	1153
National Business Center	Businesses registered by cities	986
Ministry of Health and Social Protection	List of Medicine	653
Ministry of Finance and Economy	Statistics on the import of fuel, coffee and beer.	432
General Directorate of Road Transport Services	Statistics on vehicles by: fuel, model, capacity etc.	174
General Directorate of Road Transport Services	Statistics on registered vehicles	168

Next steps	The target is to reach a number of 250 datasets available on different categories of information and to promote them amongst potential users.		
Milestone Activity with a verifiable deliverable	Start Date:	End Date:	Completion level
Increasing the number of datasets accessible through the open data portal.	2020	2022	<ul style="list-style-type: none"> • 101 new datasets available on the Open Data portal during 2020 and the first half of 2021. • 212 datasets in total are available on the Open Data portal.
Raising awareness and promoting usage through multiple communication channels.	2020	2022	<ul style="list-style-type: none"> • We conducted an online survey regarding the use of the Open Data portal on how satisfied the users are: <ul style="list-style-type: none"> - 46.1% of the users have used the open data for a personal initiative; - 41% of the

			<p>opendata users are very satisfied and 40.9% are satisfied (81.9% in total satisfied users);</p> <p>- 75.8% find it easy to access and use the portal.</p>
Contact Information			
Lead implementing agency		National Agency of Information Society	
Persons responsible person from implementing agency		Marseda Prifti	
Title, Department		Director, Department of e-Gov Relations with Public Institutions	
Email and Phone		marseda.prifti@akshi.gov.al	
Other Actors Involved	Government, Ministries, Department/ Agency	Line Ministries and their dependent institutions, local government, independent institutions	
	CSOs, private sector, multilaterals, working groups	Citizens/businesses/public administration employees	
Additional Information			

COMMITTEMENT 5: *Accessibility in Public Services*

I. EXECUTIVE SUMMARY

This commitment establishes an inclusive strategy for the assessment of the quality and accessibility of public service delivery at ADISA ISCs that is centered on listening to the needs of citizens. It provides multiple opportunities and platforms for citizens to express their needs, opinions, circumstances and feedback and commits to a transparent process of incorporating citizen contributions towards improved public service delivery quality and accessibility. As such this commitment will entail carrying out citizen surveys to monitor citizen satisfaction with public service delivery and the timeliness of these services, as well as focus groups. The results of these surveys and consultations will be integrated into performance monitoring assessments in order to identify ways to improve service delivery at ISCs and in general ADISA's performance assessment of service channels aims at improving public service delivery to citizens, its accessibility and increasing the overall satisfaction of service users. By monitoring the quality of public service delivery at ISCs through on-going citizen satisfaction assessment mechanisms this commitment aims to improve public service by listening directly to the needs of citizens in order to increase accessibility of quality public service delivery. The continuation of the membership in OGP and in specific the current priority on accessibility to public services, will continue with the aim to improve the quality of public service delivery in ADISA Integrated Service Centers and to achieve a fully open government. During the reporting period Citizen Satisfaction Survey were conducted in 18 ADISA locations, which showed that majority of citizens were "Satisfied" or "Very satisfied" with the service received at the application counters.

Results from the public perception survey on service delivery suggest that governments in the Western Balkans are striving towards digitalization and citizen-oriented services. This year's surveys show that all of the countries in the region are either making progress or remain at the level of the first PAR Monitor 2017/2018. Several focus groups were conducted in 2020, as part of the final assessment study under the World Bank Citizen Centric Services Delivery project in 2020. It aimed at further exploring the experiences with public service delivery among different groups of population as well as different locations. Qualitative findings show that the progress in the satisfaction with public services is initially related to the easier process of accessing these services. Secondly, there are two additional factors observed during focus groups that contribute to the satisfaction: (i) delivering the promised services; (ii) improved speed. In any circumstance, citizen's referrer to their satisfaction with public service comparatively to their prior experiences. So far, all ISC's are reconstructed with the highest standards and equipped with all the facilities for people with disabilities, thus meaning signs, lower desks, ramps, audio-visual, dedicated space, floor markers within the centers, providing an entrance video in sign language, design of accessible counters for people in wheelchairs, adapted waiting spaces, as well as accessible washrooms. When we talk about accessibility, people often assume we mean making a building or other space accessible to wheelchair use and don't think beyond that. What we have provided in the ISC's is true accessibility. We have given a thought to many different types of disabilities and how you can change things to make the people who have them feel welcome, not just in the physical structure of the CSC, but also on the attitudes and communication of the staff towards this category. ADISA is currently present in 20 municipalities, where public services are now provided maintaining all European standards in terms of service provision and accessibility.

Component 2: COMMITMENT 5	
Improving the quality of public service delivery in ADISA Integrated Services Centers (ISC's) and service counters	
2020-2022	
Lead implementing agency	Agency for the Delivery of Integrated Services Albania (ADISA)
Commitment Description	
What is the public problem that the commitment will address?	Since 2013, the Government of Albania has looked to reinvent public service delivery so as to better meet the needs of citizens, improve citizen satisfaction and improve accessibility to marginalized groups. The Agency for the Delivery of Integrated Services Albania (ADISA) is the institution behind the front office – back office separation in Albania’s public administration. It serves both as the “brain” behind the citizen-centric services and the “face” of those services. It is the brain that sets the standard design for and monitors the services across all relevant Government offices. It is also the public face of the services, which means that it establishes and manages customer care service windows in the ADISA Centers.
What is the commitment?	ADISA’s performance assessment of service channels aims at improving public service delivery to citizens, its accessibility and increasing the overall satisfaction of service users. By monitoring the quality of public service delivery at ISCs through on-going citizen satisfaction assessment mechanisms this commitment aims to improve public service by listening directly to the needs of citizens in order to increase accessibility of quality public service delivery.
How will the commitment contribute to solving the public problem?	This commitment establishes mechanisms for continuous feedback from citizens. Through citizen surveys of both citizen satisfactions with ISCs (milestone 1) and timeliness of the application processes at ISCs (milestone 2) citizens will be encouraged to provide honest feedback. The surveys will aim to identify strengths and weaknesses; set further objectives for improving the quality of service delivery; measure citizen satisfaction with information points, reception, accommodation, the application process; and feedback on improvements made by ADISA in ISCs. The results of which will provide public service providers with an overview of areas of strength and weakness in public service delivery. Focus groups will provide the opportunity for a greater depth of understanding of citizens’ specific needs and provide insights into potential areas for improvement, particularly from those from minority groups (milestone 3). These feedback mechanisms will be part of a transparent assessment process that will include the publication of feedback and the inclusion of feedback into strategies for improvement. Maintaining an electronic

	<p>record of feedback through an online database traceability and tracking of feedback results will support accountability to addressing citizens' needs and provide a means of measuring improvement over time. Finally, increased inclusivity will be a priority of the commitment and will underpin the feedback mechanisms to ensure all voices are provided the opportunity to be listened to and heard. Special attention will be paid to improving the accessibility of public services to meet the needs of marginalized and vulnerable groups and to ensure their inclusion in the public service delivery process (milestone 4).</p>
<p>Why is this commitment relevant to OGP values?</p>	<p>The citizen surveys and focus groups will be part of a transparent on-going assessment process of public service delivery. In particular, this commitment will involve:</p> <ul style="list-style-type: none"> • Publication of results from citizen surveys will provide transparency on performance of public service delivery. • Standardized processes to ensure the integration of citizen feedback. • Citizen identities made anonymous so as to protect citizens' right to privacy. • Publication of strategies developed towards the improvement of public service delivery and made available for public comment. <p>Tracking citizen satisfaction in consistent & standardized processes facilitates accountability of those institutions & agencies delivery those public services by making them more answerable to their objectives and towards improving their delivery. Specifically, this commitment will create:</p> <ul style="list-style-type: none"> • Opportunities for citizen feedback promote accountability of public service delivery. • Feedback mechanisms – surveys, focus groups – will be conducted on an on-going basis to promote. • Maintenance of an electronic record of feedback through online database traceability and standardized processes for tracking of feedback results will support accountability to addressing citizens' needs and provide a means of measuring improvement over time. <p>In order to increase public and civic participation, ADISA has always been engaged with civil society by organizing focus groups and also including marginalized groups to accept and incorporate every one's needs. In this form it is possible to improve the opportunities for the public to inform or even to influence decisions. This commitment:</p> <ul style="list-style-type: none"> • Provides several different types of opportunities for citizens to provide feedback on public service delivery. • Feedback mechanisms – surveys, focus groups – will be conducted on an on-going basis to provide citizens with on-going opportunities to contribute feedback and ideas. • Focus groups will enable opportunities for citizens to provide in-depth feedback, ideas and contributions. • Focus groups will promote inclusivity of participation and will ensure the voices of marginalized and vulnerable groups are included and heard in order to make public service delivery more accessible; • Citizen feedback will be incorporated into improvement strategies.

	<ul style="list-style-type: none"> • Strategies will be published online and available for public comment and contribution. 			
Additional Information				
Completion Level	Not Started	Limited	Substantial	Completed
			x	
Description of the results	<p>During the reporting period Citizen Satisfaction Survey were conducted in 18 ADISA locations, which showed that majority of citizens were "Satisfied" or "Very satisfied" with the service received at the application counters.</p> <p>Also the Opinion Poll "Trust in Governance" financed by UNDP was conducted by the Institute for Democracy and Mediation (IDM) during November and December 2020 across the 61 municipalities of Albania, using a 2500 randomly selected nationally representative sample. The Opinion Polls represents an instrument that enables the monitoring of public trust and perceptions on governance and citizen engagement in Albania on a yearly basis. Its main objective is to explore public perceptions and attitudes on issues covering: trust in public institutions, institutional transparency and accountability, corruption, level of citizen engagement in policy- and decision-making, satisfaction with public service delivery, and enforcement of non-discriminatory laws and policies. Compared to 2019, a higher percentage of the Albanian population reported visiting an Agency for the Delivery of Integrated Services (ADISA) service window (29% versus 24%). Among those who visited an ADISA service window, 73.4% indicated that they were 'satisfied' or 'very satisfied' with the service they received, an increase of more than 4 p.p. compared to last year.</p> <p>The share of institutions where customer satisfaction surveys are conducted on a regular basis is provided also by means of the household survey on service delivery (16 key institutions constitute the survey's object therein), whereas ADISA regularly conducts surveys on citizens' satisfaction with regard to service delivery at its FOs. During 2020 the end line project assessment study was completed, the level of satisfaction with public services was found to be at 68% among respondents who had contacted at least one institution during the past 12 months.</p> <p>From time measurements performed, it results that a citizen spends on average 24 minutes in the Regional Office Tirana 1, 9 minutes in the Regional Office Tirana 2, 12 minutes in the Regional Office Elbasan, 11 minutes in the Local Office Kruja, 16 minutes in the Local Office Lushnje, 12 minutes near "One Stop Shop" Librazhd and 12 minutes near "One Stop Shop" Divjaka.</p> <p>Also Focus Groups were organized to create a better understanding of the situation with public services from the perspective of the citizens. In order to ensure the quality of data, it was used a screening questionnaire for the recruitment process. The questionnaire included all relevant questions</p>			

	<p>necessary to ensure that all focus group participants fall within the right profile.</p> <p>Regarding the increase in accessibility in public service delivery process for marginalized and vulnerable groups, ADISA continues the expansion in territory with new Integrated Service Centers in accordance with standards regarding accessibility. During the reporting period (2020-2021), ADISA has set up 7 new Integrated Service Centers. ADISA is currently present in 20¹ municipalities, where public services are now provided maintaining all European standards in terms of service provision and accessibility.</p> <p>Also with the support of UNDP, ADISA will train office clerks in assisting and delivering services for people with disabilities. The overall goal of this process is to contribute through sustainable capacity building in improving knowledge and skills of Albania's public administration Front Office (FO) staff in serving persons with disabilities, including physical and cognitive ones, ensuring treatment that is responsive to their particular needs, and resulting in more effective and satisfactory public service delivery from their perspective. This process will be completed within October 2021.</p>		
<p>Next steps</p>	<p>ADISA will continue performing citizen satisfaction surveys in order to better understand its improving areas.</p> <p>Also the expansion in territory will continue according to plan and thus providing citizens with accessible one stop shop centers to be assisted in the process of online application for public services.</p>		
<p>Milestone Activity with a verifiable deliverable</p>	<p>Start Date:</p>	<p>End Date:</p>	<p>Completion level</p>
<p>Conducting citizen satisfaction surveys at ADISA ISC's</p>	<p>Jan 2020</p>	<p>Dec 2022</p>	<p>Substantial</p>
<p>Conducting surveys to measure the application time at ADISA ISC's.</p>	<p>Jan 2020</p>	<p>Dec 2022</p>	<p>Substantial</p>
<p>Focus groups to identify the needs and areas of improvement</p>	<p>Jan 2020</p>	<p>Dec 2022</p>	<p>Substantial</p>
<p>Increasing accessibility in ADISA ISC to include in the public service delivery process marginalized and vulnerable groups</p>	<p>Jan 2020</p>	<p>Dec 2022</p>	<p>Substantial</p>
<p>Contact Information</p>			

¹Kavajë, Krujë, Shkodër, Gjirokastër, Fier, Lushnje, Tirana 2, Kukës, Elbasan, sidhenëZyrat ADISA nëMaliq, Belsh, Librazhd, Divjakë, Patos, Malësi e Madhe, Pogradec, Mat, Roskovec, Kolonjë and Tepelenë.

Lead implementing agency		Agency for the Delivery of Integrated Services Albania (ADISA)
Persons responsible person from implementing agency		
Title, Department		
Email and Phone		
Other Actors Involved	Government, Ministries, Department/ Agency	
	CSOs, private sector, multilaterals, working groups	
Additional Information		

Component 3: Open Justice

COMMITTEMENT 6: *Open Government for the purpose of access, transparency and accountability*

I. EXECUTIVE SUMMARY

Transparency, accountability and access to justice are the key operational principles recognized for good governance thus constituting the main pillar of democracy. The right of access to justice is the constitutional principle by which the exercise of fundamental human rights and freedoms is guaranteed, an essential condition for the existence of the rule of law, which guides the organization and proper functioning of justice in the country.

The Albanian government has supported the multilateral initiative undertaken, such as the Open Government Partnership as one of the important tools that brings together government reformers and civil society leaders to promote increased access to justice in public services and increased accountability through accessible approaches. coordinated, in order to improve the quality of information for the public.

This component has found wide scope, materializing and strongly related to the implementation of justice reform, the Cross-cutting Justice Strategy, the Cross-cutting Anti-Corruption Strategy, the Juvenile Justice Strategy, the Strategy for Public Legal Education as well as other measures taken by the Government in fulfilling its mission of an open, transparent and accountable governance / policy.

With the initiation of the Justice Reform, a profound reform that is fully affecting every element of the current justice system, a reform of the legal aid system was initiated, offering a new spirit, in sync with the requirements and legislation of the Union European and as a facilitation mechanism used to increase access to justice for groups that do not have the financial means to pay legal fees to bodies / courts and at the same time to provide legal advice or protection. Free legal aid programs aim to bring the justice system closer to the needs of citizens. For this reason, this component is focused on providing effective but also accessible and affordable remedies for solving problems. In this context, it should be emphasized that the independence of the judicial system and its integrity are an essential precondition to ensure that there is no discrimination in the administration of justice. In response to the needs and problems, the aim was to undertake commitments, including a three-pronged approach on access, transparency and accountability. The work done under this component has continued with priority in order to identify challenges and improve further steps for an effective implementation process. The current priority on access to justice will continue with the aim of improving this component and achieving a transparent government in line with best practices and European standards.

COMMITMENT

COMPONENT 3: COMMITMENT 6 and 7
Open Government for the Purpose of Access, Transparency and Accountability

IMPLEMENTATION PERIOD: 2020-2022

Leading institution **Ministry of Justice**

Commitment Description

What is the public problem that the commitment will address?

Component 3 “Access to Justice” aims to address the problems of structural and institutional factors, including the complexity and costs of legal processes that impede access to justice, especially for vulnerable and marginalized groups. One of the main principles and obligations of good governance is transparency and accountability which directly affects the low credibility of citizens towards the justice system. Strengthening efficiency, transparency and impartiality in the courts has been presented as an important challenge which requires the establishment of simple and less bureaucratic mechanisms to ensure fair, transparent, effective, non-discriminatory and accountable services that promote access to justice for all citizens.

What is the commitment?

The purpose of the component III policy is to build and develop an open policy that ensures its citizen’s access to justice, transparency and accountability. The commitment is intended to be achieved through inter-institutional cooperation with public institutions / national and international organizations as well as civil society actors in the framework of strengthening this comprehensive component by complying with the requirements of European integration. This commitment includes a series of activities which aim at the full implementation of the provision and guarantee of effective legal aid by providing citizens with full access and in accordance with their disability. Also, this component addresses activities / measures aimed at their implementation in the framework of increasing professional and technical capacity in order to publish useful information for citizens, increase transparency and improve access to information.

Expected results:

- The Directorate of Free Legal Aid is fully functional to provide legal aid and necessary instructions to any citizen unable to pay for legal aid.
- Improved cooperation between the MoJ and legal clinics, the National Chamber of Mediators, the Albanian Bar Association, NGOs.
- Fully functional website of the Ministry of Justice with information published in real time and understandable.

	<ul style="list-style-type: none"> - Raising citizens' awareness and access to services.
<p>How will the engagement contribute to solving the relevant problem?</p>	<p><i>Executive summary on the main results that have been achieved in solving the identified problem.</i></p> <p>In the context of improving engagement, the Albanian government has been constantly creating appropriate mechanisms to facilitate citizens' access to justice and to strengthen their trust in the Albanian justice system. The main step in starting this process was to identify priority measures that can promote and increase access, transparency and accountability of citizens. The implementation of the proposed and co-created activities was further followed through coordinated meetings with civil society actors and stakeholders who were encouraged to provide general comments, ideas and feedback during the consultations, thus meeting the conditions and standards set. in the framework of the OGP methodology, as well as the final step of evaluating the applicability of the activities created within this component. The above commitments within the implementation process are accompanied by results which show positive indications and progress within this component.</p> <p><i>Commitment 6</i></p> <p><u><i>Priority Measure 1: Legal Aid is provided in an efficient way which provides citizens in need with full access to such a service.</i></u></p> <ul style="list-style-type: none"> - Full capacity operation of the Directorate of Free Legal Aid The Directorate of Free Legal Aid is a public legal entity under the subordination of the Minister of Justice, the internal organization of which has been approved by the Prime Minister, by Order no. 59, dated 25.03.2019 "On the approval of the structure and staff of the Directorate of Free Legal Aid" with the proposal of the Minister of Justice, in accordance with applicable law. <p>In February 2021, it became possible to recruit vacant DNJF positions, including the management staff, thus enabling the realization of this objective to the extent of 100%.</p> <p>Regarding the employees with special training at the Primary Legal Aid Service Centers, employees have been recruited at the centers Lezha, Vlora, Fier and Dibra (5 employees).</p> <ul style="list-style-type: none"> - Training of primary and secondary legal aid service providers <p>Collaboration with Euralius Date 18.03.2021 The Directorate of Free Legal Aid in cooperation with Eurlius V</p>

and the School of Magistrates conducted online training on law no.111 / 2017 "On State Guaranteed Legal Aid" This training was conducted by national and international experts of Euralius and School of Magistrates.

Part of the training was the staff of the Directorate of Free Legal Aid, primary legal aid providers, secondary legal aid providers and with the special presence of judges and representatives of the courts of the Republic of Albania. An overview of the state-guaranteed legal aid system was discussed, focusing on concrete terms and practical cases. Through this training, the problems encountered by the main actors were discussed and a unifying attitude was achieved in their solution.

Strengthening the capacities of primary and secondary legal aid service providers (cooperation with ASPA, NCA and UNDP)

Regarding the training of primary legal aid service providers:

DFLA has had a constant communication with the Albanian School of Public Administration (ASPA), in order to agree on the development of training for employees with special training, as a legal obligation provided in letter "g", Article 8 of Law no.111 / 2017. In conditions when the budget of DFLA is insufficient for the mandatory training of the employees of the primary legal aid service centers, DFLA requested the support from UNDP for the development of these trainings.

During the period May-June 2021:

-The online course "*Primary Legal Aid Guaranteed by the State*" was developed as part of the Project "Extension of Legal Aid Service for Women and Men in Albania" implemented by UNDP in partnership with the Ministry of Justice and funded by the Austrian Development Cooperation (ADC)). The online course took place with a duration of 18 hours in total where each participant had the opportunity of individual coaching with trainer Dr. Nadia Rusi and the successful participation of employees of the Free Legal Aid Directorate and Primary Legal Aid Service Centers. With the development of this training, it became possible to fulfill the legal obligation of mandatory training of primary legal aid service centers.

Regarding the training of secondary legal aid service providers:

In order to assist lawyers in the process of providing secondary legal aid, reporting regarding the prosecution of cases; the interaction of the Directorate of Free Legal Aid with the Local Chambers of Advocacy as well as the exchange of considerations, the training dedicated to secondary legal aid was conducted.

This training was conducted as a result of a collaboration between UNDP, ADA, DhAsh, MoJ and the Free Legal Aid Directorate.

The training was consulted in 2 sessions during which specific topics related to service delivery were discussed, seen from the point of view of practice.

First training session: dates 15-16 April 2021.

During this training session, secondary legal aid providers were specifically trained on: Legislation legislation and its importance at the international level; Law on Legal Aid and bylaws adopted in its implementation; Forms of legal aid service and beneficiaries of the service; Standards of service provision in accordance with the jurisprudence of the ECHR. Practical discussions between service providers, Chambers of Advocacy and the Directorate of Free Legal Aid.

Second training session: 22 and 22 April 2021.

After discussing the topics on the general legal framework on legal aid, aspects arising from the practical implementation of the law, the second training session was dedicated to specific topics related to the specific categories of beneficiaries of the law. With the development of this training, it became possible to fulfill the legal obligation of mandatory training of lawyers, providers of secondary legal aid.

Development of Webinars by DNJF

In the context of familiarizing service providers with the procedures set out in the bylaws, both in terms of data reporting and in terms of service quality monitoring procedure, DNJF has conducted three webinars in order to discuss in more detail the bylaws. and specifically:

1. Webinar with new employees with special training at the Primary Legal Aid Service Centers in the cities of Fier, Dibër, Lezha and Vlora (January 2021).

The main purpose of this Webinar was to introduce the system of legal aid guaranteed by the state in more concrete terms and the active conversation of service providers, data retention and their administration according to the new formats defined by the bylaws.

2. Training of students engaged in Law Clinics at HEIs (February 2021).

The staff of the Directorate of Free Legal Aid conducted the training on "Access to justice and innovations of law no. 111/2017 "On legal aid guaranteed by the state", held with students engaged in Law Clinics at HEIs with which the Directorate of Free Legal Aid has entered into cooperation agreements. In this online meeting were addressed the topics: "International instruments that guarantee access to justice for citizens between the provision of free legal aid; Primary legal aid system; Secondary legal aid system; The achievements of the state-guaranteed legal aid system and the challenges for the future as well as the

submission of practical cases by the employees of the Legal Aid Service Center at the Ministry of Justice.”

At the end of this activity, the students were provided with a certificate of participation and were informed about the opportunity to apply within the 3-month internships (April-June 2021) at DNJF and primary legal aid service centers;

3.Online training on law no. 111/2017 "On Legal Aid Guaranteed by the State" (March 2021) On 18.03.2021.

The Directorate of Free Legal Aid in cooperation with Eurlius V and the School of Magistrates conducted online training on law no. 111/2017 "On State Guaranteed Legal Aid" This training was conducted by national and international experts of Euralius and the School of Magistrates in This training was attended by the staff of the Directorate of Free Legal Aid, primary legal aid providers, secondary legal aid providers and with the special presence of judges and representatives of the courts of the Republic of Albania. An overview of the assistance system was discussed. legally guaranteed by the state and then focusing on concrete terms and practical cases. Through this training, the problems encountered by the main actors were discussed and a unifying attitude was achieved in their solution.

During the period January-June 2021, in the framework of strengthening cooperation with CSO's organization that have in their focus the protection of the legal rights of citizens, it became possible to sign 3 (three) cooperation agreements "On ensuring access to justice of citizens through the provision of free legal aid service according to the provisions of law no. 111/2017, "On legal aid guaranteed by the state" and specifically:

1. Cooperation agreement with no. 13/4 prot., Dated 07.01.2021, with the Social Justice Organization;
2. Cooperation agreement with no. 1643 prot., Dated 27.05.2021, with the Regional Directorate of Social Service Shkodra
3. Cooperation agreement with no. 498 prot., Dated 26.05.2021, with the Association of Working Invalids.

- **Cooperation with international support organizations (UNDP / EURALIUS / OSFA)**

1. Cooperation with UNDP

Opening of primary legal aid service centers.

In support of the Agreement for the implementation of the project, "Extension of

free legal aid services for women and men in Albania" between the Ministry of Justice, UNDP and the Austrian Development Agency (ADA), as well as the implementation of the Letter of Cooperation (July 2020 -May 2022), it became possible to open and transfer under the administration of the Directorate of Free Legal Aid of 8 (eight) centers of primary legal aid service in which currently exercise the functions 14 (fourteen) employees with special training in the city of Durrës, Fier, Lezha, Gjirokastra, Pogradec, Dibra, Shkodra and Vlora. (more detailed information can be found in the relevant chapter).

-Development of trainings for primary and secondary legal aid service providers
With the support of UNDP it has become possible to develop mandatory training of primary and secondary legal aid service providers (more detailed information can be found in the relevant chapter).

1. Cooperation with Euralius

One of the supporting partners of the directorate in the field of free legal aid issues is EURALIUS, an organization which during this period has been engaged in supporting DNJF in the development of the following activities:

-Publication of the Manual of Law no. 111/2017, and bylaws adopted in its implementation

The purpose of this manual is to provide a concentrated overview of the new legal aid system and guidelines for the practical implementation of the entire legal framework in this area. This manual has been distributed to all Courts of the Republic of Albania, Local Chambers of Advocacy; Primary Legal Aid Service Centers; Law Clinics at HEIs; Authorized Non-Profit Organizations; Independent Institutions and is published on the official website of DNJF.

- Development of trainings for primary and secondary legal aid service providers
On March 18, 2021, the Directorate of Free Legal Aid in cooperation with Eurlius V and the School of Magistrates conducted online training on law no. 111/2017 "On State Guaranteed Legal Aid" This training was conducted by national and international experts of Euralius and of the School of Magistrates This training was attended by the staff of the Directorate of Free Legal Aid, primary legal aid providers, secondary legal aid providers and with the special presence of judges and representatives of the courts of the Republic of Albania. general legal aid system guaranteed by the state and then focusing on concrete terms and practical cases. Through this training, the problems encountered by the main actors were discussed and a unifying attitude was achieved in their solution.

2. Cooperation with OSFA

- Providing free primary legal aid through the Primary Legal Aid Center in Tirana.
Through the project: "Providing free primary legal aid through the Primary Legal

Aid Center in Tirana" The Directorate of Free Legal Aid, has administered the primary legal aid service center in Tirana, in April 2021, with the support of the OSFA Foundation. (more detailed information can be found in the relevant chapter).

- Draft proposal: "Pro-active engagement of illegals in the framework of increasing the access of vulnerable categories to state-guaranteed legal aid services

As it results from the experience of different countries, it is necessary for the provision of primary legal aid service to have a more proactive approach in order to identify in advance the most needy categories who face legal problems. As a result, the involvement of illegals in the provision of legal aid is a very good opportunity in terms of identifying communities in need and establishing a link between state institutions and the community.

For this reason, the Directorate of Free Legal Aid has proposed to OSFA the support regarding the project proposal: "Pro-active engagement of illegal immigrants in the framework of increasing the access of vulnerable categories to state-guaranteed legal aid services."

This project aims to recruit 2 illegal immigrants at the Primary Legal Aid Service Center who will exercise their activity in the field in order to identify communities (beneficiary categories of law) that need free legal service and development of activities promotional/ informative.

- Objectives no. 1: Engagement of 2 (two) illegals at the Primary Legal Aid Service Center Tirana

- Objectives no. 2: Training of illegals on the system of legal aid guaranteed by the state by the Directorate of Free Legal Aid

- Objectives no. 3: Establishment of a network with other paralegals engaged in Non-Profit Organizations with a focus on cooperation in case referral and problem solving.

The OSFA Foundation has informed us about the approval of this project proposal and will proceed with the signing of the grant contract in July 2021.

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.

- The National Chamber of Mediators as an alternative mechanism for citizens to solve legal problems has strengthened inter-institutional cooperation with the Ministry of Justice in the framework of increasing and improving the professional capacity of mediators through the

organization of initial and continuing training. In this context, regulations on training and examination methods for testing of intermediate candidates have been defined and approved; Order No. 89, dated 23.02.2021 *"On the approval of the regulation of initial and continuing training, for the selection of trainers, training and evaluation of their performance"*, as well as Order No. 90, dated 23.02.2021 *"On the approval of the regulation" of the qualification exam for the profession of mediator*". Pursuant to this order, the initial training has started, 1 year with 60 credits, with 97 candidates, which ends in May 2022, based on a Program and Module approved by the Minister of Justice. (Published on the official website of the National Chamber of Mediators). Ongoing training was also provided for Members of the National Chamber of Mediators, pursuant to the Juvenile Code and Labor Dispute Mediators. A Coach training group was set up, which remains an asset of DHKN, according to National and International Curricula.

- In the framework of awareness campaigns, for the Mediation Service to have an involvement throughout the territory of Albania, numerous meetings have been held, leaflets have been distributed throughout Albania and the Hand Book, which explains the way of contact of Mediators and Types of Disputes which are resolved through Mediation. Billboards are placed in each court in the districts, and leaflets from the National Chamber of Mediators. From the collaborations in NGOs, 2 offices have been opened in Tirana and Durrës for information campaign (DHKN & MD & CSSP) cooperating with the Directorate of Free Legal Aid, providing free service through ALTRI, near the Courts of Shkodra, Pogradec, Tirana and Durrës. A big role in awareness has been played by online and print media, where agreements have been made with many TV stations, providing a lot of information with scientific articles, in TV & informative shows and numerous articles in newspapers.
- National Chamber of Mediators, continued meetings with Project Partners; The Ministry of Justice, CSSP and AFCR within the process of creating an electronic database in order to register any mediator who will exercise this activity. The register is in the moments of finalization, where from September the mediators will be trained on how to register cases, so that a citizen, through on-line can choose the most prepared mediation and who has solved as many cases as possible. This Database will have 3 platforms:
 1. By the administrator who will manage the entire Registry, ie the entire way of registration and correction.

2. Mediators who will throw all their cases in this system.
3. Citizens will have access only by cities, by age or issues, the most experienced mediation in the market.

Indicators that are considered successful for the reporting period:

- The Directorate of Free Legal Aid is established, in accordance with the legislation in force. The directorate has a staff with sufficient capacity to guarantee the ability and to provide the services required by the citizens:

- Official website www.ndihmajuridike.gov.al

- juridiksioni.al

- green number 0801010

- Implemented the first module of mandatory training of employees of Primary Legal Aid Centers.

- Regulations and curriculum for training and examination methods for testing candidates for mediation are defined. (National Chamber of Mediators)

- Design of electronic databases. (National Chamber of Mediators).

Commitment 7

Priority Measure 1: Increase the technical and professional capacity of the Ministry of Justice to have a fully operational website, so that information is published in real time and is useful to citizens when they request services.

A working group was set up at the Ministry of Justice in order to identify the documents and processes that should be published on the official website of the Ministry of Justice with information understandable to citizens and in fulfilling access to information.

In this context, the Ministry of Justice in cooperation with the representatives of the National Agency for the Information Society has established a working group regarding the updating of the website www.directesia.gov.al. The newly created website will facilitate access to official documents for citizens by shortening the time of receiving information and having the opportunity to be informed in real time on all issues at the request of each interest group, bringing innovation and a direct impact in the right to information and transparency for all citizens or interest groups. On the official website of the MoJ, a special categorization was made on each policy document in 4 sub-sections where it is included;

1. Legal basis of each strategy,

2. Monitoring Reports of the respective Strategy in Albanian language
3. Monitoring Reports of the respective Strategy in English
4. Announcements

Priority Measure 2: Increase transparency and improve access to public information

In accordance with the legal criteria for public consultation, after drafting the report referring to the strategy and its respective plan (mentioned here; 6-month and annual reports of the Cross-cutting Justice Strategy, Juvenile Justice Strategy, Public Legal Education Strategy, etc.) The Ministry of Justice sends the consultation document to the reporting institutions and civil society organizations, as well as published the draft on the official website of the Ministry of Justice, where an email address is provided for receiving comments, on the website www.drejtesia.gov.al. At the end of the consultation process, the Ministry of Justice reflects the relevant comments / suggestions on the draft monitoring report and the approved monitoring report is published on the website of the Ministry of Justice. The Ministry's website will continue to be updated with all monitoring reports, contributions and relevant information for effective participation and informing stakeholders. Also, the official website of the Ministry of Justice on social networks is made available to the public by actively updating it with relevant notices in the framework of transparency and providing the necessary information.

Official website of the Ministry of Justice: <https://www.drejtesia.gov.al>

Official Facebook page: Ministry of Justice

Official Instagram page: ministria_Justice

Indicators that are considered successful for the reporting period:

- The official website of the Ministry of Justice has been completely updated.
- Publication of strategies, monitoring reports on the official website of the MoJ. Publication of summaries of various reports in simplified and understandable language.
- Criteria for the selected reporting system with comments from experts / external consultations. Reporting system approved and integrated in the Ministry of Justice and all procedures of subordinate institutions.

Why is this commitment relevant to the values of Open

Component III is relevant to the values of Open Government / OGP as it conforms to the four principles of OGP which are:

<p>Government / OGP?</p>	<p><u>Transparency & Access to Information</u></p> <p>The main principle of transparency aims at citizens' access to information and its publication in such a way that it is accessible and widely understood by certain individuals and groups of society.</p> <p>Information is the basic level where the foundations of cooperation between government institutions and citizens are laid. In this context all the information all relevant documents and data such as consultative meetings held, consultation of draft documents are easily accessible and available.</p> <p><u>Public accountability</u></p> <p>The entirety of the measures and provisions of this action plan are set with the aim of strengthening the accountability of the bodies and to strengthen the access of citizens to justice with less bureaucratic processes.</p> <p>Standardizing and making more information public makes government more transparent to citizens and increases accountability in decision-making.</p> <p><u>Public & Civic Participation</u></p> <p>Involvement of stakeholders in the framework of improving public initiatives towards the processes of co-creation of the action plan 2020-2022 has been one of the main goals.</p> <p><u>Technology & Innovation</u></p> <p>New technologies aim at disseminating public information, stakeholder participation as well as their cooperation within inclusive processes. The website of the Ministry of Justice aims to convey to the public clear and useful information.</p>
<p>Additional information</p>	<p>Access to Justice, Accountability and Transparency are considered priority components not only under the OGP framework, but also for cross-cutting reform programs such as the Cross-cutting Justice Strategy. The strategy approved in 2016 as well as its action plan with DCM no. 409, dated 19.6.2019 "On the approval of the Action Plan 2019-2021 of the Cross-cutting Justice Strategy".</p> <p>Also, after the completion of the first phase of justice reform, formalized with the Cross-cutting Justice Strategy 2016-2020 (IAS I), in February 2020 work began on the revision of the Cross-cutting Justice Strategy for the coming years 2021-2025 which takes into account in its content the main elements of OGP. Vision of the Cross-cutting Justice Strategy 21-25: "<i>An independent, accountable, accessible,</i></p>

	<i>transparent and efficient justice system that protects human rights and serves society according to European standards".</i>			
Completion Level	Not Started	Limited	Substantial	Completed
			X	
Description of the results	Refer to Activities / milestone and ‘How will the engagement contribute to solving the relevant problem?’			
Next steps	The planned activities have been implemented for the relevant period and continuous efforts are being made to further improve transparency regarding the quality and simplification of the information that is published. Access to justice is a commitment included in the New OGP Action Plan for 2020-2022			
Activities / milestone in relation to verifiable products			Start Date:	End Date:
Commitment 6				
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.	Jan. 2020	Dec. 2021	Complete	
Milestone 2 Strengthening and capacity building through appropriate training for free legal aid service providers throughout country.	Jan. 2020	Dec. 2021	Complete	
Milestone 3 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	Jul. 2021	Dec. 2021	Complete	
Milestone 4 Establishment of the Inter -Institutional Forum for legal aid guaranteed by the state with the technical secretariat in the Directorate of Free Legal Aid.	Jan. 2021	Dec. 2021	Limited	
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).	Jan.2021	Dec.2022	Complete	

Milestone 6 Increasing and improving the professional capacities of intermediaries through the organization of initial continuous trainings, as well as training of trainers.	Jan.2020	Dec.2021	Proces
Milestone 7 Organizing awareness campaigns for the mediation service in the country.	Jan.2020	Dec.2021	Complete
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.	Jan.2021	Dec.2021	Proces
Commitment 7 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 be published and how to make these more accessible (nontechnical language, diagrams, simplified concepts).	Jul.2020	Dec.2020	Complete
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	Jul.2020	Dec.2020	Complete
Milestone 3 Website of MoJ and subordinate institutions fully functional and accessible with detailed and complete published information.	Jan.2021	Dec.2021	Complete
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.	Jan.2020	Dec.2022	Complete
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.)	Jan.2020	Dec.2022	Complete
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	Jan.2021	Jun.2021	Proces

most efficient functioning of the institution.				
Milestone 7 Adopt an efficient reporting system of the duties and responsibilities of each institution in compliance with transparency and accountability.		Jan.2021	Jun.2021	Complete
Contact Information				
Lead implementing agency		Ministry of Justice		
Persons responsible person from implementing agency		Elona Hoxha		
Title, Department		Directorate of Policies and Strategies in the Field of Justice		
E-mail dhe telefon		Elona.hoxha2@drejtësia.gov.al		
Other Actors Involved	Government, Ministries, Department/ Agency	<i>Other Government Agencies Involved: Institutions under the Ministry of Justice (Directorate of Free Legal Aid); National Chamber of Mediators,</i>		
	CSOs, private sector, multilaterals, working groups	<i>Other non-governmental agencies: Civil society organizations, Faculty of Law, University of Tirana</i>		

I. EXECUTIVE SUMMARY

COMMITTEMENT 8: *Open Government Budget Transparency*

Government of Albania has continued to work with the aim to provide a satisfactory progress with regard to the public availability of accessible, timely, comprehensive, and sound budgetary information. This is a continued work that has been materialized in different programs in the Albanian policies, such as, strategic documents i.e. PFM Strategy, action plans, as OGP Action Plan, IPA annual action documents etc. The results expected to open government in terms of transparency of government.

Good progress has been made during 2020 and all outcome performance targets have been met. Target of indicator *Government National Accounts* was achieved (75%). Indicator *an improved Fiscal Risk Statement*, was achieved. Based on 2020 target (+4 other SOE-s), FRU has collected financial data from UKT, Albanian Railway, Albanian Post, Albgas and is analyzing and preparing the relevant financial analysis. Target FY 2020 for indicator *Published in year and annual financial reports contain accessible financial and non-financial performance information* was achieved, ABER & In-year new templates were fully implemented.

Some progress has been made in further strengthening systems and capacities to prepare government financial statistics in line with international standards. An important document² aiming to improve adherence to the twofold principle of alignment between statistical domains at national level and coordinated alignment across countries at EU level was published by INSTAT during 2020.

Albania's fiscal transparency improved slightly in the Open Budget Survey of 2019 as it has published as well the Mid-Year Review online. During 2020, on-the-job sessions with the programme managers and Finance Departments of two LMs aiming to improve the annual and in-year budget execution templates took place in 2020. In 2020 a Citizen's Budget Guide was developed and published. Moreover, a budget hearing calendar with key budget processes was prepared and implemented. CSO's received online training in 2020 to enhance their capacities to understand the budget cycle.

The continuation of the membership in OGP and in specific the current priority on budget transparency, will continue with the aim to improve transparency and to achieve a fully open government.

²Harmonized Revision Policies for Macroeconomic Statistics

COMMITMENT 8 Budget Transparency	
Open Government in order to increase fiscal transparency to improve the coverage, quality and accessibility of information on public finances.	
2020-2022	
Lead implementing agency	Ministry of Finance and Economy
Commitment Description	
What is the public problem that the commitment will address?	<p>Transparency, public participation, and legislative oversight in the development of budgets creates better outcomes and are the main issues to better improve the citizen access on fiscal documents. Increasing accountability over the budget and fiscal cycle deters waste and corruption and ensures that budgetary decisions and spending reflect the people's interests. Through transparency, public participation and legislative oversight this openness can help combat corruption. Increasing transparency and public participation across the budget and fiscal cycle is particularly important for Albania. An important document³ aiming to improve adherence to the twofold principle of alignment between statistical domains at national level and coordinated alignment across countries at EU level was published by INSTAT during 2020. In recent years fiscal transparency has been increasing in Albania. Between 2010 and 2019 Albania's score on the Open Budget Index⁴ (OBI) has increased from 33 to 55 out of a possible 100. While encouraging, according to the OBI's 2019 assessment Albania have done progress but still does not publish enough material to support informed public debate on the budget⁵. In the 2019 assessment of the online availability, timeliness, and comprehensiveness of eight key budget documents Albania ranked 43rd out of 117 countries.</p> <p>In order for fiscal transparency to facilitate the citizen empowerment necessary to scrutinize public finances and therefore promote public financial accountability the publication</p>

³Harmonized Revision Policy for Macroeconomic Statistics

⁴The OBI measures public access to information on how the central government raises and spends public resources and assesses the online availability, timeliness, and comprehensiveness of eight key budget documents

⁵According to the OBI a fiscal transparency score of 61/100 or higher indicates a country likely publishes adequate information for informed public debate

	<p>of documents alone will not be sufficient. Without increasing the accessibility of fiscal information fiscal transparency will not be effective in promoting more accountable fiscal governance. Thus, efforts towards fiscal openness in Albania will aim to facilitate increased public understanding. The OBI has recommended that Albania expand the financial and policy information in the Executive's Budget Proposal, Year-End Report, and Mid-Year Review to be more specific, disaggregating information to provide stakeholders with a more comprehensive understanding.</p>
<p>What is the commitment?</p>	<p>Budget transparency consists of publishing budget reports and relevant financial data in formats that are understandable and accessible to all citizens will help to develop the fiscal transparency necessary for citizens to be well enough informed to participate in public debate on aspects of the budget and to meaningfully engage and participate in the planning and execution of the budget.</p> <p>Due to the technical nature of many public budget and fiscal documents in order for fiscal transparency to be achieved this commitment will establish the timely publication information in a format that is not only easily accessible online, but is also easily understood, uses plain language and includes accompanying supplementary resources or information that explain more complex or technical concepts in layman's terms. Further efforts shall be made to engage the public in the budget process so as to promote public accountability to citizens through civic participation.</p> <p>Objective:</p> <p>Albania's commitment to improving budget transparency aims to guarantee a public finance system that promotes transparency, accountability, fiscal discipline and efficiency in the management and use of public resources to improve the quality of service delivery and economic development. The commitment aims to achieve enhanced accountability and transparency through better financial and non-financial performance reporting in line with international standards to improve coverage, quality and accessibility of information on public finances and promote civic engagement throughout the budget cycle.</p> <p>Expected results:</p> <ul style="list-style-type: none"> • A sustainable statistical system for the general government units

	<p>is in place;</p> <ul style="list-style-type: none"> • Timely and reliable government financial statistics; • Published in year and annual financial reports contain accessible financial and non-financial performance information; • Strengthened financial oversight and management of the fiscal risks; • Formal opportunities provided for the public to engage in the planning and execution of the budget; • More structured and timely engagement with citizens, civil society organizations and academia in budget planning, monitoring and reporting.
<p>How will the commitment contribute to solving the public problem?</p>	<p>To establish increased budget transparency this commitment will prioritize alignment with international methodologies for statistical information, strengthening the sale, scope, timeliness and accessibility of the information published and create opportunities for citizens to engage in the budget process.</p> <p>The timely publication of government national accounts in accordance with the European System of Accounts (ESA) 2010 and using a revised statistical system (milestone 1) aims to ensure the reliability of published government accounts and provide a framework for efficient and accurate compilation and publication of financial statistics that aligns with international best practices. To promote public financial oversight and accountability an improved fiscal risk statement will be developed in order to better monitor and mitigate any financial risks (milestone 2).</p> <p>Increasing fiscal transparency requires that the information available be relevant and timely. As such, budget execution and financial annual (milestone 3) and mid-year (milestone 4) reports will be published in year. They will include plain language and supplementary non-financial performance information to be easily accessible to citizens and promote comprehensive of budget related information and reports. Finally, a budget hearing calendar for key budget processes will enable (milestone 5).</p>
<p>Why is this commitment relevant to OGP values?</p>	<p><u>Transparency & Access to Information</u></p> <p>As one of the expected results is ‘Published upgraded government yearly budget execution report’ through this commitment more budgetary and fiscal information will be accessible to the public through more simplified and under standable formats. These</p>

	<p>upgraded reports will utilize simplified language in order to be understandable by a non-expert audience.</p> <p>Budget information will be improved as stated above, but will also be made more accessible through publication on multiple channels including the regular government websites, as well as the OGP website to better reach all citizens who may be interested in the topic.</p> <p><u>Public Accountability</u></p> <p>Increased transparency on budget issues will make the government more exposed in the eyes of citizens how the public money are managed and spent and therefore, more accountable to the public. Through the increased availability and accessibility of fiscal information commitment makes the government accountable to the public and not solely to internal systems, as one of the main principles that transparency aims to promote is the increase of accountability of the government to the public.</p> <p><u>Public & Civic Participation</u></p> <p>This idea improves opportunities and capabilities for the public to inform or influence decisions, as it creates more accessible information and one of its priority measures is to increase citizen's engagement in the budget process. The implementation of a budget calendar for hearing sessions, where CSOs are the main stakeholders, is intended to create and improve a culture of collaboration and the environment for collaboration between CSOs and the government.</p> <p><u>Technology & Innovation</u></p> <p>Technological innovation through the use of a variety of channels (MoFE website, OGP website, social network, media, etc.) will be used to promote and enhance transparency and engagement through the publication of notification s/news/information relating to the budget that may be of interest to the public. The use of a variety of communication mediums will help to promote continued and increasing engagement with the public and over time public trust.</p>			
Additional Information	Public Finance Management Reform (PFM Strategy 2019-2022).			
Completion Level	Not Started	Limited	Substantial	Completed

			X	
Description of the results	<p>Transparency of Government Reporting and Improve Accessibility to Information is priority not only in the OGP framework, but also from sectorial programmes priorities, such as PFM reform. The existing PFM programme was revised in the second half of 2020. MoFE undertook a thorough review process of the Strategy log frame and action plan with a major focus on indicators, targets and their timeline, in order to take into consideration, the negative impact of the 2019 earthquake and the COVID-19 pandemic on reaching the PFM Strategy results.</p> <p>The Strategy log frame, change of indicators, target and their timelines were discussed by the 13th PFM Steering Committee in January 20, 2021 and after reflection of comments, the revised action plan for 2020-2022 was approved. One of the discussion topics at the meeting was MoFE engagement in the Open Government Partnership initiative. This meeting was attended by members of SC, Development and Integration Partners and Civil Society Organizations.</p> <p>During 2020 four consultation meeting were organized (respectively on September 10, 15, 30, and October 14, 2020) in order to prepare and discuss OGP action plan 2020-2022, specifically for Fiscal Transparency Component. Civil Society Organizations attended the meetings. Another meeting was organized on May 20, 2021. Representatives of civil society and members of the working group were invited to the meeting to discuss the OGP 2020-2022 Action Plan Review Report.</p> <p>For each priority measure of the action plan OGP 2020-2022, as below is presented the overall performance and the results achieved during 2020 and first half of 2021 from this action plan implementation.</p> <p><u>Priority Measure 1: 'Government National Accounts' Timely and reliable Government Financial Statistics'</u></p> <ol style="list-style-type: none"> 1. A sustainable statistical system for the general government units is in place; 2. EDP tables will be revised using statistical system created. 			

Progress was made during 2020 by INSTAT in creating a sustainable statistical system for the general government units. Two output targets were partially achieved. This was mostly because INSTAT activities were depending on Technical Assistance support, which could not deliver the planned activities for 2020 due to Covid-19 related restrictions. *The first* target related to the development of "Automated budgetary government compilation system". Some modules of the system were tested during 2020 and the work will continue until the end of 2021 when it is expected that the system will be running. Regarding the *second* target, aiming integration of COFOG estimations, INSTAT sent to Eurostat "Table 1100 - General government expenditure by function" starting from 2017 data onwards, but with the new IT system expected to be running by the end of 2021, the quality, accuracy and coverage of this table will be enhanced.

INSTAT published as targeted the "Harmonized Revision Policies for Macroeconomic Statistics"⁶. The main purpose of this document was to address users' concerns about the lack of coordination of revisions, and aims to improve adherence to the twofold principle of alignment between statistical domains at national level and coordinated alignment across countries at EU level.

Priority Measure 2: 'Financial and performance monitoring and reporting' Published in year and annual budget execution reports

1. Fiscal risk management-Strengthen financial oversight and management of the fiscal risks in order to have an improved FRS with more fiscal risks monitored and mitigated if necessary

From the point of view of FRU's direct tasks, several improvements have been done, specifically toward strengthening the monitoring of the main fiscal risks, such as those related to SOE-s, arrears & contingencies, and budgetary payments for PPP contracts. During 2020 FRU has continued to monitor the main risks. FRU periodically monitors and prepares, on a quarterly (3M) basis, the analyses of the main SOEs. This monitoring is primarily focused on the energy sector's financial and non-financial performance analysis. In the framework of the reform in the energy sector, the monitoring report of this sector has been deepened. These analytical reports, which are regularly prepared on a quarterly basis, are disclosed/included in all MoFE/DMB's periodic reports, such as ABER, Mid-Year, Budget Proposal. On December 2020, the plan of measures for the reduction

⁶<http://www.instat.gov.al/media/6557/hamonized-revision-policies-for-macroeconomic-statistics.pdf>

of arrears in the electricity sector was successfully finalized. During 2020, FRU, closely assisted by the WB's TA has been broadened the SoEs monitoring process also through the water supply sector's performance for the previous years 2018, 2019 and 6M of 2020. Related to the monitoring of the performance of SOE-s for the FY2020, FRU has collected information from energy sector companies and also from UKT, Albanian Railway, Albanian Post, Albgas. FRU monitors periodically (on a monthly basis) the financial and non-financial performance only for concession/PPP contracts with budget support. During the 2020 pandemic year, FRU has been closely monitored PPP-s with budget support, which were several times subject to budgetary cuts, in order to create budget space for governmental anti Covid measures. In this regard FRU/MFE has been closely monitored this contracts, further more taking actions and renegotiating some concession contracts, mainly by postponing their payment deadlines, with the final goal of easing the budget burden for the difficult year 2020, but also for the 2021. Part of the Fiscal Risk Statement are also Contingent Liabilities that comes from Decisions by the Court of Human Rights in Strasbourg, decisions of the International Court of Arbitration, and Final administrative court decisions. Related to arrears monitoring, starting from October 2020, the monitoring and reporting which was previously performed on a survey basis through written reporting of institutions, is automatically generated by the Government Financial Information System (SIFQ). This change is implemented in order to intensify the supervisory role of the Ministry of Finance and Economy to the monitoring process of the stock of arrears as well as for higher transparency based on more reliable system generated information. The schedule and modality of reporting and monitoring arrears is defined in the Instruction of the Minister of Finance and Economy No.37, date 06.10.2020. During 2021 FRU is continuing monitoring the SOE-s, arrears, PPP-s with budget support and Contingent Liabilities through continuous improvements to these analyzes.

2. Published government yearly budget execution report;

During the year 2020 content, outline and template for Yearly budget execution report FY 2019, has been upgraded (by including products) and published on MoFE website⁷. The report is accessible in Excel and Word formats depending on the nature of the

⁷<https://www.financa.gov.al/analizat-e-monitorimit-te-performances-2019/>

	<p>information.</p> <p>During 2021, template for Yearly budget execution report FY 2020, has been upgraded (by including KPI) and published⁸.The report is accessible in Excel and Word formats depending on the nature of the information.</p> <p>3. Published in-year budget execution reports, including the mid-year review.</p> <p>During the year 2020 the content, outline and templates for In Year budget execution reports and mid-year review report (including products for every LM/BI) have been upgraded and published⁹.The report is accessible in Excel and Word formats depending on the nature of the information.</p> <p>During 2021, template for In Year budget execution reports and mid-year review report FY 2021, has been upgraded (by including KPI) and published¹⁰.The report is accessible in Excel and Word formats depending on the nature of the information.</p> <p><u>Priority Measure 3: Citizens’ engagement in the planning and execution of the budget</u></p> <p>1. A budget hearing calendar with key budget processes is in place and implemented.</p> <p>A Citizen’s Budget guide has been developed and published¹¹ as planned (In PDF format). The main aim of the guide is to enhance the citizens, CSOs and other groups of interest engagement on the government budget process.</p> <p>A budget hearing calendar with key budget processes was prepared and implemented as planned for 2020. In this regard a series of online capacity building workshops with civil society organizations were initiated in late 2020. The trainings aimed at increasing CSO capacities for understanding of the state budget, and strengthening their capacities to play a watchdog role for public finances. The</p>
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⁸<https://www.financa.gov.al/34185-2/>

⁹<https://www.financa.gov.al/paketa-e-projektligjit-te-buxhetit-faktik-2019/> ;

<https://www.financa.gov.al/buxheti-2019/>

¹⁰<https://www.financa.gov.al/paketa-e-projektligjit-te-buxhetit-faktik-2020/> ;

<https://www.financa.gov.al/buxheti-2020/>

¹¹<https://www.financa.gov.al/wp-content/uploads/2020/11/CB-2021.pdf>

	<p>series of workshops started with two workshops held in November and December 2020, respectively, and the first one focused on the budget cycle and entry points for CSO advocacy; while the second on the different stages of the budget calendar and providing skills for sectoral budget assessment for CSO. The workshops were held remotely, due to the Covid-19 related restrictions and the level of participation was satisfactory (first webinar: 16 people from different CSOs and the MoFE; second webinar: 17 people). The online webinars allowed to reach a wider range of CSOs.</p> <p>A budget hearing calendar with key budget processes was prepared and implemented as planned for 2021. In this regard, on 6-th of July, the Ministry of Finance and Economy organized a meeting with representatives of civil society, in the framework of participatory budgeting of the Medium-Term Budget Program Document 2022-2024, Strategic Phase. In this meeting was discussed the proposal for the distribution of budget resources in accordance with the policies of budget programs for the period 2022-2024, focusing on the position of civil society on this proposal. The workshop was held through Webex platform, due to the Covid-19 related restrictions and the level of participation was satisfactory (17 people from different CSOs).</p> <p>According to the area of responsibility, for the part of budget documents (such as the annual budget law or MTBP) in cases when meetings with civil society are organized, summaries are made and reports are published on the website.</p>		
Next steps	<p>Even though the planned activities for 2020 have been satisfactory achieved, the efforts will continuous to implement the undertaken engagement in order to improve more the transparency in terms of the quality and simplification of the information that is published. Also, to increase the engagement of citizen's and CSOs in budget processes.</p>		
Milestone Activity with a verifiable deliverable	Start Date:	End Date:	Completion level
Government National Accounts-Timely and reliable Government Financial Statistics	Jan. 2020	Dec. 2022	Substantial
Fiscal risk management: Strengthened financial oversight and management of the fiscal risks in order to have an improved FRS with more fiscal risks monitored and mitigated if necessary.	Jan. 2020	Dec. 2022	Substantial

Published government yearly budget execution report.	Jan. 2020	Dec. 2022	Substantial
Published in-year budget execution reports, including the mid-year review.	Jan. 2020	Dec. 2022	Substantial
Formal opportunities are provided for the public to engage in the planning and execution of the budget.	Dec. 2020	Dec. 2022	Substantial
Contact Information			
Lead implementing agency	Ministry of Finance and Economy		
Persons responsible person from implementing agency			
Title, Department	Directorate for Managing the Reforms in Public Finance		
Email and Phone			
Other Actors Involved	Government, Ministries, Department/ Agency	The Institute of Statistics (INSTAT), Water Supply Sector and other SOE-s, Line Ministries, Contracting Authorities for Concession/PPP contracts with budget support,	
	CSOs, private sector, multilaterals, working groups	Most of the CSO in Albania, which mission is related with economic development and public finance issues/ Universities/ Faculty of Economy.	
Additional Information			

COMMITTEMENT 9: Open Government Transparency on Revenue

I. EXECUTIVE SUMMARY

Albania has continued to work with the aim to increase revenue transparency through better financial and non-financial performance reporting in line with international standards to improve coverage, quality and accessibility of information on public finances. This is a continued work that has been materialized in different programs in the Albanian policies, such as, strategic documents i.e. PFM Strategy, action plans, as OGP Action Plan, IPA annual action documents etc. The results expected to open government in terms of transparency of government.

Good progress has been made during 2020. Regarding outcome performance indicator *Legal acts and accounting standards in line with IPSAS and approved country strategic action plan are in place* work is ongoing. Has started the process of translation of the IPSAS standards. Work regarding *Inventory of assets implemented in all central government units, based on the approved methodology* is ongoing. The first draft of the methodology is prepared. With regard to asset management, the Ministry of Culture, Ministry of Tourism and Environment and Albanian Road Authority have entered the assets inventory in the asset module in AGFIS during 2020.

The continuation of the membership in OGP and in specific the current priority on revenue transparency, will continue with the aim to improve transparency and to achieve a fully open government.

COMMITTEMENT 9 Transparency on Revenue	
Open Government in order to increase fiscal transparency to improve the coverage, quality and accessibility of information on public finances.	
2020-2022	
Lead implementing agency	Ministry of Finance and Economy
Commitment Description	
What is the public problem that the commitment will address?	Fostering a public administration that operates with integrity requires establish complimentary systems with procedures and rules that eliminate opportunities for public servants to exploit their position for personal gain.

	<p>When complex and opaque systems are in place a lack of oversight establishes opportunities for corruption. Without fiscal transparency and oversight institutions able to scrutinize revenues corruption can place in the form of: collusion (such as prior agreements to fix prices or terms), patronage (favoritism whereby a person or company is hired/contracted by the public administration regardless of qualifications because of affiliations or connection to government officials), conflicts of interest (whereby an individual is confronted with a choice between their duties and responsibilities and their private interests which can result in a misuse of public resources) and graft (political corruption where government officials benefit from intentionally misdirecting public funds to be purchased at a higher cost from specific vendors). Because a lack of transparency on government revenues can provide opportunities to hide corruption it can also hamper public trust.</p> <p>Transparency of government revenues and assets promotes public integrity by deterring corrupt behavior and by enabling oversight institutions to hold accountable government officials and institutions. Systems that require this transparency help ensure public officials remain honest which consequently build public trust in government.</p>
<p>What is the commitment?</p>	<p>Increasing revenue transparency consists of publishing and making available all relevant financial data regarding the revenues collected by government from various industries-bringing industry, government and civil society stakeholders into the monitoring process. Information will be in a format that is understandable and accessible to all citizens, such as through the use of plain language and accompanying information to explain more complex aspects.</p> <p>To promote transparency of public revenues this commitment establishes and publishes a public asset inventory and register that aligns with international public-sector accounting standards and follows an updated and improved methodology and policies for public asset valuation including depreciation and impairment of assets.</p> <p>Objective:</p> <p>The objective of this commitment is to enhance accountability and transparency through better financial and non-financial</p>

	<p>performance reporting in line with international standards to improve coverage, quality and accessibility of information on public finances. Further efforts shall be made to engage the public in the process.</p> <p>Expected results:</p> <ul style="list-style-type: none"> • Accounting is in compliance with appropriate international public sector accounting standards; • Preparation and publication of the full asset registry of public sector, based on the improved regulations for the valuation and inventory of these assets
<p>How will the commitment contribute to solving the public problem?</p>	<p>To develop a sustainable system for increasing the transparency and accessibility of public revenue information this commitment will take a phased approach to presenting accruals-based government financial statements. It will ensure that public accounting and legal acts are in compliance with international best practices (International Public Sector Accounting Standards (IPSAS)) through an approved strategic action plan (milestone 1). Guided by an approved methodology an inventory of assets will be implemented in all central government institutions (milestone 2). Guidelines and policies will be improved or developed for the recognition and valuation of assets (milestone 3) and the depreciation and impairment of assets (milestone 4) in compliance with agreed upon standards.</p> <p>Public asset management will be improved through the development and publication of a full asset registry for the entire public administration. Based on the improved regulations established by milestones 1-4 a methodology will be developed with guidelines for preparing the full asset inventory (milestone 5). This methodology will ensure that public institutions accurately and comprehensively disclose public revenues and thus will limit opportunities for unethical practices to be hidden and promote civil engagement and understanding. The public asset inventory will then be recorded into the Albanian Government Financial Information System (AGFIS) (milestone 6) for budgetary institutions with AGFIS access and into excel for budget institutions without direct access to AGFIS (milestone 7) which will enable traceability and oversight.</p>
<p>Why is this commitment relevant to OGP values?</p>	<p><u>Transparency & Access to Information</u></p> <p>This commitment increases the amount of information and data on</p>

	<p>public assets. An improved system with clear guidelines improves the quality of the information available by ensuring that the information is comprehensive, accurate and updated. It also focuses on using internationally agreed best practices and standards to ensure easy comprehension and comparability of data. Information will be in a format that is understandable and accessible to citizens through the use of plain language where possible and supplementary information to explain more complex subjects.</p> <p><u>Public Accountability</u></p> <p>Increased transparency makes the government more exposed in the eyes of citizens regarding how public money is generated and collected. Through the improvement of certain procedures and methodologies and rules and the establishment of others, all in alignment with international best practices, this commitment develops the framework necessary to hold the public institutions accountable for their asset disclosures and valuations. Through partnerships with SECO the inventory and register will promote accountability to external, as well as internal authorities.</p> <p><u>Public & Civic Participation</u></p> <p>By making public revenue information more accessible, through a standardized methodology that utilizes transparent guidelines the public is able to be better informed on public finances and thus, can contribute feedback to inform or influence the relevant government actions and policies. Furthermore, by making available all relevant financial data regarding the revenues collected by government from various industries this commitment will bring industry, government and civil society stakeholders into the monitoring process.</p> <p><u>Technology & Innovation</u></p> <p>The functioning of the electronic information system the Albanian Government Financial Information System (AGFIS) will support the functionality of the register. It will also help ensure that the data uploaded is complete and comprehensive in compliance with the set standards to ensure it promotes transparency and traceability such that the public institutions can be held accountable.</p>			
Additional Information	Public Finance Management Reform (PFM Strategy 2019-2022).			
Completion Level	Not Started	Limited	Substantial	Completed

			X	
Description of the results	<p>Transparency of Government Reporting and Improve Accessibility to Information is priority not only in the OGP framework, but also from sectorial programmes priorities, such as PFM reform. The existing PFM programme was revised in the second half of 2020. MoFE undertook a thorough review process of the Strategy log frame and action plan with a major focus on indicators, targets and their timeline, in order to take into consideration, the negative impact of the 2019 earthquake and the COVID-19 pandemic on reaching the PFM Strategy results.</p> <p>The Strategy log frame, change of indicators, target and their timelines were discussed by the 13th PFM Steering Committee in January 20, 2021 and after reflection of comments, the revised action plan for 2020-2022 was approved. One of the discussion topics at the meeting was MoFE engagement in the Open Government Partnership initiative. This meeting was attended by members of SC, Development and Integration Partners and Civil Society Organizations.</p> <p>During 2020 four consultation meeting were organized (respectively on September 10, 15, 30, and October 14, 2020) in order to prepare and discuss OGP action plan 2020-2022, specifically for Fiscal Transparency Component. Civil Society Organizations attended the meetings. Another meeting was organized on May 20, 2021. Representatives of civil society and members of the working group were invited to the meeting to discuss the OGP 2020-2022 Action Plan Review.</p> <p>For each priority measure of the action plan OGP 2020-2022, as below is presented the overall performance and the results achieved during 2020 and first half of 2021 from this action plan implementation.</p> <p><u>Priority Measure 1: Accounting is in compliance with appropriate international public-sector accounting standards.</u></p> <p>1. Legal acts and accounting standards in line with International Public Sector Accounting Standards (IPSAS) and approved</p>			

country strategic action plan are in place. During 2020, was developed the process of the selection of consultant that will help the MoFE in the drafting of the legal acts and accounting standards in public sector, based on the gap analysis conducted by this consultant. During 2021 has begun the process of translation of the accounting standards in public sector.

2. Inventory of assets implemented in all central government institutions, based on the approved methodology. During 2020, materials have been extracted in order to draft a methodology. During first half of 2021, a first draft of the methodology is prepared.

3. Guidelines for recognition and valuation developed/updated. Materials have been extracted in order to draft the guidelines

4. Depreciation and impairment policies developed (in line with the strategy for implementing accounting standards). Materials have been extracted for the preparation of the instruction in order to develop the above-mentioned policies.

Priority Measure 2: 'Improved Assets management' Preparation and publication of the full asset registry of public sector, based on the improved'

1. Methodology and guidelines for a full public asset inventory in Central Government (CG) institutions prepared; During 2020, materials have been extracted in order to draft a public sector asset inventory methodology. During first half of 2021, a first draft of the methodology is prepared.

2. Full public assets inventory is recorded in AGFIS by those BIs which have direct access in this system. Three Budget Institutions, namely Ministry of Culture, Ministry of Tourism and Environment and Albanian Road Authority have entered the assets inventory in the asset module in AGFIS, during 2020. Several trainings on assets management were provided by the Business Processes Department of MOFE to finance specialists of these BIs (6 staff in total).

Other institutions are in process to record public assets inventory in AGFIS.

3. Full public assets inventory is recorded in Excel (for BIs which not have direct access in AGFIS)

	All GG institutions not enrolled in AGFIS have prepared the evaluated asset balances and send to Treasury District Offices for registration in AGFIS.		
Next steps	The efforts will continuous to implement the undertaken engagement in order to improve the revenue transparency in terms of the financial and non-financial performance reporting in line with international standards to improve coverage, quality and accessibility of information on public finances.		
Milestone Activity with a verifiable deliverable	Start Date:	End Date:	Completion level
Legal acts and accounting standards in line with International Public Sector Accounting Standards (IPSAS) and approved country strategic action plan are in place.	Jan. 2020	Dec. 2022	Substantial
Inventory of assets implemented in all central government institutions, based on the approved methodology.	Jan. 2020	Dec. 2022	Substantial
Guidelines for recognition and valuation developed/updated.	Jan. 2020	Dec. 2022	Substantial
Depreciation and impairment policies developed (in line with the strategy for implementing accounting standards).	Jan. 2020	Dec. 2022	Substantial
Methodology and guidelines for a full public asset inventory in Central Government (CG) institutions prepared;	Jan. 2020	Dec. 2022	Substantial
Full public assets inventory is recorded in AGFIS by those BIs which have direct access in this system.	Jan. 2020	Dec. 2022	Substantial
Full public assets inventory is recorded in Excel (for BIs which not have direct access in AGFIS)	Jan. 2020	Dec. 2022	Substantial
Contact Information			

Lead implementing agency		Ministry of Finance and Economy,
Persons responsible person from implementing agency		
Title, Department		Directorate for Managing the Reforms in Public Finance
Email and Phone		
Other Actors Involved	Government, Ministries, Department/ Agency	The Institute of Statistics (INSTAT), Budget Institutions;
	CSOs, private sector, multilaterals, working groups	Most of the CSO in Albania, which mission is related with economic development and public finance issues/ Universities/ Faculty of Economy, World Bank, SECO.
Additional Information		