



REPUBLIKA E SHqipërisë

The Open Government Partnership National Action Plan For Albania 2020 - 2022

Self Assessment Report
September 2021



***Open Government Partnership
Action Plan for Albania 2020-2022***

2020-2022 OGP Commitments

Thematic Components

Anti-Corruption

Digital Governance

Access to Justice

Fiscal Transparency

Commitments

2

Integrity Plans

Beneficial Ownership

3

Expansion of e-government services

Expansion of Open Data Portal

Improving public service delivery in Integrated Services Centers & service counters

2

Access to Justice Aligned with Laws & Best Practices

Ministry of Justice website is fully functional & ministry accountability strengthened

2

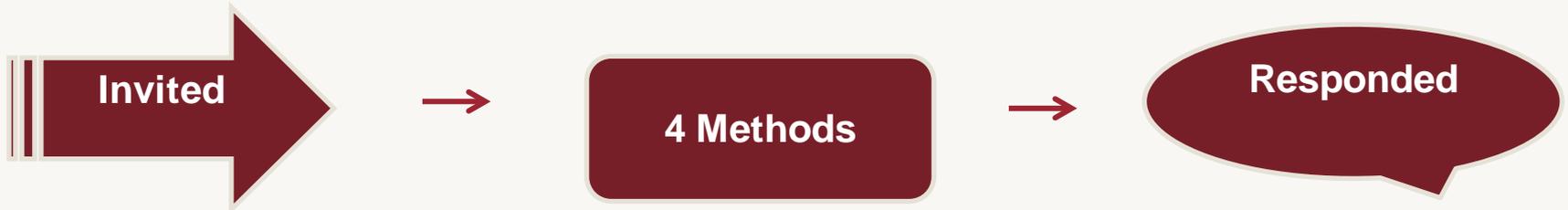
Increased Budget Transparency

Increased Public Revenue Transparency

Lead Focal Point Institutions

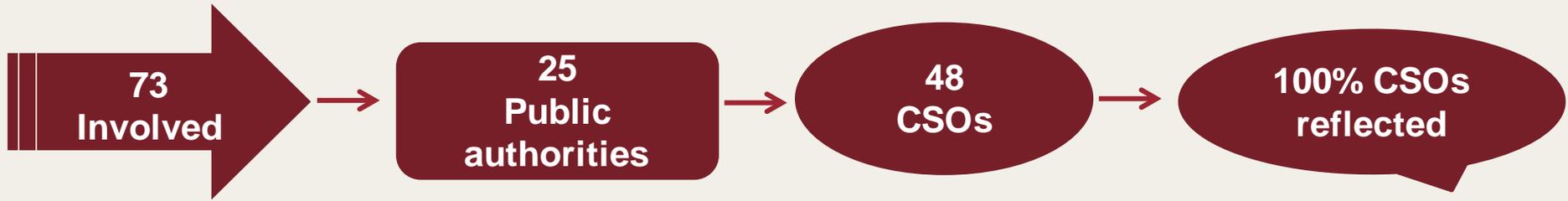
| Anti-Corruption | Digital Governance | Access to Justice | Fiscal Transparency |
|---|---|---------------------------|--------------------------------------|
| Ministry of Justice (MoJ) Ministry of Finance & Economy (MoFE) | National Agency for the Information Society (NAIS) Service Agency for the Provision of Integrated Services (ADISA) | Ministry of Justice (MoJ) | Ministry of Finance & Economy (MoFE) |

Consultation Procces for the Monitoring Report



Stakeholder Participation

Thematic Stakeholder Consultations



Participation in Consultations

23%
CSOs

**C1: Anticorruption
Thematic
Consultation**

6%
CSO's

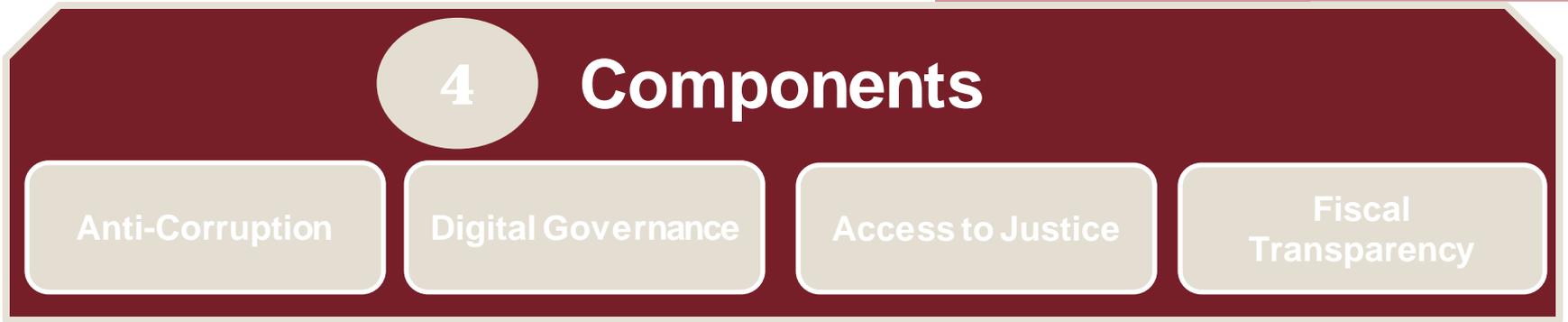
**C2: Digital
Thematic
Consultation**

15%
SCO's

**C3: Open Justice
Thematic
Consultation**

56%
CSO's

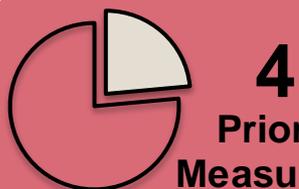
**C4: Fiscal
Thematic
Consultation**



Anti-Corruption



Commitments
22% of total



Priority Measures
24% of total



Milestones
32% of total

Digital Governance



Commitments
33% of total



Priority Measures
18% of total



Milestones
17% of total

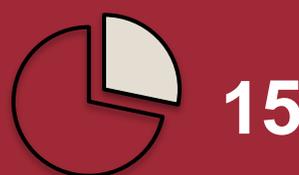
Access to Justice



Commitments
22% of total



Priority Measures
29% of total



Milestones
28% of total

Fiscal Transparency



Commitments
22% of total



Priority Measures
29% of total



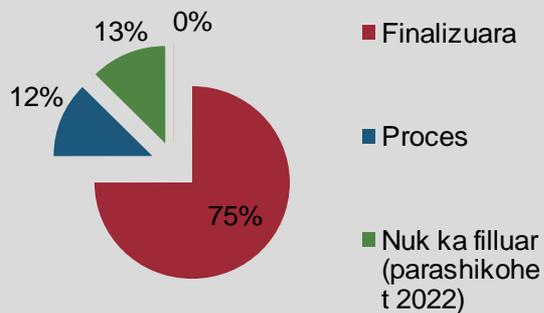
Milestones
23% of total

Anti-Corruption

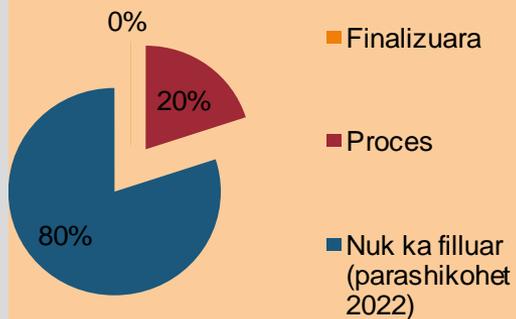
The achievement of the Priority Measures



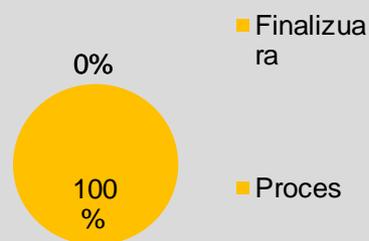
The achievement of the Priority Measure 1



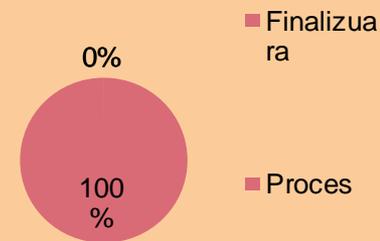
The achievement of the Priority Measure 2



The achievement of the Priority Measure 3



The achievement of the Priority Measure 4

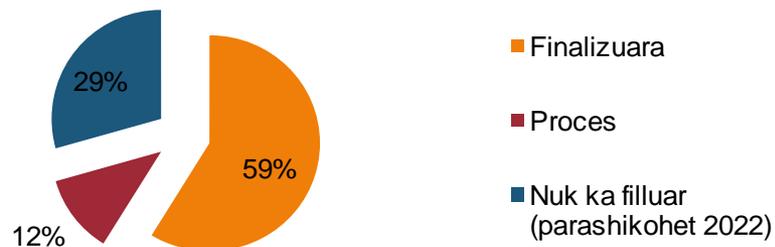


Anti-Corruption

The achievement of the Milestones



The achievement of the Milestones

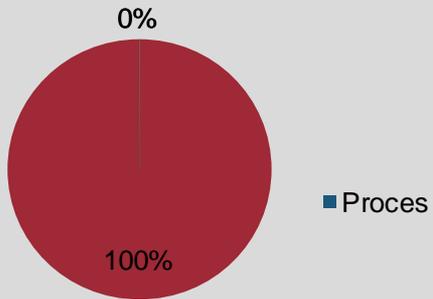


Digital Governance

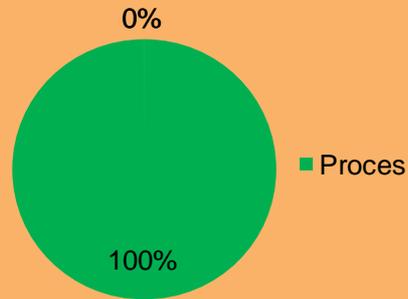


The achievement of the Priority Measures

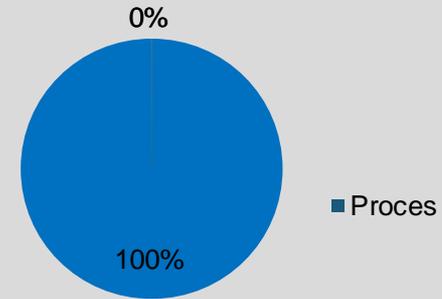
The achievement of the Priority Measure 1, Commitment 3



The achievement of the Priority Measure 2, Commitment 4



The achievement of the Priority Measure 3, Commitment 5



Digital Governance



The achievement of the Milestones

The achievement of the Milestones

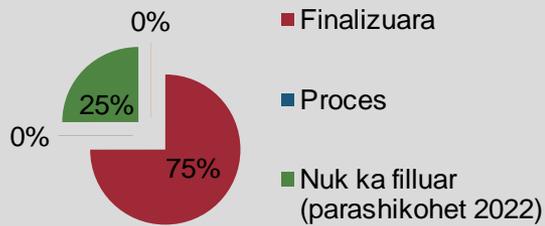


Access to Justice

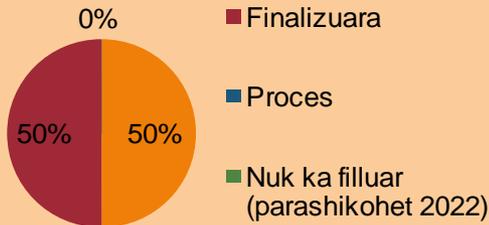


The achievement of the Priority Measures

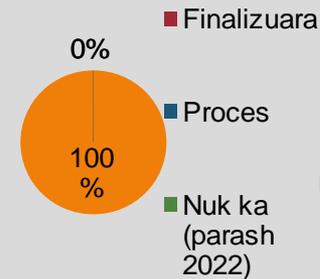
Monitoring Report Period: The achievement of the Priority Measure 1/Commitment 6



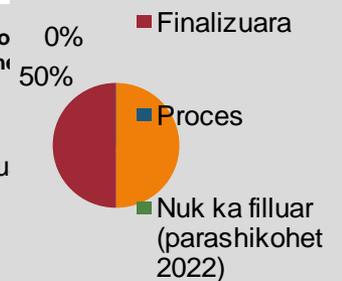
Monitoring Report Period: The achievement of the Priority Measure 2/Commitment 6



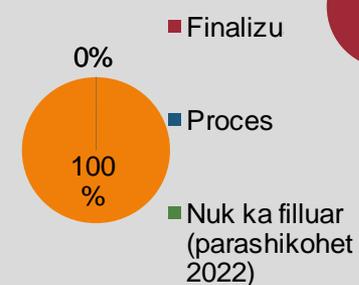
Monitoring Report Period: The achievement of the Priority Measure 1/Commitment 7



Monitoring Report Period: The achievement of the Priority Measure 3/Commitment 7



Monitoring Report Period: The achievement of the Priority Measure 2/Commitment 7

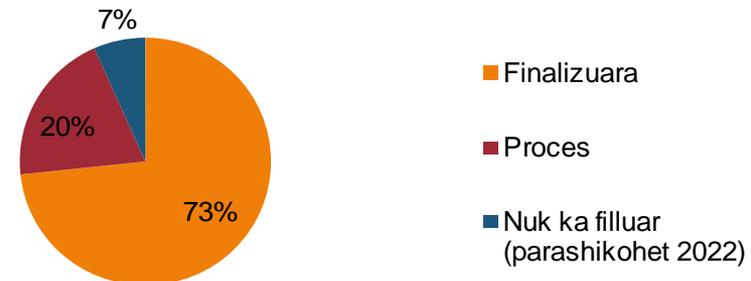


Access to Justice



The achievement of the Milestones

Component 3: The achievement of the Milestones

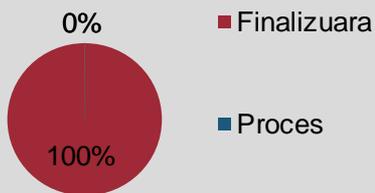


Fiscal Transparency

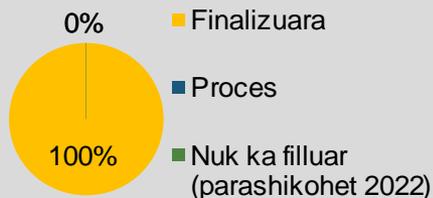


The achievement of the Priority Measures

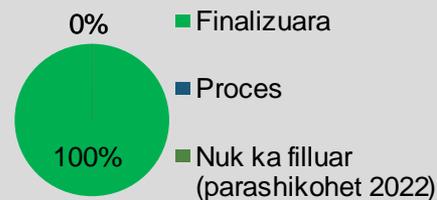
Monitoring Report Period: The achievement of the Priority Measure 1/Commitment 8



Monitoring Report Period: The achievement of the Priority Measure 2/Commitment 8



Monitoring Report Period: The achievement of the Priority Measure 3/Commitment 8



Monitoring Report Period: The achievement of the Priority Measure 1/Commitment 9



Monitoring Report Period: The achievement of the Priority Measure 2/Commitment 9



Fiscal Transparency



The achievement of the Milestones

Component 1:

Anti-Corruption

Component 2:

Digital Governance

Component 3:

Access to Justice

Component 4:

Fiscal Transparency

Component 1:

Anti-Corruption

Component 1: *Anti-Corruption*

Specific objective: *Integrity Plans*

What is the commitment

IP creates a framework for the development and implementation of integrity plans throughout the public administration.

IP is an applicable instrument that strengthens and improves the performance of public institutions, their accountability and transparency.

What is the problem the idea will address

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.

Addressing corruption is an important challenge that requires action at all levels of public administration.

As the main public institution responsible for anti-corruption, MoJ/NCAC leads the inter-institutional commitment to ensure a higher performance and culture in the fight against corruption.

This inter-institutional commitment 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.

MoJ is the first central level institution to conduct an integrity risk assessment and develop an Integrity Plan. This is a model document for its dependent institutions and other 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 strengthen institutional resistance to integrity breaches. MoJ IP will positively impact all other ministries, as well as dependent institutions, in their institutional anti-corruption agendas. The integrity risk assessment methodology for central government, first applied to the Ministry of Justice in 2020.

Objective of idea

To create a methodology, evaluate and develop not only the increase of integrity within the MoJ, but also to lead this example in other ministries and depending institutions. Commitment prioritizes structured reporting frameworks and consultation and monitoring mechanisms that promote citizen involvement and accountability

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.

Expected results

- The integrity plan guideline and integrity risk assessment methodology for the central government have been adopted;
- Integrity risk assessment conducted in institutions subordinated to the Ministry of Justice and integrity plans approved;
- Strengthening the capacities of technical staff on the identification of integrity risks;
- Information and presentation mechanisms for the risk assessment process and the introduction of the integrity guide;
- Increased transparency by public administration institutions on IP

Component 1: *Anti-Corruption*

Specific objective: *Integrity Plans*

Indicator's achievement's for this monitoring period:

- Manual (methodology) drafted and approved: – (order of the MoJ, no.334, date 07.10.2021)
- Workshops on the identification of risk assessment and IP drafting process: - 13 workshop meetings/ January-March 2021.
- MoJ IP approved: - (order of the MoJ, no.333, date 07.10.2021)
- MoJ Integrity Plan roundtable: - (launching meeting at November 12, 2020; hybrid meeting.
- No. of bulletins for increasing transparency produced/published (2021/2022):- June 2021 e-bulletin published and delivered; <https://drejtesia.gov.al/e-buletin/>

Component 1: *Anti-Corruption*

Specific objective: *Integrity Plans*

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

MoJ/ NCAC has drafted and approved in 2020, the document "Methodology of Integrity Risk Assessment for central government institutions".

2020: MoJ organized workshops strengthening the capacities of technical staff to integrity risk assessment process and IP drafting (by January)/Analysis and assessment of the intensity of identified risks (by February) Analysis and assessment of the intensity of identified risks/ MoJ IP drafting (by March) and Finalization of the draft document: Methodology for monitoring IP for central government institutions (by June)/approval and delivery of Integrity Risk Assessment Methodology and the MoJ IP (by November).

2021:

MoJ/ NCAC has held during January, February and April 2021, 3 meetings on integrity risk assessment in its dependent institutions and drafting of IP.

MoJ dependent institution are dealing with risk assessment and IP drafting. They all have established with working groups; integrity risk assessment has been completed in two dependent institutions, respectively in Directorate of Free Legal Aid and Internal Control Service in Prisons and still continues to be in process in all other dependent institutions; by end of 2021 will be finalized and approved IP.

MoJ/NCAC distributed and published the 1st newsletter in order to increase transparency by public administration institutions.

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

2021: A draft / instrument on Methodology for monitoring the Integrity Plan of central government institutions, is prepared; It is sent out for consultation to CSOs (partners in the process) via email and an online consultation roundtable is planned for July 2021.

Component 1: *Anti-Corruption*

Specific objective: *Integrity Plans*

Transparency & Access to Information

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 been published and are publicly available.
(Milestones 3,4,9)

Civic & Public 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 and their means of control.
(Milestones 1, 4, 9)

Public Accountability

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

Technology & Innovation

The publication on the Internet and / or on the web of the 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.
(Milestones 3, 4, 8, 9)

Component 1: Anti-Corruption
Specific objective: Integrity Plans

| Priority Measure 1: Integrity plans drafted and approved by central government institutions | Indicators | Lead Responsible Institution | Supporting / Agencies | Timeframe | | Indicative cost | Sources of Finance | |
|--|---|-------------------------------------|------------------------------|------------------|------------|------------------------|---------------------------|--------------------------|
| | | | | Start | End | | State Budget | Foreign Financing |
| Milestone 1: Methodology document: Guidance / integrity risk assessment methodology for the central government drafted | Manual (methodology) drafted | MoJ | CSO | Jan. 2020 | June 2020 | 237 | | 237 |
| Milestone 2: Strengthening the capacities of the MoJ technical staff on the identification of integrity risks | Workshops on the identification of work processes/Analyses and assessment of the intensity of integrity risks | MoJ | CSO | Jan. 2020 | June 2020 | 4055 | | 4055 |
| Milestone 3: Approval and Publication of the Integrity Risk Assessment Methodology for the central government | Manual (methodology) approved | MoJ | | June 2020 | Dec. 2020 | 237 | | 237 |
| Milestone 4: Drafting, consulting, approval and publication of the IP document of the MoJ | MoJ IP approved | MoJ | | June 2020 | Dec. 2020 | 330.5 | | 330.5 |

Component 1: Anti-Corruption
Specific objective: Integrity Plans

| <i>Priority Measure 2:</i> Comprehensive analysis on the applicability of integrity plans in the Ministry of Justice and line ministries | Indicators | Lead Responsible Institution | Supporting / Agencies | Timeframe | | Indicative cost | Sources of Finance | |
|--|---|-------------------------------------|------------------------------|------------------|------------|------------------------|---------------------------|--------------------------|
| | | | | Start | End | | State Budget | Foreign Financing |
| Milestone 9: Methodology document: instrument on monitoring Integrity Plans in central government institutions | Manual (methodology) monitoring/evaluation of IP implementation, conducted and approved | MoJ | CSOs | Jan. 2021 | June 2021 | Administrative cost | | |

Component 1: ***Anti-Corruption***

Specific Objective: Beneficial Ownership

Overview

- The Law "On the Beneficial Owners Register ", fulfils one of the recommendations of MONEYVAL.
- This law regulates the definition of the beneficial ownership; the obligated entities which must register the beneficial owners; the creation, functioning and administration of Beneficial Owners Register ; the procedure and the manner of registration and storage of the registered data of the beneficial ownership as well as the punitive measures in case of non-registration of the beneficial ownership.

Challenges

- Understanding of the notion of beneficial owner by the reporting entities
- Willingness of the reporting entities to fulfill the legal obligation to register the data of their beneficial owners in the beneficial owners register

Component 1: *Anti-Corruption*

Specific Objective: Beneficial Ownership

What is the commitment

Drafting and approval of the Law on the Beneficial Owners Register, and the respective sublegal acts

The establishment of the Beneficial Owners Register.

What is the problem the idea will address

Fulfillment of the recommendations of MONEYVAL for the drafting and approval of the Law on the Beneficial Owners Register, and the respective sublegal acts, as well as for the establishment of the Beneficial Owners Register.

By means of this law, by means of the definition of the beneficial owner, the designation of the subjects that have the obligation of registering their beneficial owners in the register created for this purpose, defining at the same time their rights and obligations, of the institution in charge of data registration and their administration and other institutions that in order to fulfill 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 (subject commercial and NPO), registered in the Republic of Albania and identified with NUIS / NIPT.

Also, this law provides for 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 beneficiary owner, punitive measures are provided in case of non-fulfillment of this legal obligation, within the deadline provided by law.

Objective of idea

To determine the manner and procedures of the registration of the data of the beneficial owners of the reporting entities, as well as the notification from the competent state authorities and from the obligated subjects in case the data in their possession are different from the data registered in the Beneficial Owners Register

Expected results

Drafting and approval of the Law on the Beneficial Owners Register, and the respective sublegal acts

The establishment of the Beneficial Owners Register.

Component 1: *Anti-Corruption*

Specific Objective: Beneficial Ownership

Transparency & Access to Information

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

- name and surname of the beneficiary owner;
- citizenship
- year and month of birth;
- the date of determination of the individual as a beneficiary owner;
- type and percentage of ownership.
 - ✓ Direct
 - ✓ indirect.

The other data of the beneficial owners, registered in the Beneficial Owners Register and which are not freely accessible according to point 1 of this article, can be accessed by:

persons authorized to represent the reporting entity only in the data registered in the register for the entity they represent;

competent state authorities

- Bank of Albania.
- General Directorate of Taxes;
- Financial Supervision Authority;
- General Directorate of State Police;
- Prosecution;
- Special Structure against Corruption and Organized Crime (SPAK).

Public Accountability

The competent state authorities, in cases when the data registered in the register do not match the data in their possession, notify the NBC.

Also, if an obliged entity finds that the data registered in the Beneficial Owners Register do not match the data held by them, then the obliged entity notifies the reporting entity and the National Business Center.

Civil & Public Participation

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 beneficial owners.

Obliged entities may obtain information on the data recorded in the register, which are not freely accessible and public, when this data is needed to fulfill their legal duties.

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

Technology & Innovation

All data on beneficiary owners are recorded in the Beneficial Owners Register.

The Beneficial Owners Register is a state electronic database in which are recorded the data of the beneficial owners of the entities that have the obligation to report them, which collects in real time the data registered in the respective state registers administered by relevant state institutions, and serves as the official electronic archive and ensures transparency in the area of beneficial owners.

The Beneficial Owners Register is administered by the National Business Center.

Component 1: *Anti-Corruption*
 Specific Objective: *Beneficial Ownership*

| Priority Measure 1: Approval of the draft law “Register of Beneficial Ownership” | Indicators | Lead Responsible Institution | Supporting / Agencies | Timeframe | | Indicative cost | Sources of Finance | |
|--|--|------------------------------|-----------------------|-----------|-----------|-----------------|--------------------|-------------------|
| | | | | Start | End | | State Budget | Foreign Financing |
| Milestone 1: Drafting and approval of the Law on the Beneficial Owners Register | Drafting, consulting with stakeholders and following the procedures of the approval of the draft law | MoFE | NBC | Jan. 2020 | Dec. 2020 | | | |

| <i>Priority Measure 2:</i> Implementation of the Law on the Register of Beneficial Ownership | Indicators | Lead Responsible Institution | Supporting / Agencies | Timeframe | | Indicative cost | Sources of Finance | |
|--|--|------------------------------|-----------------------|-----------|------------------|-----------------|--------------------|-------------------|
| | | | | Start | End | | State Budget | Foreign Financing |
| <p>Milestone 2: Drafting and approval of bylaw: - DCM “On determining the manner and procedures of data registration for beneficial ownership, as well as the notification from the competent state authorities and from the obligated subjects”</p> | <p>Drafting, consulting with stakeholders and following the procedures of the approval of the draft law.</p> <p>Adopted by law</p> | MoFE | NBC | Jan. 2020 | Dec. 2020 | | | |
| <p>Milestone 3: Drafting and approval of bylaw: DCM “On determining the rules for the functioning of the Register of Beneficial Ownership, on the way of communication in electronic form and exchange of data between the National Business Center and responsible state bodies, as well as for the manner and terms of communication between the Register of Beneficial Ownership, the Trade Register and the Register of Non-Profit Organizations”</p> | <p>Drafting, consulting with stakeholders and following the procedures of the approval of the draft bylaw.</p> <p>Adopted by law</p> | MoFE | NBC | Jan. 2020 | Dec. 2020 | | | |
| <p>Milestone 4: Creation of the register of Beneficial Ownership.</p> | <p>Drafting, consulting with stakeholders and following the procedures of the approval of the draft law.</p> <p>Register of beneficial ownership created</p> | MoFE AKSHI | | Aug 2020 | 31 January. 2021 | | | |

Component 2:

Digital Governance

Component 2:

Digital Governance

Overview

- Digital development creates new opportunities to enhance trust in the public sector;
- Creating an administration that focused primarily on the needs of citizens, with particular attention to be paid to addressing accessibility needs of marginalized groups.

Collaboration with Civil Society

- In order to increase collaboration with civil society ADISA has periodical meetings and Focus Groups with representatives of civil society to promote continuous improvement in service delivery process, and to support the necessary change in the institutional and management culture.

Challenges

- The absence of information on public services, a condition that created ambiguity and possibilities of misuse of the funds of the citizens and companies.
- Not just changing the mentality about service delivery, but also raising citizens' awareness of their rights as beneficiaries of public services.

Component 2:

Digital Governance: Comm 3;4

Indicator's achievement's for this monitoring period:

- 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.
- 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 statistics etc.;
- 30 explanatory materials such as tv cronicles, articles etc.;
- Monthly statistics reports published at the end of each month on the e-Albania portal.
- 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.
- NAIS have conducted an online survey regarding the use of the Open Data portal on how satisfied the users are: 46.1% of the users have used the open data for a personal initiative; 41% of the opendata users are very satisfied and 40.9% are satisfied (81.9% in total satisfied users); 75.8% find it easy to access and use the portal.

Component 2:

Digital Governance: Comm 5

Indicator's achievement's for this monitoring period:

- 18 Citizen Satisfaction Surveys conducted at ADISA ISC's which showed that majority of citizens were "Satisfied" or "Very satisfied".
- 18 surveys that has measured the application time were conducted which showed an average time of application of 9 minutes (in 2021) decreased 10% from 2020.
- 7 Focus Groups were organized to create a better understanding of the situation with public services from the perspective of the citizens.
- ADISA has set up 7 new Integrated Service Centers, where public services are now provided maintaining all European standards in terms of service provision and accessibility

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

What is the commitment

By the end of the year, more than **1200** public services or **95%** of all public service applications will be provided on e-Albania portal

What is the problem the idea will address

- Administrative burden on citizens and businesses in obtaining public services;
- Time costs & corruption risks of face-to-face contact between citizens & administration officials

Objective of idea

Transforming public services through increased accessibility of public services & changing the mind-set of citizens on this form of communication with public institutions.

Expected results

- Increasing transparency & quality of service delivery;
- Reduction in service delivery costs;
- Facilitation of bureaucratic procedures;
- Prevention of opportunities for corruption

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

Transparency & Access to Information

- 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

Civic & Public Participation

- 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.

Public Accountability

- 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:
- 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.

| Priority Measure 1: Increasing the no. of e-services on e-Albania portal | Indicators | Lead Responsible Institution | Supporting / Agencies | Timeframe | | Completion level |
|--|---|--|--|-----------|-----------|--|
| | | | | Start | End | |
| <p>Milestone 1: Implementing new e-services on e-Albania platform</p> | No. of public services available online on e-Albania portal | National Agency for Information Society (NAIS) | Line Ministries and their dependent institutions, local government, independent institutions | Jan. 2020 | Dec. 2022 | <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>Milestone 2: Promotion of e-services of the e-Albania platform</p> | Explanatory materials to educate citizens on the use of e-services. Feedback mechanism for recommendations to improve the e-services and accessibility. | National Agency for Information Society (NAIS) | Line Ministries and their dependent institutions, local government, independent institutions | Jan. 2020 | Dec. 2022 | <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 statistics etc.; • 30 explanatory materials such as tv cronicles, articles etc.; • Monthly statistics reports published at the end of each month on the e-Albania portal. |

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

What is the commitment

Increase the volume and quality of government data being published in an open format on the Open Data Portal.

What is the problem the idea will address

- More engagement is required to bring other public bodies to make their data available as open data;
- Greater promotion of the portal amongst potential users.

Objective of idea

Improve access to information and strengthen transparency by scaling up the volume and quality of open data available on the Government's open data portal.

Expected results

- 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.

Expansion and increased accessibility of the Open Data Portal

Transparency & Access to Information

- 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

Public Accountability

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 there are any gaps or misleading information.

Civic & Public Participation

- 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.

Technology & Innovation

Open data presents opportunities to provide innovative, evidence-based policy solutions and support economic benefits and social development for all members of society.

Specific Objective: Expansion and increased accessibility of the Open Data Portal

| Priority Measure 1: Expanding the context and accessibility of the Open Data Portal | Indicators | Lead Responsible Institution | Supporting / Agencies | Timeframe | | Completion level |
|---|---|--|--|-----------|-----------|--|
| | | | | Start | End | |
| <p>Milestone 1: Increasing the number of datasets accessible through the open data portal.</p> | No. of datasets on portal | National Agency for Information Society (NAIS) | Line Ministries; Subordinate institutions and their dependent institutions; local government, independent institutions | Jan. 2020 | Dec. 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. |
| <p>Milestone 2: Raising awareness and promoting usage through multiple communication channels.</p> | Explanatory materials on open data portal. Surveys conducted for recommendations to improve the portal and its accessibility. | National Agency for Information Society (NAIS) | Line Ministries; Subordinate institutions and their dependent institutions; local government, independent institutions | Jan. 2020 | Dec. 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 open data users are very satisfied and 40.9% are satisfied (81.9% in total satisfied users); - 75.8% find it easy to access and |

Commitment 5: Improving the quality of public service delivery in ADISA Integrated Services Centers (ISC's) & service counters

What is the commitment

Inclusive approach for the assessment of the quality and accessibility of public service delivery at ADISA ISCs centered on listening to the needs of citizens.

It provides multiple opportunities and mechanisms for citizens to express their feedback and commits to a transparent process of incorporating citizen feedback towards improved public service delivery quality and accessibility.

What is the problem the idea will address

Lack of accessibility to quality public service delivery, especially for vulnerable & marginalized groups.

Citizens' needs be heard and serve as input to further improve service delivery

Objective of idea

Aims to improve public service by listening directly to the needs of citizens in order to increase accessibility of quality public service delivery.

Expected results

- Multiple mechanisms are in place for continuous feedback from citizens on public service delivery to ensure all voices are heard;
- ISCs are accessible for all citizens including marginalized /vulnerable groups;
- Improved service delivery reflects citizens' needs;
- Reduced application time at ADISA ISCs;
- Increased accountability of public service providers;
- Increased citizen satisfaction;
- Increased public trust that citizens' needs are heard and addressed.

Improving the quality of public service delivery in ADISA Integrated Services Centers (ISC's) & service counters

Transparency & Access to Information

The citizen surveys and focus groups will be part of a transparent on-going assessment process of public service delivery.

Publication of findings will provide transparency on performance of public service delivery.

Public Accountability

- 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 basis for improvements;
- Maintenance of electronic database/record of feedback promotes traceability & standardized processes for tracking of feedback results & accountability to addressing citizens' needs.

Civic & Public Participation

- Includes different types of opportunities - surveys, focus groups - for citizens to provide feedback on public service delivery;
- Continuous implementation of feedback mechanisms to provide citizens with on-going opportunities to contribute feedback and ideas;
- Focus groups enable in-depth contributions from citizens and/or civil society organizations to promote inclusivity of participation;
- Citizen feedback will be incorporated into projects to increase accessibility;
- Projects will be published online and available for public comment and contribution.

Technology & Innovation

- Electronic systems enable legitimate citizen feedback systems & increase accessibility for all citizens;
- Online platforms & electronic databases ensure traceability & tracking of survey results;
- Electronic databases of survey results will facilitate public accountability by providing a clear mechanism to track agency's progress in addressing citizens' concerns.

Specific Objective: Improving the quality of public service delivery in ADISA ISC's & service counters

| Priority Measure 1: Improving the quality of public service delivery in ADISA Integrated Services Centers (ISC's) and service counters | Indicators | Lead Responsible Institution | Supporting / Agencies | Timeframe | | Indicative cost | Sources of Finance | |
|---|---|------------------------------|-------------------------------|-----------|-----------|-----------------|--------------------|-------------------|
| | | | | Start | End | | State Budget | Foreign Financing |
| Milestone 1: Conducting citizen satisfaction surveys at ADISA ISC's State of play: 18 Citizen Satisfaction Surveys conducted at ADISA ISC's which showed that majority of citizens were "Satisfied" or "Very satisfied". | 1. Level of citizen satisfaction | ADISA | Prime Minister's Office (PMO) | Jan. 2020 | Dec. 2022 | 1,259,084 ALL | 1,259,084 ALL | - |
| Milestone 2: Conducting surveys to measure the application time at ADISA ISC's. State of play: 18 surveys that measured the application time were conducted. The average time of application is 9 minutes (in 2021), decreased by 10% from 2020. | 2. Decreased application time at ADISA ISCs; | ADISA | PMO | Jan. 2020 | Dec. 2022 | 1,259,084 ALL | 1,259,084 ALL | - |
| Milestone 3: Focus groups to identify the needs and areas of improvement State of play: 7 Focus Groups were organized with citizens or civil society org. to have a better understanding of the situation with public services from their perspective. | 3. Mechanism for continuous feedback from citizens on public service delivery | ADISA | PMO | Jan. 2020 | Dec. 2022 | 13.450\$ | - | 13.450\$ |

Specific Objective: Improving the quality of public service delivery in ADISA ISC's & service counters

| Priority Measure 1: Improving the quality of public service delivery in ADISA Integrated Services Centers (ISC's) and service counters | Indicators | Lead Responsible Institution | Supporting / Agencies | Timeframe | | Indicative cost | Sources of Finance | |
|--|--|------------------------------|-----------------------|-----------|-----------|-----------------|--------------------|-------------------|
| | | | | Start | End | | State Budget | Foreign Financing |
| <p>Milestone 4: Increasing accessibility in ADISA ISC for marginalized and vulnerable groups</p> <p>State of play: Ongoing 3 projects in 7 new ISCs for people with disability, according to European standards in terms of service provision and accessibility. Also, 1 project is ongoing on drafting the accessibility map for public service delivery institutions. 2 projects implemented to improve access to information; one especially focused on the Roma community.</p> | 4. Projects to improve accessibility for these groups prepared or implemented. | ADISA | PMO | Jan. 2020 | Dec. 2022 | 6,300,000 ALL | 900,000 ALL | 5,400,000 ALL |

Component 3:

Access to Justice

Component 3: *Access, Transparency & Accountability in Justice*

Overview

- Access to justice is characterized as a fundamental and necessary right to aim at a democratic, just and impartial society.
- Considered as one of the main principles of the rule of law, with the aim of improving the performance of institutions, strengthening the system of transparency, effectiveness & impartiality in Albanian courts & opportunities for citizens to provide a legal remedy in basic human rights standards.

Collaboration with Civil Society

- The initiatives of non-profit organizations and their projects are engaged and focused in the field of justice have played a role in informing and educating the public legally;
- Civil society has played an important role in supporting improved access to justice. The Open Society Foundation for Albania has supported the establishment of the Directorate of Legal Aid Guaranteed by the State to help citizens who do not have the financial means to pursue their problems;
- State-guaranteed legal representation and assistance, will coordinate and collaboration with civil society organizations to ensure that all citizens have access to quality legal support and resources.

Challenges

- Improving citizens' trust in the justice system and attitudes towards justice reform
- Improving integrity and professional and technical competence of justice institutions and all actors within this system (judges, prosecutors, lawyers, notaries, bailiffs, mediators) towards approximation with European standards will facilitate a more accountable and competent system.

Component 3: ***Access, Transparency & Accountability in Justice***

Indicator's achievement's for this monitoring 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 6: *Access to justice is guaranteed & aligns with EU standards & best practices*

Objective of idea

Develop the necessary environment that enables and ensures citizens to be able to effectively achieve the quality support of justice they need to fully resolve their legal problems.

Citizens' awareness of the legal system and legal aid resources available to them is improved.

What is the commitment?

Access to justice is guaranteed & aligns with EU standards & best practices:

- Establishment of Free Legal Aid Directorate to provide guidance and legal aid to citizens lacking resources to pay for legal support;
- Strengthened cooperation between governmental, non-governmental institutions (NGOs) and civil society organizations (CSOs) via inter-institutional forum ;
- Capacity building, through development of ongoing training and examinations for legal professionals and legal aid service providers, in collaboration with universities and other experts.

What is the problem the idea will address

The problem focuses on developing the necessary environment that enables and ensures citizens to be able to effectively achieve the quality support of justice they need to fully resolve their legal problems

Expected results:

- Free Legal Aid Directorate operational to support citizens needing legal guidance and support;
- Improved inter-institutional cooperation between the MoJ, legal clinics, the National Chamber of Mediators (DHKN), the Albanian Bar Association, NGOs and CSOs;
- Strengthened professional capacity of justice professionals via new capacity building systems;
- Inter-institutional forum established to continuously improve provision of legal aid;
- Improved citizens' awareness and access to mediation services and support;
- Increase transparency and accountability between intermediaries through electronic registers available to the public.

Access to justice is guaranteed & in accordance with national laws, European standards & best practices.

Transparency & Access to Information

- Establishment of simple & non-bureaucratic mechanisms for citizens to access legal guidance & assistance;
- Online publication of all documents relating to all aspects of action plan (e.g. training requirements, services available, outcomes from forum meetings);
- Campaign to raise public awareness on legal system, resolving legal problems & legal aid resources available;
- Training to ensure legal aid professionals provide sufficient information/guidance to citizens

Public Accountability

- Standardized training modules, curriculum & examinations for legal aid providers;
- Publically accessible database of mediation activities;
- Inter-institutional cooperation & forum between government institutions & NGOs & CSOs ensures platform for answerability and accountability to citizens;
- All independent institutions included are independent & regulated by law.

Civic & Public Participation

- Implementation of measures subject to monitoring whereby stakeholders can request complete information
- Adoption of platforms where citizens can give their impressions / opinions regarding the functioning of the Action Plan measures
- Inter-institutional cooperation & forums between government institutions & NGOs & CSOs enables civil society to co-establish measures to improve legal aid delivery & co-implement
- Adoption of platforms where citizens can give feedback on the implementation of Action Plan measures

Technology & Innovation

- Uses online platforms to support citizens access to legal resources & information & guidance;
- Uses electronic databases to enable public accountability & transparency relating to mediation activities;
- Online publication of all activities, programs & relating documents to facilitate transparency, participation & accountability.

| Priority Measure 1: Legal aid is offered in an efficient and effective form which provides citizens in need, full access to such service | Indicators | Lead Responsible Institution | Supporting / Agencies | Timeframe | | Indicative cost | Sources of Finance | |
|---|--|--|---|-----------|-----------|-----------------|--------------------|-------------------|
| | | | | Start | End | | State Budget | Foreign Financing |
| <p>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.</p> | <p>Directorate of Free Legal Aid established in accordance with the legislation in force</p> <p>Directorate is staffed with sufficient capacity to guarantee the ability to provide the services required by citizens.</p> | <p>Ministry of Justice (MoJ):</p> <p>Directorate of Free Legal Aid</p> | <p>National Agency for Information Society (for electronic service)</p> | Jan. 2020 | Dec. 2020 | 39,515 | 31,088 | 8,427 |
| <p>Milestone 2: Strengthening and capacity building through appropriate training for free legal aid service providers throughout country. This includes cooperation with the Albanian Bar Association (ADB) for training of lawyers providing services and cooperation with ASPA and donors for training at legal aid service centers for students of Law Clinics and authorized NGOs so that employees gain more in-depth knowledge regarding the system of free legal aid.</p> | <p>First module of mandatory training of employees of the Primary Legal Aid Service Centers developed</p> | <p>Ministry of Justice (MoJ)</p> <p>Directorate of Free Legal Aid</p> | <p>The National Chamber of Mediators (DHKA); School of Magistrates (for training), Albanian School of Public Administration (ASPA), Donors (United Nations Development Program, Euralius)</p> | Jan. 2020 | Dec. 2021 | 0 | 0 | 0 |

| Priority Measure 1: Legal aid is offered in an efficient and effective form which provides citizens in need, full access to such service | Indicators | Lead Responsible Institution | Supporting / Agencies | Timeframe | | Indicative cost | Sources of Finance | |
|---|---|---|--|------------------|------------------|----------------------------|--------------------|-------------------|
| | | | | Start | End | | State Budget | Foreign Financing |
| <p>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. Cooperation framework established to strengthen access to justice (cooperation with Courts; Prosecution Offices; Donors; free legal aid service providers: Law Clinics at HEIs; Primary Legal Aid Service Centers; Authorized Non-Profit Organizations and Secondary Legal Aid Lawyers).</p> | <p>Cooperation framework established. Regular technical meetings held with relevant institutions and civil society actors to identify necessary measures to be taken and identify roles and responsibilities.</p> | <p>Ministry of Justice (MoJ)</p> <p>Directorate of Free Legal Aid</p> | <p>Courts; Prosecution s; Law Clinics; Primary legal aid service centers; Authorized NGOs; the National Chamber of Advocates (DHS)</p> | <p>Jul. 2021</p> | <p>Dec. 2021</p> | <p>0</p> | <p>0</p> | <p>0</p> |
| <p>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. This forum will provide an opportunity for all stakeholders involved in the process to exchange views / suggestions on how the legal aid delivery process can be improved. The forum will be institutionally set up and there will be regular periodic meetings</p> | <p>Establishment of forum.</p> <p>Forum consists of public institutions, NGOs, CSOs & citizens.</p> <p>Calendar for forum meetings established.</p> | <p>Ministry of Justice (MoJ)</p> <p>Directorate of Free Legal Aid</p> | <p>Law Clinics; Primary legal aid service centers; Authorized NGOs; the National Chamber of Advocates; courts; prosecutions;</p> | <p>Jan. 2021</p> | <p>Dec. 2022</p> | <p>Administrative Cost</p> | | |

| 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 | Indicators | Lead Responsible Institution | Supporting / Agencies | Timeframe | | Indicative cost | Sources of Finance | |
|---|---|--|---|-----------|-----------|-----------------|---------------------|-------------------|
| | | | | Start | End | | State Budget | Foreign Financing |
| Milestone 5: Increase cooperation between the Ministry of Justice and the National Chamber of Mediators (DHKN). | Framework established for cooperation & coordination between the MoJ & the DHKN. | TBD | Ministry of Justice; The National Chamber of Mediators (DHKA) | Jan. 2021 | Dec. 2022 | | Administrative Cost | |
| Milestone 6: Increasing and improving the professional capacities of intermediaries through the organization of initial continuous trainings, as well as training of trainers. This initiative will be a collaboration between the Ministry of Justice, together with the National Chamber of Mediators. | Consultation table held on relevant bylaws Regulations for trainings established Curriculum & examination methods for candidates determined Training calendar determined & implemented | Ministry of Justice; The National Chamber of Mediators (DHKA) | School of Magistrates; National Chamber of Advocates (for trainings) | Jan. 2020 | Dec. 2021 | | Administrative Cost | |

| <p><i>Priority Measure 2:</i> 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</p> | <p>Indicators</p> | <p>Lead Responsible Institution</p> | <p>Supporting / Agencies</p> | <p>Timeframe</p> | | <p>Indicative cost</p> | <p>Sources of Finance</p> | |
|--|--|---|-------------------------------------|-------------------------|-------------------|-------------------------------|----------------------------------|---------------------------------|
| | | | | <p>Start</p> | <p>End</p> | | <p>State Budget</p> | <p>Foreign Financing</p> |
| <p>Milestone 7: Organizing awareness campaigns for the mediation service in the country. In order to raise public awareness, the National Chamber of Mediators will organize awareness campaigns in order to inform the public on how to resolve various legal issues through mediation.</p> | <p>Awareness campaign topics selected in collaboration with civil society partners. Awareness campaigns organized.</p> | <p>The National Chamber of Mediators (DHKA)</p> | | <p>Jan. 2020</p> | <p>Dec. 2021</p> | | <p>Administrative Cost</p> | |
| <p>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.</p> | <p>Design of electronic database. Commissioning & implementation of database.</p> | <p>The National Chamber of Mediators (DHKA)</p> | | <p>Jan. 2021</p> | <p>Dec. 2021</p> | | <p>Administrative Cost</p> | |

Commitment 7: The Ministry of Justice website is fully functional & the appropriate capacities developed to ensure accountability

What is the problem the idea will address

Citizens lack sufficient access to MoJ information:

- Official website needs to be improved to include all relevant documents & publish new ones in a timely manner;
- Available documents may be too technical or long to be easily understood by citizens

What is the commitment?

Strengthening the functioning and capacities of the Ministry of Justice (MoJ) in the areas of transparency and accountability.

- Focuses on promoting transparency by publishing of MoJ documents online in an easily understandable format;
- MoJ establishes dedicated working group to improve the quality and quantity of information available online & the accessibility of content for non-technical citizens;
- Promotes use of technical and professional capacity to ensure sustainability of transparency efforts & on-going updating of website.

Objective of idea

To develop the necessary systems & mechanisms to ensure transparency and consequently promote accountability within the MoJ

Expected results:

Increased transparency and use of access to public information:

- MoJ official website is fully functional ;
- Information published on website in real time & is relevant to citizens when requesting services;

Improved accountability within MoJ & subordinate institutions:

- Working group ensures transparency is maintained;
- Strengthened cooperation and coordination between relevant activities and responsibilities of the MoJ and its subordinate institutions.

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

Transparency & Access to Information

- Increasing the capacity to have a fully functional website will enable citizens greater access to resources & relevant information;
- Real-time information for citizens in cases where they will request services;
- The drafting of the final report based on the current state of the internet will have a direct impact on improving the information requested by the public.

Civic & Public Participation

- Cooperation and coordination of activities will share the respective responsibilities between the institutions;
- Establishment of working groups and cooperation tables with CSOs ensures transparency efforts reflect the needs of citizens;
- Citizens able to provide feedback and contribute to the monitoring of the implementation of action plan activities

Public Accountability

- Monitoring reports, including those from civil society will be published;
- Establishment of working groups and cooperation tables with CSOs promotes external accountability;
- Reporting system will be established and implemented based on criteria for reporting system selected with feedback from external experts / consultations.

Technology & Innovation

- Improvement & maintenance of MoJ website central to increasing the accessibility of information to citizens in order for them to contribute & hold public institutions accountable;
- Use of audiovisual communication will increase accessibility of information to citizens.

| 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 | Indicators | Lead Responsible Institution | Supporting / Agencies | Timeframe | | Indicative cost | Sources of Finance | |
|--|--|--|---|-----------|-----------|-----------------|---------------------|-------------------|
| | | | | Start | End | | State Budget | Foreign Financing |
| 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 (non-technical language, diagrams, simplified concepts). | Working group established at the MoJ. Working group includes members from civil society organizations. | Ministry of Justice (MoJ); National Agency for Information Society (NAIS) | All subordinate institutions; CSOs participating in the working group | Jul. 2020 | Dec. 2020 | | Administrative Cost | |
| Milestone 2: Analysis and drafting of report on the current state of the web in which will highlight the information needed to improve access to information to the public. | Drafted analysis report. Report published and made publically available with opportunity for civil society organizations to provide feedback. | Ministry of Justice; National Agency for Information Society (NAIS) | All subordinate institutions; CSOs participating in the working group | Jul 2020 | Dec. 2020 | | Administrative Cost | |
| Milestone 3: Website of MoJ and subordinate institutions fully functional and accessible with detailed and complete publishing information. | Website fully updated. Mechanisms established to | Ministry of Justice; National Agency for Information | All subordinate institutions | Jan. 2021 | Dec. 2021 | | Administrative Cost | |

| Priority Measure 2: Increase transparency and use of access to public information | Indicators | Lead Responsible Institution | Supporting / Agencies | Timeframe | | Indicative cost | Sources of Finance | |
|---|---|------------------------------|------------------------------|-----------|-----------|-----------------|---------------------|-------------------|
| | | | | Start | End | | State Budget | Foreign Financing |
| Milestone 4: Increased transparency in making public the reporting of the strategies and the implementation of their action plans, as well as the comprehensive activities of the institution. | Publication of strategies, monitoring reports, implementation reports on the MoJ website. Publication of summaries of various reports in simplified language in order to be more accessible. | Ministry of Justice | All subordinate institutions | Jan. 2020 | Dec. 2020 | | Administrative Cost | |
| Milestone 5: Audiovisual communication of the activity of the institution as a means of increased transparency (TV appearances of the Minister, awareness campaigns, awareness activities, etc.). | Audiovisual communication integrated into communication procedures. | Ministry of Justice | All subordinate institutions | Jan. 2020 | Dec. 2022 | | Administrative Cost | |

| <p><i>Priority Measure 3:</i></p> <p>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</p> | <p>Indicators</p> | <p>Lead Responsible Institution</p> | <p>Supporting / Agencies</p> | <p>Timeframe</p> | | <p>Indicative cost</p> | <p>Sources of Finance</p> | |
|--|--|--|-------------------------------------|-------------------------|-------------------|-------------------------------|----------------------------------|---------------------------------|
| | | | | <p>Start</p> | <p>End</p> | | <p>State Budget</p> | <p>Foreign Financing</p> |
| <p>Milestone 6:</p> <p>Approval of manuals, instructions, relevant internal rules for the most efficient functioning of the institution.</p> <p>In order for the institution to be as efficient as possible in its field of activity and policy-making, all internal regulations of the basic structures will be reviewed.</p> | <p>Manuals, instructions, relevant internal rules approved.</p> <p>All internal regulations of the basic structures reviewed.</p> | <p>Ministry of Justice</p> | <p>All subordinate institutions</p> | <p>Jan. 2021</p> | <p>Dec. 2021</p> | | <p>Administrative Cost</p> | |
| <p>Milestone 7:</p> <p>Adopt an efficient reporting system of the duties and responsibilities of each institution in compliance with transparency and accountability.</p> <p>Based on the revised regulation, the manner of reporting will be determined in order to meet transparency and accountability.</p> | <p>Criteria for reporting system selected with feedback from external experts / consultations.</p> <p>Reporting system approved, adopted and integrated into the Ministry of Justice and all subordinate institutions' procedures.</p> | <p>Ministry of Justice</p> | <p>All subordinate institutions</p> | <p>Jan. 2021</p> | <p>Dec. 2021</p> | | <p>Administrative Cost</p> | |

Component 4:

Fiscal Transparency

Component 4: *Fiscal Transparency*

Overview

- **Waste & corruption**- increasing accountability over the budget and fiscal cycle can help to combat these and to ensure that budgetary decisions and spending reflect the people's interests.
- **Large informal economy & low public trust**- increasing transparency and public participation across the budget and fiscal cycle is particularly important in these circumstances.
- **Low OBI's score** –despite the transparency increase from 33 /100 in 2010 to 55/100 in 2019.
- **Priority identified and addressed** through Public Finance Management (PFM) Sectorial Strategy 2014-2020 & 2019-2022;

Collaboration with Civil Society

- CSOs, which mission is related with economic development and public finance issues and/or Universities-such as Faculty of Economy are involved in PFM consultation workshops/ committees. (as: EMA, Open Society Foundation, Open Data Albania, Co-Plan, GADC etc.)

Challenges

- **International thresholds and targets for transparency not met:** Transparency: 55/100; Public Participation:7/100; Budget Oversight:65/100
- Limited public understanding; limited stakeholder engagement; public trust in these processes is still being established.

Component 4: *Fiscal Transparency*

Indicator's achievement's for this monitoring period:

- Some modules of the "Automated budgetary government compilation 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.
- INSTAT sent to Eurostat "Table 1100 - General government expenditure by function" starting from 2017 data onwards
- INSTAT published as targeted the "Harmonized Revision Policies for Macroeconomic Statistics".
- FRU has continued to monitor the main risks and has collected information from energy sector companies and also from UKT, Albanian Railway, Albanian Post, Albgas
- The analytical reports, are disclosed in all MoFE/DMB's periodic reports, such as ABER, Mid-Year, Budget Proposal.
- Yearly budget execution reports (FY 2019 and FY 2020), have been upgraded and published on MoFE website.
- In Year budget execution reports and mid-year review report have been upgraded and published during 2020 and 2021.
- A Citizen's Budget guide has been developed and published
- A budget hearing calendar with key budget processes was prepared and implemented as planned for 2020.

Component 4: *Fiscal Transparency*

Indicator's achievement's for this monitoring period:

- A series of online capacity building workshops with CSOs 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.
- Two workshops were held in November and December 2020
- On 6-th of July, the MoFE 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 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 2021 has begun the process of translation of the accounting standards.
- In 2020, materials have been extracted in order to draft a methodology.
- In 2021 first draft of the methodology is prepared.
- Materials have been extracted in order to draft the guidelines for recognition and valuation.
- Materials have been extracted in order to develop depreciation and impairment policies.
- 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.
- All GG institutions not enrolled in AGFIS have prepared the evaluated asset balances and send to Treasury District Offices for registration in AGFIS.

Budget Transparency

Transparency & Access to Information

- More budgetary and fiscal information will be accessible to the public through more simplified and understandable formats

Civic & Public Participation

- 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

Public Accountability

- Increased transparency on budget issues will make the government more exposed in the eyes of citizens how the public money is managed and spent and therefore, more accountable to the public

Technology & Innovation

- Technological innovation through the use of a variety of channels (MoFE's website, OGP website, social network, media, etc.) will be used to promote and enhance transparency and engagement

| Priority Measure 1: 'Government National Accounts' Timely and reliable Government Financial Statistics' | Indicators | Lead Responsible Institution | Supporting / Agencies | Timeframe | | Indicative cost | Sources of Finance | |
|--|--|------------------------------|-----------------------|-----------|-----------|-----------------|--------------------|-------------------|
| | | | | Start | End | | State Budget | Foreign Financing |
| Milestone 1: 'Government National Accounts-Timely and reliable Government Financial Statistics | Compilation of Government National Accounts according to International Methodology (ESA 2010) The number of tables constructed against the total requirements. | INSTAT | MoFE&BoA | Jan. 2020 | Dec. 2021 | 7.341.695 EURO | 7.256.350 EURO" | 85.345 EURO |

| Priority Measure 2: 'Financial and performance monitoring and reporting' published in year and annually | Indicators | Lead Responsible Institution | Supporting / Agencies | Timeframe | | Indicative cost | Sources of Finance | |
|---|---|--|---|-----------|-----------|-----------------|--------------------|-------------------|
| | | | | Start | End | | State Budget | Foreign Financing |
| <p>Milestone 2: 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</p> | An improved Fiscal Risk Statement. | Ministry of Finance and Economy (MoFE) | Line Ministries; Budget Institutions Water Supply Sector and other SOE-s, Line Ministries, Contracting Authorities for Concession/PPP contracts with budget support. | Jan. 2020 | Dec. 2022 | 247.787 EURO | 227.787 EURO | |
| <p>Milestone 3: Published government yearly budget execution report.</p> | Published in year and annual financial reports contain accessible financial and non-financial performance information | Ministry of Finance and Economy (MoFE) | Line Ministries; Budget Institutions | Jan. 2020 | Dec. 2022 | | | |
| <p>Milestone 4: Published in-year budget execution reports, including the mid-year review.</p> | Published in year and annual financial reports contain accessible financial and non-financial performance information | Ministry of Finance and Economy (MoFE) | Line Ministries; Budget Institutions | Jan. 2020 | Dec. 2022 | 952.381 EURO | | 952.381 EURO |

| Priority Measure 3: Citizens' engagement in the planning and execution of the budget | Indicators | Lead Responsible Institution | Supporting / Agencies | Timeframe | | Indicative cost | Sources of Finance | |
|--|--|--|--------------------------------------|-----------|-----------|-----------------|--------------------|-------------------|
| | | | | Start | End | | State Budget | Foreign Financing |
| Milestone 5: Formal opportunities are provided for the public to engage in the planning and execution of the budget. | A budget hearing calendar with key budget processes is in place and implemented. | Ministry of Finance and Economy (MoFE) | Line Ministries; Budget Institutions | Dec. 2020 | Dec. 2022 | 313.207 EURO | 313.207 EURO | 313.207 EURO |

| Summary: Commitment 8: Priority Measures 1, 2, 3 | Indicators | Lead Responsible Institution | Supporting / Agencies | Timeframe | | Completion level | Indicator results | |
|---|---|------------------------------|---|-----------|-----------|------------------|---|---|
| | | | | Start | End | | Target 2020 | Fact Value 2021 |
| Milestone 1: Government National Accounts-Timely and reliable Government Financial Statistics | The number of tables constructed against the total requirements was used to measure this indicator. | INSTAT | MoFE&BoA | Jan. 2020 | Dec. 2021 | Met | 75% | 75% |
| Milestone 2: 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 | An improved Fiscal Risk Statement. | MoFE | LMs, BIs Water Supply Sector and other SOE-s, Line Ministries, Contracting Authorities for Concession/PPP contracts with budget support. | Jan. 2020 | Dec. 2022 | Met | +4 other SOE-s | +4 UKT, Albanian Railway, Albanian Post, Albgas |
| Milestone 3: Published government yearly budget execution report. | Published in year and annual financial reports contain accessible financial and non-financial performance information | MoFE | LMs BIs | Jan. 2020 | Dec. 2022 | Met | To publish Yearly budget execution report | Yearly budget execution report published |
| Milestone 4: Published in-year budget execution reports, including the mid-year review. | Published in year and annual financial reports contain accessible financial and non-financial performance information | MoFE | LMs BIs | Jan. 2020 | Dec. 2022 | Met | To publish in-year budget execution reports | In-year budget execution reports published |
| Milestone 5: Formal opportunities are provided for the public to engage in the planning and execution of the budget. | A budget hearing calendar with key budget processes is in place and implemented | MoFE | LMs BIs | Dec. 2020 | Dec. 2022 | Met | A budget hearing calendar with key budget processes is in place and implemented | A budget hearing calendar with key budget processes was prepared and implemented as planned for 2020 and another for 2021 |

Commitment 9: *Transparency on Public Revenue*

What is the commitment

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.

Objective of idea

To enhance 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.

What is the problem the idea will address

Information should 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.

Expected results

- 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.

Transparency on Public Revenue

Transparency & Access to Information

- It can provide that more information will be accessible to the public and more simplified and understandable.

Civic & Public Participation

- This idea improves opportunities, or capabilities for the public to inform or influence decisions

Public Accountability

- Increased transparency outcome makes the government more exposed in the eyes of citizens how the revenues are mobilized and how public money are generated and collected.

Technology & Innovation

- Technological innovation through the use of a variety of channels (MoFE website, OGP website, social network, media, etc.)

| Priority Measure 1: Accounting is in compliance with appropriate international public sector accounting standards | Indicators | Lead Responsible Institution | Supporting / Agencies | Timeframe | | Indicative cost | Sources of Finance | | |
|--|--|--|--|---------------------------------|-----------|-----------------|--------------------|-------------------|--------------|
| | | | | Start | End | | State Budget | Foreign Financing | |
| Milestone 1: Legal acts and accounting standards in line with IPSAS and approved country strategic action plan are in place. | Moving on a phased basis to presenting accruals based government financial statements | Ministry of Finance and Economy | World Bank; SECO | Jan. 2020 | Dec. 2022 | 1.282.529 EURO | | 93.275 EURO | |
| | Milestone 2: Inventory of assets implemented in all central government units, based on the approved methodology. | Ministry of Finance and Economy | WB; SECO | Jan. 2020 | Dec. 2022 | | | 46.637 EURO | |
| | | Milestone 3: Guidelines for recognition and valuation developed/updated. | Ministry of Finance and Economy | WB; SECO | Jan. 2020 | | Dec. 2022 | | 326.462 EURO |
| | | | Milestone 4: Depreciation and impairment policies developed (in line with the strategy for implementing accounting standards). | Ministry of Finance and Economy | WB; SECO | | Jan. 2020 | Dec. 2022 | |

| Summary Commitment 8 Priority Measure 1&2: | Indicators | Lead Responsible Institution | Supporting / Agencies | Timeframe | | Completion level | Indicator results | |
|---|---|------------------------------|---|-----------|-----------|------------------|---|---|
| | | | | Start | End | | Target 2020 | Fact Value 2021 |
| Milestone 1: Government National Accounts-Timely and reliable Government Financial Statistics | The number of tables constructed against the total requirements was used to measure this indicator. | INSTAT | MoFE&BoA | Jan. 2020 | Dec. 2021 | Met | 75% | 75% |
| Milestone 2: 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 | An improved Fiscal Risk Statement. | MoFE | LMs, BIs Water Supply Sector and other SOE-s, Line Ministries, Contracting Authorities for Concession/PPP contracts with budget support. | Jan. 2020 | Dec. 2022 | Met | +4 other SOE-s | +4 UKT, Albanian Railway, Albanian Post, Albgas |
| Milestone 3: Published government yearly budget execution report. | Published in year and annual financial reports contain accessible financial and non-financial performance information | MoFE | LMs BIs | Jan. 2020 | Dec. 2022 | Met | To publish Yearly budget execution report | Yearly budget execution report published |
| Milestone 4: Published in-year budget execution reports, including the mid-year review. | Published in year and annual financial reports contain accessible financial and non-financial performance information | MoFE | LMs BIs | Jan. 2020 | Dec. 2022 | Met | To publish in-year budget execution reports | In-year budget execution reports published |
| Milestone 5: Formal opportunities are provided for the public to engage in the planning and execution of the budget. | A budget hearing calendar with key budget processes is in place and implemented | MoFE | LMs BIs | Dec. 2020 | Dec. 2022 | Met | A budget hearing calendar with key budget processes is in place and implemented | A budget hearing calendar with key budget processes was prepared and implemented as planned for 2020 and another for 2021 |

Thank You!