

| |
|--|
| For Office Use Application Number: 30 Date Received: _____ |
|--|

Grant Application Small Grants Program

Tirana Country Office, WORLD BANK

Executive Summary (Please type using no more than one page)

1. Date: 04/20/06
2. Name of organization: **Institute for Studies on Good Governance and Sustainable Development**
3. Contact person and title: **Filloreta Kodra, President**
4. Address: Rr. "Ali Demi" P.135, Sh1/10
5. City, Country, Postal Code: Tirana
Telephone: 355 43 72317 Fax:
6. Email: netas4@yahoo.com
Website (if available): Not available
7. Mission statement of the applicant organization: To examine, study and formulate recommendations for the fight against corruption, fiscal evasion and broaden and improve the quality of public services;
8. Purpose of funding request and how this activity relates to civic engagement and social accountability: This project will serve to improve the quality and shorten the time of service to opening of new businesses. The primary aim of the project is to assist the opening of new businesses, increased transparency toward the business and citizenry. The project aims at improving the governance helping in sourcing out from ministries the activities that are not functional part of policy making processes, increasing efficiency through improved public/private services, improve transparency and public responsibility, as well as improve (increase) the impact and effectiveness of public monitoring from citizens and business over public services.
The project implementation will begin in the Ministry of Economy and Energy, serving as pilot project, and example to be later implemented in all public administration centrel, and local. An agreement exist with the MEE.
9. Target population and number benefiting from the proposed activity: Business community and all the private persons requesting licenses from Public Institutions.

10. Expected outcomes from the activity: Good, fast and low cost services for opening new businesses. A first temptation to provide services from a non governmental institution, using online facilities other than traditional ones. The first step towards creation of one stop shop service. A practical sample for ministries to review their functions, sourcing out the activities serving to the public.
11. Plans for learning and knowledge sharing: Creation of a website; Workshop with the aim to share the findings, and the experience learned from the activity , Creation of an online service.
12. Period this funding request will cover: 6 months
13. Amount of request (Details under Activity Income): 4720 USD

If your organization has received previous support from the World Bank, please list the year, amount, and describe for what purpose:

Authorizing signature of the applicant organization's executive director or board chair:

Signature:

Name (print): Filloreta Kodra

Title: President

Purpose of the Grant

16. Describe briefly the need or issue you will address. Include a description of the constituency served (including number participating) and how they will participate/benefit?

The project aims at shortening the time and expenses as well as improving the service to open new businesses, restructuring the central institutions, outsourcing the activities that could be provided by other operators.

The primary objective of the project is the assistance in opening new businesses, shortening and unification of procedures and fees. Increase the transparency in relation with business and public, increase efficacy of services, creation of objective possibilities for a national business registry, helping the government in that process. Create online services for businesses and citizenry.

Introducing the awards in public services “ The best public service of the year”

Fighting corruption through direct and transparent communication with business and citizenry by publishing all the procedures. Fighting the “ petit corruption” of civil

servants in low levels, asking for bribes, by dividing the services from the direct payments.

The project will verify into practice the efficiency of CoM decree for granting licenses within 8 working days.

17. How will the proposed activity promote civic engagement and social accountability? The publication of procedures, tariffs, and their timing will provide to businesses and citizens the possibility to monitor the work of public employees. The transparency of the process will also avoid the abuses of corrupted employees.

18. List the activity goal(s) and measurable objective(s)

- a. Shorter time and less expenditure to open a new business,
- b. Fight corruption within administration dividing the services out of fees, publishing all the procedures, and the timing.
- c. Unification of procedures for opening new businesses.
- d. Implement assistance on line services for businesses and citizens.
- e. Increased effectiveness of services;
- f. Preparing the conditions for restructuring of ministries, sourcing out of them the activities that are not part of policy making process. Also helping the process of public administration restructuring, diminishing the number of public employees in public institutions (ministries and local administration).
- g. Introducing new incentives for qualitative and low cost services. Implementation of incentives in better services for citizens. Implementation of a new yearly Award for “ The Best servant to the public”, provided by a public institution (MEE).

19. Is the activity new or ongoing on the part of the applicant organization? If the activity is ongoing, how will your organization support this activity in the future? It is a new activity: It is a new activity.

20. Provide a brief timetable for implementation of activity.

| Month | Activities |
|--------------|---|
| 1 | Present the objectives for each activity of the project. Insure the collaboration with the specific units of the MEE, dealing with licenses. Prepare the office to assist the public. Initially the office will offer the services free of charge. Publishing of working time. |
| 2 | Publishing of documentation needed, and time for application. Open the web site publishing the activity of the office. Registering licensing activities in newly created data base. |
| 3 | Verify licensing activities with the activities listed in the published list by European |

| | |
|---|---|
| | Council project implemented by CoM of Albania. Establishment of legislation Data Base-s regulating the activities included in the project. |
| 4 | Establishment of legislation Data Base-s regulating the activities included in the project (publish it in website) Establish the Data Base of licensing procedures and their implementation time frame (publish it in website) |
| 5 | Organize a publishing campaign in media to inform the public for the activities of licensing office. Organize surveys with citizens and businesses using the services of the office |
| 6 | Elaboration of surveys, drawing conclusions for the future work of the office. Prepare recommendations to improve services through reorganization of public administration. At the end of the pilot project the proposals to improve the structure and activities, as well as activities to be removed will be presented to the Ministry. |

21. What other organizations, if any, will be participating in the activity? Describe their roles. The project will be implemented by the Institute. The cooperation of the Ministry of Economy and Energy is available

22. List the names and qualifications of key staff/volunteers responsible for activity implementation.

Gjergj Teneqexhiu- Former Secretary general of Ministry of Finance

Bendis Kripa – Former Director of project in Ministry of Justice

Margarita Duka- Former Director of Training Institute of Public Administration

Staff dealing with licenses in the Ministry of Economy and Energy

Evaluation

23. Please list the specific outcomes of your activity. What assessment methods/strategies will you use to track and measure outcomes? (e.g. interviews, surveys, focus groups, community feedback, etc.)

- Survey on businesses and citizens to evaluate office activity. Evaluation of Survey.
- Increased requests for services (number) offered by the project.
- Monitor the implementation of COM decree in providing services within 8 working days.
- Improved information for businesses and citizens.
- Creation of a web site to increase and exchange the information on line.
- Surveys with license users before and after opening the office.
- Workshop at the end of the project to share the findings and proposals.
- Proposals for services sourcing out of the Ministry.

24. Describe briefly what will be different at the end of the grant period.

The proposals at the end of the project:

The proposals at the end of the project:

- Possible services to be privatized.
- Quick and cheap services to open a new business, ongoing advise on new possibilities (legislation, orientations)
- Information and advice to expand the business in other regions inside and outside the country.
- Cooperation with local government to open “info shops” in 12 units of local governments (prefectures) in order to provide better and quick advise businesses and citizens.
- Launching of first Award “ Modernizing government” providing awards to public institutions operating in similar conditions to offer services to businesses and citizens.
- Launching of pilot schemes of ONE, providing one contact point for service providers. This activity sets in the first site, serving to the public. Working with local government to open “info shops” to provide better and faster counseling to public services and businesses.

25. How will the activity’s results be used and/or disseminated?

At the end of the project opening of similar offices will be suggested to ministries and local governments. One suggestion might be to open one center with several offices to cover all licensing activities, separating such activity from policy and decision making process.

Activity Income

26. Total applicant contribution.

- a. In kind (describe): office
- b. Cash:

US\$ 6000
Total:US\$ 6000

27. Funding leveraged by applicant from other donors:

(List all sources and give estimated amounts)

| | | | |
|----|---------------------|---------------|------|
| a. | <u>Source SOROS</u> | <u>Amount</u> | |
| | | US\$ | 7500 |

28. Total requested from the World Bank: US\$ 4720

29. Total activity income from all sources: US\$ 18220

Budget for the Proposed Activity

| <u>Item</u> | Applicant | Other Donations | World Bank | Total |
|-------------------------|------------------|------------------------|-------------------|--------------|
| Salaries | | (300 x 6) 1800 | 1800 | 3600 |
| Journey (specify) | | | | |
| Office Fee Equipment | 6000 | | | 6000 |
| Application forms | | 100 | | 100 |
| Forma Lay out | | 50 | | 50 |
| Form production | | 1200 | | 600 |
| telephon | | 1000 | 600 | 600 |
| Internet | | 1650 | 800 | 1600 |
| Website | | | 1000 | 2450 |
| canceleri | | 600 | 420 | 1000 |
| | | | | 1020 |
| Vlerësimi (specifiko) | | | 100 | 100 |
| Workshop | | 1000 | | 1000 |
| Total expenditure: | 6000 | 7500 | 4720 | 18220 |