



TIRANA TRANSPARENCY PROJECT

Status	Under implementation
Recipient	Republic of Albania
Project Coordinator	Ministry of Finance
Project Cost	US\$ 614.000
Grant Amount	US\$ 614.000 (Government of the Netherlands)

□ **Project Objectives**

The main development objective of this project is to encourage the development of more accountability, transparency, and client responsiveness into public service delivery in Albania. Capacity Building Objective(s) are : (i) To improve capacity of local stakeholders to monitor and evaluate delivery of public services, and to effectively participate in delivery decision-making processes; (ii) To improve the capacity of pilot municipalities to communicate and be more accountable to their citizenry on local government service delivery; (iii) To develop mechanisms at the central level to monitor and evaluate the success of good-governance programs at the local level.

□ **Project Description**

Two are the main activities of the project: (i) Preparation of Citizens' Report Card (CRC); and (ii) The development of a Municipal Information Center to collect and disseminate municipal information. As a pilot project, it would support participating municipality in: (i) devising a strategy (internal and external) for handling information essential to improved service delivery (planning through implementation); (ii) implementing municipal information strategies – including adequate equipping of physical information access sites; and (iii) using technology to allow 'real time' information access for increasing citizen information and participation – especially including televising of local deliberative fora such as council meetings.

□ **Project Achievements**

Intermediate outputs by implementing this pilot project will be: (i) increased civil society capacity to inform itself for engaging in decision-making for and monitoring of public services at the local level (ensure accountability); (ii) increased capacity of municipal agencies for receiving and using user feedback – and disseminating relevant information (transparency); (iii) greater opportunities for citizen access to public decision-making (through the information center, televising of deliberations); and (iv) data on actual performance of public services; (v) Specific information to the Anti-Corruption Monitoring Unit on the results of good governance programs at the local level. Intermediate outputs by implementing this pilot project will be: (i) increased civil society capacity to inform itself for engaging in decision-making for and monitoring of public services at the local level (ensure accountability); (ii) increased capacity of municipal agencies for receiving and using user feedback – and disseminating relevant information (transparency);

(iii) greater opportunities for citizen access to public decision-making (through the information center, televising of deliberations); and (iv) data on actual performance of public services; (v) Specific information to the Anti-Corruption Monitoring Unit on the results of good governance programs at the local level.

The international consultant who will work with the municipality of Tirana and with the local consultants to oversee the methodologies used in both the major components of the project: the information center and the citizen report card has started his assignment. The construction works for the Information Center and Tirana City Hall has been completed and the center is ready for operation. A local consultant for survey delivery and Information Center implementation (capacity building) has been selected and the survey questionnaire is being finalized. The local consultant for survey analysis will be selected soon. The system has been designed and purchasing of the computers and other equipments is under way.

- ❑ **Implementing Agencies** Ministry of Finance, Municipality of Tirana
- ❑ **Beneficiaries** Municipality of Tirana

Contact Points

Task Team Leader	Sandra Bloemenkamp, ECSPE, Tel: 202-458-9109; Fax: 202-522-2751
Project Officers at Tirana Office	Jolanda Trebicka, Tel: 355-42-40587/88/89; Fax: 355-42-40590; e-mail: jtrebicka@worldbank.org
Government Contact Person	Rezar Turdiu, Director, PIU, MoF, e-mail: rtpiumof@icc-al.org Keti Treska , General Director of Human Resource Management Departament, Municipality of Tirana, Tel 22 36 98