

ALBANIA

Economic Governance. Regulatory Reform Pro-poor Development in Albania (MDGF- 1808)

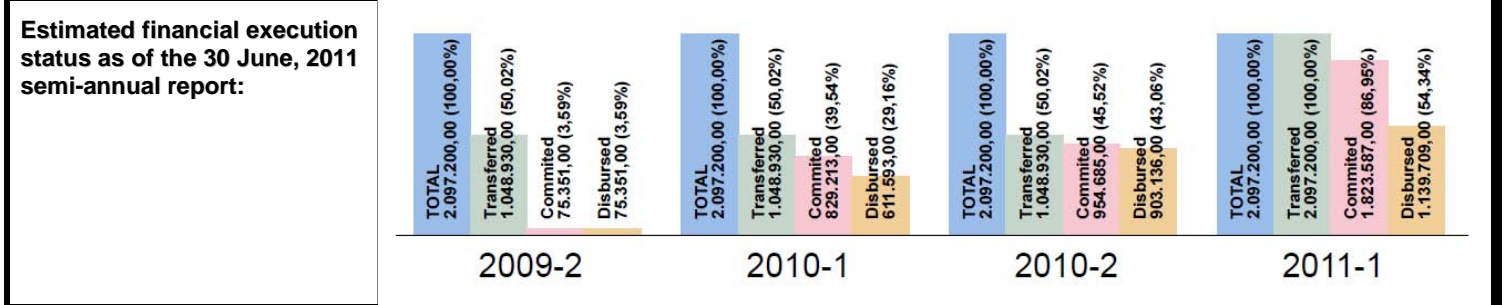
Economic Democratic Governance



Beneficiaries	Direct	Indirect
• No. Institutions	11	0
• No. Women	334	1,508,778
• No. Men	693	1,634,511
• No. ethnic groups	0	44,006

Project coordinator: Hachemi Bahloul
RCO Focal Point: Fioralba Shkodra

Status The programme had a long inception phase and now seems to be advancing towards expected outcomes with some limited delays.



Main Achievements:

- In order to enhance capacities of regulatory bodies to better monitor the provision and efficiency of service delivery the JP has conducted capacity diagnosis report for the Power Market Model and capacity constraints GDWS and GDPWWSW. GDWS relevant staff is being trained in applying a new monitoring and benchmarking methodology.
- A model water contract between water utilities and consumers, has been developed by the JP and has been adopted by the Albanian authorities and is now being introduced by the 56 Albanian water utility companies. The contract will provide a legal basis and regulate the relationship between the parties. It is expected to eventually improve the quality of the water and sewerage service in Albania, ensure the financial stability of the water companies and their ability to make the much needed investments in the sector.
- To increase capacity of consumer associations and strengthen state bodies to provide a strong national voice for customers, the JP has established a consumer complaints management system which is being used by the ministry. Moreover the JP has done relevant training to functionaries, as well as study tours. It has also developed and launched a Web-based National Consumer Complaints Management System.
- To support consumer rights awareness as well as consumer associations protection capacities, the programme has conducted a capacity needs assessment, and is preparing a number of awareness activities including a documentary and media training.
- To support pro-poor utility policies, a study on the effectiveness of support to the poor has been drafted and will be analyzed by the government for policy making purposes. In addition, a survey on willingness to pay conducted and used to guide price increases.

Does the JP incorporate gender considerations in the **activities/outputs/outcomes**?

Observations

Paris Declaration

Leadership of national and local governmental institutions:
The Minister of Health has appointed a national coordinator for the JP, sitting at the MOH. The Government and UN agencies sit together on specific assignments to ensure full buy-in of the Government in programme activities. An example of this was the preparation of the integrated nutrition survey when the full technical team from government and UN agencies sat together for one week at WHO premises.
The JP is directly implemented, meaning that procurement, budgeting and reporting is carried out by UNDP in close consultation with the Government. This ensures that the objectives and related outputs are fully owned by the government. The activities of the programme support the achievement of government objectives as formulated in government policy and strategic documents. For instance, almost all the activities under Outcome 2 of the programme are activities that are envisaged in the

	<p>Albanian Cross-Cutting Strategy for Consumer Protection and Market Surveillance.</p> <p>Involvement of CSOs and citizens:</p> <p>The programme is actively cooperating with the two existing consumer protection associations. With the full agreement and support of the relevant ministry it is envisaged that the two associations and other NGOs will support as sub-contractors the implementation of several activities of the programme (training, development of web site content, implementation of public awareness activities, advice to consumers etc.).</p> <p>Alignment and Harmonization:</p> <p>According to World Bank data, in Albania 75% of the population has access to safe drinking water and 86.3% of the population has sanitation facilities. These figures are low by regional standards. Many rural communities are particularly affected by this problem. The government with the support of the donor community is taking serious steps to address this situation. A new Strategy for Water and Wastewater is currently being developed with World Bank Support. A Master-plan for investments in the water sector is being prepared with the support of Kfw which has a multi-million water sector investment programme. The World Bank has also multi-million investment interventions in the water sector. There are competing demands for water sector investment among the rural communities and a policy is badly needed on how to prioritize water sector investment in these communities. The EG programme (under the World Bank led component) is currently developing a methodology which will be applied/tested in the Durres region. It is expected that provided that the methodology works and produces the expected results, it will be adopted by the Ministry of Public Works and Transport, which is responsible for water resources in Albania, and applied nationally.</p> <p>Innovative elements in mutual accountability:</p> <p>The Programme Management Committee, which meets on a quarterly basis and is co-chaired by the UN Resident Coordinator and the Lead Government partner (Ministry of Economy, Trade and Energy), provides oversight and guidance to all agencies participating in the joint programme.</p>
<p>Delivering as One</p>	<p>Innovative elements in harmonization of procedures and managerial practices:</p> <p>Role of the RCO and synergies with other MDG-F JPs:</p> <p>At the invitation of the Resident Coordinator the Joint Programme CTA / coordinators have been meeting to share lessons learned and experiences to improve and strengthen the work of all the JPs in the country.</p> <p>Inter-agency coordination:</p> <p>The activities of the Joint programme have been structured in order to complement each other and are closely interlinked to prevent the various components of the JP from running in parallel as separate sub-programmes. Although technical JP staff of UNDP and the World Bank are not able to co-locate given that the WB technical staff working on the JP are based in Washington DC, the JP has put in place an effective mechanism to ensure continuous communication and coordination also with the local WB office.</p>
<p>Sustainability (concrete actions and strategic partnerships)</p>	<p>Sustainability Plan in place?</p> <p>The activities of the JP are designed in such a way as to be sustainable, by institutionalizing the tools and methodologies developed by the JP. For instance, the “model” water contract developed under the UNDP-led component has been adopted by the Albanian authorities and is now being introduced by the 56 Albanian water utility companies. This “model” contract will impact the lives of over 3 million people. The consumer complaints management system has been established and is being used by the competent ministry to receive and manage consumer complaints. These are examples of concrete results with a sustainable impact.</p>
<p>Innovation and Scale-up</p>	
<p>External Factors and mitigation</p>	<p>The General Director (GD) responsible for consumer protection at the Ministry of Economy, Trade and Energy (METE) which was appointed in June 2010 left on 27 June 2011. He has not been replaced yet.</p>
<p>Communication and Advocacy</p>	<p>C&A plan in place?</p> <p>The JP has an integrated advocacy and communication strategy to advance its policy objectives and development outcomes. The implementation of the strategy has been initiated this year. As a result,</p>

	<p>there has been an evident growth in the media presence of topics promoted by the EG programme. A full page article written by the CTA of the programme has been published in a top national newspaper. Two TV talk shows supported by the programme have been implemented and currently TV spots and a documentary are being prepared.</p> <p>In brief, all the public awareness activities envisaged by the programme are going ahead as planned and are achieving the expected results.</p>	
M&E	M&E framework could add indicators and targets that are more results oriented.	
Missions from MDG-F Secretariat:	Date:	Members: Sophie de Caen, Paula Pelaez
Mid Term Evaluation:	Evaluator: Period: <i>[Link to final report and improvement plan]</i>	