

Albania
Management Response

Thematic window: Democratic Economic Governance

**Programme Title: Economic Governance, Regulatory Reform
and Pro-Poor Development in Albania**

Management Response on Final Evaluation

Recommendation #1:

It is recommended to extend the joint programme by five months as per the request formulated by the JP Management Team and approved by the PMC and the NSC.

Following this recommendation, EG programme is planning during the extending period of the five months, to take the following actions:

Expected Actions	Responsible Partner	Time frame
Activity 1.1 Presentation of the "Assessment on the Power Market Model" in front of Albanian Government and donor's community.	World Bank	March 2012
Activity 1.3 Based on the Draft Report titled "Improving the monitoring and benchmarking function in the water and sanitation sector of Albania" a final workshop for presenting the results of the Report will be organized and developed.	World Bank	April 2012
Activity 2.1 The final version of KESH business plan of will be completed and delivered to the partners	World Bank	April 2012
Activity 2.2 A training/discussion workshop with the GDWS staff will be held upon final delivery of the reports on: <ul style="list-style-type: none"> • "Water Investments in Rural Area" and • "PMBU Gap Analysis and Capacity Building" 	World Bank	April 2012
Activity 3.1 Finalization of the Report on the "Survey of citizens' perceptions on the quality of electricity and water services"	UNDP	March –April 2012
Activity 4.1 Discussions between central authorities, local government and citizens on water sector issues, achievements with the support of JP and the governmental reform organized in several regions of Albania	UNDP, MPWT and ERRU	May – June 2012
Activity 5.2 Training of METE staff, CPC members, Bank of Albania, Authority of the Albanian Financial Supervision and civil society in the "Enforcement of 2 EU directives: consumer credit and distance marketing of consumer financial services "	UNDP, METE	March – April 2012
Activity 5.9 Finalize the "Updated Commentary of Consumer Protection Law to reflect the latest amendments" and the " Draft of Government Order on Complaints Procedure"	UNDP, METE	March – April 2012
Activity 6.2 Prepare and air on the national TV channels of 3 TV spots on consumer rights	UNDP, METE	March - April 2012
Activity 7.5 Receive the feedback from stakeholders and finalize the Report on "Analysis of potential national mechanisms for the protection of the poor and vulnerable from tariff increases conducted"	World Bank	March – April 2012

Expected Actions	Responsible Partner	Time frame
Activity 8.1 Carry out and finalize the “Study on the access to water in selected informal urban settlements and rural areas”	UNDP, ERRU	June 2012

Recommendation #2:

It is recommended to package and make the information produced with the support of the JP available to the public through a web site.

Based on this recommendation, EG Programme suggests that the following documents and deliverables which have been finalized/about to be finalized to be launched at web sites of UNDP Albania (<http://www.undp.org.al>), World Bank Albania (www.worldbank.org.al) Ministry of Economy, Trade and Energy (<http://www.mete.gov.al>), Ministry of Public Works and Transport web site (www.mpptt.gov.al), Water Regulatory Entity (www.erru.al), Energy Regulatory Entity (<http://www.ere.gov.al>) etc.

1. Presentation package on “Enforcing EU Directives on Consumer Credit and Financial Services”
2. Presentations package on “Unfair Commercial Practices (UCP) and Unfair Terms of Contracts (UTC). Practical Cases in Albania (Water and Energy Contract)”
3. Five TV spots produced and aired in the national television on consumers rights in Albania
4. Training Manual on Consumer Protection in Albania
5. Training Materials on Consumer Protection in Albania
6. Legal Commentary on Consumer Protection Law in Albania
7. National Study on “Customer Services of the Albanian Water Utility Companies”
8. Study on “Access to Water and Sewerage in the Informal Urban Settlements and Rural Areas of Five Albanian Districts”
9. Survey Results on “Citizens’ Perceptions of the Quality of Electricity and Water Service”
10. Water Model Contract
11. Report on the “Assessment on the Power Market Model”
12. Report on “Improving the Monitoring and Benchmarking Function in the Water and Sanitation Sector of Albania”
13. Report on “Water Investments in Rural Area”
14. Report on “PMBU Gap Analysis and Capacity Building”
15. Report on “Analysis of Potential National Mechanisms for the Protection of the Poor and Vulnerable from Tariff Increases”

Updated on April 6th, 2012

