



Open Government Partnership Kosovo Initiative.



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Republika e Kosovës
Republika Kosova-Republic of Kosovo
Ministria e Administrimit të Pushtetit Lokal
Ministarstvo Administracije Lokalne Samouprave
Ministry of Local Government Administration

OPEN GOVERNMENT PARTNERSHIP

NATIONAL ACTION PLAN 2023 - 2025

OCTOBER 2022

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List of abbreviations

ACA –	Anti-Corruption Agency
KAMPE –	Kosovo Agency for Medicinal Products and Equipment
EU –	European Union
IPA –	Information and Privacy Agency
AIS –	Agency for Information Society
KJC –	Kosovo Judicial Council
KPC –	Kosovo Prosecutorial Council
MIA –	Ministry of Internal Affairs
MPA –	Ministry of Public Administration
MLGA –	Ministry of Local Government Administration
MoH –	Ministry of Health
SAPDP –	State Agency for Personal Data Protection
NAP –	National Action Plan
ODK –	Open Data Kosovo
OGP –	Open Government Partnership
PPRC –	Public Procurement Regulatory Commission
SLAPP –	Strategic Litigation Against Public Participation

Introduction

In a democratic society, the involvement of civil society organizations in government processes is of vital importance.

The OGP membership process is considered a priority of the Ministry of Local Government Administration, due to the fact that this will continue to pave the way for the promotion of open and transparent governance, citizen participation in decision-making, inclusiveness and responsible governance¹.

In the last five years, the Republic of Kosovo has made significant improvements towards the digitization of services and opening of data. Kosovo has provided a significant number of e-platforms and digital solutions, a strong legal basis for freedom of information and access to public documents, and is ranked among the 50 countries with the highest rate of internet penetration and digital skills, as well as has a high rate of smartphone ownership. Furthermore, Kosovo is one of the few countries that fully discloses the properties, wealth, income and debts of the country's approximately 5,000 public officials, which is considered an achievement.² In addition, the Republic of Kosovo has managed to design and create various digital platforms³ marking significant progress in the field of open data, digital governance and citizen participation.

The Government started the implementation of the Initiative Opening Data in May 2016, when the Government of the Republic of Kosovo with decision No. 07/87 approved the International Charter for Open Data. According to this decision, the Ministry of Public Administration is responsible for coordinating developments and work, as well as for promoting the opening of data in Kosovo. In this context, the National Portal for Open Data has been created, which is foreseen for the publication of data produced by the Government of Kosovo.

Improving public services, increasing transparency, accountability and efficiency of public administration, as well as creating a more professional civil service are among the most important priorities that the Ministry of Public Administration is undertaking.

In the context of promoting an open government, the MPA in September 2018 launched the report ODRA - Open Data Readiness Assessment, based on the methodology of the World Bank, which was prepared by local and international experts, and offers a comprehensive overview of the situation in Kosovo in the field of data opening.

Opening of the government data foresees positive changes in the way government interacts with citizens. This process enables citizens and businesses to actively make informed decisions in various fields of activity.

Moreover, in 2018, the Government of the Republic of Kosovo approved the Action Plan for the implementation of the Strategy for Modernization of Public Administration 2015-2020. The government, after many years of leading a complex process, which was a combination of step-by-step development

¹ Inauguration of the National Coordinating Committee within the Open Government Partnership - OGP (PQH) - <https://bit.ly/3HKRjnK>

² Kosovo towards a new National Action Plan for OGP - <https://opendatakosovo.medium.com/kosovo-towards-a-new-national-action-plan-for-ogp-d44e2f3fb6a3>

³ Open Data Portal - <https://opendata.rks-gov.net/en/>

E-participation - <https://eparticipimi.opendatakosovo.org/issues>

E-procurement - <https://e-prokurimi.rks-gov.net/HOME/ClanakItemNew.aspx>

Public Consultation Platform - <https://konsultimet.rks-gov.net/index.php>

of administrative structures, capacity development and reforms, focused on capacity development, defragmentation and rationalization of processes and services which provides administration to citizens and other beneficiaries, based on professionalism and non-politicization within the civil service.

Based on the practices and analyses of the new approach to Administration Reform, it is considered that a more efficient management of the process, efforts to eliminate barriers in the organization and implementation of reforms, as well as the need to focus on results has conditioned the approach to the division of the scope of the process and management structures in three pillars of the Public Administration Reform.

The Strategy for the Modernization of Public Administration focuses on achieving the intended results in the second pillar, which are related to the civil service, human resources management, public service delivery and accountability in public administration.⁴

The determination of the government to raise the level of public administration services, in quality, accessible services, based on reasonable administrative procedures, through e-government, oriented to the needs of citizens and businesses, has resulted in the initiation of the development of the platform e-Kosova – a tool for online provision of public administration services for citizens, businesses and public administration employees themselves. This platform serves as an electronic counter, through which anyone interested via the Internet can receive the electronic services offered by public institutions in Kosovo, shortening the distance, as well as increasing the efficiency and speed of the service. The platform is managed and administered by the Agency for Information Society and is connected to the Interaction Platform, which is the basic architecture in which the interaction of electronic registers of Kosovo institutions is enabled.⁵

Regarding the right of access to public documents, the Assembly of Kosovo in 2019 adopted a new law that guarantees the general public the right to access documents, thus repealing the previous law called the Law on Access to Official Documents. The newly adopted legislation has decided on the appointment of the Commissioner - an independent body responsible for supervising the implementation of the law. After a long and complex selection procedure, the Commissioner was appointed by the Parliament. It operates within the Information and Privacy Agency (IPA) formerly known as the State Agency for the Personal Data Protection.

Furthermore, according to Transparency International's latest 2021 Corruption Perceptions Index⁶, During the past year, the Republic of Kosovo has made progress in the fight against corruption. It gives Kosovo 39 out of 100 possible points, three more than its score in 2020.⁷ Despite this positive development, the country must strengthen the rule of law and continue the fight against corruption through legal and institutional mechanisms.

⁴ Modernization of Public Administration in the Republic of Kosovo - <http://www.adjuris.ro/revista/articole/an7nr2/2.%20Avdullah%20Robaj.pdf>

⁵ E-Kosovo platform - <https://ekosova.rks-gov.net/#>

⁶ Corruption Perception Index, Transparency International <https://www.transparency.org/en/cpi/2021/index/ksv>

⁷ Kosovo's rise in the Corruption Perceptions Index is welcome, Prishtina Insight - <https://prishtinainsight.com/kosovos-rise-in-transparencys-corruption-index-welcomed/>

Previous efforts under the Open Government Partnership

In 2013, the Government of Kosovo approved a decision to start the procedures for membership in the Open Government Partnership, which marked the first steps towards membership in the OGP as a member state. With this decision, the Government of Kosovo has been requested to respect all the obligations arising from the process even after the membership of the Republic of Kosovo in the OGP.

The government managed to draw up the National Action Plan 2014-2016 and all the criteria and conditions of the OGP have been fulfilled. The NAP aimed to address challenges related to open governance such as a) Improving public services, b) increasing public integrity, c) effective management of public resources and d) increasing corporate accountability. Among other things, the NAP emphasized that all the approved laws were in accordance with the standards and best practices of the countries of the European Union, as well as in full compliance with the criteria of the *acquis communautaire*. Also, at that time the duties and responsibilities of the relevant public institutions were determined. Unfortunately, the journey towards membership in the OGP could not materialize in 2013. Despite this, the Government of the Republic of Kosovo has continuously shown serious commitment to the engagement, fulfilment and achievement of the principles of the OGP, as emphasized in the introductory part. The government continues its efforts and commitments to the principles of open and accountable governance, thus making progressive moves in the field of legal and institutional framework. Therefore, in June 2021 the Government of Kosovo once again decided to start the initiative for membership in OGP.

The current initiative of the OGP

During October 2021 was inaugurated the National Coordinating Committee for OGP Kosovo - a Committee composed of public institutions, civil society, organizations and other relevant institutions.⁸

In order to gather meaningful input from professional actors, including civil society organizations, local and central institutions as well as various economic operators, various CSO organizations organized a series of public debates⁹ and meetings with stakeholders on behalf of the National Coordinating Committee for OGP Kosovo. As a result of such events, the feedback collected has been reflected in four commitments of the Government, which consist of digital governance, open data, citizen participation and anti-corruption.

Public debates have been organized in the main municipalities of Kosovo, especially in Pristina, Prizren, Peja, Ferizaj, Gjiilan, Southern Mitrovica and Gjakova, to consult with representatives of key state institutions, NGOs and citizens of each respective municipality about the main commitments mentioned above. Meanwhile, stakeholder meetings were organized to collect specific data from the main public institutions, CSOs, businesses and media, to discuss challenges, successes and give concrete recommendations.

Such events provided an important role during the process of defining core issues and commitments. The events strictly followed the work methodology according to the OGP National Manual.

⁸ <https://ogpkosova.org/news2>

⁹ <https://ogpkosova.org/news4>

1. Digital governance
<ul style="list-style-type: none"> • Development and promotion of a centralized web portal of electronic services for Kosovo (eKosova)
<ul style="list-style-type: none"> • The integration of the new module (eMunicipalities) within eKosova in order to increase citizen participation and the efficiency of municipal services
<ul style="list-style-type: none"> • Development of an online system for reporting and assessing damages from natural disasters
2. Open data
<ul style="list-style-type: none"> • Improving internal procedures within institutions for publishing government data and making them available on the institution's websites/Open Data Portal
<ul style="list-style-type: none"> • Increase the number of databases published on the Open Data Portal by 30%
<ul style="list-style-type: none"> • Providing (technical) assistance to public officials in charge of publishing public data
<ul style="list-style-type: none"> • Providing (technical) assistance to public officials in charge of publishing public data
3. Citizen participation
<ul style="list-style-type: none"> • Improving existing platforms for citizen participation in decision-making processes by providing technical assistance and capacity building for public officials
<ul style="list-style-type: none"> • Supporting civil society initiatives in raising awareness through campaigns to prevent the proliferation of strategic litigation against public participation (SLAPP).
<ul style="list-style-type: none"> • Establishing or improving mechanisms for citizen complaints regarding the services of public institutions
4. Anti-corruption
<ul style="list-style-type: none"> • Fully open public procurement system
<ul style="list-style-type: none"> • Increasing the transparency of the judicial and prosecutorial system
<ul style="list-style-type: none"> • Increasing the transparency of recruitment institutions for high state positions

Commitments of the OGP Action Plan in Kosovo

1. DIGITAL GOVERNANCE

Commitment 1: Develop and promote a centralized e-services web portal for Kosovo (eKosova)	
01/01/2023 – 31/06/2023	
What is the problem addressed by this commitment?	<p>Commitment addresses the issue of offline application procedures for grants and subsidies in various public institutions by applicants from all regions of the country. The requirement to apply with printed documents causes a financial burden for the applicant from distant municipalities, thus causing unnecessary travel expenses.</p> <p>The digitization of this process would isolate problems in the application process, increase efficiency and strengthen the relevance of the existing web portal (eKosova) with relevant information, thus highlighting transparency.</p> <p>Additionally, an electronic application would allow the evaluation committee to be mindful of applicants who have previously applied and were evaluated on the same or similar concept, were not responsive to reporting processes, or were not comply in no way with the grant guidelines.</p> <p>Within the eKosova platform, the Single Point of Contact (SCP) has already been established for the licensing of auditors and audit companies, and by gradually and continuously expanding the SCP's services to other sectors, the Government will enable citizens to itself, businesses and others to complete all administrative procedures online.</p>
What is the commitment?	<p>To ensure a stable and effective process, the Government will do the following:</p> <ul style="list-style-type: none"> - digitize the grant application process; through NAP to digitize all necessary administrative steps for obtaining permits, licenses or registrations - train public officials how to handle digital applications; - strengthen, update and maintain the existing state portal with relevant information that would emphasize transparency; - create a list of applicants which would present previous applicant data, i.e. NGOs. Specifically, this will illustrate NGOs that have previously won, those that

	<p>were not accountable to reporting processes and vice versa;</p> <ul style="list-style-type: none"> - link and coordinate documentation between institutions. For example, the Tax Administration with the Kosovo Business Registration Agency, to reduce the complications and costs in issuing relevant documentation and transferring it from one institution to another. - Online application for issuing licenses and activity permits for import/export of medical products and equipment.
How does the commitment contribute to solving the identified problem?	The digitized process will enable easily accessible application forms for all potential grant recipients. Public officials will create capacities for the proper handling of online applications and all documents provided by applicants will be registered in a state portal that enables a database of all information, including the quality of work and the performance of applicants in it past.
Why is it important to commit to the values of OGP?	Commitment is important for transparency and providing equal opportunities for all.
Additional information	Several steps have been initiated towards the removal of the administrative burden within the process of applying for grants and subsidies, aiming at the transition of the entire process to digital formats. For example, in 2021, the Ministry of Industry, Enterprise and Trade has enabled businesses to apply online for grants and subsidies through eKosova.
Description of expected results	The possibility of online applications for grants will be enabled through the e-Kosova state portal.

No.	Achievements	Indicators	Activity bearer	Starting date	End date
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1.	A Memorandum of Cooperation for interaction and data exchange between the relevant institutions has been reached	Information and documents exchanged between the respective responsibility bearers	Business Registration Agency, Tax Administration	01/01/2022	01/06/2023
2.	The Information Society Agency (ISA) undertakes the creation of a relevant section for online grant applications on the e-Kosova platform.	The number of technical tools designed, prepared and included in the e-Kosova platform.	ISA, MIA	01/01/2023	15/06/2023
3.	Public officials are more aware of the importance of online applications and have enhanced knowledge of how to handle such applications.	Number of public officials trained	Office of the Prime Minister/Office for Good Governance	01/03/2023	31/05/2023

Commitment 2: Integration of the new module (eMunicipalities) within eKosova in order to increase citizen participation and the efficiency of municipal services	
01/01/2023 – 31/12/2025	
What is the problem addressed by this commitment?	The possibility of including municipal services in the central state portal eKosova through the eMunicipalities platform will be an added value in facilitating the performance of municipal services for citizens. This would significantly reduce the need for physical presence in municipalities.
What is the commitment?	The Ministry of Local Government Administration, in the wake of reforms for digitization of municipal services and activities, in cooperation with the relevant local bodies, undertakes to develop the new module eMunicipalities. In addition, the government commitments to ensure the implementation of interoperability, in accordance with the Administration Modernization Strategy 2015-2020, so that state institutions implement the Law on General Administrative Procedure, which places the burden of securing state documents on the institution and not on citizens when submitting requests for services.
How does the commitment contribute to solving the identified problem?	Through this action, the municipal staff will reduce the need to provide services at different counters on the one hand and will save time and resources of income of citizens from rural villages on the other hand. This also contributes to bridging the rural-urban digital divide.
Why is it important to commit to the values of OGP?	Through the provision of such a service, it will be possible to promote new technologies, and it will

	be evident to reduce the cost of using these technologies. This is essential for the socio-economic empowerment of citizens living outside urban areas.
Description of expected results	<p>Citizens and businesses from different areas of the country will be able to perform various municipal services.</p> <p>Moreover, since the platform will focus on monitoring municipal bodies, it will influence the increase in citizen participation, i.e. the increase in the interaction between citizens and municipal representatives. Through this module, citizens will have real-time access to the municipal budget and own revenues, open and interactive data, neighbourhood urban plans, construction permits and conditions, the presentation of the process of assessing the legality of municipal acts and many services of others.</p>

No	Achievements	Indicators	Activity bearer	Starting date	End date
1.	A concept document has been developed for the e-Municipalities platform	Advisory group meetings	Ministry of Local Government Administration (MLGA), Information Society Agency, Municipalities.	01/11/2022	15/11/2022
2.	The company's open contracting process for platform development	Conclusion of the contract successfully and within the time limit	Ministry of Local Government Administration (MLGA), Information Society Agency, Municipalities.	01/10/2022	25/10/2022
3.	Development of the platform and the functionalization of new digital services	Integration of eMunicipalities in eKosova	Ministry of Local Government Administration (MLGA), Information Society Agency, Municipalities.	01/11/2022	31/12/2025
4.	Assessment of the skills/needs of public officials in the inclusion of the eMunicipal platform in their work	Number of public officials in need of technical assistance	Ministry of Local Government Administration (MLGA), Information Society Agency, Municipalities.	01/01/2022	31/04/2025

5.	Training and raising the capacities of municipal staff in the use of the eMunicipalities platform	Number of trainings and trained officials	Ministry of Local Government Administration (MLGA), Information Society Agency, Municipalities.	01/01/2022	31/04/2024
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Commitment 3: Develop an online system for reporting and assessing damages from natural disasters	
01/06/2023 - 15/07/2023	
What is the problem addressed by this commitment?	This commitment enables equal access for all citizens to identify damages caused by natural disasters. In these cases, damage assessment commissions are often delayed in their work on the ground, leaving room for manipulation by the affected parties. This way anyone who claims to have been harmed can do so online.
What is the commitment?	Design and creation of the application for registration and evidence of damage from natural disasters dedicated to citizens, with special emphasis on farmers who can use this online application for this purpose.
How does the commitment contribute to solving the identified problem?	Online reporting and rating system would go a long way in fair compensation for all.
Why is it important to commit to the values of OGP?	It supports the ability of government and society and the business community to use technology for the common good.
Description of expected results	Online registration/reporting of natural calamity damage applications will be available through an online application.

No.	Achievements	Indicators	Activity bearer	Starting date	End date
1.	Cooperation agreement between the Ministry of Agriculture, Forestry and Rural Development and the municipalities for the digitization of the identification of damage caused by natural disasters. Such an agreement envisages that the municipal and ministerial commissions for damage verification and compensation will first accept online reports and then proceed with on-site verifications.	Number of reports received through the online application.	Ministry of Agriculture, Forestry and Rural Development	01/06/2023	

2.	A call for technical expertise to create an online application form has been launched	Number of applications received	Ministry of Agriculture, Forestry and Rural Development	30/06/2023	15/07/2023
3.	The online application format is being used by citizens and the business community	Number of reports submitted online			

2. OPEN DATA

Commitment 1: Improving internal procedures within institutions for publishing government data and making them available on the institution's websites/Open Data Portal	
01/01/2023 - 31/12/2025	
What is the problem addressed by this commitment?	Lack of access to public data. This lack of access can be described as the inability to access the data (database) in a readable format, or the uploaded formats/links do not open.
What is the commitment?	It will aim to fix the problem by ensuring that the data is loaded in a readable format and that the posted formats can be successfully accessed.
How does the commitment contribute to solving the identified problem?	Having internal procedures that ensure a fully accessible database on the Open Data Portal will encourage relevant ministries/departments to upload and share their public database.
Why is it important to commit to the values of OGP?	<p>This commitment will contribute to the transparency of the institution's work, as well as facilitate the work process of those who share the focus on relevant data (governmental or non-governmental authorities).</p> <p>The legal framework that provides access to public data should also consider the publication of the database as machine-processable/readable format and also be complete in terms of information details.</p>
Description of expected results	The expected result refers to accessible, up-to-date and complete public information. In this way, citizens can be informed accordingly, and the work of the institutions remains transparent.

No.	Achievements	Indicators	Activity bearer	Starting date	End date
1.	Reaffirming the legal responsibilities of all public institutions in publishing their data	Number of the database published	All public institutions	01/01/2023	31/12/2025
2.	Capacity building in creating a data inventory to understand what types of data are produced in all public institutions.	Preparation of data inventory	All public institutions	01/01/2023	31/12/2025
3.	Setting the deadline for ministries/departments to publish relevant data	Number of institutions proactively publishing databases	All public institutions	01/01/2023	31/12/2025

Commitment 2: Increase the number of datasets published on the Open Data Portal by 30%	
01/03/2023 - 31/12/2023	
What is the problem addressed by this commitment?	The lack of an updated database in the open data portal results in a lack of reliable information that greatly affects the quality of some research processes.
What is the commitment?	It aims to upload important databases to this portal so that the data is accessible to all relevant stakeholders.
How does the commitment contribute to solving the identified problem?	By having accessible data uploaded to the public portal, all stakeholders will benefit from ready-to-use databases. This will also save time and contribute to accurate information.
Why is it important to commit to the values of OGP?	The commitment will contribute to the transparency of the institution's work, as well as inform the citizens of the country in certain aspects.
Description of expected results	The expected result refers to an updated and accessible portal that displays public data. Such key information that represents the interest of every citizen (various governmental and non-governmental authorities) should be accessible to all. In this way, citizens can be

	informed accordingly, and the work of the institution remains transparent.
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No.	Achievements	Indicators	Activity bearer	Starting date	End date
1.	Public institutions will identify missing databases on the portal	Number of missing databases	Ministry of Internal Affairs/Public Administration	01/03/2023	31/12/2023
2.	Determination of priorities for the publication of data in all public institutions.	Prioritized list of datasets	All public institutions	01/01/2023	31/12/2024
2.	The process of uploading the missing databases to the portal has started and has been completed	Number of published databases	Ministry of Internal Affairs/Public Administration	01/01/2024	31/12/2024

Commitment 3: Providing (technical) assistance to public officials charged with publishing public data	
01/03/2023 - 31/12/2025	
What is the problem addressed by this commitment?	Public officials may also request additional assistance to be able to publish all relevant databases on the Open Data Portal as an institutional platform.
What is the commitment?	Increasing the understanding and capacity of public officials who are tasked with releasing databases to the public.
How does the commitment contribute to solving the identified problem?	The assistance provided will increase the skills of public officials and make the process of publishing databases more efficient.
Why is it important to commit to the values of OGP?	The process of publishing the databases will contribute to the fulfilment of the two previous commitments.
Description of expected results	The expected result is to have well-equipped personnel responsible for publishing databases on a public portal.

No.	Achievements	Indicators	Activity bearer	Starting date	End date
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1.	Assessing the skills/needs of public officials when it comes to open data	Number of public officials in need of assistance	Ministry of Internal Affairs/Public Administration	01/01/2023	01/06/2023
2.	Providing coordinated assistance to line institutions that are responsible for publishing databases	Number of aids provided	Ministry of Internal Affairs/Public Administration	01/06/2023	01/10/2024

Commitment 4: Raising the awareness of relevant actors about the importance of open data	
01/03/2023 - 31/12/2024	
What is the problem addressed by this commitment?	Most public institutions as well as other stakeholders do not have key information or knowledge about the importance of open data. Through this commitment, the Government intends to raise awareness among all relevant actors in this field.
What is the commitment?	General and specific knowledge of civil servants and other stakeholders on open data is improved.
How does the commitment contribute to solving the identified problem?	Increased awareness would improve the open data process. This would also stimulate pressure from the general public for better achievements in the field of open data as well as proactive disclosure of public information/documents.
Why is it important to commit to the values of OGP?	The commitment contributes to a more open and transparent Government.
Description of expected results	Awareness-raising campaigns to popularize open data among stakeholders.

No.	Achievements	Indicators	Activity bearer	Starting date	End date
1.	A number of open data events have been successfully organized	Number of participants involved in awareness-raising events	Office of the Prime Minister	01/01/2023	01/06/2023
2.	The percentage of proactively published information and	Number of institutions that proactively published official	Office of the Prime Minister	01/06/2023	01/10/2024

	documents has increased	documents and information			
3.	Brochures and other forms of information on the importance of open data are conceived, designed and distributed to citizens.	Number of brochures distributed	Office of the Prime Minister	01/06/2023	01/10/2024

3. PARTICIPATION OF CITIZENS

Commitment 1: Improving existing platforms for citizen participation in decision-making processes by providing technical assistance and capacity building for public officials	
01/03/2023 – 01/03/2025	
What is the problem addressed by this commitment?	<p>Although in principle the municipal budget planning process is an open process for the public, it often happens that there is a significant lack of feedback from citizens, mainly due to delays in announcing invitations for discussions by public institutions.</p> <p>Through closer coordination and cooperation between municipalities and civil society and citizens in general, it will be possible to ensure that information is provided immediately as well as in advance.</p> <p>Such cooperation will enable raising the level of participation of young people in such activities. From what has been observed in general, the most targeted age groups for hearings and public debates are the older ones.</p>
What is the commitment?	<p>To improve existing platforms for citizens' participation in decision-making processes by providing technical assistance and capacity building for municipal public officials.</p> <p>Providing technical assistance and capacity building for public officials to plan better and more effectively their meetings/consultations with citizens as well as raising public officials' awareness of the importance of involving young people in such processes. Specifically, to fulfil the</p>

	<p>commitment, the government will do the following:</p> <ul style="list-style-type: none"> - Provide technical assistance and capacity building for public officials to better and effectively plan their meetings/consultations with citizens. - Take into account citizens' suggestions during public hearings and follow the recommendations given to encourage citizen participation in the future. - Promote and maintain existing digital government platforms for public consultation. - Engage young people in decision-making to have more involvement and representation of public concerns. - Communication of information should be done through social media platforms, the official website of the municipality, pamphlets, Radio and Television, etc., for better information of the citizens.
How does the commitment contribute to solving the identified problem?	The interventions that will be undertaken to fulfil this commitment contribute to improving the better engagement of citizens, increasing executive supervision by municipal and government bodies, civil society and the media, as well as the functioning of supervisory mechanisms. It will also improve efficiency, transparency and public involvement in important decisions and increase the quality of decision-making.
Why is it important to commit to the values of OGP?	It strengthens the citizen's right to be heard and to actively participate in decision-making processes.
Description of expected results	<p>The expected result refers to an accessible and timely information to the public.</p> <p>In this way, citizens can be informed accordingly and the level of involvement in decision-making processes will increase.</p>

No	Achievements	Indicators	Activity bearer	Starting date	End date
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1.	Creation of mechanisms for the supervision of the implementation of the Law on Local Self-Government, namely the Administrative Instruction on Minimum Standards of Public Consultations in Municipalities.	Number of citizens and representatives of civil society participating in public hearings/consultations organized by local authorities.	Municipalities	01/03/2023	01/03/2024
2.	Creation of mechanisms for supervising the implementation of the Regulation on minimum standards for the public consultation process, which defines the standards, principles and procedures of the public consultation process between public authorities and stakeholders in the policy-making and decision-making process.	Number of citizens and civil society representatives who participate in public hearings/consultations organized by central level authorities	All central public institutions	01/03/2023	01/03/2024
3.	Capacity building events for public officials are regularly organized	Number of public officials trained.	Municipalities	01/03/2023	01/03/2023

Commitment 2: Supporting civil society initiatives in raising awareness through campaigns to prevent the proliferation of strategic lawsuits against public participation (SLAPP).

01/10/2023 – 01/10/2025

What is the problem addressed by this commitment?

Recently, in the Republic of Kosovo, there has been a disturbing increase in the number of SLAPP (*Strategic Lawsuits Against Public Participation*) cases brought to the courts, which are used to threaten civil society activists to

	silence, censor and discourage them from speaking in the public interest.
What is the commitment?	Through this commitment, the government intends to confirm its position against the spread of such lawsuits through the organization of various roundtables and conferences, thus confirming the positive attitude towards critical voices coming from citizens and representatives of civil society.
How does the commitment contribute to solving the identified problem?	Opposition to such lawsuits by government and local officials will raise awareness among the general public about the dangers these lawsuits pose to free expression and the citizen's right to public participation.
Why is it important to commit to the values of OGP?	Promotion of transparency, individual freedom to express an opinion and the right to public participation.
Description of expected results	The Government's voice against SLAPP is evident.

No.	Achievements	Indicators	Activity bearer	Starting date	End date
1.	Participation in roundtables/conferences against proliferation of strategic lawsuits against public participation	Number of events attended	Office of the Prime Minister, Ministries and Municipalities	01/10/2023	01/10/2024
2.	Supporting civil society organizations in anti-SLAPP campaigns	Number of campaigns supported	Office of the Prime Minister, Ministries and Municipalities	01/10/2023	01/10/2024
3.	Adoption of the upcoming EU Anti-SLAPP Directive	Directive approved	Office of the Prime Minister	01/10/2023	01/10/2024

Commitment 3: Establishing mechanisms for citizens' complaints regarding the services of public institutions

01/06/2023 – 31/12/2025	
What is the problem addressed by this commitment?	<p>Complaints mechanisms enable citizens to give public authorities feedback on the standards of services they receive.</p> <p>These mechanisms play an important role and allow public and elected officials to identify where public services are being delivered ineffectively and/or inefficiently. When such mechanisms handle complaints quickly, they can help create conditions for increased trust between citizens and public institutions. Such mechanisms can also help central and local governments to identify new ideas and increase citizen participation.</p>
What is the commitment?	Designing and launching a platform, i.e., a smartphone application that would enable the communication of citizens' feedback to the public institution.
How does the commitment contribute to solving the identified problem?	An established channel for complaints will have a major impact on the quality of public services and on the accountability of institutions. It will also serve as an opportunity for elected officials to adapt municipal services to the needs of citizens.
Why is it important to commit to the values of OGP?	Complaints mechanisms can increase the accountability and transparency of public institutions as well as increase citizen participation.
Description of expected results	Establishment of mechanisms for citizens' complaints regarding the services of public institutions.

No.	Achievements	Indicators	Activity bearer	Starting date	End date
1.	Establishment of sustainable tools (smartphone applications) that would provide citizens with the opportunity to give their feedback on the provision of public services.	Functionality and launch of the application	Office of the Prime Minister	01/02/2023	01/06/2023

2.	Organization of promotional campaigns for the complaint mechanism targeting all citizens	Number of organized campaigns	Office of the Prime Minister and municipalities	01/03/2023	01/06/2023
3.	Building the capacities of relevant staff in using the application and generating data from the tool (application)	Number of trained staff	Ministries and municipalities	01/09/2023	31/12/2025

4. ANTI-CORRUPTION

Commitment 1: Fully open public procurement system	
01/01/2023 – 01/12/2025	
What is the problem addressed by this commitment?	E-procurement is a partially open Public Procurement system.
What is the commitment?	Fully open public procurement system
How does the commitment contribute to solving the identified problem?	Opening up data related to all levels of public procurement (from pre-tender stage, tender stage and post-tender stage onwards) in a machine-readable format makes public procurement open and transparent, so that individuals or certain groups enjoy easy access to information.
Why is it important to commit to the values of OGP?	Access to machine-readable information is about good governance, openness, transparency and accountability in spending public money and increasing the well-being of citizens and improving public services.
Description of expected results	Creating the possibility of fully open access in e-procurement.

No.	Achievements	Indicators	Activity bearer	Starting date	End date
1.	Review of all current deficiencies in public procurement through workshops/working groups	Existing problems are identified and fixed	PPRC, Ministry of Finance	01/01/2023	01/12/2025

2.	Entry into force of the new Law on Public Procurement	New law approved	PPRC, Ministry of Finance	01/01/2023	01/12/2025
3.	Monitoring the implementation of the new Law on Public Procurement	Approval of by-laws that ensure better implementation of the new law		01/01/2023	01/12/2025
4.	Development of new rules, tools and guidelines regarding the implementation of an open e-procurement system, in the provision of machine-readable information and services.	Number of tools and guidelines developed	PPRC, Ministry of Finance	01/01/2023	01/12/2025

Commitment 2: Increasing the transparency of the judicial and prosecutorial system	
01/01/2023 – 31/12/2025	
What is the problem addressed by this commitment?	Lack of transparency in addressing disciplinary violations against judges and prosecutors, as well as lack of publication of other public information.
What is the commitment?	Increasing the transparency of the judicial and prosecutorial system.
How does the commitment contribute to solving the identified problem?	Increasing accountability and publicity of the work of courts and prosecutors. Increasing public trust in the work of these institutions. Increasing citizens' awareness about addressing complaints about disciplinary violations by judges and prosecutors.
Why is it important to commit to the values of OGP?	Increasing transparency and publicity of justice system bodies is a key factor in the fight against corruption, as well as in building public trust in the work of these institutions.
Description of expected results	Increasing the transparency of justice institutions

No.	Achievements	Indicators	Activity bearer	Starting date	End date
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1.	Creation of a special unit in the judicial system that deals with corruption cases, similar to the Unit for Economic Crimes and Corruption in the Basic Prosecutor's Office in Prishtina.	The creation of a special unit dealing with the fight against corruption has begun	Government of Kosovo/Ministry of Justice, Assembly, KJC, and KPC	01/10/2023	31/12/2025
2.	Corruption cases, especially high-profile ones, are treated with absolute priority by the justice system.	Number of cases treated	KJC, KPC and the relevant courts and prosecutions	01/10/2023	31/12/2025
3.	All statistical reports are published on the official website of the prosecutorial and judicial system on the number of solved cases and the handling of corruption cases.	Reports and other data published on relevant online platforms	KJC, KPC and the relevant courts and prosecutions	01/10/2023	31/12/2025
4.	The final decisions regarding the handling of disciplinary violations by judges and prosecutors are published	Number of final decisions on disciplinary violations published on relevant online platforms	KJC, KPC and the relevant courts and prosecutions	01/10/2023	31/12/2025
5.	Stricter punishments and disciplinary measures have been imposed on judges and prosecutors who violate the law, the code of ethics or their official duties.	The number of sentences imposed	KJC, KPC and the relevant courts and prosecutions	01/10/2023	31/12/2025

Commitment 3: Increasing the transparency of recruitment institutions for high state positions	
01/09/2023 – 31/12/2025	
What is the problem addressed by this commitment?	Lack of transparency during the evaluation of candidates for high state positions

What is the commitment?	Increasing the transparency of recruitment institutions
How does the commitment contribute to solving the identified problem?	The development of transparent and responsible recruitment processes, based on the principle of publicity, as well as including the broad participation of civil society
Why is it important to commit to the values of OGP?	The selection of meritorious and competent persons in public institutions, based on the principles of transparency, accountability and equality of candidates, will undoubtedly affect the performance and credibility of the respective public institutions.
Description of expected results	Sensitivity and awareness of the importance of recruitment processes for high state positions has increased.

No.	Achievements	Indicators	Activity bearer	Starting date	End Date
1.	The process of selecting candidates for high public positions is transparent and the voting by members of the interviewing panel is public.	The number of minutes published during the candidate interview process	The Assembly of the Republic of Kosovo / parliamentary committees, as well as other institutions responsible for the election of senior state positions; Anti-Corruption Agency	01/09/2023	31/12/2025
2.	The members of the interview panel provide the justifications and rationale for the respective points for each candidate.	Access to interview panel member reports	The Assembly of the Republic of Kosovo/parliamentary committees, as well as other institutions responsible for the election of senior state positions;	01/09/2023	31/12/2025

			Anti-Corruption Agency		
3.	Lists of candidates who meet the formal criteria for high state positions are submitted to the Anti-Corruption Agency for a legal opinion on a possible conflict of interest.	The number of lists of candidates submitted to ACA	The Assembly of the Republic of Kosovo / parliamentary committees, as well as other institutions responsible for the election of senior state positions; Anti-Corruption Agency	01/09/2023	31/12/2025
4.	The procedures for the recruitment of high state positions are standardized and unified	Guidelines that define recruitment procedures in a standardized and unified manner	Ibid.	01/09/2023	31/12/2025

NATIONAL COORDINATING COMMITTEE



Republika e Kosovës
Republika Kosova-Republic of Kosovo
Qeveria - Vlada - Government

Ministria e Administrimit të Pushtetit Lokal
Ministarstvo Administracije Lokalne Samouprave
Ministry of Local Government Administration

