

Section I: Identification and JP Status

Economic governance, regulatory reform, public participation, and pro-poor development in Albania

Semester: 1-11

Country	Albania
Thematic Window	Democratic Economic Governance
MDGF Atlas Project	
Program title	Economic governance, regulatory reform, public participation, and pro-poor development in Albania

Report Number	
Reporting Period	1-11
Programme Duration	
Official Starting Date	

Participating UN Organizations	* UNDP * WB
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Implementing Partners	* •Albanian Electricity Transmission Corporation * •Albanian Electro-Energetic Corporation * •Energy Regulatory Entity * •General Department for Water Supply * •Ministry of Economy, Trade and Energy * •Ministry of Labour, Social Affairs and Equal Opportunities * •Ministry of Transport and Public Works
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Budget Summary

Total Approved Budget

	UNDP	\$2,097,200.00
WB		
Total	\$2,097,200.00	
Total Amount of Transferred To Date		
	UNDP	\$2,097,200.00
WB		
Total	\$2,097,200.00	
Total Budget Committed To Date		
	UNDP	\$1,823,587.00
WB		
Total	\$1,823,587.00	
Total Budget Disbursed To Date		
	UNDP	\$1,139,709.00
WB		
Total	\$1,139,709.00	

Donors

As you can understand, one of the Goals of the MDG-F is to generate interest and attract funding from other donors. In order to be able to report on this goal in 2010, we would require you to advise us if there has been any complementary financing provided in 2010 for each programme as per following example:

Amount in thousands of U\$

Type	Donor	Total	For 2010	For 2011	For 2012
Parallel					
Cost Share					
Counterpart					

DEFINITIONS

1) PARALLEL FINANCING – refers to financing activities related to or complementary to the programme but whose funds are NOT channeled through UN agencies. Example: JAICA decides to finance 10 additional seminars to disseminate the objectives of the programme in additional communities.

2) COST SHARING – refers to financing that is channeled through one or more of the UN agencies executing a particular programme. Example: The Government of Italy gives UNESCO the equivalent of US \$ 200,000 to be spent on activities that expand the reach of planned activities and these funds are channeled through UNESCO.

3) COUNTERPART FUNDS - refers to funds provided by one or several government agencies (in kind or in cash) to expand the reach of the programme. These funds may or may not be channeled through a UN agency. Example: The Ministry of Water donates land to build a pilot 'village water treatment plant' The value of the contribution in kind or the amount of local currency contributed (if in cash) must be recalculated in US \$ and the resulting amount(s) is what is reported in the table above.

Direct Beneficiaries

	Men	Men from Ethnic Groups	Women	Women from Ethnic Groups	Boys	Girls	National Institutions	Local Institutions
Targeted Number	693		334				11	0
Reached Number	381		181				13	56
Targeted - Reached	312	0	153	0	0	0	-2	-56
% difference	54.98	0	54.19	0	0	0	118.18	0

Indirect Beneficiaries

	Men	Men from Ethnic Groups	Women	Women from Ethnic Groups	Boys	Girls	National Institutions	Local Institutions
Targeted Number	815621		752880					
Reached Number								
Targeted - Reached	815621	0	752880	0	0	0	0	0
% difference	0.0	0	0.0	0	0	0	0	0

Section II: JP Progress

1 Narrative on progress, obstacles and contingency Measures

Please provide a brief overall assessment (250 words) of the extent to which the joint programme components are progressing in relation to expected outcomes and outputs, as well as any measures taken for the sustainability of the joint programme during the reporting period. Please, provide examples if relevant. Try to describe facts avoiding interpretations or personal opinions

Progress in outcomes

The implementation of the programme is continuing to progress well and delivery is good.

Progress in outcomes

Outcome 1 - All the activities are ongoing as planned.

Outcome 2 - All the activities are ongoing as planned

Outcome 3 - All the activities are ongoing as planned

Progress in outputs

Progress in Outputs: This is the final year of programme implementation and most of the final outputs will be delivered by the end of the year. A few outputs are expected to be delivered next year which will require a no-cost extension of 3 months. The programme is planning to officially request such an extension.

Measures taken for the sustainability of the joint programme

Measures taken for the sustainability of the joint programme: The activities of the JP are designed in such a way as to be sustainable. 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.

Are there difficulties in the implementation?

Management: 1. Activity and output management. 2. Governance/Decision Making 4.Accountability

What are the causes of these difficulties?

External to the Joint Programme

Briefly describe the current difficulties the Joint Programme is facing

The programme is not facing any major internal difficulties that are of an operational character. The issues with respect to financial reporting to the MDG-F Secretariat that were already reported remain. They are due to an incompatibility between the financial reporting modalities agreed in the fee for service agreement between UNDP and the World Bank and the MDG-F reporting format. The latter requires financial reporting broken down by activity while the fee for service agreement with the World Bank is broken down by input (travel, consultancy fees, training etc.). Because of this, the EG programme cannot report on the expenditures and commitments by activity for the World Bank led component. It can only report an aggregate figure for expenditures and commitments for that component.

Briefly describe the current external difficulties that delay implementation

All external difficulties that were previously reported have been addressed. 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.

Explain the actions that are or will be taken to eliminate or mitigate the difficulties

The financial reporting issue has been raised on several occasions with the WB Task Manager. Based on advice received by the Bank's lawyers, the only way a different reporting format could be adopted would be by amending the fee for service agreement and renegotiating the reporting formats that are part of the agreement. Based on previous experiences this process might take longer than the remaining lifespan of the project.

2 Inter-Agency Coordination and Delivering as One

Is the joint programme still in line with the UNDAF?

Yes true
No false

If not, does the joint programme fit the national strategies?

Yes
No

What types of coordination mechanisms

The JP is part of the One UN Programme in Albania and is structured under the Governance Pillar. Therefore, activities are part of the standard planning and reporting cycle foreseen by the One UN Programme along with those of all other JPs that are active in the country.

The Programme Management Committee, which meets on a quarterly basis and is co-chaired by the UN Resident Coordinator and the Lead Government partner, provides oversight and guidance to all agencies participating in the joint programme.

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.

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.

Please provide the values for each category of the indicator table below

Indicators	Baseline	Current Value	Means of verification	Collection methods
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Number of managerial practices (financial, procurement, etc) implemented jointly by the UN implementing agencies for MDF-F JPs	0	10	Internal reporting system	Internal meetings/ reports
Number of joint analytical work (studies, diagnostic) undertaken jointly by UN implementing agencies for MDG-F JPs	0	1	Internal reporting system	Internal meetings/ reports
Number of joint missions undertaken jointly by UN implementing agencies for MDG-F JPs	0	1	Internal reporting system	Internal meetings/ reports

3 Development Effectiveness: Paris Declaration and Accra Agenda for Action

Are Government and other national implementation partners involved in the implementation of activities and the delivery of outputs?

Not involved false
 Slightly involved false
 Fairly involved true
 Fully involved false

In what kind of decisions and activities is the government involved?

Policy/decision making

Who leads and/or chair the PMC?

A Deputy Minister at the Ministry of Economy, Trade and Energy

Number of meetings with PMC chair

4

Is civil society involved in the implementation of activities and the delivery of outputs?

Not involved false
 Slightly involved false
 Fairly involved true
 Fully involved false

In what kind of decisions and activities is the civil society involved?

Management: service provision

Are the citizens involved in the implementation of activities and the delivery of outputs?

Not involved false
 Slightly involved false

Fairly involved true
Fully involved false

In what kind of decisions and activities are the citizens involved?

Policy/decision making

Where is the joint programme management unit seated?

UN Agency

Current situation

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. The programme actively cooperates with the Albanian Association of Water Utilities. The civil society in the area of consumer protection in Albania remains underdeveloped and the strategy to address this issue is being explored with the Government.

4 Communication and Advocacy

Has the JP articulated an advocacy & communication strategy that helps advance its policy objectives and development outcomes?

Yes true
No false

Please provide a brief explanation of the objectives, key elements and target audience of this strategy

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, 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.

In brief, all the public awareness activities envisaged by the programme are going ahead as planned and are achieving the expected results.

What concrete gains are the advocacy and communication efforts outlined in the JP and/or national strategy contributing towards achieving?

Increased dialogue among citizens, civil society, local national government in relation to development policy and practice
Media outreach and advocacy

What is the number and type of partnerships that have been established amongst different sectors of society to promote the achievement of the MDGs and related goals?

Faith-based organizations
Social networks/coalitions



Local citizen groups
Private sector
Academic institutions
Media groups and journalist
Other

What outreach activities do the programme implement to ensure that local citizens have adequate access to information on the programme and opportunities to actively participate?

Focus groups discussions
Household surveys
Use of local communication mediums such radio, theatre groups, newspapers
Capacity building/trainings

Section III: Millenium Development Goals

Millenium Development Goals

Additional Narrative Comments

Please provide any relevant information and contributions of the programme to de MDGs, whether at national or local level

A major success of the EG programme has been its support to the preparation of a "model" contract between water utilities and consumers. 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. The "model" contract will be introduced by all the 56 Albanian water utilities and affect the lives of over 3 million Albanians.

Please provide other comments you would like to communicate to the MDG-F Secretariat

Section IV: General Thematic Indicators

1 Strengthen national and local governments' capacity to manage and monitor water supply and sanitation services

1.1 Number of institutions, civil servants and/or citizens trained to take informed decisions on water management and sanitation issues

Public institutions

Total 58

Private Sector Institutions

Total 0

NGOs

Total 0

Community based organizations

Total 0

Civil servants

Total 562

Women 181

Men 381

Citizens

Total

Women

Men

Other, Specify

Total

Women

Men

1.2 Increase in the coverage the water supply and sanitation monitoring systems due to the JP Intervention

Water supply system

% increase over the total system extension 0

Sanitation system

% increase over the total system extension 0

Level of analysis of the information compiled

1.3 Budget allocated to provide water and sanitation services before the implementation of the Joint Programme

National Budget 41,176,471 USD

3.5 billion Lek (data from 2008)

Total Local Budget

3.5 billion Lek (data from 2008)

1.4 Variation (%) in the Budget devoted to provide water and sanitation services from the beginning of the joint programme to present time

National Budget

% Overall

% Triggered by the joint programme

Local Budget

% Overall

% Triggered by the joint programme

Comments

Data not available at this stage

1.5 Number of laws, policies or plans supported by the programme that explicitly aim to improve water and sanitation policies and management

Policies

National 1
Local

Laws

National
Local

Plans

National
Local

1.6 Please briefly provide some contextual information on the law, policy or plan and the country/municipality where it will be

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 Durrës 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.

1.7 Sector in which the law, policy or plan is focused

Access to drinking water

Comments

Policy for the prioritization of water and sanitation investment in rural areas

1.8 Number of citizens and/or institutions to be affected directly by the law, policy or plan

Citizens

Total	785,823
No. Urban	392,126
No. Rural	393,697

National Public Institutions

Total	1
Urban	1
Rural	

Local Public Institutions

Total	
No. Urban	
No. Rural	

Private Sector Institutions

Total	
No. Urban	
No. Local	

2 Improve access to safe drinking water

2.1 Number of citizens that gained access to safe affordable drinking water with the support of the JP

No. Citizens	
No. Women	
No. Men	

2.2 Variation (%) of the population who gained access to drinking water in the region of intervention from the beginning of the programme to present time

%

2.3 Number of municipalities/communities/cities with access to safe drinking water through the JP

Total number
No. Urban Communities
No. Rural Communities

2.4 Type of improvements produced on the wellbeing of the population through the access to potable water

Comments

3 Community empowerment and participation in the water management decision processes

3.1 Number of community organizations strengthened or created to increase the civil society participation in the decision making processes

No. Organisations
No. Women
No. Men
% from ethnic groups

3.2 Number of citizens sensitized in hygiene and sanitation issues

Total No.
No. Children
No. Women
No. Men
% from Ethnic groups

4 Strengthening water supply and sanitation services providers

4.1 Number and type of water and sanitation services providers strengthened

Public institutions 58
Private institutions
Community organizations
Public Private Partnership
Other: Specify

National Level No. 2
Local Level No. 56

4.2 Indicate the type of intervention used to strengthen water and sanitation services providers

Knowledge transfer

4.3 Number of water and sanitation service providers mentioned above that have developed a financial plan and sustainability system

Total Number

Type of financial plan

Economic Governance, Regulatory Reform and Pro-Poor Development in Albania - Joint Programme M&E framework

Expected Results (Outcomes & outputs)	Indicators	Baseline	Overall JP expected target	Achievement of target to date	Means of verification	Collection methods (with indicative time frame & frequency)	Responsibilities	Risks & assumptions
<p>JP outcome 1: Capacities of regulatory bodies to better monitor the provision and efficiency of service delivery enhanced</p> <p>a) Output 1: Shortcomings of the Power Market Model and capacity constraints of GDWS (including for monitoring and benchmarking) and GDPWWSW identified</p>	<p>Indicator 1.1 % of the recommendations of the assessment of the Power Market Model and capacity diagnosis reports approved by the respective institutions</p>	<p><u>Baseline:</u> no assessment of the Power Market Model ever done</p>	<p>1 assessment of the Power Market Model prepared and 80% of its recommendations approved by METE and ERE</p> <p>1 capacity diagnosis report for GDWS and GDPWWSW and 80% of its recommendations approved</p>	<p>Inception Report completed in June. Final draft expected in October 2011</p> <p>Assessment carried out and draft report prepared. Final report expected by July 15 2011</p>	<p>Copy of official approval of the assessment and its recommendations available in programme files</p> <p>Follow up support provided by the EG programme in the frame of its planned activities</p>	<p>The programme will request a copy of the document from METE/ERE</p> <p>Regular programme reports to the PMC, evaluation report</p>	<p>World Bank</p> <p>World Bank</p>	<p>Assumption: The assessment is of good quality</p> <p>Assumption: The capacity diagnosis is of good quality</p>

b) Output 2: Remedies to address capacity constraints affecting the effectiveness of GDWS, KESH and OST designed/implemented	Indicator 1.2 Assessment of monitoring and benchmarking practices and recommendations for improved monitoring of water utilities performance approved	<u>Baseline:</u> Monitoring and benchmarking practices out of line with emerging challenges	1 assessment of the monitoring and benchmarking practices prepared and recommendations for a new methodology approved by GDWS	Field work planned to be finalized in July and write up with analysis and recommendations to be submitted by 10 August 2011	Copy of decision of GDWS to adopt the enhanced monitoring methodology available in the programme files	The programme will request a copy of the document from GDWS	World Bank	Assumption: The enhanced methodology responds to actual needs
	Indicator 2.1 Business plans adopted by the respective institutions	<u>Baseline:</u> no existing policy	2 business plans to improve the performance of KESH and OST prepared and adopted by the respective institutions	Draft Business Plans by KESH/OST submitted to WB team. To be revised and updated in September 2011	Copy of agreement on performance between KESH and METE and OST and METE available in programme files	The programme will request a copy of the document from METE	World Bank	Risks: METE and KESH/OST fail to reach agreement on business plan
	Indicator 2.2 GDWS relevant staff trained in applying the new monitoring and benchmarking methodology	<u>Baseline:</u> Monitoring and benchmarking practices out of line with emerging challenges	10 GDWS staff trained	Initial training has commenced as part of water/sanitation strategy preparation. In-depth multiyear training plan is under preparation	Evidence of training and actual use of the methodology available in programme files	Regular programme reports to the PMC, evaluation report	World Bank	Risks: no risks since the enhanced methodology is a priority need
	Indicator 2.3	<u>Baseline:</u> no	Criteria and	Task	Copy of decision of	The programme will	World Bank	Risks: The

c) Output 3: National representative data on citizens' perceptions of the quality of electricity and water services generated and analyzed for policy making purposes	Criteria and prioritization methodology adopted and introduced at GDWS	existing policy	prioritization methodology to prioritize investment in rural areas developed, adopted and introduced at GDWS and 10 GDWS staff trained	ongoing. Completion expected by December 2011	GDWS to adopt the methodology and evidence of training available in the programme files	request a copy of the relevant document from GDWS.\		methodology is excessively complex and difficult to use
	Indicator 3.1 National survey conducted	<u>Baseline:</u> no existing policy	Methodology to conduct surveys of citizens' perceptions of electricity and water services developed with the relevant central and local authorities and implemented nationally	Company selected and contracted. Work is ongoing. Expected completion in December 2011	Survey results available in the files of the programme	Regular programme reports to the PMC, evaluation report	UNDP	Assumptions: Existing sociological survey institutions can do a quality job
	Indicator 3.2 National report with regional sections prepared	<u>Baseline:</u> no existing methodology and data	Analytical report with policy recommendations to improve the performance of electricity	Company selected and contracted. Work is ongoing. Expected completion in December	Analytical report available in the files of the programme	Regular programme reports to the PMC, evaluation report	UNDP	Assumption: Good analytical expertise mobilized Risks: Politicization

d) Output 4: Evidence based dialogue on citizens' perception of the quality of electricity and water services as well as reforms in the two sectors established	Indicator 4.1 Number of articles presented by the media	<u>Baseline:</u> no existing national level analysis	and water utility providers prepared Media campaign implemented and at least 30 articles dealing with the results of the survey presented by the media	2011 Pending (second half of 2011)	Copy of the articles available in the files of the programme	Programme staff collects the articles	UNDP	of the results Risk: Limited interest on the part of the media (low)
	Indicator 4.2 Number of people attending the national round table	<u>Baseline:</u> limited media coverage of public service delivery issues	National round table organized and at least 40 people including senior government officials, attend the national round table and provide substantive inputs to the debate	Pending (second half of 2011)	List of participants and summary of the discussions kept in programme files	Programme staff will record attendance and prepare the summary of discussions	UNDP	Risks: Little interest on the part of the concerned players (low)
	Indicator 4.3 Number of people attending the	<u>Baseline:</u> round tables on the topic	12 regional public hearings	Pending (second half of 2011)	List of participants and summary of the discussions kept in	Programme staff will record attendance and prepare the	UNDP	Risks: Little interest on the part of

	regional public hearings	have taken place but no precise data is available	organised and at least 200 people attend them and have their awareness and understanding of electricity and water issues raised		programme files	summary of discussions		customers, associations and other interested parties (low)
<p>JP Outcome 2: Consumer associations and state bodies strengthened, to provide a strong national voice for customers</p> <p>a) Output 5: The capacity of the state bodies to protect and promote consumer rights enhanced</p>	<p>Indicator 5.1 Number of government and consumer protection NGO staff trained</p>	<p><u>Baseline:</u> some knowledge available but requires consolidation</p>	<p>10 MSD/CPC staff participate in 3 study tours to EU member states to enhance their knowledge of EU member states' consumer protection practices in order to be in a position to take informed policy decisions</p>	<p>Director of MSD trained on consumer complaints management</p> <p>2 study tours organised (Italy and Romania) in favour of 5 staff of MSD, 5 members of CPC and 1 journalist dealing with consumer issues</p>	<p>Reports of each participant in a study tour highlighting new knowledge acquired available in the files of the programme</p>	<p>The reports will be made mandatory by programme staff for the participants in study tours</p>	<p>UNDP</p>	<p>n.a.</p>

	<p>Indicator 5.2 Number of staff from the new Market Surveillance Body and the CPS/CPC trained</p>	<p><u>Baseline:</u> the Market Surveillance Body and the CPC are completely new institutions</p>	<p>30 staff from MSB, MSD and CPC trained</p>	<p>15 CPS staff, CPC members and consumer protection associations trained</p>	<p>Lists of participants and participants' feedback available in the files of the programme</p>	<p>Programme staff will record attendance and will make the provision of feedback mandatory</p>	<p>UNDP</p>	<p>n.a.</p>
	<p>Indicator 5.3 Web-based National Consumer Complaints Management System established and operational</p>	<p><u>Baseline:</u> no existing system</p>	<p>CCMS software developed and operational</p>	<p>Software developed and operational (launched on 15 March 2011)</p>	<p>Accessible and visible to the public on internet</p>	<p>n.a.</p>	<p>UNDP</p>	<p>Risks: The Alternative Dispute Resolution System is not in place when the software become operational thus reducing its immediate usefulness</p>
	<p>Indicator 5.4 Number of lawyers and mediators trained in consumer legislation</p>	<p><u>Baseline:</u> very few lawyers and mediators are even aware about the existence of consumer protection legislation</p>	<p>10 lawyers and 10 mediators trained</p>	<p>Training programme developed</p>	<p>Lists of participants and participants' feedback available in the files of the programme</p>	<p>Programme staff will record attendance and will make the provision of feedback mandatory</p>	<p>UNDP</p>	<p>n.a.</p>
	<p>Indicator 5.5 Study on the customer</p>	<p><u>Baseline:</u> No existing</p>	<p>Study conducted and</p>	<p>Company contracted.</p>	<p>Report available in the files of the programme</p>	<p>Regular programme reports to the PMC,</p>	<p>UNDP</p>	<p>n.a.</p>

b) Output 6: Consumer protection capacities and structures of the consumer	services of the water utilities	comprehensive and structured information	used by GTZ to prepare customer service guidelines	Work ongoing. Expected completion September 2011		evaluation report		
	Indicator 5.6 Recommendation to improve compliance with consumer protection legislation of energy and water contracts followed up	<u>Baseline:</u> The existing energy and water contracts have never been screened for violations of consumer rights	Contracts reviewed and recommendations for amendments followed up by the CPC	Preparation of a model water contract completed in February 2011. Introduction in 56 water utility companies ongoing	Letter from the CPC to the public utility providers	Copy of letter obtained by programme staff	UNDP	Assumption: Good cooperation between ERE, WRE and CPS
	Indicator 5.7 Mid-term review (MTR) of Strategy on CP and MS plus Action Plan approved by METE	<u>Baseline:</u> Mid-term review pending	Mid-term review and action plan prepared and approved by METE	Two MTRs conducted: One for food products and one for non-food products. The draft reports have been submitted to concerned ministries	Mid-term review report shared with the higher policy making level such as the Council of Ministers	Programme staff will obtain evidence of the policy impact of the report and follow up	UNDP	Risk: No follow up on the recommendations of the MTRs due to lack of political will

<p>associations developed and awareness about consumer rights raised in all regions of Albania</p>	<p>Indicator 6.1 Capacity assessment of consumer protection associations and recommendations for training prepared and followed up</p>	<p><u>Baseline:</u> no capacity assessments ever conducted</p>	<p>Capacity development needs assessment reports prepared</p>	<p>Capacity development needs assessment of the 2 active consumer protection associations conducted and submitted to government</p>	<p>Training programmes prepared by the programme on the basis of the capacity assessment (available in programme files)</p>	<p>PMC reports and evaluation report</p>	<p>UNDP</p>	<p>Risk: The associations refuse to cooperate</p>
	<p>Indicator 6.2 Number of staff/regional focal points from the associations trained</p>	<p><u>Baseline:</u> only sporadic ad hoc capacity building</p>	<p>The capacities of over 15 central staff and 40 regional focal points of the consumer protection associations raised in how to run a consumer protection association, provide</p>	<p>Activity cancelled</p>	<p>Lists of participants and participants' feedback available in the files of the programme</p>	<p>Programme staff will record attendance and will make the provision of feedback mandatory</p>	<p>UNDP</p>	<p>Risks: The regional focal points do not have a chance to exercise the skills acquired due to lack of resources</p>

	<p>Indicator 6.3 Number of consumer advisory centres established</p>	<p><u>Baseline:</u> Several centres existed in the past but had to close due to lack of resources</p>	<p>consumer protection support and conduct public awareness raising activities</p> <p>Model Consumer Advisory Centres established as a partnership between the consumer protection NGOs and the municipalities (and possibly METE) operational on a sustainable basis</p>	<p>Activity cancelled</p>	<p>Municipalities (and possibly METE) partly co-finance together with the programme the operation of the centres and fully co-finance it upon completion of the programme</p>	<p>Independent evaluation to be conducted in the last quarter of activity of the programme</p>	<p>UNDP</p>	<p>Risks: METE has no resources to support the centres and only the municipalities finance their operations. The risk of the centres closing after the completion of the programme is real.</p>
	<p>Indicator 6.4 Number of consumers, businesses and pupils in schools benefiting from the awareness raising programme on the provisions of the new consumer protection law</p>	<p><u>Baseline:</u> The law was passed in 2008 and there has never been an awareness raising campaign about its provisions</p>	<p>At least 100 consumers, businesses and pupils in schools benefit from the awareness raising programme</p>	<p>Preparation of 2 TV spots and a documentary ongoing</p>	<p>Lists of participants and participants' feedback available in the files of the programme</p>	<p>Programme staff will record attendance and will make the provision of feedback mandatory</p>	<p>UNDP</p>	<p>Risks: Lack of interest on the part of target groups</p>

	Indicator 6.5 Number of journalists benefitting from the awareness raising programme on the provisions of the new consumer protection law	<u>Baseline:</u> The law was passed in 2008 and there has never been an awareness raising campaign about its provisions	At least 20 staff benefit from the awareness raising programme	120 journalists trained on the provisions of the consumer protection law	Lists of participants and participants' feedback available in the files of the programme	Programme staff will record attendance and will make the provision of feedback mandatory	UNDP	Risks: Lack of interest on the part of target groups
JP Outcome 3: Vulnerable groups, people in need, and those living in informal areas benefit from pro-poor utility policies a) Output 7: Adequate mechanisms to facilitate tariff reform by mitigating its impact on the poor established	Indicator 7.1 Stocktaking report used to identify knowledge and data gaps	<u>Baseline:</u> updated data needed	Stocktaking report prepared and used to identify knowledge and data gaps	Activity completed	Analyses available in the files of the programme	PMC reports and evaluation report	World Bank	Risks: The information in LSMS is not adequate to make the assessment
	Indicator 7.2 Study on the effectiveness of support to the poor reviewed by government	<u>Baseline:</u> No such study exists	Study on the effectiveness of support to the poor conducted and analyzed by the government	Draft paper for energy completed. Background paper on water available in Albanian	Evidence of review of the study by the government obtained by programme staff and available in programme files	PMC reports and evaluation report	World Bank	n.a.

	<p>Indicator 7.3 Willingness to pay survey used to anchor price increases on revealed preferences of households</p>	<p><u>Baseline:</u> Such surveys have never been implemented</p>	<p>for policy making purposes</p> <p>Survey on willingness to pay conducted and used to guide price increases</p>	<p>only</p> <p>Implementation of willingness to pay survey completed</p>	<p>Evidence that the WRE and municipalities use the survey available in programme files</p>	<p>Evidence obtained by programme staff</p>	<p>World Bank</p>	<p>Risks: The findings of the survey may not be compatible with the objectives of the concerned institutions and thus may not be used</p>
	<p>Indicator 7.4 Enhanced mechanisms for the protection of the poor from the impact of tariff reforms integrated into the government's policy options</p>	<p><u>Baseline:</u> mechanisms exist but can be improved</p>	<p>2 PSIA reports completed and recommendations enhanced mechanisms for the protection of the poor prepared and reviewed by the government</p>	<p>Data analysis on the energy sector completed. Background paper on water is currently being prepared</p>	<p>Evidence (minutes of meetings, other) of high level policy makers reviewing the recommendations of the programme</p>	<p>Programme staff will obtain the necessary evidence from the government</p>	<p>World Bank</p>	<p>Risks: The proposed options are not approved by the government</p>
<p>c) Output 8: The process of legalization of utility connections in illegal settlements supported</p>	<p>Indicator 8.1 Number of participants in workshops</p>	<p><u>Baseline:</u> legalization of electricity connections initiated by the private electricity</p>	<p>2 workshops with at least 50 participants altogether organised on the legalization of</p>	<p>Pending (second half of 2011)</p>	<p>List of participants and summary of the discussions kept in programme files</p>	<p>Programme staff will record attendance and prepare the summary of discussions</p>	<p>UNDP</p>	<p>Risks: No interest on the part of the water companies and/or residents to</p>

	<p>Indicator 8.2 Number of residents who pay their utility bills</p>	<p>distributor but limited activity with respect to water</p> <p><u>Baseline:</u> residents legalizing their connection in the electricity sector but in the water sector this takes place only in relation to the establishment of new water supply networks</p>	<p>utility connection in the presence of government representatives organized in Bathore & Keneta</p> <p>At least 50 more residents of Bathore & Keneta pay their utility bills since the start of the project's interventions</p>	<p>Pending (second half of 2011)</p>	<p>Evidence in the form of new residents applying for legalization provided by the utility providers</p>	<p>Programme staff will obtain the evidence from the utility providers</p>	<p>UNDP</p>	<p>be involved in such dialogue</p> <p>Risks: Those who wanted to legalize their connections have done it already and only very few residents will agree to do it as a result of the programme's interventions</p>
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Economic Governance, Regulatory Reform and Pro-Poor Development in Albania - Joint Programme Results Framework with financial information

This table refers to the cumulative financial progress of the joint programme implementation at the end of the semester. The financial figures from the inception of the programme to date accumulated (including all cumulative yearly disbursements).

Outcome 1/Output 1 - Joint Programme Results Framework with Financial Information*

Output 1.1. Shortcomings of the Power Market Model and capacity constraints of GDWS (including for monitoring and benchmarking) and GDPWWSW identified												
Programme Outputs	ACTIVITIES	YEAR				UN AGENCY	RESPONSIBLE PARTY	PLANNED BUDGET				
		09	10	11	12			Total amount planned for the JP	Total amount planned according to AWP / funds received	Estimated total amount committed	Estimated total amount disbursed	Estimated % delivery rate of budget
1 assessment of the Power Market Model report	Activity 1.1.1 assessment of the Power Market Model and recommendations					WB	ERE	139,100	139,100			
1 capacity diagnosis report for GDWS prepared	Activity 1.1.2 capacity diagnosis of GDWS and recommendations					WB	MPWTT/GDWS	32,100	32,100			
1 assessment report of the monitoring and benchmarking practices of GDWS	Activity 1.1.3 assessment of monitoring and benchmarking practices and recommendations					WB	MPWTT/GDWS	53,500	53,500			
	TOTAL							224,700	224,700			

*This is a World Bank led output. Budget items for WB led outputs are based on UNDP project management estimates. Delivery details will be provided by the World Bank to UNDP by year end as per the reporting requirements of the fee for service contract.

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Outcome 1/Output 2 - Joint Programme Results Framework with Financial Information*

Output 1.2. Remedies to address capacity constraints affecting the effectiveness of GDWS, KESH and OST designed/implemented												
Programme Outputs	ACTIVITIES	YEAR				UN AGENCY	RESPONSIBLE PARTY	PLANNED BUDGET				
		09	10	11	12			Total amount planned for JP	Total amount planned according to AWP/ funds received	Estimated total amount committed	Estimated total amount disbursed	Estimated % delivery rate of budget
2 business plans and agreements on performance prepared	Activity 1.2.1 Preparation of business plans for KESH and OST and agreements on performance					WB	METE	107,000	107,000	-	-	-
10 staff trained	Activity 1.2.2 Training of GDWS staff on monitoring methodologies, service quality, transparency, complaints systems and dispute resolution					WB	MPWTT/GDWS	53,500	53,500	-	-	-
10 staff trained	Activity 1.2.3 Methodology developed and capacity built around the prioritization of investments in water supply in rural areas					WB	MPWTT/GDWS	53,500	53,500	-	-	-
	TOTAL							214,000	214,000	-	-	-

*This is a World Bank led output. Budget items for WB led outputs are based on UNDP project management estimates. Delivery details will be provided by the World Bank to UNDP by year end as per the reporting requirements of the fee for service contract.

Outcome 1/Output 3 - Joint Programme Results Framework with Financial Information

Output 1.3. National representative data on citizens' perceptions of the quality of electricity and water services generated and analyzed for policy making purposes												
Programme Outputs	ACTIVITIES	YEAR				UN AGENCY	RESPONSIBLE PARTY	PLANNED BUDGET				
		09	10	11	12			Total amount planned for JP	Total amount planned according to AWP / funds received	Estimated total amount committed	Estimated total amount disbursed	Estimated % delivery rate of budget
National survey conducted and national report with regional sections prepared	Activity 1.3.1 Design and implementation of a national survey on citizens' perceptions of electricity and water services and preparation with CTA substantive support of national and regional reports on the results of the national survey					UN DP	METE/ERE for electricity and GDWS/WRE and local governments for water	128,400	128,400	112,531	30,522	87.6%
	TOTAL							128,400	128,400	112,531	30,522	87.6%

Outcome 1/Output 4 - Joint Programme Results Framework with Financial Information

Output 1.4. Evidence based dialogue on citizens' perception of the quality of electricity and water services as well as reforms in the two sectors established												
Programme Outputs	ACTIVITIES	YEAR				UN AGENCY	RESPONSIBLE PARTY	PLANNED BUDGET				
		09	10	11	12			Total amount planned for JP	Total amount planned according to AWP / funds received	Estimated total amount committed	Estimated total amount disbursed	Estimated % delivery rate of budget
Media campaign, national round table and 12 regional public hearings implemented	Activity 1.4.1 Implementation of a media campaign on the results of the survey and other topics related to the reform of utility services, including information materials, national round table and 12 regional public hearings					UN DP	METE/ERE for electricity and GDWS/WRE and local government units for water	74,900	74,900	0	0	0%
	TOTAL							74,900	74,900	0	0	0

Outcome 2/Output 5 - Joint Programme Results Framework with Financial Information

Output 2.5. The capacity of the state bodies to protect and promote consumer rights enhanced												
Programme Outputs	ACTIVITIES	YEAR				UN AGENCY	RESPONSIBLE PARTY	PLANNED BUDGET				
		09	10	11	12			Total amount planned for JP	Total amount planned according to AWP / funds received	Estimated total amount committed	Estimated total amount disbursed	Estimated % delivery rate of budget
Functional review and capacity assessment reports prepared	Activity 2.5.1. Functional review and capacity assessment of the CPS to design its future structure and staffing and capacity requirements					UN DP	METE	-	-	Activity cancelled	-	-
10 MSD/CPC staff participate in 3 study tours to EU member states	Activity 2.5.2 Exposure of MSD/CPC to relevant EU member state practices in the area of: 1) Overall consumer protection systems; 2) Complaint management systems; 3) Alternative dispute resolution systems; 4) Cooperation with consumer protection NGOS					UN DP	METE	55,530	55,530	55,530	55,530	100.0%
30 staff from the MSB, MSD and CPC trained	Activity 2.5.3 Training of the inspectors of the new Market Surveillance Body as well as training of CPS/CPC in: 1) Unfair commercial practices; 2) Misleading advertisements; 3) Unfair terms of contracts					UN DP	METE	40,125	40,125	7,721	7,721	19.2%

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CCMS software operational	Activity 2.5.4 Update the concept for the National Complaints Management System and support software design, installation and training for the use of the software				UN DP	METE	85,600	85,600	81,984	54,315	95.8%
10 lawyers trained	Activity 2.5.5 Formulation of training programme and training of lawyers on the provisions of the consumer protection law through one or several workshops				UN DP	METE	16,050	16,050	16,023	9,817	99.8%
10 staff trained	Activity 2.5.6 Upgrading the skills of the staff of the Foundation for Conflict Resolution to handle business-consumer matters				UN DP	METE	10,700	10,700	0	0	0%
Model contracts prepared	Activity 2.5.7 Review of the electricity and water contracts for compliance with the consumer protection law and drafting of model contracts				UN DP	METE	16,500	16,500	73,616	33,431	446.2%
1 report on the customer services of the water utilities	Activity 2.5.8 Study on the customer services of the water utilities				UN DP	WRE	28,890	28,890	60,212	30,106	208.4%
Mid-term review and action plan prepared	Activity 2.5.9 Mid-term review of implementation of the Strategy for Consumer Protection and Market Surveillance and preparation of Action Plan				UN DP	METE	55,640	55,640	51,913	51,913	93.3%
	TOTAL						309,035	309,035	347,000	242,833	112.3%

Outcome 2/Output 6 - Joint Programme Results Framework with Financial Information

Output 2.6. Consumer protection capacities and structures of the consumer associations developed and awareness about consumer rights raised in all regions of Albania												
Programme Outputs	ACTIVITIES	YEAR				UN AGENCY	RESPONSIBLE PARTY	PLANNED BUDGET				
		09	10	11	12			Total amount planned for JP	Total amount planned according to AWP / funds received	Estimated total amount committed	Estimated total amount disbursed	Estimated % delivery rate of budget
Capacity development needs assessment report prepared	Activity 2.6.1 Capacity development needs assessment of the consumer protection associations.					UN DP	METE	23,540	23,540	22,680	22,680	96.3%
55 staff/regional focal points from the associations trained	Activity 2.6.2 Development and implementation of a training programme in favour of the central structures of the associations and their regional/local focal points					UN DP	METE	39,590	39,590	Activity cancelled	-	-
2 model consumer advisory centres established	Activity 2.6.3 Establishment of 2 "model" regional Consumer Advisory Centres with international expert assistance and support to their activities					UN DP	METE	107,000	107,000	Activity cancelled	-	-
National consumer awareness campaign implemented	Activity 2.6.4 Formulation and implementation of a national consumer awareness campaign with the consumer associations on the occasion of Consumer Day					UN DP	METE	107,000	107,000	69,122	35,310	59.6%
20 representatives of the media trained	Activity 2.6.5 Training of media on consumer rights					UN DP	METE	27,820	27,820	35,628	26,698	122.2%
	TOTAL							304,950	304,950	127,430	84,688	39.5%

Outcome 3/Output 7 - Joint Programme Results Framework with Financial Information*

Output 3.7. Remedies to address capacity constraints affecting the effectiveness of GDWS, KESH and OST designed/ implemented and legislative gaps with respect to micro-energy addressed.												
Programme Outputs	ACTIVITIES	YEAR				UN AGENCY	RESPONSIBLE PARTY	PLANNED BUDGET				
		09	10	11	12			Total amount planned for JP	Total amount planned according to AWP / funds received	Estimated total amount committed	Estimated total amount disbursed	Estimated % delivery rate of budget
Stocktaking report prepared	Activity 3.7.1 Taking stock of available micro-economic data to identify knowledge gaps that the new data collection should address					WB	MLSAEO	16,050	16,050	-	-	-
A comprehensive analysis prepared	Activity 3.7.2 National study on the effectiveness of support to the poor and the coordination of state agencies with utility providers					WB	MLSAEO	53,500	53,500	-	-	-
National representative survey conducted	Activity 3.7.3 National survey on willingness to pay for electricity and water as a tool to anchor price increases on revealed preferences of households					WB	CSO	96,300	96,300	-	-	-
2 PSIA reports completed	Activity 3.7.4 Poverty and social impact analysis of tariff reforms in the electricity and water sectors					WB	MLSAEO	74,900	74,900	-	-	-

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A policy paper produced	Activity 3.7.5 Analysis of potential national mechanisms for the protection of the poor and vulnerable from tariff increases				WB	MLSAEO	64,200	64,200	-	-	-
TOTAL							304,950	304,950	-	-	-

*This is a World Bank led output. Budget items for WB led outputs are based on UNDP project management estimates. Delivery details will be provided by the World Bank to UNDP by year end as per the reporting requirements of the fee for service contract.

Outcome 3/Output 8 - Joint Programme Results Framework with Financial Information

Output 3.8. The process of legalization of utility connections in illegal settlements supported												
Programme Outputs	ACTIVITIES	YEAR				UN AGENCY	RESPONSIBLE PARTY	PLANNED BUDGET				
		09	10	11	12			Total amount planned for JP	Total amount planned according to AWP / funds received	Estimated total amount committed	Estimated total amount disbursed	Estimated % delivery rate of budget
Two workshops organised	Activity 3.8.1 Work with community based organisations and local associations in informal areas to align the legalization of property ownership with the legalization of—and appropriate compensation for—utility service provision					UN DP	Local government units	42,800	42,800	0	0	0%
	TOTAL							42,800	42,800	-	-	-

Management and Evaluation - Joint Programme Results Framework with Financial Information

Management and evaluation												
Programme Outputs	ACTIVITIES	YEAR				UN AGENCY	RESPONSIBLE PARTY	PLANNED BUDGET				
		09	10	11	12			Total amount planned for the JP	Total amount planned according to AWP / funds received	Estimated total amount committed	Estimated total amount disbursed	Estimated % delivery rate of budget
Effective management of the programme	Management and operations cost of the programme including international technical support					UN DP		461,365	461,365	492,976	348,316	106.8%
Evaluation report	Implementation of an evaluation of the programme							32,100	32,100	0	0	0%
	TOTAL							493,465	493,465	492,976	348,316	99.9%
	TOTAL FOR OUTPUTS OF THE PROGRAMME UNDER UNDP COMPONENT							1,353,550	1,353,550	1,079,937	706,359	79.8%
	TOTAL FOR OUTPUTS OF THE PROGRAMME UNDER WB COMPONENT							743,650	743,650	743,650	433,350	100.0%
	TOTAL FOR ALL OUTPUTS OF THE PROGRAMME FOR BOTH UN AGENCIES*							2,097,200	2,097,200	1,823,587**	1,139,709***	87.0%

*USD 433,350 of the funds advanced by MDG-F is implemented by the World Bank under a fee for service contract with UNDP. This amount has been paid by UNDP to the World Bank under the fee for service contract. It is therefore treated by UNDP as a disbursement and reported as such in this table. Delivery details on the funds paid to the World Bank will be provided by the latter to UNDP by year end as per the reporting requirements of the fee for service contract.

** Includes USD 433,350 paid to the World Bank under the fee for service contract

***Include USD 433,350 paid to the World Bank under the fee for service contract

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