**Albania**

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| **Programme Title:** | Economic governance, regulatory reform, public participation, and pro-poor development in Albania |
| **Programme number & MDTF ref:** | MDGF-1808-A-ALB EcoGov (67186) |
| **Window:** | Economic Governance |
| **Approved Budget by NSC (US$):** | 2.1 million |
| **Participating Organizations:** | UNDP |
| **First Tranche transferred on:** | 14-Aug-2009 |

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| **ACTIVITIES Reported:** |
| Study on the impact of electricity price increases on poor households completed. Willingness to pay survey for water completed. Capacity assessment of General Directorate for Water and Sewerage completed. Mid-term review of the Strategy on Consumer Protection and Market Surveillance completed. Consumer complaints management system completed and operational.Model contract between water utilities and users completed. Several training activities in the field of consumer protection conducted. Public awareness campaign on consumer rights ongoing. |
| **Problems and lessons learned:** |
| Managerial related essentially to delays in contracting. Advance planning required. |
| **The programme reports relevant linkage to the UNDAF:** Yes |
| **The programme has communications strategy in place:** Yes |

CHARTS & FIGURES

As of 31 December 2010

