



Urban Research Institute

Local Government Successes in Albania – ICT

Context

USAID has supported the strengthening of local government and decentralization in Albania for about ten years through various projects. This support coupled with the initiative and hard work of certain municipalities has resulted in a number of cities that offer a model of good governance in certain aspects. Municipalities such as Kuçove, Pogradec and Kavaja have done a particularly effective job in gathering the views of their local citizens and implementing Service Improvement Action Plans to address those concerns.

The Goal

The goal of the project was to expose the successful experiences for the 14 participating municipalities in this project. The sample municipalities were 3:

- Based on citizen input from a survey, **Kuçove** has focused on improving solid waste management/street cleaning. It has effectively established a working group, analyzed the situation, set outcomes, indicators and targets, adopted an action plan and established a system to monitor the outcomes. And citizens are quite satisfied. Kuçove has also established with the help of a grant from USAID through the Participant Training Program the first One Stop Shop in Albania for businesses to take care of their obligations towards the municipality. This One Stop Shop not only saves businesses time but increases transparency and compliance.
- **Pogradec** has used the same steps to focus on improving green space and public lighting with similar good results. It has also piloted a system for dealing



with the municipal responsibility of school maintenance involving citizens in both the identification of priority problems and solutions.

- **Kavaje** has focused on Cleaning. Using the same steps it has improved the Cleaning Service. By conducting information sessions at the city council with the proper materials prepared for the council members such as handouts (prepared by head of public service department) which included information on the survey conducted for the citizens with nice charts, map about the citizens satisfaction about Kavaja's cleaning service, it is better able to convince council on approving the new methodologies to be applied and having an effective communication between the administration, City Council and citizens. The study tour was designed to serve as a capacity building and sharing experience, with the aim of using the experiences of three model local governments (Kucova, Pogradec, and Kavaja) to show other local governments how to introduce performance management. The 14 pilot municipalities that benefited from this study tour were: Bajram Curri, Puka, Kukes, Fier, Vore, Vlore, Berat, Peshkopi, Bulqize, Saranda, Gjirokastra, Permet, Prrenjas and Lezha.

The participants were introduced to the achievements of the municipality which they were visiting, as well as meetings with the local government staff including the Mayor and the City Council Chairman, citizens or organized groups of the citizens who supported different projects implemented by the municipality.

MAIN FACTS

PARTNERS:

- ✓ World Learning/USAID

DURATION:

December 2005 – January 2006

BENEFICIARIES:

- ✓ Municipality of Kucova
- ✓ Municipality of Pogradec
- ✓ Municipality of Kavaja

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About URI

Since 1999 the Urban Research Institute (URI) has been delivering big results for development projects and programmers carried out throughout Albania. Our core business focuses on community development, local government strengthening, environmental protection, decentralization, and public services. We conduct studies, lobby the government, train local government units, increase public access to information, and connect development partners. URI has worked with donors such as USAID, Swiss Cooperation, the Netherlands Embassy, UNDP, World Bank, EU, SIDA, Open Society/Soros Foundation, etc.