



## R1-20

### Improving public service delivery in Has municipality through citizen's engagement in monitoring and evaluation

#### Implemented by:

1. Association of Forestry and Pastures Users, Has
2. Association "People in Focus", Tirane (partner)

**Location:** Municipality of Has, Region of Kukës

**Duration:** 10 months

**Total budget:** 14,706.80 Euro

**Overall objective:** To improve the local government performance in providing qualitative public services.

**Specific objective:** To increase citizens' watchdog role in Has municipality through their engagement in monitoring and evaluation of public service delivery.

#### Expected results:

1. Increased citizens' awareness and engagement regarding the services provided by the Has municipality;
2. Improved citizen's information access for each public service.
3. The good governance on the framework of the project is promoted Municipality of Has.

**Target groups:** Local Community, all the citizens of Has municipality will benefit from this project; Vulnerable Groups, people with disability, poor people, rural resident, women, youth etc. The most important target groups of this project are young people of Has Municipality; HAS Municipality leadership and officials.

**Final beneficiaries:** Community of Hasi municipality.

<b>Main activities:</b>	1	<p>1.1 Creation of a local level coalition for the improvement and monitoring of public service delivery, comprised from local NGOs, media representatives, community leaders, individuals that will collaborate for the implementation of this project.</p> <p>1.2 Hold a public event to present the coalition and the project to the community as well as the signing of the Cooperation Agreement between the members of the Coalition and the Memorandum of Understanding between the Municipality and the Coalition for the implementation of the Project.</p> <p>1.3 Organization of trainings sessions for empowering the capacity of youth in Has Municipality.</p>
	2	<p>2.1 Analysis of the current situation of service delivery in Has Municipality through (pre and post).</p> <p>2.2 Measurement of the citizen perception/ main actors and stakeholders on service delivery in Has municipality.</p> <p>2.3 Prepare an information card for each public service that it is delivered in has municipality in order to provide tailored information to the citizens.</p>
	3	<p>3.1. Preparation, publication of the "Report and Suggestions of the improvement of public service delivery in Has Municipality".</p> <p>3.2. Final event / Public Hearing for discussion of the monitoring results and about the improvement of the local service <i>delivery</i>.</p>