

FROM INFORMATION TO ACTION - STRENGTHENING ORGANISATIONS IN ALBANIA ON CONSUMER PROTECTION

IMPLEMENTED BY: EMA, ASP & Alert Center

DONORS: European Union (IPA 2017) & CFCU

PERIOD: 2021-2023 (24 months)

PLACE: Albania (Tirana, Durrësi, Shkodra, Elbasan, Fier, Korça)

TARGET GROUPS: CSOs, state institutions, business and farmers community, consumers associations, researchers/academia, media, young professionals and activists

OVERALL OBJECTIVE: To enhance the capacities of Albanian CSOs dealing with consumer protection issues, and use this expertise in close cooperation with the state institutions to influence the policy and decision-making processes in the frame of EU accession

SPECIFIC OBJECTIVES:

- Increased information and capacities of CSOs regarding consumer protection.
- Advancing knowledge of activists on involvement in monitoring.
- Building capacities on influencing the decision and policy making process
- Strengthened interaction and cohesion between CSOs and relevant state institutions and EIPP.
- Robust information actions to attain a large number of informed citizens, through local, national and social media.

CONTACT: info@em-al.org

ACTIVITIES:

- **One Info-Session to present the action to interest groups** organized in Tirana it will serve to clarify: criteria and procedure for applications, the objectives and results of the action; the topics to be covered and their relevance under the EU integration process. The activity aims to gather the target groups and stakeholders aimed to be part of the project.
- **Call for Application to participate on the Series of Training Workshops** – This call will include relevant information about workshops and an online application form. Approx. 200 participants will be selected, to follow the Workshop Sessions.
- **Organization of School on Consumer Protection and European Integration**– Each training workshop will cover a subject and issue related with Chapter 28 and other relevant chapters (1, 3, 12, 11, 27 etc). The participants will be trained on topics like: consumer protection legislation, quality of services, rights and obligations; structures and policies. One workshop will involve 6 sessions and at least 4 lecturers. The theoretical and practical approach will be combined, while stimulating the collaboration among participants.
- **Developing and publication of an informative Handbook on engagement of activists in monitoring and policy making actions.** The handbook will be prepared by two experts concerning the: 1) inclusion of target groups on the process of policy and decision making; 2) introducing and analysing the current tools to communicate with public institutions; 3) offering easy to digest information of EU accession negotiation process, focused on Chapter 28; 4) offering suggestions and recommendations.
- **Hands on support and mentoring of selected CSOs to engage and make use of the EI Partnership Platform** - 20 informal meetings are to be organised in 6 targeted regions of the action: with CSOs/activists interested to be engaged closely with the state structures, but lack the relevant information and required capacities. These meetings will be organized in a more informal format where: 1) an expert will offer information of EIPP and opportunities for engagement; 2) Q&A with participants.
- **Developing and presenting case studies on current problems affecting consumer rights** (Publication and TV Reportage) in order to explain clearly the complicated procedures and legislation and to increase the engagement on interest groups.
- **6 informative events** (one event in each region of the action). It will gather a wider audience not only target groups. They will offer the opportunity to inform about the: legislation of consumer protection in Albania; institutional framework; rights of consumers have and tools that they can use to be informed, to monitor, and to file complaints.
- **3 TV debates** – will be organized throughout the action taking into the consideration the issues and concerns that will be raised through TV Reportage and other activities organized in meantime. It will be made possible: 1) informing of the wide public on consumer rights and consumer protection; 2) raising awareness for these topics; 3) offering a space on TV where the discussion will be on technical and expert level, and not political