

THE RIGHTS OF CITIZENS AND PUBLIC ADMINISTRATION SERVICES

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Abstract

Civil servants should carry out their functions to the best of their abilities and strive to meet the highest professional standards at all times. They should be mindful of their position of public trust and set a good example to others. Progress has been made in this area but there is still work to be done in terms of improving the quality of service offered by public administration. The rights of citizens in relation to public administration are shown in a chain of acts starting from the Constitution, special laws and bylaws. "Everyone has the right in accordance with the law to obtain information on the activity of state bodies, as well as persons we exercise state functions", was stated on the Albanian's Constitution. In this paper shall be treated one of the most important bodies such as the Department of Public Administration, which has the mission of developing and implementing civil service reform. Pursuant to its mission the Department of Public Administration performs important functions by managing the civil service in all institutions inside the central administration and follow up the implementation of structural reform in public administration institutions, starting from reforms in the area of wages up to the implementation of technologies information in the field of e-government. The aim of this paper will consist of an analysis of the legal and regulatory framework in Albania in terms of public administration service, the principles upon which it is governed, the rights and obligations of public servants in relation to citizens. A great importance in the paper will be dedicated the comparative analysis with European legislation, regarding the manner and ways to facilitate the exercise of citizen's rights toward the public administration.

Key words: *public administration, citizens, law, legal framework.*