

09:30 - 10:00 Arrival & registration

10:00 - 10:05 Welcome note

- Mr. Ilias Kastritis, Officer, Programme Operator
- Mrs. Aikaterini Drakou, Master of Ceremony (mc), Journalist

10:05 - 10:40 Greetings

- Secretary General for Public Administration of the Ministry of the Interior, Mr. Ioannis Foustanakis (via short video)
- Secretary General for Information Systems and Digital Governance, Ministry of Digital Governance, Mr. Dimosthenis Anagnostopoulos (*)
- Her Excellency the Norwegian Ambassador to Greece, Mrs. Lajla Brandt Jakhelln
- The Greek Ombudsman, Mr. Andreas Pottakis
- Managing Director of the Financial Mechanism Office (FMO) Mrs. Ragna Fidjestøl (via short video)
- Deputy Director, Public Governance Directorate, OECD, Mrs. Gillian Dorner
- Deputy Director of Strategic Planning and Behavioral Analyses, Hellenic National Transparency Authority, Mr. Giorgos Kasapas
- Head of the National Focal Point for the EEA Grants in Greece, Ministry of Economy and Finance, Mrs. Ioanna Tzika.

10:40 - 11:10 Presentation of Project results

The digital transformation of Citizen Service Centers: Mr. Konstantinos Kaparos, Director of the Department of One Stop Shop services, General Directorate of Administrative Procedures of the Public Sector, General Secretariat of Public Administration, Ministry of Interior & Mrs. Maro Fassea, Head of Application Analysis & Services Department, Digital Governance Directorate, GRNET S.A.

Managing Conflict-of Interest in the National Anti-Corruption Strategy, Mrs. Olga Badeka, Department of Strategic Planning and International Relations, National Transparency Authority

Fighting Maladministration in Practice: Capacity building, prevention, and empowerment by the Ombudsman, Mrs. Thalia Roukounaki, Special Scientist, The Greek Ombudsman.

11:10 - 11:40 Panel discussion: Lessons for the Future

- Mr. Christian Grotnes Halvorsen, Deputy Head of Mission, Norwegian Embassy in Athens.
- Deputy Director, Public Governance Directorate, OECD, Mrs. Gillian Dorner.
- Mrs. Antigoni Makrygianni, General Director, General Directorate of Administrative Procedures of the Public Sector, General Secretariat of Public Administration, Ministry of Interior
- National Focal Point for the EEA Grants in Greece, Mrs. Eleni Kontaxaki

11:40 - 12:10 Coffee Break | Networking

12:10 - 12:40 Fireside chat: Stories of impact that matter

 The Master of ceremony discusses with:

- Mrs. Rania Anastasopoulou, Head of KEP Directorate, Municipality of Athens.
- Mr. Giorgos Kasapas, Deputy Director of Strategic Planning and Behavioral Analyses, HNTA.
- Mrs. Evanthia Savvidi, Assistant Ombudsman

12:40 - 12:55 Open discussion

 The Master of ceremony discusses with the audience.

12:55 - 13:00 Closing

 Summary and a thank you note by the Programme Operator.

13:00 - 14:00 Light lunch

 Informal discussions among participants.