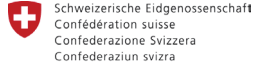


REPORT FROM THE SOCIAL AUDIT GROUP IN JANJEVA

MONITORED PROJECT

CONSTRUCTION OF THE WATER RESERVOIR AND REHABILITATION
OF THE WATER SUPPLY NETWORK IN JANJEVA





Swiss Agency for Development
and Cooperation SDC



Norwegian Embassy

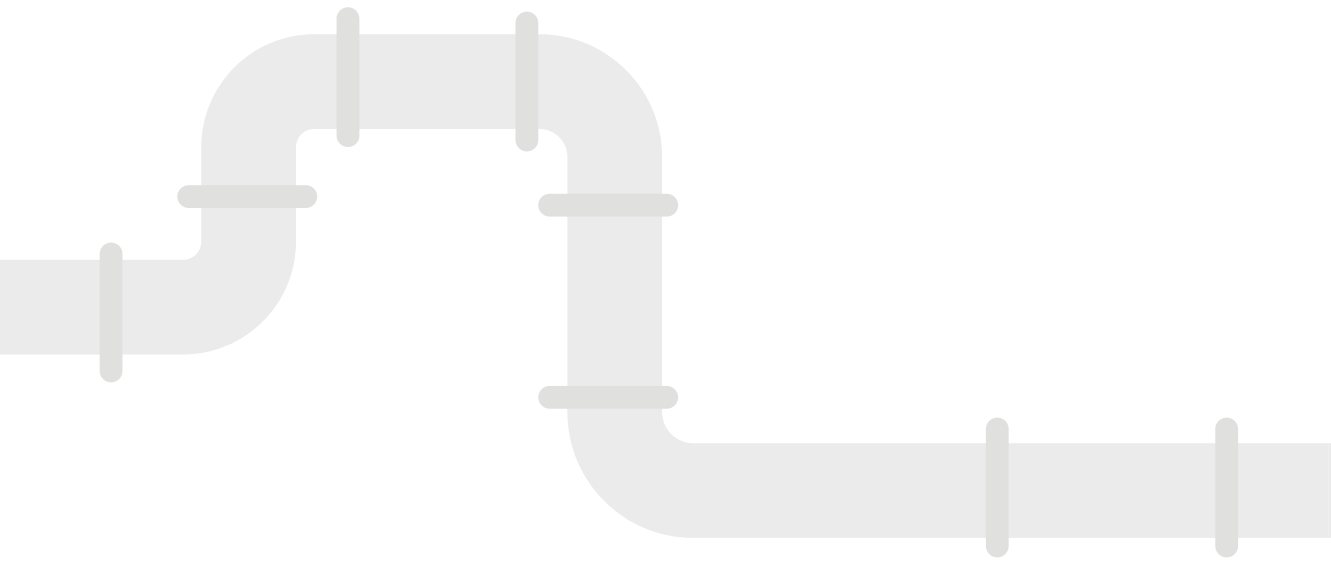
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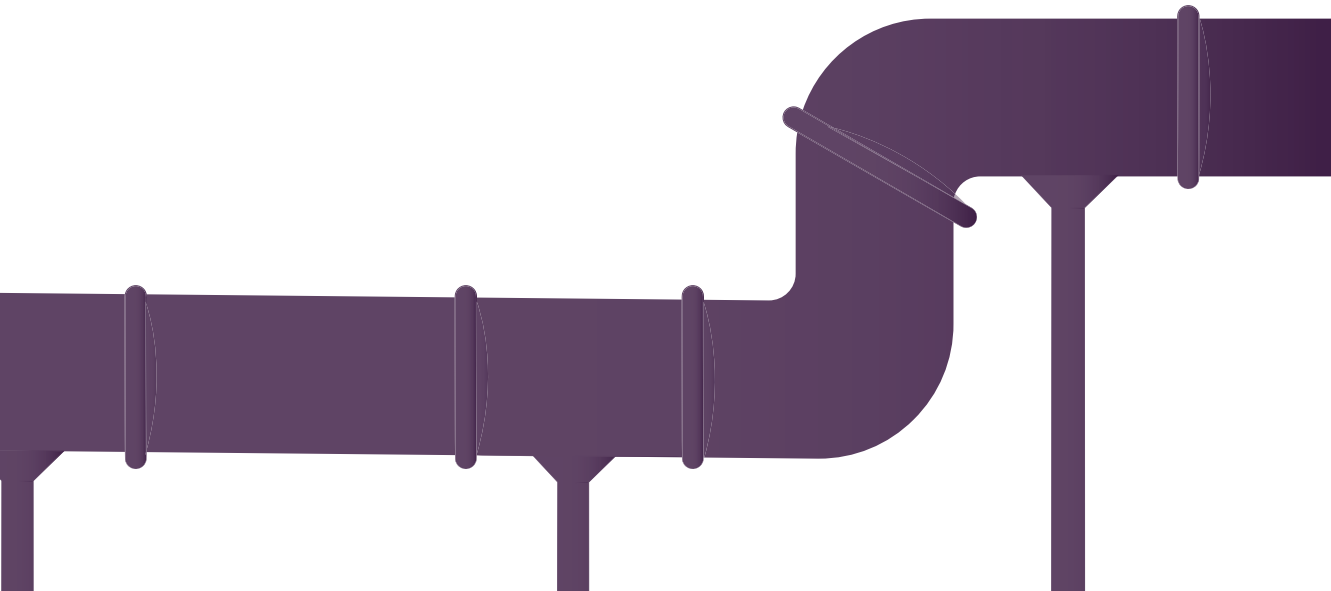


The opinions expressed in this report do not necessarily represent the positions of the European Union Office in Kosovo, the Governments of Switzerland, Sweden, Norway or HELVETAS Swiss Intercooperation.



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About the **DEMOS** Decentralisation and Municipal Support

The Project for Decentralization and Support to Municipalities (DEMOS), is a project co-financed by the European Union, Switzerland, Sweden and Norway, implemented by HELVETAS Swiss Intercooperation-Kosovo.

DEMOS supports all municipalities of Kosovo to bring systemic changes that promote good governance, and the provision of better services that positively affect the daily life of citizens.

The general objective of DEMOS III is to improve the performance of municipalities in governance, management and services, to contribute to the increase of citizens' satisfaction.

About the platforma **CIVIKOS**

The CiviKos Platform is an initiative of civil society organizations in Kosovo, established to create and promote an environment suitable for formal and structured cooperation between civil society and state institutions in Kosovo.

The CiviKos Platform, experiencing constant growth and currently consisting of about 300 member organizations of civil society, is dedicated to deepening cooperation between member organizations, public authorities, and other stakeholders in the development of civil society in Kosovo. With its mission to enable a favorable environment for civil society in Kosovo, and its membership in all regions of Kosovo, the CiviKos platform continues to be actively engaged in supporting its members operating at the local level and promoting democratic participation at the local level.

SOCIAL AUDITING: Why is it supported by DEMOS and what is its purpose?

DEMOS supports municipalities based on their performance, using the Performance Grant as its main tool. The better the municipality's performance, the higher the grant amount. Municipal performance is evaluated through the Municipal Performance Management System (MPMS) of the Ministry of Local Government Administration (MLGA).

By developing positive competition between municipalities, the performance grant consequently promotes positive changes in the behavior of municipalities for the improvement of democratic governance, financial and human resources management, transparency and integrity.

DEMOS, in addition to the Performance Grant, provides technical assistance to municipal staff that empowers them to deliver better results. Technical assistance is provided in areas where performance is considered to be weaker.

DEMOS also supports the central government in systemic policies, for a more favorable framework for decentralized governance.

According to the first component of the project, DEMOS III aim to open up data for wider public scrutiny of municipal performance and initiate social audits to monitor the impact of Municipal Performance Grant (MPG) projects on citizens.

The purpose of this intervention is to involve civil society organizations and citizens in conducting social audits to monitor Municipal Performance Grant (MPG) projects implemented by municipalities.

To mitigate the reliability risks of Performance Grant funds, and at the same time, to monitor the impact of projects on citizens, DEMOS has established social audits within the Municipal Performance Grant (in the system). Social audits will also include performance monitoring and project planning processes at the municipal level. The project will support the development of sampling tools and methodologies, including training to successfully conduct such social audits. The aforementioned social audits will be funded from a part of the Municipal Performance Grant funds and will be developed by civil society organizations. For this, DEMOS will partner with key CSOs.

INTRODUCTION

This is a summary report of the Social Audit Group composed of activist citizens, members of various organizations from Janjeva, who have joined the Social Audit Group to monitor the implementation of the project for the Construction of the Water Reservoir and the Rehabilitation of the Water Supply Network in Janjeva.

The report elaborates the methodology followed by the Social Audit Group, the actions for data collection - including field visits and discussions with the mayor and representatives of the Municipality, and the elaboration of findings and recommendations.

The Social Audit was made possible thanks to the support of the Decentralisation and Municipal Support Project (DEMOS), a project co-financed by the European Union, Switzerland, Sweden and Norway, implemented by HELVETAS Swiss Intercooperation-Kosovo.

Through this activity, DEMOS aims to install social audit as part of the citizen monitoring culture for capital projects implemented by municipalities.



EXECUTIVE SUMMARY

During December 2022, with the support of the DEMOS Project, the CiviKos Platform has identified a group of citizens and representatives of organized groups of citizens to analyze the capital investment of the Municipality of Lipjan, which was aimed at building the water reservoir and rehabilitating the water supply network in Janjeva.

The investment in question, worth EUR 32,930.94, included two parts:

- 1) Construction of the reservoir with a capacity of 80 cubic meters; and
- 2) Rehabilitation of the water supply network in Janjeva.

During this period, sixteen citizens participated in field meetings and meetings with the mayor and other representatives of the Municipality of Lipjan. The composition of the Social Audit Group is determined on the basis of the impact that the project of the Municipality has on different groups of the population, especially the marginalized ones. More precisely, the CiviKos Platform has invited to participate people who also know the nature of the work, given that the monitored project is quite technical. In addition to the fact that the participation of women, ethnic diversity and the involvement of young people were stimulated in this social audit, it is worth noting that the group included surveyors, hydro-engineers, biologists, and active citizens, who contributed to the easier understanding of contractual requirements and obligations. Members of the Croatian and Roma communities living in Janjeva were also part of the group.

The Municipality project, contracted through the negotiated procedure without publication of the contract notice, named '**Construction of the Water Reservoir and Rehabilitation of the Water Supply Network in Janjeva**', completed on October 15, 2022, according to the Social Audit Group has been implemented according to the contract. However, the Social Audit Group has raised some concerns regarding the functionality of this capital project. Although the solution to the drinking water supply problem was among the main priorities of the residents of Janjeva¹, the analysis of this project found that the community was not consulted at all during its planning phase. As a result of the lack of consultation at this stage, concerns and dissatisfaction arose among the residents that this investment would not solve their drinking water supply problem. In addition, concerns about the carrying capacity of the water intake point, delays in supply as a result of passing through several reservoirs before reaching the new reservoir - from where it is

¹ The budget hearing organized by the Municipality with the residents of Janjeva for the 2019 budget and the 2019-2021 Medium-Term Budgetary Framework, held at the "Shtefan Xheçovi" primary school, on 28.08.2018 at 17.00 (<https://kdi-kosova.org/wp-content/uploads/2019/12/Prioritetet-e-nytetar%C3%ABve-t%C3%AB-Lipjanit.pdf>)

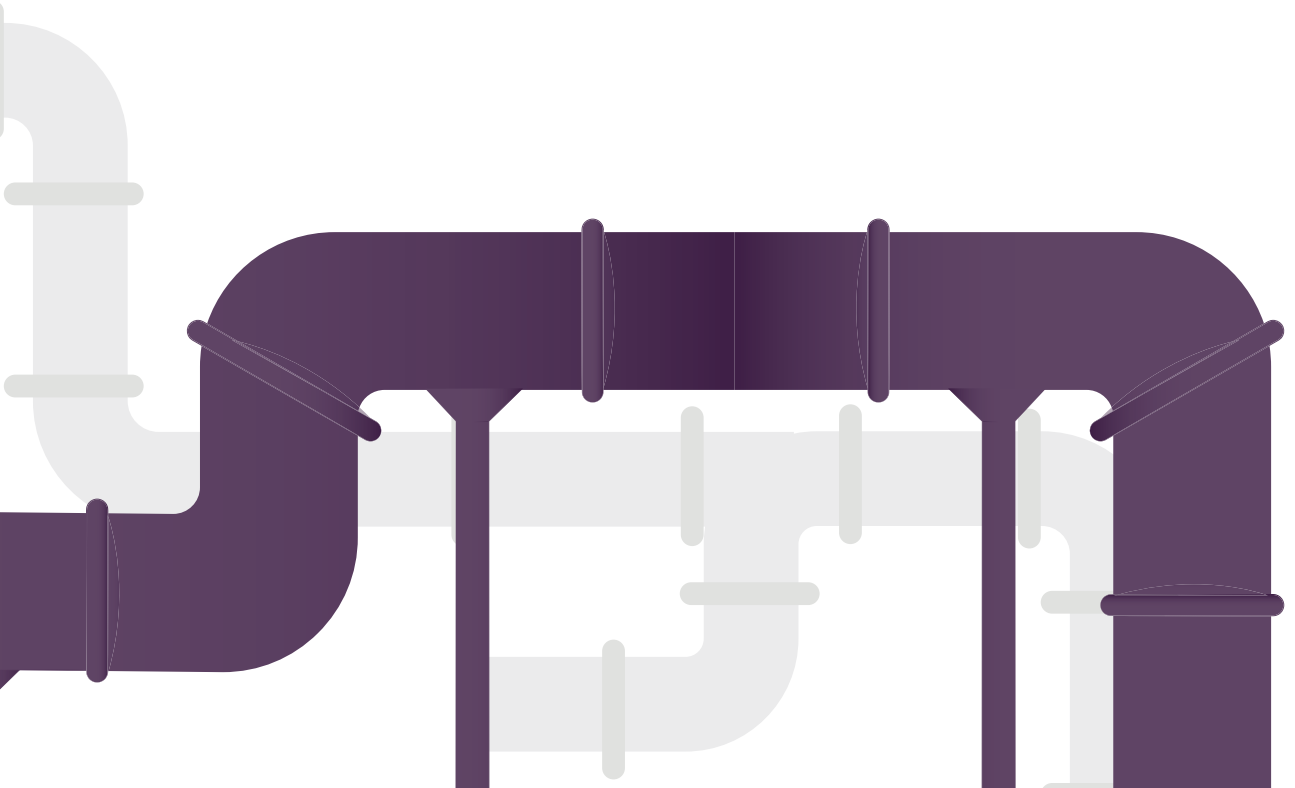
then distributed by free fall, the risks of water loss from the degraded network and suspected leaks in unoccupied houses. The Social Audit Group also addressed their concerns about the old water meters and the connection of houses which are still supplied by private wells, and with an emphasis on the neighborhood inhabited by the Roma community.

The monitoring has also identified that the budget of the Republic of Kosovo for 2023 has no line, either in the municipal budget or that of the Ministry of Infrastructure and Environment, for investments in the regulation of the water supply in Janjeva. Likewise, even in the 2023-2025 Medium-Term Budgetary Framework of the Municipality of Lipjan, there is no planning for additional investments in issues related to the regulation of drinking water supply in Janjeva. However, the Social Audit Group has found that EUR 1,0250,00000 has been allocated to the financial commitment in the strategic plan of the Regional Water Company (RWC) Prishtina for “Replacement and Construction of the Water Network to Improve Supply and Reduce Losses in the Service Area of RWC Prishtina (Prishtina, Lipjan, Podujeva, Obiliq, Shtime, Fushe Kosova, Graçanica and Drenas)”. However, there is no information whether this planning includes the financial means necessary to invest in the outdated pipeline and prevent water loss, connecting the Roma neighborhood to the water supply, as well as investing in ensuring sufficient water sources - all this in Janjeva.

The goal of the Social Audit Group is that the Municipality of Lipjan, in addition to improving genuine communication with citizens, and especially in projects that directly affect their lives, to increase the pressure on responsible public institutions towards increasing investments in this territory regarding this matter. The improvement of the pipeline would result in the elimination of water loss, which is a major problem given the lack of sufficient resources to supply drinking water not only to Janjeva, but also to other surrounding villages. In addition, inspecting leaks in uninhabited houses and taking appropriate measures would affect water conservation, but also improve tax arrears.

The Municipality has welcomed the civic commitment to improve the implementation of the project in question. The Mayor of Lipjan, together with the Vice Mayor and Director of Public Services, discussed the findings of the Social Audit Group and offered explanations for some of the findings. Also, the Directorate of Public Services clarified that the problem of water supply does not lie in the reservoir, but in the lack of sources of drinking water in Janjeva and explained to the citizens that currently Janjeva and 16 other villages, with 23-26 thousand inhabitants, are supplied from a total of five existing water sources. During the meeting, the Vice Mayor also informed the members of the Social Audit Group that the funds had just been committed for an investment in the amount of EUR 800,000.00, co-funded with the Ministry of Culture, the Ministry of Economic Development and the UNDP, which focused on investments in the sector of water in order to solve this problem. The representatives from the Department of Public Services also stated that they were in constant contact with RWC Prishtina for the rehabilitation of the water supply network and the connection of the remaining houses to the network.

All parties involved were grateful for the help provided by the CiviKos Platform and DEMOS, to deepen the cooperation of the municipality with the citizens. Based on the findings and recommendations from the social audit process, the Social Audit Group will continue to monitor the commitment of municipal officials to implement the recommendations that have emerged from this report and will keep citizens informed about this.



ABOUT SOCIAL AUDITING

According to the guide prepared by DEMOS, social audit is one of several approaches towards achieving social accountability, through a process of constructive engagement between citizens, government, civil society, and in some cases also private sector stakeholders to assess the behavior and the performance of public officials, elected leaders and service providers who use public resources to deliver services, improve community well-being and protect people's rights.

The social audit is based on the basic principles of democratic and good governance, which means that the process is participatory, inclusive, transparent, with access to the necessary information and that decision-makers and policy-makers are held accountable.

Social audits should not be confused with formal and financial audits, but they are an essential element with the potential to complement traditional financial audits to help public institutions compare their overall performance. Social audit reports, and in particular the results generated from them, can be used to be included in the annual internal audit plans of municipalities.

Social audits are sometimes undertaken as a one-off event, but are most effective when carried out systematically as a process carried out at regular intervals. To enable this, it is essential to build a shared understanding and mutual ownership of social auditing among relevant stakeholders. When successful, social accountability processes lead to improved management of public resources, project implementation, and the delivery of public services and policies that benefit people, especially marginalized groups in society. If conducted regularly and constructively, the process and its outcomes have been shown to strengthen mutual trust between citizens and government institutions.

The cooperation between DEMOS and the CiviKos Platform aims to create the infrastructure for social audit. Since it is a new form of cooperation between citizens and public authorities, capacity building is necessary. Therefore, this cooperation has started with the piloting of the social audit in four municipalities: Peja, Kamenica, Lipjan and Rahovec. Through the activities in this project, DEMOS and the CiviKos Platform aim to install this methodology to public authorities in Kosovo and civil society, so that it can be further developed as practice in the future for various capital projects.

STEPS OF THE SOCIAL AUDIT PROCESS

The CiviKos platform, based on the steps of the social audit methodology of DEMOS, has worked actively in creating the infrastructure for monitoring four capital projects in the four partner municipalities, namely in Peja, Kamenica, Lipjan and Rahovec. The methodology and approach were built along a process and thorough discussion between the CiviKos Platform and DEMOS. The following parts will elaborate on each step that shaped this cooperation and laid the foundations for the development of the social audit concept in Kosovo.

METHODOLOGY

Selection of Projects and Municipalities

One of the important parts of the Social Audit process is the selection of municipalities and projects that will be monitored by the social audit groups. Initially, only the municipalities that benefited from the performance grant were subjected to the selection process. The first step was the listing of municipalities and projects in order to create a solid basis for the development of the social audit.

The initial step has been led by DEMOS, which in cooperation with the CiviKos Platform and Ministry of Local Government Administration (MLGA), have sent to all these municipalities a request for expression of interest/will to pilot the social audit. The municipalities have responded positively to this request to a large extent, and consequently those municipalities that have expressed their willingness to cooperate for the implementation of the social audit have been placed on the list of potential municipalities to pilot the social audit.

After the completion of the first phase, DEMOS together with the CiviKos Platform and MLGA, have selected the projects based on the following criteria:

The status of the project (if it is in completion, more than 50% of the works are completed, or it is in the initial phase);

Targeting and high or low impact of projects on marginalized groups, such as women, youth, elderly, persons with special needs and non-majority communities;

The nature of the project and the area of influence with priority in the fields of education, health and environment;

The value of the grant allocated for the realization of the capital project.

As a result, the projects that have received the most points based on the abovementioned criteria are proposed for social audit.

The selected projects are:

- Regulation of the Karagaq Park in the Municipality of Peja;
- The water distribution project for the villages of Hogosht and Lisocka in the Municipality of Kamenica;
- Construction of infrastructure for people with special needs in the Municipality of Rahovec (Rahovec, Xerxe, Fortese, Krushe e Madhe, Celine, Hoce e Vogel, Opterushe, Malesi e Vogel, Ratkoc, Dejn and Qifllak); and
- Construction of the Water Reservoir and Rehabilitation of the Water Supply Network in Janjeva in the Municipality of Lipjan.

The municipalities that have been selected for the social audit have been officially notified and all have expressed their willingness to pilot the social audit for the respective selected projects.

After the selection of the project, the next and most important phase of the project has begun – the establishment of cooperation with the selected municipalities and the establishment of groups for social audit in the field. This phase was also the main and necessary part for a successful social audit.

- **Preparatory meeting with the municipal executive:** DEMOS, together with the CiviKos Platform, have held meetings with the mayors and representatives of the municipalities of Peja, Rahovec, Kamenica and Lipjan to inform them about the social audit process, as well as to exchange the necessary information for the projects in question. These meetings, in addition to informing the institutions, have also served as an opportunity for the development and maintenance of cooperation between citizens and local institutions.

- **Careful selection of social audit groups:** One of the most challenging steps in this process was the selection of social audit groups. The CiviKos platform has developed this step in cooperation with the municipalities and member organizations in each municipality - as CiviKos has a rich network of non-governmental organizations operating at the local level throughout Kosovo.

The social audit groups in the four partner municipalities have been selected with special care. As a criterion during the selection, the interest of the citizens to join the group, as well as the impact that the project has on their lives, was taken into account. Particular importance was placed on the trust that community members are genuinely convinced that the social audit group represents their interests. Another very important element during the identification of the group has been the representation of marginalized or underrepresented groups, giving them an equal voice during the social audit process. The CiviKos Platform, in addition to citizens who are members of the community, has also included civil society organizations operating at the local level. Organizations are included in order to benefit from the social audit methodology, which can be replicated by them in the future for similar projects.

- **Training of social audit groups:** Since the social audit is a very new concept in Kosovo, DEMOS has recommended that immediately after the selection of the social audit groups, training for the social audit and basic information for the selected project should be started. At this stage, the DEMOS team has been very supportive, providing assistance in the training of the audit groups. In this phase, all the selected projects have been thoroughly analyzed and cohesion has been created among the group.

- **Regular meetings of social audit groups:** The CiviKos platform has facilitated regular meetings of social audit groups. During the regular meetings, the social audit groups have met in the areas where they operate and have analyzed the implementation of the project and also identified specific findings.

In order to verify the findings, receive additional information and eliminate misunderstandings or misinterpretations, the social audit groups also met with the representatives of the respective municipalities where the implementation of the social audit was planned. The social audit groups have also held meetings in the field to see closely the realization of the investments that have been made in relation to the projects in question, and to analyze the level of project implementation. All this was done in order to record the findings during the monitoring process. In addition to validating the findings, these meetings aimed at building a spirit of cooperation between citizens and institutions.

- **Preparation of social audit questions and indicators:** The social audit groups in the four pilot municipalities have compiled specific questions for the municipality, held meetings with the mayors of the municipalities, and the directors of the relevant departments for the project that was monitored. These questions have been developed with citizen input in regular meetings through a process facilitated by the CiviKos Platform and with the support of the DEMOS team.

After the meeting with the municipalities and receiving the information, written requests for providing additional information or documentation related to the project were sent as necessary. After collecting relevant information and documents, the main findings and recommendations for the municipality were compiled.

- **Signing memorandums of cooperation with the four partner municipalities:** In order to formalize the cooperation with the pilot municipalities, the CiviKos Platform has signed memorandums of cooperation with the four partner municipalities. The memorandum of cooperation formalizes the cooperation between the CiviKos Platform and the partner municipalities. By signing the memorandums, the municipalities have agreed to compile an action plan 3-6 months after the monitoring process, when the group of citizens has compiled the monitoring report and presented their findings and recommendations. This was aimed at ensuring the follow-up and progress achieved in addressing the findings and recommendations.

SOCIAL AUDIT PROCESS IN THE MUNICIPALITY OF LIPJAN

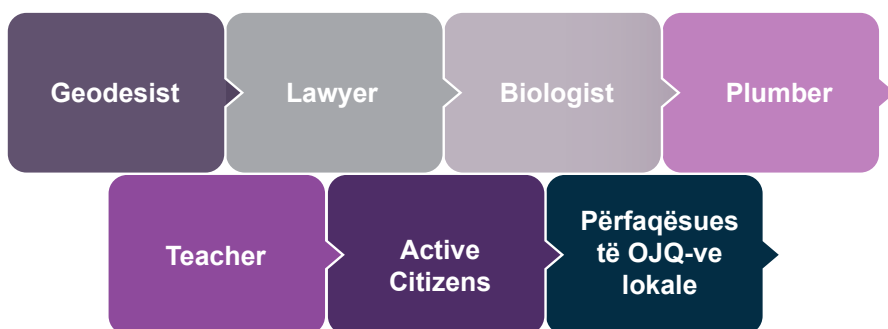
Establishment of the Social Audit Group in Lipjan

The social audit in the Municipality of Lipjan has started late, since initially this Municipality was not selected in the project. However, even with a later launch, the social audit process in this Municipality has been very effective, mainly due to the will of the citizens to participate in this project.

In order to identify and select the members of the Social Audit Group in Lipjan, after the informative meeting with the Municipality of Lipjan, the CiviKos Platform first contacted representatives of the Local Council in Janjeva. In order to bring diversity to the group, after the field visits, other active citizens in Janjeva were identified, namely those who were influenced by the project. Members of the Croatian and Roma communities living in Janjeva have also joined the Social Audit Group in Janjeva. In addition to active citizens and members of different communities living in Janjeva, the group consisted also of the representatives of the organization The Ideas Partnership.

In total, 16 members have been identified and selected in Lipjan, of which eleven are men and six are women. So this municipality, in addition to ethnic diversity, also has satisfactory gender representation to achieve a comprehensive group.

With regards to the occupations, the members of the Social Audit Group in Lipjan are as follows:



Immediately after the consolidation of the Social Audit Group in Lipjan, the CiviKos Platform has organized the training at the Mangall Restaurant in Janjeva on December 3, 2022. This training was held in cooperation with DEMOS, who have expressed their willingness to assist in this phase. During the training, the participants learned about the functioning of the local level, the contract monitoring process as active citizens, and were informed about the steps of the social audit process.

Regular meetings of the Social Audit Group in Janjeva

Immediately after the training and consolidation of the Group, the participants have started regular meetings. The Social Audit Group in Lipjan held a total of five meetings, including two meetings with representatives of the Municipality of Lipjan.

Specific Purpose of the Social Audit Group in Janjeva

The specific purpose of the Social Audit Group in Janjeva was to measure the impact of the implementation of the project “Construction of the Water Reservoir and Rehabilitation of the Water Supply Network in Janjeva”. Specifically, to see through citizen monitoring if the implemented project responds to the needs of different categories of citizens living in Janjeva. Other important elements for the Group have been the efficiency of contract implementation, the cost of contract implementation and the involvement of the community in decision-making.

The performance indicators prepared by the Social Audit Group for the monitored project are as follows:

- Organization of public consultation with citizens who are directly affected by the project;
- Implementation of the project according to the contract and on time;
- The water reservoir and its location fulfill the demands and needs of the citizens of Janjeva;
- Planning of water control, namely uncontrolled flow, in unoccupied houses.

Requests for information/documents and questions sent by the Social Audit Group in Lipjan to the Municipality of Lipjan

Taking into account the nature of the project, the Social Audit Group has requested the following documents and information from the Municipality of Lipjan in order to collect information necessary for the process:

- The invitations and minutes that the Municipality has for the participation of citizens during budget hearings/public consultations for the project “Construction of the Water Reservoir and Rehabilitation of the Water Supply Network in Janjeva”.
- Ensure minutes of public hearings/consultations for the project in question.
- Has the project been completed in entirety?
- If yes, provide the report of completion and expenses incurred.
- If not, when is the project expected to be completed?
- Was there a need for additional budget for project implementation?
- Were there any delays in project implementation? If so, what were the reasons for the delays?
- Has the implementation of the project been monitored on a regular basis by the

Municipality? Do we have any monitoring reports? If so, provide them.

- From the information of the Social Audit Group so far, the established reservoir does not meet the needs of the entire village based on the amount of filling. What do you think are the triggers? The power of the reservoir pumps at the school, the reservoir at the entrance to Janjeva, the water leaks in the pipes, or the lack of maintenance?
- What actions/interventions has the rehabilitation of the water supply network foreseen and when are they expected to be completed (e.g., pipe repairs, etc.)?
- Is water control provided for uncontrolled flow in unoccupied houses?
- Are there plans to open any wells that would affect the effective filling of the reservoir?
- How many villages are supplied with water from the same source in Lipjan that also supplies Janjeva?

ABOUT THE PROJECT

Project	Construction of the Water Reservoir and Rehabilitation of the Water Supply Network in Janjeva
The total price of the works in the contract	EUR 32,930.94
Contract status	Completed

KEY FINDINGS

Some of the key findings for the implementation of the project “Construction of the Water Reservoir and Rehabilitation of the Water Supply Network in Janjeva” are:



- Lack of consultation of residents of Janjeva during project planning:

This project is of special importance for the residents of Janjeva and this investment is a result the request of the citizens of Janjeva during the budget hearings organized by the Municipality of Lipjan on 28 August 2018, held at the “Shtjefën Gjeçovi” Primary School. Given that the Municipality has started to implement this investment during 2021, that is, after three years since the investment in question was requested by the citizens of Janjeva, it would be necessary to consult with them during the planning phase. In this way, it would receive the opinions of the citizens, but it would also inform them in more detail about what interventions are planned for the water supply network in this area. This lack of consultation with the citizens during the planning phase of the project has caused uncertainty regarding the interventions that would be carried out with this project. As a result, while the citizens of Janjeva hoped that the rehabilitation of the water supply network would include the entire network, since this network is very outdated and as such has many shortcomings, in reality it has been proven that the rehabilitation of the network refers only to the laying of the alternative pipe that enables the delivery of water from the reservoir that is located at the school, namely to the new reservoir built by this investment. This is due to the fact that the current pipe that played this role was made of asbestos material, and in addition to aging, it has been found by experts in the field that it is carcinogenic and too harmful for water to flow through it.



- The implemented project does not improve the problem of water supply for the citizens of Janjeva:

The Social Audit Group has raised concerns that the project in question does not solve their problem of continuous supply of drinking water for current consumers, but also the connection of houses, which currently use private wells, to the water supply network. Residents of Janjeva continue to lack water for most of the day. Although the Social Audit Group assesses that the constructed reservoir is in accordance with the requirements of the contract, given that Janjeva has problems with water sources and supply capacities, this reservoir cannot be filled and provide continuous water for the citizens. The reservoir newly built by the Municipality has a capacity of 80m³, and in addition to the fact that its capacity is insufficient to supply all residents regularly and sufficiently with water, the existing network is also very outdated, and the area of Janjeva and the two Gushterica that are supplied from this network are large consumers of water. It should also be noted that in order for the water to reach the reservoir built by the Municipality, it first comes from the source in Konjuh, passes through the Gushterica reservoir, to the reservoir located near the school in Janjeva, and from there through the alternative station of pumps the lower part

of Janjeva is supplied, while the rest supplies the reservoir built by the Municipality which, due to its higher position, supplies the rest of the inhabitants of Janjeva through free fall. Further, from the representative of the Operative Unit of the Water Supply in Lipjan, the citizens of Janjeva were informed that about 17 villages are currently supplied from the sources of Konjuhi, and since one of the five sources that Konjuhi has is out of order, and there are somewhere around 23- 26 thousand inhabitants in total supplied by these sources, it is impossible to supply water 24 hours with these capacities.



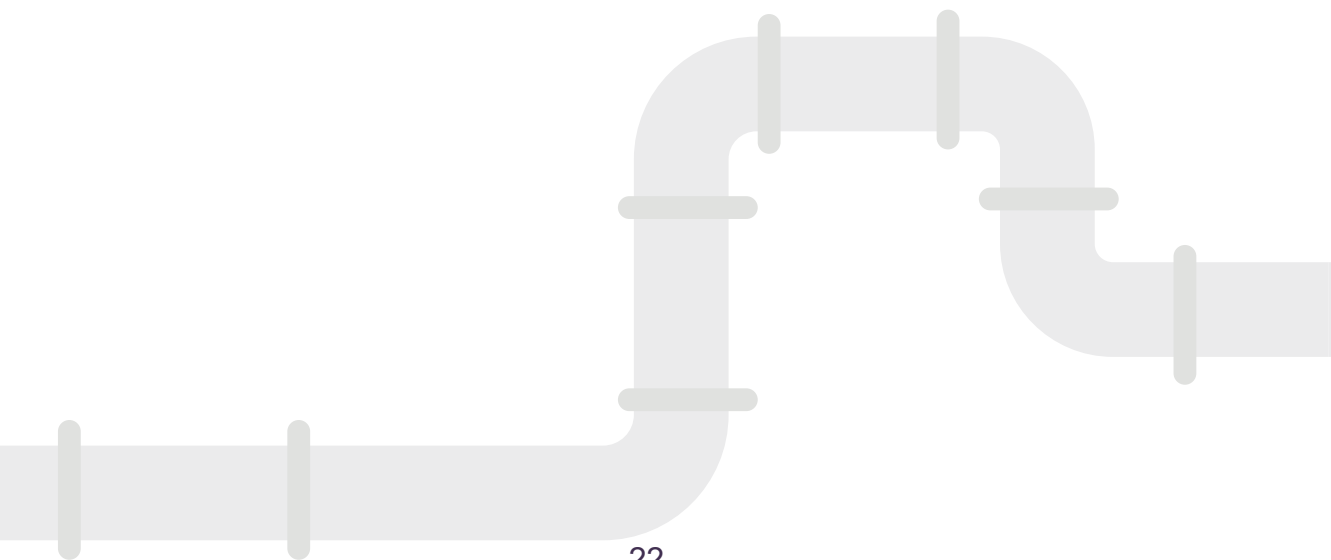
- Lack of maintenance of the water supply network: The operational unit of the water supply in Lipjan, which operates within the RWC Prishtina, is responsible for the maintenance of the water supply network in the Municipality of Lipjan, including 26 villages of this Municipality. The representatives of the Municipality during the meeting with the Social Audit Group have stated that despite that it is their responsibility, this unit does not have the means to maintain the water supply network due to the numerous debts that citizens have for the use of water to this unit. On average, there are about 17,000 m³ that are billed for Janjeva every year, and a part of the unpaid debt belongs to the unoccupied houses of the Croatian community that continue to have water meters (so, none of them have declared any disconnection from the network). As such, those houses are billed the flat rate. Numerous leaks that a part of the unoccupied houses are considered to have, as well as the leaks along the network pipes which are not maintained and monitored regularly by the Operational Unit in Lipjan, are also reasons that affect these bills to be unrealistic at the same time that residents encounter insufficient water supplies.



- Lack of clear information regarding the necessary investments to address the drinking water supply problem in Janjeva: The Social Audit Group has found that the budget of the Republic of Kosovo for 2023 and the municipal budget or that of the Ministry of Infrastructure and Environment have no line for investments in the regulation of the water supply in Janjeva. Also, in the 2023-2025 Medium-Term Budgetary Framework of the Municipality of Lipjan, there is no planning for additional investments in issues related to the regulation of drinking water supply in Janjeva. However, the Social Audit Group has found that EUR 1,0250,00000 has been allocated to the financial commitment in the strategic plan of RWC Prishtina for “Replacement and Construction of the Water Network for Improving Supply and Reducing Losses in the Service Area of RWC Prishtina (Prishtina, Lipjan, Podujeva, Obiliq, Shtime, Fushe Kosova, Graçanica and Drenas)”. However, there is no information whether this planning includes the financial means necessary to invest in the construction of a new water supply network for Janjeva.

During the meeting held between the Social Audit Group, representatives of the Municipality of Lipjan and representatives of the Operational Unit of the Water Supply in Lipjan on 02.02.2023, the Social Audit Group was informed about the plans to replace the existing water supply network in Janjeva with an entirely new network. We are talking about a new project whereby the Municipality of Lipjan plans

to build and fix the sewerage and water supply network in Janjeva. The cost of this project is expected to be around EUR 800,000.00, and is in cooperation with the Ministry of Culture and UNDP as donors to also protect the part of cultural heritage in Janjeva during the laying of this network, and co-funded with the Ministry of Regional Development. The Vice Mayor of the Municipality of Lipjan stated that the means for this investment have already been committed and its implementation is expected to start soon. This is very promising news for the citizens of Janjeva who were part of the social audit, as it seems that their activation in this direction and the treatment of this issue through social accountability tools has had an impact and they are reaching the goal of fixing the problem of water supply, which is a problem that has been there for years.



RECOMMENDATIONS

- The Municipality of Lipjan must improve communication with citizens, especially in projects that directly affect their lives. These consultations should be especially in the design and planning phases of the projects, so that the investments meet as much as possible the needs of the citizens, and to eliminate the ambiguities about the investment, which can affect the increase of citizens' dissatisfaction and decrease of trust in institutions.
- After the declaration of the Municipality that the means have already been committed for the initiation of the rehabilitation of the water supply network in Janjeva, the Municipality must ensure the inclusion of citizens in the planning process in order to identify the current problems faced by the citizens of Janjeva, their needs and eliminating the shortcomings or omissions in the project, which could eventually result in a negative impression of the service towards the citizen.
- RWC Prishtina and the Municipality of Lipjan should be committed to finding a modality to implement the responsibilities that belong to them regarding the maintenance of the water supply network in Janjeva. One of the forms to achieve this would be by addressing the accumulated debt, so that the value of the debt is as real as possible towards the users of the network, as well as the operating unit accumulates funds which would be used in network maintenance.



LIST OF MEMBERS OF THE SOCIAL AUDIT GROUP

	Name and surname	Organization/Occupation
1	Visar Bikliqi	Geodesist
2	Rahim Krasniqi	Lawyer
3	Majlinda Krasniqi	Activist
4	Gani Avdyli	School principal
5	Behxhet Konxheli	Active citizen
6	Mehdi Gajtoni	Plumber
7	Amir Gashi	Biology student
8	Maksut Gashi	Activist
9	Mehmetali Gradina	Active citizen
10	Miradije Gajtani	Engineer
11	Marija Bakic	Active citizen
12	Ana Gucic	Teacher
13	Skender Biklic	Active citizen
14	Olga Gucic	School principal
15	Fehmi Bytyçi	Active citizen
16	Sunai Garipi	Active citizen

