

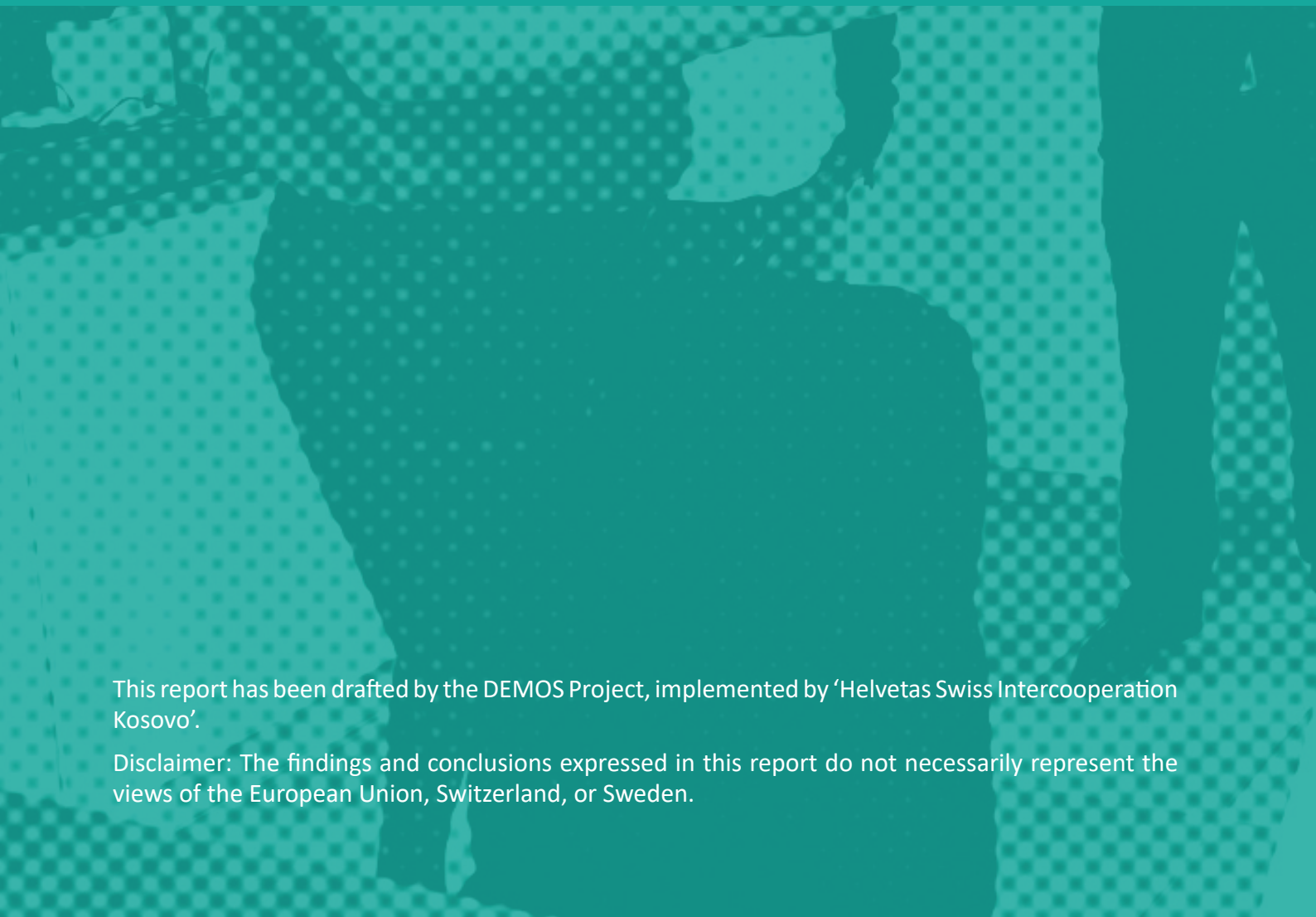


SOCIAL AUDIT REPORT FOR PEJA

MONITORED PROJECTS

“Construction and Maintenance of Trails in the ‘Karagaç’ Park”
“Construction of the Clinic in the Village Trestenik”





This report has been drafted by the DEMOS Project, implemented by 'Helvetas Swiss Intercooperation Kosovo'.

Disclaimer: The findings and conclusions expressed in this report do not necessarily represent the views of the European Union, Switzerland, or Sweden.

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December 2024



DEMOS Decentralisation and Municipal Support

The Decentralisation and Municipal Support (DEMOS) Project supports 38 municipalities of the Republic of Kosovo in achieving more democratic local governance and better municipal management. Additionally, the DEMOS Project supports the Government of Kosovo in developing policies that are more favorable for rule-based municipal financing.

The project is co-financed by the European Union in Kosovo, the Swiss Government, and the Swedish Government and is implemented by 'Helvetas Swiss Intercooperation', Kosovo.

DEMOS' support for Kosovo's municipalities is part of the Municipal Performance Grant, which ensures support for well-performing municipalities.

A special focus of the Project is also the support for the central government, where DEMOS focuses on providing assistance in building policies for a more favorable framework for decentralized governance.

According to the first component of the Project, DEMOS III aims to open data for broader public review of municipal performance and to initiate Social Audits "to monitor the impact of Municipal Performance Grant (MPG) projects on citizens."

The DEMOS project has also supported the development of activities involving citizens in decision-making, including Social Audit Teams that have overseen the implementation of projects. These projects have been financed through the Performance Grant.



BIRN Kosovo is an independent, non-governmental organization whose goals are to inform citizens, and contribute to the democratic transition process in the country, promote accountability, the rule of law, and policy reform. BIRN Kosovo specifically aims to serve as an oversight mechanism for public institutions by monitoring the work of governing and public institutions. In addition, through the production of high-quality and impartial televised debates and training young people on argumentation and debating skills, BIRN

aims to promote and encourage a culture of debate in Kosovo. BIRN's vision is to secure its position as the leading investigative reporting organization in Kosovo, addressing the need for objective, high-quality, and sustainable reporting on the country's many challenges. BIRN Kosovo, in partnership with Democracy Plus, was commissioned by DEMOS to facilitate Social Auditing in 11 selected projects across six municipalities: Gjakova, Peja, Klina, Malisheva, Lipjan, and Obiliq.



Democracy Plus (D+) is an independent, non-profit organization established in March 2016. D+ is committed to building a democratic society by increasing citizen participation in political processes, enhancing accountability, and influencing decision-making processes. D+ seeks to integrate information technology into all their efforts to promote the use of the Internet, which plays a vital role in democratizing societies. D+ aims to contribute to the creation of good

governance practices by public institutions at both central and local levels, strengthen the rule of law, advance political parties, and support free and fair electoral processes. D+ undertakes initiatives aimed at bringing decision-makers closer to citizens through policy research, facilitation of dialogue or communication, and public education.

TABLE OF CONTENTS

4	DEMOS and the purpose of the project
7	Executive Summary
8	General Findings for Both Projects
9	Specific findings for the Project Construction and Maintenance of Trails in the ‘Karagaç’ Park
9	Specific findings for the Project Construction of the Clinic in Trestenik
10	Environment of the Social Audit Process
11	Chapter I - General Findings for Both Projects
11	Findings related to the public consultation process
11	Projects - Community Request
12	Lack of discussions with the community
12	Lack of transparency
13	Findings in the Design Process
13	Lack of accessibility for persons with disabilities
13	Non-Compliance with occupational safety rules
14	Chapter II - Specific Findings in the Project: Construction and Maintenance of Trails in the ‘Karagaç’ Park
14	Lack of security cameras and barriers to prevent vehicle entry
14	Ad hoc changes to the project
15	Environmental pollution from the project
15	Poor Quality of Works in the Park
16	Chapter III - Specific Findings in the Project Construction of the Trestenik Health Clinic
16	Challenges in Project Planning
16	Lack of planning for heating
16	Lack of tactile strips for blind persons
16	Challenges with sewerage and shared roads
17	Conclusions / Recommendations
20	Who Established the Social Audit Group?
20	How were the data collected?
20	Data validation
20	Team Composition
21	Aktivitetet e Grupit të Auditimit Social
22	Social Audit Team in Peja
23	Letter from the Mayor of Peja
24	Letter from the Social Audit Team in the Municipality of Peja

EXECUTIVE SUMMARY

A team of civil society activists, supported by the DEMOS Project training program, - began piloting the initiative of civic engagement , in monitoring the implementation of public projects. The citizen groups were designated as 'Social Audit' teams.

As a new concept in Kosovo, Social Auditing was initiated by DEMOS and civil society organizations in 2022, continuing , through 2023 and 2024. With DEMOS' support, 20 (twenty) Social Audit unanimously Groups 's either were established, involving approximately 300 active citizens in these processes. Trained members of the Social Audit Teams became activists and provided over 100 concrete recommendations , for local governance to “improve municipal performance’.

In 2024, BIRN and D+, with the support of DEMOS, , assisted in establishing 11 Social Audit Teams in six municipalities: Gjakova, Peja, Klina, Malisheva, Lipjan, and Obiliq.

The program received the support of local governance. Six Mayors of Municipalities signed Memorandums of Understanding with the organizations to facilitate the Social Audit

process. Municipality of Gjakova is among the beneficiary municipalities of the , Municipal Performance Grant funds, allocated in 2023.

In July, BIRN, in line with the methodology developed by DEMOS, , began identifying active citizens from this municipality to be involved in the Social Audit process. Following consultations with the community, interest groups, and civil society, BIRN recommended aligning with the DEMOS project, where 20 citizens were selected to join the Social Audit Team.

After selection following the expression of interest, the interested citizens were invited attend the training program provided by BIRN, during which they were trained on the Social Audit process, document : review, conducting interviews, and applying the Social Audit methodology.

In line with the methodology developed by DEMOS and adapted by BIRN, the group of citizens from Gjakova established the 'Social Audit' Team. They were assigned the tasks of analyzing and supervising two Projects: Construction and Maintenance of Trails in the 'Karagaç' Park and the Construction of the Clinic in the Village Trestenik The value of both projects is over €320,000.

The two teams worked separately on monitoring the projects and, after completion, held joint consultations “to identify shared and specific findings of the two audited projects.”

Who establishes the Social Audit Team?

Social Audit Teams are independent from institutions and can be established by community representatives, as well as other groups. The teams operate independently of government and do not require approval from public institutions for their establishment

GENERAL FINDINGS FOR BOTH PROJECTS

- 🔍 The Municipality of Peja demonstrated serious commitment to consulting the community during the budget drafting process. However, the process requires improvement in decision-making and addressing citizens' requests.
- 🔍 The inclusion of women in the budget drafting process—although improved —remains low.
- 🔍 The two funded projects were based on community requests: one addressed through Social Auditing and the other made in budget hearings.
- 🔍 Investment projects were not subjected to public discussion prior to implementation.
- 🔍 Both projects are not standardized to accommodate people with disabilities.
- 🔍 The public procurement process was conducted without complaints.
- 🔍 The Municipality did not enforce compliance with occupational safety rules during the implementation of the projects.
- 🔍 The Municipality failed to proactively publish other documents, such as: Supervision reports or payment invoices, which are not available on the Municipality's website.
- 🔍 The executive project plans for both projects are not publicly available.
- 🔍 The Municipality of Peja failed to inform the citizens on the project supervisors' names or their contact information in the Project Announcement Table.
- 🔍 The Municipality's website does not provide a list of municipal officials involved in project supervision.
- 🔍 Both projects have design errors, which led to changes during their implementation on-site.



SPECIFIC FINDINGS FOR THE PROJECT

Construction and Maintenance of Trails in the 'Karagaç' Park

The project underwent ad hoc changes during implementation due to inadequate planning of investments.

Environmental protection measures were not taken during the project implementation.

The project did not address park security by installing security cameras or barriers to prevent vehicle entry into the park.

The project does not guarantee walking paths for visually impaired individuals or access for people with disabilities.

The area contains inappropriate ramps for individuals with disabilities.

Some works, such as soil embankments, were damaged before the project was inaugurated.

Grass planting was not professionally executed, and the planted area was not fenced.

SPECIFIC FINDINGS FOR THE PROJECT

Construction of the Clinic in Trestenik

The project is being implemented without adhering to safety standards at work or securing the construction site.

The project was copied from the construction of the clinic in village Krushevc, and some sections could not be implemented similarly.

The project does not address the adaptation of spaces for people with disabilities.

The project does not include a heating system for the clinic.

The Municipality has not placed an information board with the investment data.

The project requires adaptation for room layouts based on staff requests.

What should a Social Audit Team know?

Social Audit teams do not need to be highly professional. Teams need civic will and courage; it is recommended that they have basic knowledge in:

- *The functioning of the Municipality;*
- *Access to public documents;*
- *The process of public consultations - in particular during budget planning and municipal investments;*
- *Public Procurement Process.*

ENVIRONMENT OF THE SOCIAL AUDIT PROCESS

Peja is one of Kosovo's major municipalities, which, according to preliminary census results, has a population of 82,661 as of 2024. In 2024, it had a budget of €37,457,026. The municipality's budget is modest, and the Municipal Performance Grant Project's assistance significantly impacted the community. Data reveal that in 2024, the budget for capital investments was approximately €12.5 million. The Municipality decided to invest the Performance Grant funds in seven different projects through a tender titled: "Participation with DEMOS Projects - Part Three,": LOT 1: Construction of Sidewalks and Public Lighting from Lozhan Village to the School, LOT 2: Construction of a Public Space in Koshutan Village - Rugova, LOT 3: Public Lighting in Fidanishte Neighborhood, LOT 4: Construction of a Village House for Various Resident Needs in Ozdrim Village, LOT 5: Construction and Maintenance of Trails in the 'Karagaç' Park

LOT 6: Construction of the Clinic in Trestenik Village, LOT 7: Construction of Sidewalks and Public Spaces in the villages: Leshan, Kliqina, Gllavicica, and Jabllanica.

The Social Audit Team was established to monitor the works of two projects out of seven in total: Construction of the Clinic in Trestenik Village, and Construction and Maintenance of Trails in the 'Karagaç' Park. The contract for the project "Construction and Maintenance of Trails in the 'Karagaç' Park" was signed on August 19, 2024, with a value of €234,500. The works are expected to last two years. Meanwhile, the contract for the project "Construction of the Clinic in Trestenik Village" was also signed on August 19, 2024, with a total value of €85,631. The works are expected to be completed in December 2024.



Social Audit Team

Social Audit Teams are groups of citizens who come together to engage in increasing the transparency and accountability of public institutions. Voluntary groups analyze processes, with the aim of providing recommendations and greater citizen involvement in decision-making.

CHAPTER I - GENERAL FINDINGS FOR BOTH PROJECTS

During the Social Audit process in Peja, the team addressed a range of issues identified during the analysis of documents and field visits. The team identified issues in the planning stage as well as issues related to implementation. The findings have been categorized into common findings in both monitored projects and specific findings for each project.

Findings related to the public consultation process

Peja has a population of 82,661, and in 2024, there was increased activity in public consultations. The municipality organized budget hearings for the Medium-Term Budget Framework (MTBF) and budget hearings for the annual budget.

According to the Administrative Instruction on Open Administration, a working group was established and the materials were published on the municipality's website. The data indicate that 66 people participated in the MTBF hearings, of whom 25 were women. Meanwhile, 250 people participated in the budget hearings, of whom 50 were women. Data reveal that women continue to face unequal participation and representation in submitting requests to the Municipal Administration regarding the budget.

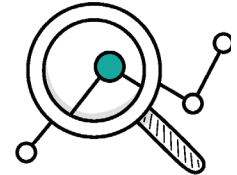
In total, the municipality listed 305 citizens' budget requests, of which 270 were reported to have been partially or fully addressed.

An analysis of the published materials revealed that the working group had collected citizen requests and documented them in the minutes

and budget hearing reports. It is clear from the official documents that citizen requests are brief and lack justification.

The greatest challenge lies in how citizen requests are addressed. In the budget hearing reports, the working group provided brief explanations for accepting or rejecting citizen requests, but lacking information on the budget line of the request. Additionally, no decision-making methodology for handling citizen requests was implemented.

The Social Audit Team found that the Project on Building a Clinic in Village Trestenik was included in the municipal budget as a proposal from the chair of the local village council during budget discussions held by the Peja Municipal Assembly in 2023. On the other hand, investments in the 'Karagaç' Park were a result of continuous community and resident representative requests, raised during budget hearings and documented in the Social Audit Report for 'Karagaç' Park in 2022.



Projects - Community Request

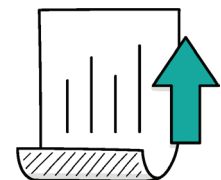
The two funded projects are priority projects for the community in Peja. The Clinic was a request from a village representative, while investments in the park were part of ongoing requests for the renovation of the Peja City Park.

The Social Audit Team noted that the municipality also considered the Social Audit Report from 2022 when drafting of the 'Karagaç' Park project. However, despite recommendations from the previous report, not all recommendations were

implemented. The park still requires additional future investments.

In the 2022 report, the Social Audit Team emphasized the need for continued investments in the park, including infrastructure, maintenance, and security improvements.

From the past team's recommendations, the municipality addressed the improvement of

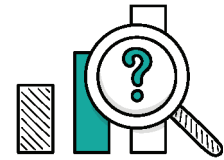


road infrastructure in the park, which has been paved with asphalt and is expected to be covered with tartan in the future. Additionally, the municipality considered the 2022 recommendation to construct trails leading to park benches.

Lack of discussions with the community

The team found that the Municipality of Peja failed to organize public meetings in the planning stage, to present detailed investment projects. Consulting with citizens who will benefit from the projects can improve project quality and allow citizens to provide feedback early in the planning phase. In the ‘Karagaç’ Park, the lack of prior information on the project

Despite these efforts, several recommendations from 2022 remain unaddressed, such as adding security cameras and enhancing safety in the park. According to municipal officials, these will be included in the next round of investments in the area.



led to widespread public debate, as citizens began complaining on social media about the “concrete takeover of the park.” Only when it was clarified that the project involved constructing a “tartan trail” did citizens begin to understand the purpose of asphaltting areas within the park.

Lack of transparency

A key element of transparency is informing the community about project details and other relevant information. The team found that in both areas where investments are taking place, there are no public notice boards displaying information about the project, including the investment value, implementation timeline, donor, or name of the contract supervisor. The lack of this basic information signifies low transparency standards.

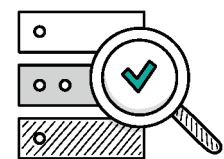
The team found that the Municipality of Peja has published the project contracts on its official website. However, other materials necessary for active monitoring of investment projects were not published. Detailed project plans are not publicly available for these two investments. In addition to the project plans, the following are also missing: documents produced by the contract manager, payment invoices, and

evidence of project modifications.

The Social Audit Team in the Municipality of Peja found that the municipality has failed to take steps to inform citizens on the names and contact details of contract managers for the two monitored projects.

The notice boards do not display the names of managers, nor are they listed on the municipality’s website. Additionally, the materials produced by the contract managers are not available on the official website.

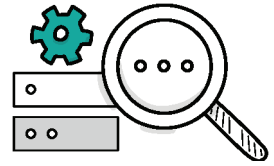
In both projects, issues were found during the implementation of works, which need to be addressed by the contract managers.



Findings in the Design Process

Both projects face issues during the design phase, which have necessitated changes to the Basic Project during contract implementation. In the Karagaç Park, the team observed changes during implementation, including incomplete road paving and partial asphaltting in some areas.

Similarly, design issues were encountered in the Trestenik Health Clinic, as the executive project was adapted from the Krushevc Health Clinic without conducting site measurements for the terrain in Trestenik.

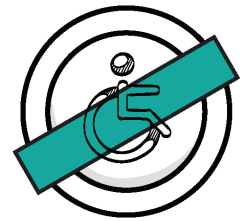


Lack of accessibility for persons with disabilities

In both projects — “Karagaç Park” and “Trestenik Clinic” — the teams found that the municipality did not enforce standards for accessibility for persons with disabilities.

During the Social Audit Team’s field visit and in the meeting with the construction company’s representative for the Trestenik Clinic, it was mentioned that the slope in front of the Clinic could not match the one in Krushevc, due to limited space. The construction site for the clinic is narrower.

The Karagaç Park Project lacks accessibility for visually impaired individuals. The Municipality tried to make an ad hoc access for people in wheelchairs. The ramps installed in ‘Karagaç’ Park are not suitable for wheelchair access, as they are too steep.



Non-Compliance with occupational safety rules

In both projects, the teams found that the Municipality of Peja failed to enforce compliance with occupational safety rules during project implementation. According to the standards, public and private construction zones must be fenced, with restricted access for unauthorized

persons. In both projects, these standards were ignored, and citizens had unrestricted access to construction areas.



Who finances the Social Audit?

Working in Social Audit Teams is on voluntary basis. All costs related to the Social Audit are covered through the Co-financing Agreement between the Ministry of Local Government Administration and the DEMOS Project. Public investments, monitored by citizens through Social Audit through this year too, were investments financed by the Municipal Performance Grant.

CHAPTER II - SPECIFIC FINDINGS IN THE PROJECT: CONSTRUCTION AND MAINTENANCE OF TRAILS IN THE 'KARAGAÇ' PARK

The Social Audit Team identified specific issues related to the Construction and Maintenance of Trails in Karagaç Park Project.

Lack of security cameras and barriers to prevent vehicle entry

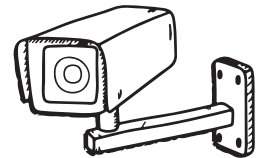
In its 2022 report, the Social Audit Team recommended enhancing security in Karagaç Park. The security concerns were linked to reports of drug use and the presence of dangerous individuals in the park. Despite these concerns, the current project failed to include cables for future installation of security cameras.

Another challenge identified by the team is the possibility for vehicles and motorcycles, including ATVs, to enter the park. The team also found that the Project did not plan for barriers to prevent vehicle entry.

The team also identified fire safety issues. On-

site inspections revealed that no pipes or hydrants were installed along the park's trails, which could be used to extinguish fires in emergencies.

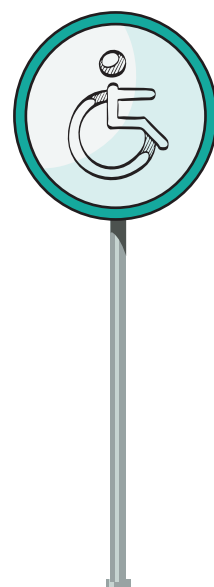
Field visits showed that some areas near park benches were paved with asphalt, while others were left in gravel. The asphalt paving was poorly planned, preventing strollers or wheelchairs from accessing park benches.



Ad hoc changes to the project

The Karagaç Park Investment Project is still under development. The team found that the construction company carried out certain unplanned works. For instance, a ramp near the stairs by the basin was built to address accessibility needs. However, this ramp is unsuitable due to its uneven gradient. When questioned, the contract manager stated that this ramp was not part of the original project and was implemented ad hoc. Additionally, the team noted that the asphalt paving did not extend to the park's boundary. The contract manager explained that this was because the municipality

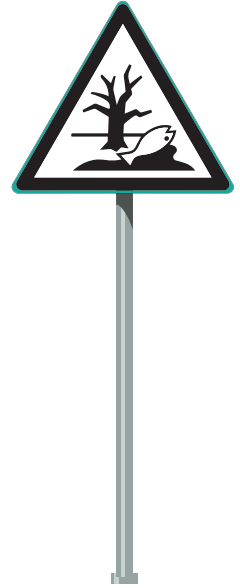
planned to demolish a building in that area, after which paving would continue. The team raised concerns that if the contract is closed, paving this section would require a new contract, potentially delaying the process for several months.



Environmental pollution from the project

During implementation, the team observed that the construction company failed to protect the park's green spaces. Gravel meant for the park trails was initially dumped onto the grass, damaging it. The damage remains visible today, as direct contact between the gravel and grass caused deterioration. The team assessed that the company should have used a protective sheet to prevent gravel residue from contaminating the park.

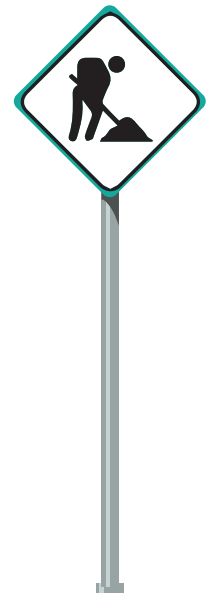
The team also found that the company failed to remove solid waste, such as leftover concrete and asphalt, from the park. These materials are still present on-site.



Poor Quality of Works in the Park

Field visits revealed damages to the park's pathways during construction. Curbedges in some areas were damaged due to incomplete works. Grass planted in the park was also damaged by foot traffic. The team found that grass planting was not professionally executed, as the area was not fenced in time. The construction company planted grass in some zones. However, it failed to protect these areas, resulting in damage from

visitors before the grass could grow.



What happens to Recommendations?

Recommendations of Social Audit Groups serve to improve governance. The recommendations will be used to improve future Projects and improve the current Project.

CHAPTER III - SPECIFIC FINDINGS IN THE PROJECT CONSTRUCTION OF THE TRESTENIK HEALTH CLINIC

The Social Audit Team identified specific issues related to the Construction of the Trestenik Health Clinic Project.

Challenges in Project Planning

The Clinic in Trestenik village was designed using the Executive Project for the Clinic in Krushevc. Field visits revealed that the terrain in Trestenik differs significantly from Krushevc, particularly in terms of plot size, posing challenges for the slope and access to the firewood storage room.

The team noted that the Krushevc Clinic has a rear door for heating equipment and yard maintenance tools. In contrast, the Trestenik clinic lacks access to the back of the building, as the entire plot has been utilized for construction.

Discussions with the contractor revealed that there is insufficient space in front of the clinic to construct the designated ramp for persons with disabilities.

Lack of planning for heating

The Social Audit Team found that the project's bill of quantities did not account for the installation of a heating system in the building. Document analysis revealed that the initial project included underfloor heating installation, but this provision was removed from the bill of quantities. The representative of the construction company informed the team that if the municipality plans to install central heating, as outlined in the clinic's original project, additional work would need to be done before leveling begins, as it would not be possible afterward. During discussions with the Mayor of Peja, Gazmend Muhaxheri, the team confirmed that the heating infrastructure was mistakenly omitted from the bill of quantities. The municipality committed to intervening by installing the piping infrastructure under the flooring. However, the heating system itself will be tendered in a future process.

Lack of tactile strips for blind persons

At the Trestenik Clinic, a ramp was planned for wheelchair accessibility. However, it is expected to face challenges in implementation due to limited space. Additionally, it was found that the clinic's design did not include accessible bathrooms for persons with disabilities. The team also analyzed accessibility for blind persons and found no provision for tactile paving or guiding signage within the clinic premises. In discussions with the Mayor, this recommendation was accepted, and both the implementing company and the municipality committed to adding tactile strips for blind persons during flooring installation.

Challenges with sewerage and shared roads

In the area where the clinic is built, there is no sewerage network, and the wastewater is discharged into a septic tank located in the clinic's yard. Since the septic tank is shared by the clinic and a nearby school, the team emphasized the need for regular cleaning of the tank. The team also noted that the clinic shares common spaces with the school, making it necessary to establish an agreement for creating a shared access road at the back of the building.

CONCLUSIONS / RECOMMENDATIONS

The Social Audit Team, at the end of the Project, analyzed the work and drew several conclusions.

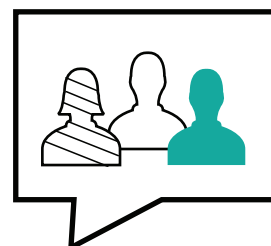
Recommendations for citizen involvement:

The municipality should take steps to fully implement citizen requests, submitted through the Administrative Instruction for Open Administration in Municipalities.

Efforts should be made to increase the participation of women in budget hearings.

To ensure effective citizen oversight, the municipality is advised to improve transparency by:

- Placing informative boards for projects in areas where investments are underway.
- Publishing more project-related documents, including full project details and contracts with economic operators.
- Publishing other supervisory documents, such as: Supervisor reports or technical acceptance reports.
- Including the contract supervisor's name on public notice boards or providing a contact address for citizens to submit information.
- Publishing a list of individuals involved in project supervision on the municipality's website.
- Conducting public discussions for major projects that affect citizen interests.



Recommendations for the Project Planning Process:

Ensure investment projects include provisions for accessibility for persons with disabilities, including blind people.

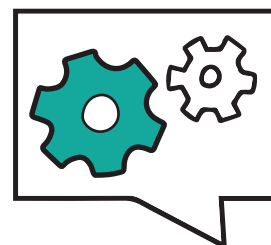
Design projects to minimize environmental damage and enforce standards to prevent environmental harm during construction.

Prioritize safety in construction sites and address safety concerns during project planning.

Allocate sufficient funds to implement the Law on Occupational Safety and Health.

Improve project timelines to ensure timely implementation.

Plan projects to guarantee long-term sustainability, avoiding the need to dismantle investments for sewerage or electrical infrastructure installation.



Recommendations for the Project Supervision Process:

Supervision of construction works should be more proactive, preventing potential damage during implementation.

Supervisors should document damages before project completion.

Supervisors must report any violations of occupational safety and health standards by the construction company.

Contract managers should maintain meeting minutes for every site visit and contractor meeting.



Recommendations for Improving Quality of Works:

The municipality should work with implementing companies to enhance the quality of works.

The contract manager should request repairs for damages, such as those found in the Karagaç Park sidewalks.

The construction company in Karagaç Park should remove all leftover gravel and asphalt from the area.

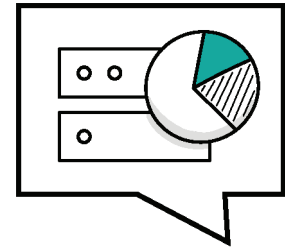
Damaged or improperly planted grass should be leveled and replanted where necessary.

The municipality should ensure that tactile strips for blind people are installed in Karagaç Park.

Similarly, the municipality should ensure that tactile paving for the visually impaired is installed at the Trestenik Clinic.

The municipality should address the heating issue at the Trestenik Clinic.

Finally, the Municipality should initiate discussions on improving security in Karagaç Park, including the installation of security cameras and barriers to prevent vehicle entry.



Technical Acceptance Committee

The Technical Acceptance Commission is a professional team of the Municipality, which inspects the works at the end of the Project. Works are accepted and payments are made based on this team's report.

Contract supervisor

Contract Supervisor is a person or company engaged by the Municipality, responsible for supervising each phase of the implementation of the Contract. The supervisor drafts reports for each phase.

METHODOLOGY

This Report presents data collected through interviews, requests for access to public documents, field visits, and conversations with the community. In July, DEMOS and the Ministry of Local Government Administration - based on predetermined parameters - selected 11 (eleven)

Projects, in 6 (six) Municipalities of Kosovo - to be included in the Social Audit process. 11 (eleven) Projects in 6 (six) Municipalities were included in the Social Audit process..

Name of the Project	Municipality	Value	Project Phase at the Start of the Audit
Construction of the Klina Riverbed	Municipality of Klinë/ Klina	746,046.00	Implementation
Construction of the Settler for Drinking Water Filtration	Municipality of Klinë/ Klina	849,921.63	Implementation
LOT 5 - Construction and Maintenance of Paths in 'Karagaç' Park	Municipality of Pejë/Peć	234,500.00	Tendering/Implementation
LOT 6 - Construction of the Clinic in Trestenik Village	Municipality of Pejë/Peć	85,631.00	Tendering/Implementation
Expansion of the 'Martyrs of the Nation' Road - Western Entrance of the City	Gjakova/Đjakovica Municipality	1,004,545.60	Implementation
Construction of Public Spaces in the City Center	Gjakova/Đjakovica Municipality	1,187,211.72	Implementation
Construction, Treatment, and Cleaning of the Riverbed with Accompanying Structures - from the Bridge in the Center to the Transit in Malishevë	Municipality of Malisheva/Mališevo	1,487,459.74	Pre-tendering
Construction of the Kindergarten in Rucf i Ri - Phase II	Lipjan/Lipljane Municipality	247,958.69	Implementation
LOT 1 - Construction of the Sports Hall at 'Ismail Luma' School in Lipjan	Lipjan/Lipljane Municipality	248,226.45	Implementation
Construction of the Park and Sports Field in Bakshi Village	Municipality Obiliq/ Obilić	164,614.17	Implementation
Construction of Parking at the Social Housing Units 'Hades' in Obiliq	Municipality Obiliq/ Obilić	67,894.05	Implementation

Impact of the Social Audit?

The Social Audit in the Municipality of Peja led to an improved Project supervision.

Who Established the Social Audit Group?

The Social Audit Group is a group of citizens who voluntarily respond to the initiative to “engage in the oversight of projects.”

To ensure broad community inclusion, BIRN and D+ developed a list of professions and community representatives who would be invited to join the group.

Selection criteria prioritized the inclusion of marginalized groups in society, such as women, youth, the elderly, persons with disabilities, and non-majority communities. The aim was

to create a group with diverse professions and ages to guarantee inclusivity.

BIRN and D+ staff reached out to over 150 citizens from six municipalities to invite them to join the groups. As a result, 120 citizens from the targeted municipalities became part of the groups.

Two groups were established in Peja, with 20 citizens, to oversee project implementation.

How were the data collected?

To compile this report, the established Social Audit Team used several techniques for data collection.

The team searched for publicly available data online from the municipality. Created a list of questions about the projects and requested information from the municipality, and submitted requests for access to public documents and analyzed the received documents. It conducted

field visits to document findings, and held meetings with municipal officials in Peja.

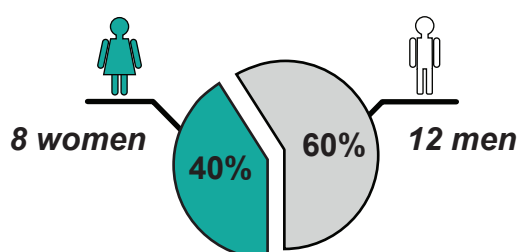
The data in this report were collected by 20 members of the two Social Audit Teams. The report was drafted with the assistance and support of the BIRN team. The report was made public after comments provided by the municipality of Peja were addressed.

Data validation

The two Social Audit Groups in Peja worked separately to identify issues in their respective projects. However, they came together as a single group at the end to compile the report. During meetings, the groups agreed on the systematic findings related to both projects and specific findings related to individual projects.

Together, they also reached a consensus on the recommendations included in this report. After structuring the findings, the team met with the Mayor and requested comments from the municipality regarding the report’s findings. Before publication, the municipality received the report, and their feedback was incorporated into the final version.

Team Composition



Pensioners; Students; Athletes; Health professionals; Teachers; Handikos; People with disabilities; Activists; Residents.

SOCIAL AUDIT GROUP ACTIVITIES

July 2024	<ul style="list-style-type: none"> ● Field visits; ● Targeting and identifying profiles that will be part of the Team; ● Preparation of the List with the profiles of the members of the Social Audit Team; ● Selection of Social Audit Team members.
August 2024	<ul style="list-style-type: none"> ● Signing the Memorandum of Understanding with the Municipality of Peja; ● Publishing promotional materials on social networks; ● Social Audit Training; ● Creating a 'Viber' group; ● Team's field visit to both Projects; ● Prior to publication, the municipality received the report, and their feedback was incorporated into the final version. ● Checking accessible materials on open platforms; ● Assigning people within the Team to submit Requests to the Municipality; ● Submission of requests for access to public documents; ● Receiving responses from the Municipality of Peja.
September 2024	<ul style="list-style-type: none"> ● Training on document reading; ● Meeting with the Project Manager; ● Communication of the Team with the Municipality of Peja; ● Receiving additional responses from the Municipality of Peja; ● Discussion and analysis of documents received from the Municipality of Peja; ● Official meetings and field visits ● Analyzing materials.
October 2024	<ul style="list-style-type: none"> ● Team meeting to analyze all documents received from the Municipality of Peja; ● Meeting with representatives of the Municipality of Peja and the Clinic Construction Company in Trestenik; ● Recording of the findings by the Social Audit Team.
November 2024	<ul style="list-style-type: none"> ● Division of tasks for the Team regarding report drafting; ● Establishing the structure and defining the Report Drafting Points; ● Defining Tasks for the drafting of the Report; ● Drafting of the Recommendations; ● Drafting the report with the findings and recommendations; ● Meeting with the Mayor of Klina and representatives of the Municipality; ● Report proofreading; ● Addressing comments and suggestions; ● Sending the Report for validation to the Municipality; ● Presentation of the Report to Municipal officials.
December 2024	<ul style="list-style-type: none"> ● Implementation of a media campaign to promote the Report; ● Compilation of Plans for the implementation of the Recommendations of Social Audit Reports by Municipalities.

SOCIAL AUDIT TEAM IN PEJA

No.	Name and Surname	Profession
1	Bejhan Krasniqi	President – Town Council
2	Mirela Hysenaj	Educator/Teacher
3	Djellza Bakrraçi	Teacher of Psychology
4	Eroll Grapci	Journalist/person who deals with the fish of the Basin in the Park
5	Rizah Blaku	Retired teacher/Biologist
6	Egzon Qorkadiu	Handikos
7	Vlora Mahmuti	Handikos
8	Dzeneta Tosic	Bosniak community
9	Naser Lajqi	Environmentalist/Civil Society
10	Arben Morina	President- Village Council
11	Pleurat Berisha	Resident of the area
12	Ardhmëri Morina	Psychologist/Local resident
13	Kaltërina Murati	LYAC - Local resident
14	Leotrim Berisha	Medical Student/Local Resident
15	Gjoana Berisha	Doctor/Local resident
16	Haxhi Morina	Medical Technician/Local Resident
17	Erion Shabani	Medical Student/Local Resident
18	Leotrim Krasniqi	Local resident/Medical technician
19	Elion Curri	Architect
20	Teuta Uka	Civil society

LETTER FROM THE MAYOR OF PEJA

With this letter, I wish to express my gratitude and appreciation for the dedicated work of the Social Audit Team of the Municipality of Peja, carried out under the DEMOS Project, with the facilitation of the BIRN Kosovo Team. The report drafted on the selected projects, Construction and Maintenance of Trails in Karagaç Park and Construction of the Health Clinic in the Village of Trestenik, stands as a testament to the importance of the Social Audit Process and the commitment to transparency and accountability.

These projects are among our priorities in improving public infrastructure and services for our citizens. The paths in Karagaç Park not only contribute to urban development and the well-being of citizens but also provide a safe recreational space. Similarly, the construction of the health clinic in the village of Trestenik addresses the essential need for providing accessible and quality healthcare services to the residents of that locality.

In this context, your report—reflecting the monitoring, analysis, and evaluation of these projects—is highly valuable for identifying best practices and challenges that require improvement. The findings and recommendations presented will serve as a guide for the Municipal Administration to ensure that every implemented project reflects the expectations of citizens and meets the established standards.

I assure you that all recommendations highlighted in your report will be taken seriously and addressed in alignment with the strategic priorities of the Municipality of Peja. Our mutual cooperation to strengthen the role of citizens in overseeing and improving local governance will remain one of our primary goals.

Thank you once again for your commitment, and I invite you to continue similar collaborations in the future to build an even more transparent, sustainable, and inclusive municipality.

Sincerely,

Gazmend MUHAXHERI

Mayor of the Municipality of Peja



LETTER FROM THE SOCIAL AUDIT TEAM IN THE MUNICIPALITY OF PEJA

For some members, this is the second time being part of a Social Audit Group, which provides a valuable opportunity and experience to have an even greater impact on the implementation of future projects, with the support of DEMOS for “good municipal performance”. as well as other partners of our Municipality.

Our group, comprised of individuals from diverse professions and fields, has gained significant insights through the training sessions provided by BIRN trainers. We have become aware of our rights to investigate and demand transparency—whether from the municipality or the contractor.

As citizens of this community, we feel proud and privileged to contribute, however slightly, to improving the environment in which we live.

The Social Audit Team in Karagaç

For our Social Audit Team, we received a request that was essential and highly necessary for our local community—the construction of a new Health Clinic in Trestenik.

Following our meetings with the BIRN team and DEMOS representatives, we began to understand the role and importance of Social Auditing.

We have learned a lot from the training and monitoring processes, observing both the progress of the work and the project’s implementation timeline.

We learned how a project is drafted, the procurement process, legislation, decisions, references, recommendations, conclusions, and its implementation.

As a group, we also participated in meetings that significantly enhanced our understanding of how the project was being executed. One of the key highlights of the project is its critical importance, as it will benefit all citizens without distinction.

We are grateful to the Municipality of Peja for this project, as well as to Mayor Gazmend Muhaxheri, who monitored the works closely and was responsive at all times

We hope and look forward to further raise the awareness with other essential projects and services for citizens.

We believe that, as a Social Audit Group, we can also make meaningful contributions to upcoming projects within our municipality.

Social Audit Team in Trestenik

The role of moderators in public discussions

Moderators in public discussions should be more proactive. Moderators should encourage citizen involvement in discussions, Municipal Projects and the Budget. They should encourage debate and seek ideas and proposals from participating citizens.

Who are Social Audit Team members?

Members of Social Audit Teams are community members who are not in conflict of interest with the Project. Teams cannot include officials of the institution, or persons directly related to the Project or the official supervision process of the Project.



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