



# FACT SHEET

ON SERVICES FOR PRIVATE BUSINESS DEVELOPMENT

MITROVICA  
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## I. INTRODUCTION

Individuals from private sector in the north of Kosovo and other non-majority communities in Kosovo, like their counterparts from the majority community, are facing many problems characteristic for the economic environment in Kosovo. The spectrum of these problems includes factors such as high risk of investments, lack of strategic synchronization with development plans of local and central authorities, risks and unfavorable conditions for access to banking services and the like. Nevertheless, non-majority communities suffer from additional difficulties in the development of business resulting from the specific political and economic situation in which they are located, such as the lack of information and difficulties in the freedom of movement, and hence the access to business support and development services. In such conditions, the development potential, with which the private sector can contribute to society is not at the optimum level, which results in the fact that society is deprived of the benefits that it can have from a developed business community (investments, employment growth, reduction of the departure of young experts, etc.).

Due to all this, NGO AKTIV and its partners have been dedicated to strengthening the capacities of local businesses for the optimization of their business, uninterrupted access to the wider market and other forms of direct support to businesses in the north of Kosovo for many years. The Fact Sheet that is before you is a consolidated review and a summary of the services, procedures and information that are necessary for private entrepreneurs in the north and other parts of Kosovo in the efforts for development of business activities, formalization of business and fulfilling the prescribed conditions for uninterrupted access to the market in Kosovo and the region.

This Fact Sheet addresses the shortcomings in the access to information necessary for the vital elements of business of private enterprises and is adapted to the prevailing industrial branches in the private sector, such as agriculture, food industry, wood processing, catering and other services. In addition, the Fact Sheet comprehensively analyzes the needs of private enterprises including access to equity, the availability of support services to enterprises at the local level, access to information, creation of skilled labor and other elements of business development. For this reason, the Fact Sheet is organized in three sections:

- Procedures and requirements for standardization and licensing
- Tax duties and legal protection
- Building professional capacities and networking

The project that developed this Fact Sheet was supported by the United States Embassy in Kosovo and is part of the broader efforts of the US Government to support the structural growth of the private sector in northern Kosovo. The project targeted the problems identified in the assessments carried out during the implementation of USAID's Program Advance Kosovo together-Local Solutions (USAID/AKT-LS) in the period 2014-2018 and represents the upgrade of the results achieved within this project.

*Sincerely,  
AKTIV Team*

## II. REGISTRATION AND FORMALIZATION

### 2.1 Types of Business Organizations in Kosovo

In accordance with the Law on Business Organizations<sup>1</sup>, the following types of Business Organizations can be registered in Kosovo:

1. **Individual Business.** A Person who is the owner of the Individual Business, shall have unlimited personal liability for all debts and other obligations incurred or imposed by Law or a contract on the Individual Business<sup>2</sup>. Although the Individual Business is not a legal person, it may enter into contract, own property and sue or be sued in its own name or in the name of its owner.<sup>3</sup> The Organization shall have an official name or shall include the legal surname of the owner and the abbreviation "I.B."<sup>4</sup>
2. **General Partnership** is Business Organization that may have two or more natural persons and/or Business Organizations as General Partners.<sup>5</sup> Partners in this Business Organization are responsible without limitation and with solidarity for debts of the organization. The collective organization has one name which may include the name of one of the partners, by putting immediately after the acronym "O.P."<sup>6</sup>
3. **Limited Partnership** consists of at least one General Partner and at least one Limited Partner and it is not a legal person. While General Partner (and other General Partners, if any) is responsible to ensure compliance with the obligations stemming from the Law on Business Organizations<sup>7</sup>, Limited Partner is not liable for any debts and other obligations of the Limited Partnership. This Organization shall have the name which may include the name of one or more partners, by putting immediately after the acronym "LP"<sup>8</sup>
4. **Limited Liability Company** is a legal person that is itself the holder of rights and obligations and is liable for all of its debts and other obligations with all of its assets, while Shareholder of a Limited Liability Company is not liable for any debts or obligations of the Limited Liability Company solely by reason of being Shareholder.<sup>9</sup> Limited Liability Company has one name by putting immediately after the acronym „LLC."<sup>10</sup>
5. **Joint Stock Company (JSC).** Joint Stock Company is a legal person that is owned by its Shareholders but is legally separate and distinct from its Shareholders.<sup>11</sup> The Organization can be established and have one or more Shareholders. The amount of the charter capital

<sup>1</sup> Law on Business Organizations no. 06/L-016, Article 5, paragraph 1, available at: <https://mti.rks-gov.net/desk/inc/media/CB5617E0-6D66-424A-815C-8FA3C38C32CA.pdf>

<sup>2</sup>Ibid. Article 48. Par. 1.

<sup>3</sup>Ibid. Article 48. Par. 3

<sup>4</sup> Business Registration Agency, available at: <https://arbkrks-gov.net/Page.aspx?id=3,32>

<sup>5</sup> Law on Business Organizations, Article 52

<sup>6</sup> Business Registration Agency, available at: <https://arbkrks-gov.net/Page.aspx?id=3,32>

<sup>7</sup> Law on Business Organizations, Article 64 par.5

<sup>8</sup> Business Registration Agency, available at: <https://arbkrks-gov.net/Page.aspx?id=3,32>

<sup>9</sup> Law on Business Organizations, Articles 75-77

<sup>10</sup> Business Registration Agency, available at: <https://arbkrks-gov.net/Page.aspx?id=3,32>

<sup>11</sup> Law on Business Organizations, Article 118

for these organizations is at least 10.000 Euros, and immediately after the name the acronym "JSC" should be putted.

Apart from the basic types of organization of Business Organizations, Kosovo Business Registration Agency (KBRA) shall also register the Branch of a Foreign Business in Kosovo, Publicly Owned Enterprises and Socially Owned Enterprises under the administration of the Privatization Agency of Kosovo<sup>12</sup>. Also, a special law, which has precedence over the Law on Business Organizations, may determine other forms of organization of Business Organizations.<sup>13</sup>

6. **Branch of a Foreign Business Organization** (foreign company) means an entity registered in Kosovo for carrying on an economic activity by a foreign company established outside Kosovo. After registration this business organization has the status of a legal person with all the rights and obligations defined by the law. The Branch of a Foreign Business Organization in an official name must contain the full name of a business organization with the addition of "branch in Kosovo" or abbreviation "B.K."<sup>14</sup>
7. **Socially owned enterprises** have majority socially-owned capital. These companies have a status of a legal person. In accordance with the Law on Business Organizations, these companies are registered in the Kosovo Privatization Agency, which performs administration until the privatization.
8. **Public enterprises.** These enterprises perform activities of general interest and must be in majority (50% or more) directly or indirectly in public ownership. They can be registered with the Business Registration Agency, although the Government of Kosovo is responsible for their oversight.<sup>15</sup> In accordance with the Law on Business Organizations, this company must be organized as a joint stock company. Therefore, ownership is expressed with actions that must be registered.
9. **Agricultural cooperatives.** Agricultural cooperative is a business organization created by natural or legal persons all of which should be farmers who contribute with their own private property in the shared capital.<sup>16</sup> Agricultural cooperative is established from at least five (5) farmers that are signatories of obligations.<sup>17</sup> The cooperative shall not be established without capital and it shall not exist without capital, which can be either in cash or in kind, while the director cannot be a member of a cooperative. Cooperative activities are regulated by the statute. In case the cooperative is engaged in activities that are not defined by this document, the cooperative will be fined with 3000-5000 Euros.

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<sup>12</sup>Ibid. Article 5. Par. 2

<sup>13</sup>Ibid. Article 5

<sup>14</sup>Ibid. Articles 26 and 35

<sup>15</sup> Law no. 03/L- 087 on Publicly Owned Enterprises, available on: <http://www.kuvendikosoves.org/?cid=3,191,280>

<sup>16</sup> Law no. 2003 /9 9 on Agricultural cooperatives, available at <https://gzk.rks-gov.net/ActDocumentDetail.aspx?ActID=2472>

<sup>17</sup> Law no. 03 / L004 on amendments and supplements to the Law on Agricultural cooperatives no. 2003/9, Article 3, available at: <https://gzk.rks-gov.net/ActDocumentDetail.aspx?ActID=2591>

## 2.2 Kosovo Business Registration Agency (KBRA)

Business Registration Agency works within the Ministry of Trade and Industry and is the only institution responsible for registering businesses in Kosovo. The Agency operates on the basis of an electronic data system which is the easiest, fastest and free of charge process for registering new companies. The Agency is electronically connected with 29 municipal business (company) registration offices. The system enables transparency and access to basic information about each company and is organized in accordance with the standards of the European Union. The Agency provides some of the most important administrative services for the development of companies that enable their more efficient development, quality of business and the creation of a favorable business environment in Kosovo.

### 2.2.1 Municipal services to support entrepreneurship

In 29 municipalities in Kosovo, within the Department for Economic Development of the Municipal Administration, there is a Business (company) Registration Office that operates on the basis of the provisions of the Law no. 06/L-016 on Business Organizations. These offices are in fact branch offices of the Kosovo Business Registration Agency (KBRA) of the Ministry of Trade and Industry, so that entrepreneurs do not have to travel to Prishtina, but they can register business and statutory changes in their municipality. Information on all registered companies in Kosovo can be found at the following address: <http://biznesetehapura.com/en>

Services of the Business Registration Office are defined by the Law and Memorandum of Cooperation between the Ministry of Trade and each of the municipalities.

Contact information for all Kosovo offices can be found at the following address: [https://arbk.rks-gov.net/page.aspx?id=1,14\\_or](https://arbk.rks-gov.net/page.aspx?id=1,14_or) in the Table below:

No.	Municipalities	Telephone
01.	DEČANE/ DEÇANI	0390/361-355
02.	ĐAKOVICA/ GJAKOVA	0390/326-132
03.	GLOGOVAC/ GLLOGOCI	038/585-256
04.	GNJILANE/ GJILANI	0280/324-318
05.	DRAGAŠ/ DRAGASHI	029/281543 (Central)
06.	ISTOK /ISTOGU	039/450-536
07.	KAČANIK KAÇANIK	0290/380-462
08.	KLINA/KLINË	039/470-812
09.	KOSOVO POLJE /FUSHË KOSOVA	038/534-583
10.	KAMENICA /KAMENICË	0280/315 869
11.	MITROVICA/ MITROVICË	028/532-104
12.	LIPLJAN/LIPJAN	038/200 41 508
13.	NOVO BRDO/ NOVO BËRDA	038/576-012
14.	OBILIĆ/OBILIQI	038/561-536, 038/200-41-306 (Central)
15.	ORAHOVAC/RAHOVECI	029/276-037
16.	PEĆ/PEJË	039/421-477

17.	PODUJEVO/PODUJEVA	038/200-41033
18.	PRIŠTINA/PRIŠTINĚ	038/230 900 (Central)
19.	PRIZREN/PRIZREN	029/631-866
20.	SRBICA/SKENDERAJ	028/582-630
21.	ŠTIMLJE/SHTIMĚ	0290/389-016
22.	ŠTRPCE/SHT Ě RPC Ě	038/200-86685
23.	SUVA REKA/ SUHAREKA	029/272-712
24.	UROŠEVAC/ FERIZAJ	0290/325-604
25.	VITINA/VITI	0280/381-070
26.	VUČITRN/ VUSHTRRIA	028/573-650
27.	MALIŠEVO/ MALISHEV Ě	029/269-530
28.	GRAČANICA/ GRAQANIC Ě	049/776-580
29.	SEVERNA MITROVICA/ MITROVICA VERIORE	038/200 34 828
30.	ĐENERAL JANKOVIĆ/ HANI ELEZIT	049/754-346

## 2.3 Registration of new business

Application for the registration of a new business can be done in every municipal Business Registration Office, irrespective of the seat and location of the entity that wants to register. In order to start the registration process, it is necessary to obtain the application form (application), fill in the requested data and submit the application to the Business Registration Office.

### A. Application Form

In order to start the registration, the applicant should complete the application form. Before completing the application, the Applicant should be familiar with the following information:

- The Application Form is not the same for all types of business organizations submitting the application. Accordingly, the applicant should be informed and obtain the appropriate Application Form, which should be aligned with the type of business to be registered. Law no. 02/L-123 on Business Organizations defined the conditions under which a business organization can be registered.
- Application Forms can be obtained in two ways:
  - a) Application Form can be obtained at any Municipal Business Registration Office
  - b) The Application Form can be downloaded from the official website of the Business Registration Office:  
<https://arbkrks.gov.net/page.aspx?id=3,21>
- The officials of each Business Registration Office are required to provide instructions for completing the form. They assist applicants for registration in completing the compulsory questions in the Application Form.



## B. Submitting an application to Business Registration Office

- The completed Application Form for registration of business along with accompanying documentation shall be submitted by the applicant (or an authorized person) personally to any Business Registration Office.
- The Applicant (or an authorized person) must provide the original identification document or the signed authorization (for an authorized person) Office Official.
- The Office Official checks whether the application and accompanying documents are complete and acceptable. In case the application is incomplete, the Office Official will help clarify and complete the form.
- The Application Form must be signed by the applicant or an authorized person.
- The fee for registering a new company is not charged, while changes for existing companies are charged on the basis of the relevant Administrative Instruction.

## C. List of accompanying documents for the registration of an Individual Business (IB) or General Partnership (GP):

- Completed Application Form B (Annex 1)
- Identification document (identity card, passport)
- Consent of the registered (authorized) agent
- Partners General Agreement (for General Partnership)

## D. List of accompanying documents for the registration of a Limited Partnership (LP):

- Completed Application Form Ao<sup>18</sup>
- The Partnership Agreement for the registration of a limited partnership
- Statute
- Identification document (identity card, passport) of the owner or authorized persons
- Consent of the registered agent (domestic)

## E. List of accompanying documents for the registration of a Limited Liability Company (LLC):

- Completed Application Form Ao (Annex 2)
- The company's agreement for the registration of a Limited Liability Company
- Statute
- Identification document (identity card, passport) of the owner or authorized persons
- Consent of the registered agent

## F. List of accompanying documents for the registration of a Joint Stock Company (JSC):

- Completed Application Form Ao<sup>19</sup>
- Statute for registering a Joint Stock Company
- Agreement for the registration of a Joint Stock Company
- Consent of the registered agent (domestic)
- Identification document (identity card, passport) of the owner or authorized persons

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<sup>18</sup> You can download the Application Form at: <https://arbkr.rks.gov.net/desk/inc/media/DC59885E-9234-4F19-B370-A5C3B8ED5500.pdf>

<sup>19</sup> Ibid

#### G. List of accompanying documents for registration of a foreign company - a branch in Kosovo:

- Completed Application Form Ao<sup>20</sup>
- Decision to establish a foreign company
- Decision on the appointment of the Director (copy of the passport) and the registered agent (copy of the ID card)
- Certified court decision on the existence of the company that must be from the home country of the company
- Certificate of the company that establishes branch in Kosovo. The certificate can be submitted as an original or as a certified copy which is not older than 3 months. If the certificate is not in English, Albanian or Serbian language, then a certified translation of the certificate should be submitted.
- Copy of the passport of the owner or the director of the foreign company
- Statute (copy) of a foreign company
- Consent of a domestic registered agent

#### H. List of accompanying documents for registration of agricultural cooperatives:

- Completed Application Form Ko (Anex 3)
- Organization Agreement
- Statute
- The decision on appointment of the director
- Identification document (identity card, passport) of the owner or authorized persons
- Consent of the registered agent

### **III. STANDARDIZATION AND CERTIFICATES**

#### **3.1 Approval of facilities of business operators dealing with food of animal origin**

For this category of enterprises, procedures have been established to check whether they meet the basic criteria for the processing of food of animal origin in terms of equipment, infrastructure and production lines. This category includes, first of all, facilities for the production, processing and storage of food of animal origin to be distributed or sold, which includes processed food products, semi-finished products or products that can be consumed immediately, with medium or long-term shelf life.

Companies that are engaged in food of animal origin are obliged to submit application for registration of facilities to the Directorate of Public Health<sup>21</sup> at least 30 days before the scheduled start of placing of food on the market. The Application Form for the registration of business operators engaged in food of animal origin can be found in Annex 4.

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<sup>20</sup>ibid

<sup>21</sup> Regulation No.18/2016 For Registration And Approval Of Food Business Operators available at : <https://gzk.rks-gov.net/ActDetail.aspx?ActID=15072>

Registration is required for the following types of facilities:

- Facilities that are primarily used for the production of animal feed
- Facilities that serve as a private residential area, where foods of animal origin are prepared for the purpose of selling and putting into circulation
- Business facilities for the storage of food of animal origin that do not require controlled temperature conditions
- Milk collection facilities of two or more producers, which supply only one licensed milk processing plant
- Facilities for filling and packaging of honey and other bee products
- Means of transport used for the transport of food of animal origin, if it is a means of transport registered for the transport of food.

An enterprise that operates with food of animal origin is obliged to apply for approval of the facility to the Food and Veterinary Agency <sup>22</sup>. Application for approval of an enterprise to operate with foods of animal origin can be found in Annex 5. The appointment of the Commission determining the criteria for issuing this approval is done by the Chief Executive Officer of the Agency. Before the enterprise (facility) is registered in the Register of approved enterprises for food processing activities, the expert commission should send the report to the administrative department that further processes the application and issues the approval.

Enterprises may obtain approval from the Food and Veterinary Agency for the following facilities categories:

- Facilities intended for slaughtering and processing domestic ungulates and equidae animals (cattle, goats, sheep, pigs, horses)
- Poultry slaughtering and processing facilities
- Game animal slaughtering and processing facility
- Facilities for the production of minced meat and meat products
- Processing facilities for meat, sausages, dried meat products, semi-finished and finished meat products, production of cans, bacon and other meat products
- Facilities for live bivalve molluscs and fish products
- Facilities for milk and dairy products, collection stations and milk processing facilities
- Eggs packaging, production and processing facilities
- Processing facilities for frogs and snails
- Facilities for the processing of animal fats and pork crackling
- Animal offal processing facilities
- Gelatin production facilities
- Collagen production facilities, as well
- Facilities for performing general activities related to food of animal origin, including repackaging, storage in controlled temperature conditions, wholesale, export and facilities for meat of slaughtered game animals intended for public consumption<sup>23</sup>.

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<sup>22</sup> Ibid

<sup>23</sup> Ibid, Article 7

### 3.2 License for execution of forestry works - local entities

In order to protect nature and the environment, it is necessary for enterprises to become acquainted with the conditions under which they can perform forest activities.

Requirements for obtaining a license are required for the following activities:

- Afforestation, production of seedlings, collection and processing of forest seeds, preparatory work and planting of seedlings
- Use of forests: cutting, pulling and transporting
- Forest Tree Breeding
- Construction of bridges and forest roads
- Purchase and harvest of forest fruits, wood and non-wood materials, flora, and medicinal herbs
- Hunting and activities in the field of ecotourism, as well
- Activities related to protection against diseases, pests, fire and erosion.<sup>24</sup>

The procedure for obtaining a license begins by submitting the completed application to the Ministry of Agriculture, Forestry and Rural Development. This application is considered by a working group at the Forestry Department by assessing the situation on the ground. The next step is the decision to issue a license by the Ministry of Agriculture, Forestry and Rural Development.

Submission of an application to obtain this license must be accompanied by certain payments, such as:

- 20 € for first application;
- registration fee 200 €;
- renewal of license 100 €;
- 60 € for each month of delay, if the legal entity submits a request for renewal of the license after the expiration of the legal deadline. In this case, the legal deadline is 30 days before the valid license expire <sup>25</sup>.

### 3.3 Permits, licenses and certificates

The Ministry of Agriculture, Forestry and Rural Development issues the following documents:

<b>Permits, licenses and certificates</b>	<b>Responsible Authority</b>
Certificate for Advisors and Rural Development	Department of Advisory and Technical Services
Registration for repackaging of plant protection products	Department for Agricultural Policies and Markets
License for producers of artificial fertilizers	Department for Agricultural Policies and Markets
License for industrial collector of tobacco	Department for Agricultural Policies and Markets
License for execution of forestry works - foreign entities	Department of Forestry

<sup>24</sup> Administrative Instruction no. 03/2008 for establishing the criteria and procedure for issuing a license for execution of forest activities, Article 5, available at: <https://gzk.rks-gov.net/ActDetail.aspx?ActID=7563>

<sup>25</sup> Ibid, Article 8

License for use of non-timber forest products (Permit for use of leased forest land for quarry and other minerals)	Kosovo Forestry Agency
License for use of non-timber forest products (Permit for use of leased forest land for agriculture)	Kosovo Forestry Agency
License for use of forest land leased for construction of temporary facilities on forest land	Kosovo Forestry Agency
License for use of forest land for grazing of cattle, calves, sheep, lambs, horses, donkeys, pigs	Kosovo Forestry Agency
Permit for warehouse close to road in forest areas	Kosovo Forestry Agency
Permission for temporary use of forest land for limestone	Kosovo Forestry Agency
Permission for use of land for mills	Kosovo Forestry Agency
Permission for use of land for highland shelters	Kosovo Forestry Agency
License for timber processor (sawmill)	Department of Forestry
Hunting permit for scientific purposes	Department of Forestry
License to conduct aquaculture activities (fish and other aquatic animals)	Livestock Production Department
Certification of bees farms for the production of bees hives and queens	Livestock Production Department
License for processing facilities, storage of honey and honey products	Livestock Production Department
Economic fishing license	Livestock Production Department
Fishing permits for scientific research	Livestock Production Department
Sports - recreational fishing permits	Kosovo Sports fishing and recreational association is conducting the testing process
License for importer of reproductive material	Department of Agriculture and Trade Policy
Veterinary technician license for artificial breeding	Permanent Commission (5 member) for Animal Breeding established by the Ministry
Artificial fertilizer registration license	Department of Agriculture and Trade Policy
Permit for own-purposes use of plant protection products	Department of Plant Production and Protection
License for import of seeds	Department of Plant Production and Protection
License for producers of seeds	Department of Plant Production and Protection
License for processors of seeds	Department of Plant Production and Protection
License for packagers of seeds	Department of Plant Production and Protection
License for trader of seeds	Department of Plant Production and Protection
License for exporter of tree seedling material	Department of Plant Production and Protection
License for trading of tree seedling material	Department of Plant Production and Protection

License for import of tree seedling material	Department of Plant Production and Protection
License for producers of tree seedling material	Department of Plant Production and Protection
License for Repackager of artificial fertilizer	Department of Plant Production and Protection
License for exporter of vine seedling material	Department for Agricultural Policies and Markets and Trade
License for trader of vine seedling material	Department for Agricultural Policies and Markets and Trade
License for importer of vine seedling material	Department for Agricultural Policies and Markets and Trade
License for producers of grape vine seedling material	Department for Agricultural Policies and Markets and Trade
License for exporter of decorative plants seedling material	Department for Agricultural Policies and Markets and Trade
License for trade of decorative plants seedling material	Department for Agricultural Policies and Markets and Trade
License for import of decorative plants seedling material	Department of Plant Production and Protection
License for producer of decorative plants seedling material	Department of Plant Production and Protection
License for exporter of vegetable seedling material	Department of Plant Production and Protection
License for trading of vegetable seedling material	Department of Plant Production and Protection
License for import of vegetable seedling material	Department of Plant Production and Protection
License for producer of vegetable seedling material	Department of Plant Production and Protection
Special permission for use of plant protection products in small quantities	Department of Plant Production and Protection
Temporary permits for disinfection and pest control	Department of Agriculture and Trade Policy
Artificial fertilizer trading license	Department of Plant Production and Protection
Certificate for authorization of plant protection product	Department of Plant Production and Protection
Special permit for plant protection products	Department of Plant Production and Protection
Scientific research permit for plant protection products	Department of Plant Production and Protection
Permit for responsible persons in agricultural pharmacies	Department of Plant Production and Protection
Certificate of Origin of Quality for Wine Producers	Wine and Vineyard Department

License for cultivation, production and processing of wines and other products from grapes and wine	Wine and Vineyard Department
License for export of wines and other products from grapes and wine	Wine and Vineyard Department
License for import of wines and other products from grapes and wine	Wine and Vineyard Department
License for Distiller	Wine and Vineyard Department
License for wine distributors for distribution in domestic market	Wine and Vineyard Department
License for industrial processors of tobacco and tobacco products	Department for Agricultural Policies and Markets
License for tobacco growing plots (verified by phytosanitary inspectors)	Department of Rural Development
License for legal entities to provide agricultural and rural development advisory services connected with the use of public and international funds	Department of Advisory and Technical Services

Ministry of Finance issues the following documents:

<b>Approvals/Permits/ Licenses /Certificates</b>	<b>Responsible Authority</b>
Approval for exemption from excise tax on heavy fuel oil	Kosovo Customs
Approval for processing outside Kosovo (import duties from other countries for goods produced from domestic goods that have been previously exported )	Kosovo Customs
Authorization for simplified procedure ( goods that is easily identifiable )	Kosovo Customs
Authorization for Excise Goods Trader	Kosovo Customs
VAT Registration Certificate	Tax Administration of Kosovo
Casino License	Tax Administration of Kosovo
License for Slot Machine Operators	Tax Administration of Kosovo
License for Slot Machine producers and distributors	Tax Administration of Kosovo
License for the retail establishments of Slot Machines	Tax Administration of Kosovo
Betting Shop License	Tax Administration of Kosovo
Indoor Bingo License	Tax Administration of Kosovo
License for import and export of tobacco products	Kosovo Customs
Authorization for Excise Goods Warehouse Administrators	Kosovo Customs
Licenses to import, export and manufacture alcoholic products	Kosovo Customs

Authorization for exemption from excise tax on goods (Petroleum )	Kosovo Customs
Authorization for exemption from excise tax on imports of propane (gas)	Kosovo Customs
Authorization for Customs Warehouse	Kosovo Customs
Authorization for processing and re-export	Kosovo Customs
Authorization for release of goods to free circulation	Kosovo Customs
Authorization for processing under customs control	Kosovo Customs
Authorization for excise goods warehouse	Kosovo Customs

Ministry of Infrastructure issues the following documents:

<b>Permits/Licenses/Certificates</b>	<b>Responsible Authority</b>
Certificate of International Transport truck for personal needs. Certificate of International Transport truck for third parties, rent and payment	Department of Road Transport
License "B" for passenger transport within Kosovo and regular passenger Transport outside of Kosovo	Department of Road Transport
License "D" for all modes of transport in and outside Kosovo	Department of Road Transport
License C for personal transport abroad	Department of Road Transport
Permit for regular passenger transport for access to the territory of Kosovo	Department of Road Transport
Permit for regular transit transport of passengers through the territory of Kosovo	Department of Road Transport
License according to categories A, B, C and D for Bus Stations	Department of Road Transport
License A for passenger transport in and outside Kosovo	Department of Road Transport
Terminal License	Department of Road Transport
License for Transport of Dangerous Goods	Department of Road Transport
License for professional lecturer in Driving school	Department of Vehicles
License for drivers instructor	Department of Vehicles
Driving School license	Department of Vehicles
Licenses for air transport operations	Department of Civil Aviation
Permit for ordinary international road transportation of passengers	Department of Road Transport
Permit for special transportation of passengers	Department of Road Transport



Ministry of Trade and Industry issues the following documents:

<b>Permits/Licenses/Certificates</b>	<b>Responsible Authority</b>
Patent Registration	Industrial Property Agency
Registration of Trademarks	Industrial Property Agency
Registration in the register of Authorized representatives	Industrial Property Agency
Registration of industrial design	Industrial Property Agency
Individual Business Registration	Business Registration Agency
Registration of General Partnership	Business Registration Agency
Registration of a Limited Liability Company	Business Registration Agency
Registration of Joint Stock Company	Business Registration Agency
Registration of Limited Partnership	Business Registration Agency
Registration of Joint Stock Companies	Business Registration Agency
Registration of a Foreign Business Organization	Business Registration Agency
Authorization for conformity assessment for liquid petroleum products	Department of Industry
Hotel Category Certificate	Department of Industry
Authorization for conformity assessment for toys	Department of Industry
Authorization for conformity assessment of elevators and their safety components	Department of Industry
License to import petroleum and petroleum products for general consumption	Department of Industry
License for wholesale in heavy oils	Department for regulating the petroleum market
License to import and wholesale of oils	Department for regulating the petroleum market
License for importing, storing and wholesale of kerosene	Department for regulating the petroleum market
License for import, further processing, storage, retail and wholesale of petroleum	Department for regulating the petroleum market
License for tobacco import and wholesale	Department of Trade
License for export of tobacco products besides unfermented and unprocessed tobacco	Department of Trade
License to import and wholesale of cigars	Department of Trade

### 3.4 Trademark Registration

Brands or trademarks are usually a sign that can differentiate the goods and services of competing companies. Therefore, the role of a trademark is to serve as an identifier of the origin. A trademark may be any designation that can be graphically displayed, in particular words (including personal names), sketches, letters, numbers, form of goods and the manner of their packaging, color, as well

as all their combinations, provided that such trademark of goods or services of one company may be differentiate from the goods or services of other companies.<sup>26</sup>

The procedure requires that a trademark registration application shall be submitted to the Industrial Property Agency at the Ministry of Trade and Industry. The graphic display of the trademark must be clearly indicated. It is especially important to determine the date of filing trademark registration application, because in case of misunderstanding and in the case of identical trademarks, the priority has the application that was first registered.

The publication of trademarks shall be done in the official bulletin of the Agency, which can be found on the official website.<sup>27</sup> It is legally prescribed that the trademark must be made available to the public three months after submitting the application. In that period, another commercial entity may file a complaint in the event of a similarity between the two trademarks.

## IV. LEGAL PROTECTION AND TAXES

### 4.1 Judicial system in Kosovo

Since the January 2013, the judicial system in Kosovo is organized in three levels:

- I level: Basic Courts, which have the character of first instance courts,
- II level: the Appellate Court in Prishtina, which has the jurisdiction of a second instance court, and
- III level: the highest court instance, the Supreme Court, which has jurisdiction over the entire territory of Kosovo.

Basic Courts in Kosovo serve as first instance courts and they are located in seven cities:

1. Basic Court in Prishtina, Address :“Nakibe Keljmendi” Str, no. 56, Veternik, Prishtina Tel: +381 (0) 38 200 17 388 Email: <a href="mailto:gjthpristine@rks-gov.net">gjthpristine@rks-gov.net</a>	5. Basic Court in Pejë/Peć Address: Str. “Adem Jašari”, Pejë/Peć Tel: +381 (0) 39 434-725 Email: <a href="mailto:gjthpeje@rks-gov.net">gjthpeje@rks-gov.net</a>
2. Basic Court in Mitrovicë/Mitrovica Address: Filipa Višnjića str, n.n. Tel: +381 (0) 28 570 815 Email: <a href="mailto:gjthmitrovica@rks-gov.net">gjthmitrovica@rks-gov.net</a>	6. Basic Court in Prizren, Address:“Wiliam Woker” str, Prizren Tel: +381 (0) 29 222-125 +381 (0) 29 244-122 Email: <a href="mailto:gjthprizren@rks-gov.net">gjthprizren@rks-gov.net</a>

<sup>26</sup> Law no. 04/L-026 on trademarks, available at : <https://gzk.rks-gov.net/ActDocumentDetail.aspx?ActID=2753>

<sup>27</sup> See website, <https://kipa.rks-gov.net/Page.aspx?id=1,10,41>

3. Basic Court in Gjiilan/Gnjilane, Tel: +381 (0) 280 322 180 +381 (0) 280 320 120 Email: <a href="mailto:githferizaj@rks-gov.net">githferizaj@rks-gov.net</a>	7. Basic Court in Gjakovë/Đakovica Address : Str. "Bardhyl Qaushi", Gjakovë/Đakovica Tel: +381 (0) 390 324-130 +381 (0) 390 325-423 Email: <a href="mailto:githferizaj@rks-gov.net">githferizaj@rks-gov.net</a>
4. Basic Court in Ferizaj/ Uroševac, Address: "Salih Çeku" str, Ferizaj/Uroševac Tel: +381 (0) 290 321 009 Email: <a href="mailto:githferizaj@rks-gov.net">githferizaj@rks-gov.net</a>	

The organization of basic courts is regulated by Law No. 03 / L-199<sup>28</sup>. For the purposes of better efficiency, the basic courts are divided into several geographical branches, while are internally divided into several divisions, and they work on different types of cases. Basic Courts deal with all types of cases, except for commercial disputes that are in the exclusive jurisdiction of the Basic Court in Pristina. This is determined by Law no. 03/L-199, Article 12, paragraph 1. By amending the Law on Courts from 2015 (Law No. 05 / L -032), the jurisdiction of the Commercial Matters Department of the Basic Court in Pristina has been extended, and this department is now responsible for disputes related to foreign investors throughout the entire territory of Kosovo.

Pursuant to the Law no. 03/L-199, the Commercial Matters Department of the Basic Court is responsible for the following issues:

- disputes between domestic and foreign legal persons in their commercial affairs;
- reorganization, bankruptcy and liquidation of legal persons, unless otherwise provided by Law;
- disputes regarding obstruction of possession, with the exception of immovable property, between parties identified in sub-paragraph 1.1 of this paragraph);
- disputes regarding infringement of competition, misuse of monopoly and dominant market position, and monopolistic agreements;
- protection of property rights and intellectual property;
- disputes involving aviation companies for which the Law on aviation companies applies, excluding traveler dispute; and
- other matters as provided by Law.<sup>29</sup>

Any natural or legal person may be party to disputes that are handled by the Commercial Matters Department. As a general rule, all cases before the Commercial Matters Department of the Basic Court shall be heard by one professional judge. The appeals against the decisions of the Basic Court Commercial Matters Department are filed with the Court of Appeals in Pristina.<sup>30</sup>

In dealing with cases that are filed with the specialized Commercial Matters Department, the judges working in this department of the Basic Court of Pristina are guided by a broad range of specialized laws, such as: the Law on Obligations, the Law on Contract of Sale, the Law on Execution Procedure, the Law on Bankruptcy and Liquidation, the Law on Trademark, the Law on Business Organizations, the Law on Intellectual Property, along with Laws on Immoveable Property, and Property Transfer.

<sup>28</sup> Law can be found at : <https://gzk.rks-gov.net/ActDetail.aspx?ActID=2700>

<sup>29</sup> Ibid, Article 13. paragraph 1

<sup>30</sup> Official web-page of Kosovo Judicial Council, available at: <http://www.gjyqesori-rks.org/en/courts/page/index/124>

When considering the cases filed with the specialized Commercial Matters Department, the judges working in this department of the Basic Court of Pristina are guided by a broad range of specialized laws, such as: the Law on Obligations, the Law on Contract of Sale, the Law on Execution Procedure, the Law on Bankruptcy and Liquidation, the Law on Trademark, the Law on Business Organizations, the Law on Intellectual Property, along with laws on immovable property, and ownership transfer.<sup>31</sup>

If the case (commercial or other) is not resolved in the first instance court, then the same case should be considered by the second instance court, i.e. The Appellate Court in Prishtina, which has jurisdiction over the entire territory of Kosovo and is located in Prishtina. The Appellate Court is also divided into several departments, one of which is the Commercial Matters Department. If the case cannot be resolved by a second instance court, then the case can be considered by the Supreme Court, which is the highest judicial authority in Kosovo.

Commercial Matters Department of the Appellate Court is located in the Veternik, Nekibe Kelmendi, str, Prishtina, Kosovo.

## 4.2 Kosovo Tax System

Kosovo Tax System relies mostly on the experience and practices of the European Union, and strives to harmonize fiscal policy with relevant EU laws. First of all, this applies to direct and indirect taxes, including personal income tax, corporate income tax and value added tax. The tax system is regulated by a set of tax laws and administrative instructions.

The Tax Administration of Kosovo (TAK) is responsible for the consistent application of several tax laws, which functions as an executive agency within the Ministry of Finance. Among other things, TAK is responsible for implementation of Law on Personal Income Tax, Law on Corporate Income Tax and Law on Value Added Tax.

### Contact details of Tax Administration of Kosovo:

Address : Bil Clinton str, Prishtina

Tel: 038 200 250 17

Email: [info@atk-ks.org](mailto:info@atk-ks.org)

Web: [www.atk-ks.org](http://www.atk-ks.org)

Regional offices	Telephone
Prishtina	038 200 255 01 / 80 / 37
Mitrovicë/Mitrovica	028 530-059
Prizren	029 244-901 / 242-989
Pejë/Peć	039 432-812
Ferizaj/ Uroševac	0290 320-387
Gjilan/Gnjilane	0280 326-967
Gjakovë/Đakovica	0390 330-021

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<sup>31</sup> Ibid.

#### 4.2.1 Personal Income Tax

On the basis of the income earned by the individual, the personal income tax is applied, which is especially regulated by the Law on Personal Income Tax <sup>32</sup>.

Pursuant to this Law, taxpayers are: individual / private business enterprises, resident and non-resident natural persons, partner associations working or generating gross income, including salaries, rent, lottery gain, interest, capital gains, use of intangible assets, pensions, business activities, that is, those incomes that influence the increase in the value of the taxpayer.

The object of taxation for a resident taxpayer shall be taxable income from Kosovo source income and foreign source income, while the object of taxation for a non-resident taxpayer shall be taxable income from Kosovo source income.

Taxable income for a tax period shall mean the difference between gross incomes received or accrued and the deductions allowable with respect to such gross income.

There are different rates of taxation in relation to the amount of personal income:

Taxation rate	Annual income in €	Monthly income in €
0%	0 do 960	0 do 80
4%	960 do 3000	80 do 250
8%	3000 do 5400	250 do 450
10%	5400 and higher	450 and higher

From personal income tax, which is important for the private sector, the following revenues are excluded:

- compensation for damaged or destroyed property;
- income from the life insurance policy paid as a result of the death of the insured person;
- refunding or reimbursement for medical treatment and expenses, including hospitalization and treatment, other than salaries paid during the absence from work due to illness or injury;
- the interest of financial instruments that have been approved or guaranteed by a public authority in Kosovo paid to a resident or non-resident taxpayer;
- revenues of direct contractors or subcontractors, realized on the basis of procurement contracts and services provided to foreign governments or international representatives;
- salaries of persons with special needs, as provided for in the relevant laws for this category;
- inherited property or its value;
- educational expenses paid by the employer to the employee;
- scholarships for education in higher education institutions, schools, as well as training costs for acquiring knowledge;
- compulsory contributions paid by the employer for the health insurance of an employee;
- indemnity paid after final court decisions;
- income from grants, subsidies and donations in accordance with the rules and conditions of their obtaining;
- dividend received by a resident and non-resident person.<sup>33</sup>

<sup>32</sup> Law no. 05/L – 028 on Personal Income Tax, available at : <http://www.kuvendikosoves.org/?cid=3,191,1121>

<sup>33</sup> Ibid, Article 8

#### **4.2.2 Corporate income tax**

Corporate income tax is applied to the taxable income of an enterprise<sup>34</sup>, that is, the difference between the gross received income or those incomes incurred during the tax period and the allowable reductions granted under this law. The tax period on which the tax is calculated is the calendar year.

Taxpayers are:

- corporation or other business organization that has the status of a legal person;
- business organization operating with public or socially owned assets;
- organization registered as a non-governmental organization;
- non-resident person with a permanent establishment in Kosovo.

The corporate income tax rate shall be ten percent (10%) of taxable income<sup>35</sup>, while companies for life, assets or other risks insurance shall be subject to tax rate of five percent (5%) of gross premiums accumulated over the taxation period.

A taxpayer with annual gross income from business activities for a tax period, over fifty thousand (50,000 Euros) Euros, is obliged to keep books and records in accordance with the accounting standards in Kosovo, while taxpayers earning less income can independently decide will on this way calculate the taxable amount of the tax. Those taxpayers who are required or have opted for this type of tax calculation are obliged to submit an annual tax declaration to the Tax Administration by March 31.

The duty of each taxpayer who has opted not to calculate a taxable amount for tax purposes is to pay three-month tax prepayments on a day or by April 15, July 15, October 15, and January 15 for the calendar quarter preceding this dates, and at the next rates:

- three percent (3%) of gross income received from trade, transport, agricultural and similar commercial activities;
- nine percent (9%) of gross income for the quarter from services, professional, vocational, entertainment and similar activities;
- ten percent (10%) of gross rent income.

#### **4.2.3 Value Added Tax**

Value added tax (VAT) is a general tax that is calculated in proportion to the price of goods and services, and refers to their consumption. This tax can be calculated at different stages of production, distribution and life cycle of trade in goods and services and is transferred to the final consumer.

Every person, whether physical or legal, who independently perform economic activity, and are registered or required to register for VAT, are taxable persons. A taxable person submits a request to be registered for VAT, provided that realizes a turnover of at least thirty thousand (€ 30,000) Euros within a calendar year.

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<sup>34</sup> Law no. 05/I-029 on corporate income tax, available at: <https://gzk.rks-gov.net/ActDetail.aspx?ActID=11016>

<sup>35</sup> Ibid, Article 6

Every person who meets all conditions of the definition for taxable person referred to Article 4 of this Law is required to register for VAT if exceeds the turnover of thirty thousand (30,000€) Euros within a calendar year.

Pursuant to the Law on Value Added Tax<sup>36</sup>, the VAT is calculated on the basis of two rates, of which one is standard and amounts to eighteen percent (18%) and a reduced rate of eight percent (8%) of the value of taxable imported and domestic deliveries.

Reduced VAT rate of eight percent (8%) for supply with goods and services relates to:

- water supply, except bottled water;
- supply with electricity, including transmission and distribution services, with central heating, waste collection and other waste treatment;
- grains such as barley, corn, maize varieties, oats, rye, rice and wheat;
- products made from grain for human consumption, such as flour, pasta, bread and similar products;
- cooking oils made from grains or oilseeds for use in cooking for human consumption;
- milk and dairy products intended for human consumption;
- salt appropriate for human consumption;
- eggs for consumption;
- textbooks and information technology equipment;
- supply with medicines, pharmaceutical products, instruments, medical and surgical devices;
- medical equipment, ambulances, aids and other medical devices to facilitate or treat inability for exclusive use by the disabled, including the repair of such goods and supply with children's vehicle seats.

## V. CAPACITY BUILDING AND NETWORKING

### 5.1 Kosovo Chamber of Commerce (KCC)

The Kosovo Chamber of Commerce (KCC) is a professional organization founded in 1962 by the Assembly of Kosovo. KCC is an independent, non-political and non-profit professional organization. It is the only business institution established by law and the KCC activities take place on the basis of Law on Kosovo Chamber of Commerce 2004/7<sup>37</sup> adopted by the Assembly of Kosovo. KCC is the institution that serves the Kosovo economy, and is a constructive partner of the Kosovo state institutions, a partner in social dialogue and promoter of economic development and good macroeconomic policies.<sup>38</sup>

The Kosovo Chamber of Commerce analyzes the economic situation in Kosovo and actively proposes new and advanced forms of local business and stimulates the internationalization of Kosovo entrepreneurship. Kosovo Chamber of Commerce contributes to the development of

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<sup>36</sup> Law no. 05/I-037 on Value Added Tax, available at

<https://gzk.rks-gov.net/ActDetail.aspx?ActID=11015>

<sup>37</sup> <https://gzk.rks-gov.net/ActDocumentDetail.aspx?ActID=2475>

<sup>38</sup> <https://www.oek-kcc.org/Sr/rreth-nesh/>

enterprises and with its professionalism and determination assists the Kosovo business and society of Kosovo to internalize European values.<sup>39</sup>

In accordance with Law no. 2004/7<sup>40</sup> all natural and legal persons, which carry out economic activities in Kosovo or those who have their seat in Kosovo can become members of KCC on a voluntary basis. In KCC may join other organizations of economic subjects and organizations in the field of science, professional societies and other societies which by their activity promote business of economic subjects.

The Kosovo Chamber of Commerce consists of one President, the Assembly and the Steering Committee (which has 17 members).

Apart from the main headquarters in Prishtina, the KCC has several regional units, such as those in Mitrovicës së jugut/Južna Mitrovica, Prizren, Gjakovë/Đakovica, Pejë/Peć, Gjiilan/Gnjilane and Ferizaj/Uroševac.

### **Kosovo Chamber of Commerce**

Address: street "Mother Tereza" no. 20, Prishtina

Tel: +381 (0) 38 224 299

Email: [info@oek-kcc.org](mailto:info@oek-kcc.org)

[www.aks.rks-gov.net](http://www.aks.rks-gov.net)

Kosovo Chamber of Commerce regional units:

### **Mitrovicës së jugut/Južna Mitrovica**

Responsible person: Rrustem Abiti

Tel: +383 (0) 45 597 000

Email: [rrustem.abiti@oek-kcc.org](mailto:rrustem.abiti@oek-kcc.org)

### **Pejë/Peć**

Responsible person: Samir Lleshi

Tel: +383 (0) 45 560 999

Email: [samir.lleshi@oek-kcc.org](mailto:samir.lleshi@oek-kcc.org)

### **Prizren**

Address: street "Remzi Ademi" no. 27

Responsible person: Nexhmedin Asllani

Tel: +383 (0) 45 682 382

Email: [nexhmedin.asllani@oek-kcc.org](mailto:nexhmedin.asllani@oek-kcc.org)

### **Prishtina**

Address: street "Mother Tereza" no. 20, Prishtina

Responsible person: Hivzi Dragidella

Tel: +383 (0) 45 667 400

Email: [hivzi.dragidella@oek-kcc.org](mailto:hivzi.dragidella@oek-kcc.org)

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<sup>39</sup> Ibid.

<sup>40</sup> <https://gzk.rks-gov.net/ActDocumentDetail.aspx?ActID=2475>, article 2



**Ferizaj/Uroševac**

Address: street "Remzi Adem" no. 27, Ferizaj/Uroševac

Responsible person: Lulzim Azemi

Tel: +383 (0) 45 580 666

Email: [lulzim.azemi@oek-kcc.org](mailto:lulzim.azemi@oek-kcc.org)

**Gjilan/Gnjilane**

Address: street "28 Novembar" no. 30, Gjilan/Gnjilane

Responsible person: Ibrahim Tahiri

Tel: +383 (0) 45 699 692

Email: [ibrahim.tahiri@oek-kcc.org](mailto:ibrahim.tahiri@oek-kcc.org)

**Gjakovë/Đakovica**

Address: street "Kurriz Agora" no. 50, Gjakovë/Đakovica

Responsible person: Behar Ferizi

Tel: +383 (0) 45 539 444

Email: [behar.ferizi@oek-kcc.org](mailto:behar.ferizi@oek-kcc.org)

Table of Associations that are members of the Kosovo Chamber of Commerce:

Nr.	Name of the Association	Head of Association	Coordinator	Contact
1.	Association of Metal Processors	Isuf Zuka	Sofe Ramdani	+37745638600 <a href="mailto:sofe.ramdani@oek-kcc.org">sofe.ramdani@oek-kcc.org</a>
2.	Association of Producers, Importers and Distributors of Tobacco	Ramadan Kelmendi	Sofe Ramdani	+37745638600 <a href="mailto:sofe.ramdani@oek-kcc.org">sofe.ramdani@oek-kcc.org</a>
3.	Association of bookmakers	Istref Veliqi	Sofe Ramdani	+37745638600 <a href="mailto:sofe.ramdani@oek-kcc.org">sofe.ramdani@oek-kcc.org</a>
4.	Association for Renewable Energy in Kosovo	Bekim Shyti	Sofe Ramdani	+37745638600 <a href="mailto:sofe.ramdani@oek-kcc.org">sofe.ramdani@oek-kcc.org</a>
5.	Association of licensed operators of fiscal electronic devices	Kestrin Kumnova	Sofe Ramdani	+37745638600 <a href="mailto:sofe.ramdani@oek-kcc.org">sofe.ramdani@oek-kcc.org</a>
6.	Association "The Power of Women Entrepreneurs"	Vjollca Zeqiri	Sofe Ramdani	+37745638600 <a href="mailto:sofe.ramdani@oek-kcc.org">sofe.ramdani@oek-kcc.org</a>
7.	Association for Early Childhood Education	Sahadete Gërbeshi	Sofe Ramdani	+37745638600 <a href="mailto:sofe.ramdani@oek-kcc.org">sofe.ramdani@oek-kcc.org</a>
8.	Association of Non-alcoholic and	Bashkim Osmani	Sofe Ramdani	+37745638600 <a href="mailto:sofe.ramdani@oek-kcc.org">sofe.ramdani@oek-kcc.org</a>

	Alcoholic Drinks producers			
9.	Kosovo Appraisers Association	Dardan Latifi	Senad Murati	+37745557677 sofe.ramadani@oek-kcc.org
10.	Association of car dealers	Blerim Xhemajli	Senad Murati	+37745557677 sofe.ramadani@oek-kcc.org
11.	Association of companies involved in the recycling of metal and non-metal waste	Ujup Krasniqi	Senad Murati	+37745557677 sofe.ramadani@oek-kcc.org
12.	Association of enterprises dealing with cleaning and maintenance of roads and management of solid and liquid waste	Enver Zymeri	Senad Murati	+37745557677 sofe.ramadani@oek-kcc.org
13.	Association of plastic processors	Afrim Batalli	Senad Murati	+37745557677 sofe.ramadani@oek-kcc.org
14.	Association of Graphic Enterprises	Agron Reznqi	Senad Murati	+37745557677 sofe.ramadani@oek-kcc.org
15.	Association of real estate agents in Kosovo	Arben Asllani	Senad Murati	+37745557677 sofe.ramadani@oek-kcc.org
16.	Association of Road Transport	Jakup Berisha	Mehdi Kika	+37745594900 mehdi.kika@oek-kcc.org
17.	Association of road transport of goods	Besir Çmega	Mehdi Kika	+37745594900 mehdi.kika@oek-kcc.org
18.	Domestic and International Spediteurs Association	Elez Sylaj	Mehdi Kika	+37745594900 mehdi.kika@oek-kcc.org
19.	Association of licensed terminals	Denis Krasniqi	Mehdi Kika	+37745594900 mehdi.kika@oek-kcc.org
20.	Association of Tourist Agencies	Ruzhdi Kurtisahj	Sadete Imeri	sadete.imeri@oek-kcc.org +37745575900
21.	Association of grain producers in Kosovo	Pal Gjuraj	Sadete Imeri	sadete.imeri@oek-kcc.org +37745575900
22.	Association of Aesthetists in Kosovo	Atifa Birtak	Sadete Imeri	sadete.imeri@oek-kcc.org +37745575900
23.	Association of Builders	Durim Prishtina	Sadete Imeri	sadete.imeri@oek-kcc.org +37745575900
24.	Association for the bricks manufacture	Mustafë Borovci	Sadete Imeri	sadete.imeri@oek-kcc.org +37745575900

25.	Association of retailers	Feim Rushiti	Sofe Ramadani	+37745638600 sofe.ramadani@oek-kcc.org
26.	Association of purchasers of leather, processors and exporters	Mazllom Krasniqi	Sadete Imeri	sadete.imeri@oek-kcc.org +37745575900
27.	Pristina gastronomic association	Sokol Thaçi	Sofe Ramadani	+37745638600 sofe.ramadani@oek-kcc.org
28.	Association of Traffic Operators of Dangerous Goods	Selman Kadriu	Mehdi Kika	+37745594900 mehdi.kika@oek-kcc.org
29.	Association of Decorative Stone Industry	Alban Uka	Senad Murati	+37745557677 senad.murati@oek-kcc.org
30.	Association for import and export of livestock "Gjedhi"	Bajram Mustafa	Sadete Imeri	sadete.imeri@oek-kcc.org +37745575900
31.	Association of Hairdressing Salons on Kosovo	Mustafë Morina	Senad Murati	+37745557677 senad.murati@oek-kcc.org
32.	Association of Construction and Construction Material Producers	Brahim Selimaj	Sadete Imeri	sadete.imeri@oek-kcc.org +37745575900
33.	Association of Producers, Processors and Importers of Animal Products	Burim Piraj	Sadete Imeri	sadete.imeri@oek-kcc.org +37745575900
34.	Association of Jeweler and Silversmiths	Enver Pakashtica	Sofe Ramadani	+37745638600 sofe.ramadani@oek-kcc.org
35.	Association of Enterprises Dealing with Agricultural Inputs	Avdullah Isufi	Sadete Imeri	sadete.imeri@oek-kcc.org +37745575900
36.	Business association "Business area"	Kushtrim Ajazi	Sofe Ramadani	+37745638600 sofe.ramadani@oek-kcc.org
37.	Association for Disinfection and Pest Control in Kosovo	Lulzim Katanolli	Sadete Imeri	sadete.imeri@oek-kcc.org +37745575900
38.	Association of Enterprises Dealing with Oil Circulation	Fadil Berjani	Sadete Imeri	sadete.imeri@oek-kcc.org +37745575900

	and Oil Products, gases and lubricants			
39.	Association of Authorized Importers of New Vehicles	Bujar Hoxha	Sofe Ramadani	+37745638600 sofe.ramadani@oek-kcc.org
40.	Association of milk producers in Kosovo	Milazim Berisha		<a href="mailto:shpqkkamp@gmail.com">shpqkkamp@gmail.com</a> <a href="https://www.facebook.com/shpqk/">https://www.facebook.com/shpqk/</a>
41.	Association of winemakers in Kosovo			+377 44 604 288 <a href="mailto:enologjia@gmail.com">enologjia@gmail.com</a> <a href="http://enologjia.com/">http://enologjia.com/</a>
42.	Initiative for the Development of Agriculture in Kosovo	Zenel Bunjaku		+383 (0) 44 777 036 +383 (0) 49 777 046 info@iadk.org

In addition to the Kosovo Chamber of Commerce, Kosovo has other Chambers of Commerce, which are organized as non-governmental organizations and formed from foreign countries with which Kosovo has good economic relations, such as the US Chamber of Commerce, British Chamber of Commerce, Chamber of Commerce of Kosovo and Turkey, Dutch Chamber of Commerce, Italian Chamber of Commerce and German Chamber of Commerce.

#### US Chamber of Commerce on Kosovo



Address: street "Perandori Justinian" no. 16, Prishtina  
Tel: +381 (0) 38 609 013  
Email: [info@amchamksv.org](mailto:info@amchamksv.org)  
[www.amchamksv.org](http://www.amchamksv.org)

#### British Chamber of Commerce on Kosovo



Address: street "Perandori Justinian" no. 6, Prishtina  
Tel: +377 (0) 45 947 947  
Email: [ceo@bcck.co.uk](mailto:ceo@bcck.co.uk)  
[www.bcck.co.uk](http://www.bcck.co.uk)

#### Turkish Chamber of Commerce on Kosovo



Address: street "Imzot Nike Praela" no. 42, Ulpiana, Prishtina  
Tel: +383 (0) 38 550 100  
Email: [info@kt-to.org](mailto:info@kt-to.org)  
[www.kt-to.org](http://www.kt-to.org)

#### German-Kosovar Economic Association



Address: street "Andrea Gropa" n.n, Prishtina  
Tel: +381 (0)38 241 800/900  
Email: [kdww@kdww.org](mailto:kdww@kdww.org)  
[www.kdww.eu](http://www.kdww.eu)

## 5.2. Business Alliance of Kosovo (BAK)

Business Alliance of Kosovo (BAK) is the largest alliance of business associations and individual businesses in Kosovo. Founded in 2002, BAK has attracted 28 business associations with over 9500 members. The activity of the Kosovo Business Alliance is led by the Board of Directors and managed by professional team. BAK works to increase the level of cooperation between the business and the public, and engage civil society and donor organizations active in Kosovo.

BAK's mission is to unite business associations and businesses that affect the economic and private sector development, build sustainable partnerships between the public and private sector in order to increase employment and meet customer demands. BAK offers training for business development and economic integration of Kosovo in the international market.<sup>41</sup>

### Business Alliance of Kosovo:



Address: "Prizrenska liga" str. Prishtina

Phone: +381 (0) 38 550 221 044

Email: [agim.shahini@akb-ks.net](mailto:agim.shahini@akb-ks.net), [albert.maloku@akb-ks.net](mailto:albert.maloku@akb-ks.net),  
[www.akb-ks.net](http://www.akb-ks.net)

## 5.3 Innovation Centre Kosovo (ICK)

The largest business incubator in Kosovo with the aim of creating new jobs through companies that support and train young people for jobs for the wider market – ICK – is a center for connecting new ideas and technologies with human and financial resources to create or expand commercially sustainable companies that can successfully respond to market needs, creating sales, trade, production capacity and skilled labor.

The ICK incubator program includes:

- *Access to grants*
- *Hosting services* - at the facilities located in the center of Prishtina, there is a convenient infrastructure and utility services- 24/7
- *Investor networks* - linking businesses with investors
- *Consulting and mentoring* – mentors are available to provide support and help in expanding user networks
- *Access to international conferences, trade fairs and B2B* - with discount or free of charge
- *Business Startup Training (start up)*
- *Training for development and business planning*
- *Alumni support and cooperation* – after the basic program, ICK continues to provide support to the growth of the company of users and fundraising.

The incubator provides services before and during "incubation", depending on the experience of the team and the level of business idea development. ICK's call for business ideas is always open and the application form can be found at the following link:  
<https://ickosovo.com/incubator/startup/apply>.

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<sup>41</sup><http://www.itg-rks.com/en-us/Business-Alliance-of-Kosovo>

#### Contact information of Innovation Centre Kosovo:



Address: Rexhep Mala str. 28A, 10000, Prishtina

Phone: +383 (0)38 77 11 80

Email: [info@ickosovo.com](mailto:info@ickosovo.com)

Website: [www.ickosovo.com](http://www.ickosovo.com)

#### 5.4 Centre for Entrepreneurship, Education and Development (CEED)

Center for Entrepreneurship, Education and Development (CEED) strives for an environment where entrepreneurs have the tools and support they need to foster innovation, create new jobs and build thriving economy. CEED drives economic growth by developing, connecting and mentoring entrepreneurs to strengthen their businesses so they can create jobs and in turn accelerate economic prosperity. Building a community of entrepreneurs is paramount in our approach. CEED not only provides entrepreneurs business know-how through its accelerator programs, but also connects participants to mentors and a community of entrepreneurs that can help take their small businesses to next level. The CEED network operates in Slovenia, Bulgaria, Romania, Macedonia, Kosovo, Armenia, Bangladesh, Moldova, Morocco, Tunisia and Tanzania. The main office is in Washington.<sup>42</sup>

One of CEED's programs is "Start-up accelerator", which offers support for rapid growth of the company in a period of 3 to 6 months. Start-up accelerator is designed for entrepreneurs who have a registered business (1 month to 3 years) and want to improve their business model and increase revenue. This program offers:

*Community* –community of entrepreneurs in Kosovo, with over 300 members, dealing with their growth potential, international networking, exchange of knowledge and experience.

*Merge investors* – compliance with potential domestic and international investors, as well as with financial institutions.

*Cooperative space* – use of workspace in the center of Prishtina for companies, with fully equipped furniture, internet network and separate telephone line, joint conference room and meeting room, reception and kitchen.

*Business support* – mentoring and consulting for business growth; improving skills for developing of a successful business model; individual consulting for business development.

*Networking activities* -B2B– with local/regional companies, as well as with forums and investment conferences, held in the country or abroad.

*How to apply?* - Send your business and financial plan to the following email address: [info@ceed-kosovo.org](mailto:info@ceed-kosovo.org), or call the lower numbered phone numbers. Your business must be registered for less than three years, while all business sectors have the right to apply.

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<sup>42</sup><http://ceed-kosovo.org/>

## Centre for Entrepreneurship, Education and Development (CEED):



Address: "Sejdi Kryeziu" str, no. 54, Prishtina

Phone: +381 (0) 38 609 075

Email: [info@ceed-kosovo.org](mailto:info@ceed-kosovo.org)

[www.ceed-kosovo.org](http://www.ceed-kosovo.org)

## 5.5 Gjirafa Lab

Gjirafa Lab is a business incubator, which provides a support to start up Internet entrepreneurship, i.e. internet entrepreneurs who lack access to resources and market. As a business incubator, the Lab will provide the space, mentoring, networking, technology, talent visibility, and funding to competent Internet entrepreneurs in Kosovo, Albania, and Macedonia.

Gjirafa Lab is created by Gjirafa, Inc., assisted by the United States Agency for International Development (USAID), with the goal of building the Internet Economy in Kosovo and the region. Entrepreneurs have an opportunity to transform their business ideas into successful businesses and solve real problems for society.<sup>43</sup>

With Gjirafa Lab, you can apply for support for your business by filling an application form, which can be found on the following link: <https://izisurvey.com/Web/Survey/STleLes>

The basic criteria for support provision of certain businesses are:

*Targeted market* – ideas and start-up businesses related to Kosovo, Albania and Macedonia are being considered.

*The quality of the team* – the team is one of the most important factors for the success of the start-up business. For the Gjirafa Lab, the quality of the team brings the most points when evaluating the application. First of all, attention is paid to the experience of team members, as well as their commitment to the idea to be implemented in practice.

*Internet Economy Impact* – Is the idea something that can facilitate doing business online and make people's life easier? How quickly can it gain widespread use?

*Market* – What is the market you are after? True, we are only looking for regional solutions, but does it target mass population or just a fraction of it?

*Technology* – How easily can your idea be replicated? Only ideas with technology solutions, products or services online, will be accepted.

The next phase is a Face to Face interview with each team. Teams that do possess the arguments and the solution may be chosen.

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<sup>43</sup>Official web-site of Gjirafa Lab, available at <http://gjirafalab.com/>

## 5.6 Association of regional development agencies

The Association of Regional Development Agencies (ARDA) is an independent, non-governmental organization established in January 2013 by the five Regional Development Agencies in Kosovo. The main function of ARDA is to promote regional and rural development in Kosovo, but also to co-ordinate and support five Regional Development Agencies. The aim of these five Regional Agencies (north, south, east, west and center) is to play a leading role in the planning of socio-economic and regional development, and to facilitate partnership and cooperation between central and local government with the business community.

The Association of Regional Development Agencies performs the following functions:

- analysis of the social and economic situation in the regions, and the formulation and implementation of regional development strategies;
- support stakeholders at the local and regional level for the development and implementation of development programs and projects;
- in cooperation with other specialized institutions and agencies, provides services to potential investors in Kosovo;
- administer grants in support to development of private sector in Kosovo, including start-up business.

### Contact information of the Association of regional development agencies are:



Address: Sulajman Vokši str, Prishtina

Phone: +381 (0) 38 220 322

Email: [info@arda-kosovo.eu](mailto:info@arda-kosovo.eu)

Website: [www.arda-kosovo.eu](http://www.arda-kosovo.eu)

## 5.7 Business Center Zvečan/Zvečan

Business Center Zvečan/Zvečan is a non-governmental organization with headquarter in Zvečan/Zvečan. It is a specialized organization dealing with economic development, development of agriculture and sustainable employment. Particular attention is paid to the education and employment of young people, women, non-majority population and marginalized groups in northern Kosovo. Business Center Zvečan/Zvečan aims to reduce unemployment, affect economic development, strengthen the economy of small and medium enterprises, develop entrepreneurship, and increase the capacities of the entrepreneurial sector.

Business Center Zvečan/Zvečan offers:

- Support to economic development of the private sector by allocating grants for production, service, tourism and agricultural enterprises;
- Support to economic development of the private sector with the support and advice of experts from various fields (business administration, local legislation, access to finance, introduction of standards, enterprise development, etc.);
- Special training development for users: training programs for start-up businesses with special attention to young people, women, non-majority population and marginalized groups;
- Training for existing businesses;



- Organizing bidding for start-up businesses or individuals who are awarded with symbolic assets for successful business plans;
- Vocational schools and additional support to successful participants and candidates (mostly start-up companies).

#### **Contact information of Business Center Zvečan/Zvečan:**



Address: Kosovskih junaka str., no. 4, Zvečan/Zvečan

Phone: +381 (0) 28 664-743

Website: [www.poslovnicecentarzvecan.net](http://www.poslovnicecentarzvecan.net)

### **5.8 Riinvest College**

Riinvest College has a business incubator within its college, but only serves for students. The Riinvest Incubator will provide students with a work space, mentoring and opportunity to raise funds to finance their business ideas. More information about the established start-ups in this incubator can be found here <http://www.riinvest.net/en/inkubatori-i-biznesit-2/> (this website has no translation into Serbian).

#### **Contact information of Riinvest College:**



Address: Prizrenske lige str, no. 56, Prishtina

Phone: +381 (0) 38 224 322

Email: [info@riinvest.net](mailto:info@riinvest.net)

Website: <https://www.riinvest.net/>

### **5.9 Innovations Lab Kosovo (ILK)**

Innovations Lab Kosovo (ILK) is helping UNICEF and partners rethink development. Lab is comprised of a multidisciplinary team including project managers, software engineers, advocacy practitioners, designers, social entrepreneurs, educators, communications and marketing specialists, and graphic and web designers.<sup>44</sup> The ILK's program, known as "By Youth for Youth", encourages youth to transform their ideas into feasible projects, providing young directors with a direct experience for the development and implementation of projects, programs and social endeavors. "By Youth for Youth", acts as "pre-incubator", linking the gap between the idea and a sustainable, influential project by providing funding, equipment, work space, and, most importantly, capacity building through training and mentoring. Also, the program provides resources, guidelines and equipment to turn your ideas of social impact into reality.

The Lab conducts a curriculum of trainings in fields as diverse as open source mapping, application development, social media for social good, public and policy advocacy, and social entrepreneurship, and more information can be found on the website below.

<sup>44</sup>Official web-page of Innovations Lab Kosovo, available at <http://kosovoinnovations.org/>

**Contact information for Innovations Lab Kosovo:**

 Address: Behije Dashi str, no. 7, Prishtina  
 Phone: +381 (0) 38249232 ext 230  
 Email: [contact@kosovoinnovations.org](mailto:contact@kosovoinnovations.org)  
 Website: <http://kosovoinnovations.org/sr>

**5.10 MDA Foundation**

MDA is a foundation established in 2012 with the aim of increasing youth employment. The business incubator is designed to support and accelerate the process of successful development of new businesses by helping young entrepreneurs with different resources and services. Young entrepreneurs are trained through business development training, technical and administrative support, business consulting, legal and financial issues and access to finance. Every year, the MDA Business Incubator supports up to seven new businesses.

To apply, you need to send a direct message to the following address <http://www.mda-foundation.org/kontakti>, or contact at +381 (0) 38 220 041.

**Contact information for MDA Foundation:**

 Address: Perandori Justinian str, Prishtina  
 Phone: +381 (0) 38 220 041  
 Email: [info@mda-foundation.org](mailto:info@mda-foundation.org)  
 Website: [www.mda-foundation.org](http://www.mda-foundation.org)

