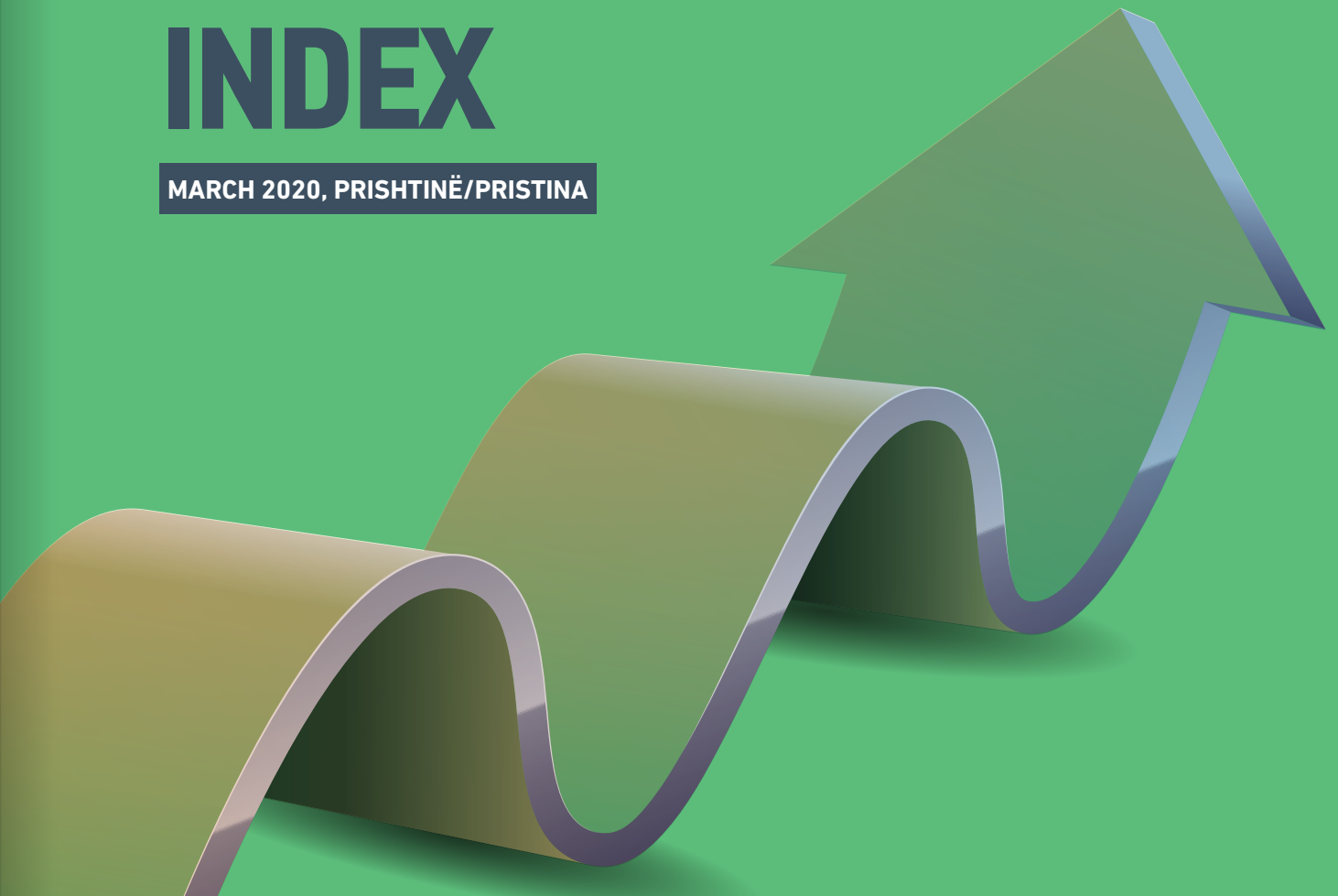# 2019 MUNICIPAL TRANSPARENCY AND ACCOUNTABILITY INDEX

**MARCH 2020, PRISHTINË/PRISTINA**

# 2019 MUNICIPAL TRANSPARENCY AND ACCOUNTABILITY INDEX

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# CONTENTS

# LIST OF ACRONYMS

**MTBF**
**Medium Term Budget Framework**

**PFC**
**Policy and Finance Committee**

**MA**
**Municipal Assembly**

**MLGA**
**Ministry of Local Government Administration**

**MPA**
**Ministry of Public Administration**

**AI**
**Administrative Instructions**

**OIE**
**Office for European Integration**

# INTRODUCTION

Transparency and accountability of public institutions is one of the key prerequisites for the functioning of a democratic state and society. Transparency of public institutions has a direct effect on the way how governance works and consequently improves the lives of citizens. In addition, institutional transparency mediates in the relations between citizens and institutions, enabling marginalized groups to participate in decision-making. At the same time, it ensures the establishment of more sustainable and inclusive policies.

Local institutions serve as the first mechanism where the citizens address their concerns and present their demands for solving their daily problems that make up the life of a community in the municipalities. [1] Consequently, local institutions must prioritize transparency and accountability when drafting their agenda, which will enable them to improve their governance performance and inclusion citizens and marginalized groups in the decision-making process.

On the other hand, transparency enables citizens to access governance-related information. Consequently, it provides mechanisms for combating negative phenomena that may be detrimental for their daily lives. Access to public information thus, is a tool that serves the fight against corruption and reduces the level of abuse through public means.

In recent years, Municipalities in Kosovo have enhanced the level of transparency and accountability, thus enabling citizens to access public information and be part of policy-making at the Municipal level.

The legal framework of the Republic of Kosovo guarantees transparent institutions vis-à-vis its citizens. The Constitution, the Law on Local Self-Government, the Law on Access to Public Documents, and other administrative instructions legitimize this guarantee and provide citizens with the necessary legal means to demand transparency and accountability from local government institutions in Kosovo.

Based on the importance of transparency and the existing legal basis, KDI has conducted a measurement of transparency in all 38 Municipalities. This measurement has been conducted at a specific time period and aims to reflect the results of the municipalities as a first step toward further raising the level of transparency

KDI hopes that the results of the Municipal Transparency and Accountability Index will serve as a guide and motivation for raising the transparency of local institutions vis-à-vis citizens, advancing decision-making processes through co-operation and civic participation. Above all, the aim is to improve the services for the citizens of the respective municipalities.

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1 KDI, "Municipal Transparency and Accountability Index", 2017.http://kdi-kosova.org/p-content/uploads/2018/02/Transparometer-ALB-ALL-SMALL_Fin.pdf

# METHODOLOGY

This research was conducted in all 38 Municipalities of the Republic of Kosovo. The performance of Municipal institutions is assessed on the basis of 47 indicators, developed according to previous Transparency and Accountability Index models, [2] based on Transparency International's methodology and KDI's many years of experience.

## LIST OF INDICATORS:

1. Are the Municipal Assembly session announcements and agenda published 7 days before the sessions?

2. Are accompanying materials attached to the Municipal Assembly session announcements?

3. Has the public been informed about the Municipal Assembly sessions in the places most frequented by citizens, through media and social networks?

4. Were the announcements of the meetings of the Politics and Finance Committee and agenda published 7 days before the meetings?

5. Has the Municipal Assembly held 10 regular sessions during the year, as required by law?

6. Are the meetings of the Standing Committees open to the public?

7. Are all data on municipal councilors (name, family name, date of birth, email, residence address, telephone number, political entity) published on the Municipality's website?

8. Can a brief history of the municipality be found on the official website of the municipality?

9. Has the Municipal Assembly published its work plan on the website?

10. Does the Municipal Assembly have an action plan for transparency, and is this plan public?

11. Are the video links of the sessions of the Municipal Assembly published, after they have been held?

12. Does the public have access to draft regulations of the Municipal Assembly?

13. Are the regulations adopted by the Municipal Assembly made public?

14. Are the minutes of the Municipal Assembly sessions, and results of voting on the agenda items, published?

15. Does the public have access to the decisions of the Municipal Assembly?

16. Are the meetings of the Municipal Assembly open to the public?

17. Are Municipal Assembly sessions broadcast live, and if so, through what platforms?

18. Have the Municipal Assembly or the Committees called for reporting from the Mayor?

19. Have the Municipal Assembly or the Committees called for reporting from the directors of Directorates?

20. Has the Municipal Assembly held discussions on quarterly expenditures within the legal deadlines?

21. Are all public documents accessible in all official languages?

22. Has the Municipal Assembly held public discussions on the Mid-Term Budget Framework (MTBF)?

23. Did the Municipal Assembly hold, during September, public discussions on the annual budget for 2020?

24. Have the Local Communities been consolidated and is there public information about them?

25. Are the contact information and bio of the mayor published on the official website?

26. Are the contact information and bios of directors of directors of Municipal Directorates published on the official website?

27. Does the website have information on EU integration issues and their impact on municipal governance?

28. Are vacancies published, including the relevant criteria?

29. Does the Municipality have a coordinator responsible for access to official documents...

30. Does the Municipality have a tracking mechanism for the registration and status of citizens' requests?

31. Does the Municipality provide unhindered access to official documents?

32. Is the mayor's annual plan made public?

33. Is the official website of the Municipality accessible in all official languages?

34. Are all of the mayor's decisions accessible to the public?

35. Is municipal debt made public?

36. Is the list of leased or in-use Municipal properties published?

37. Have the Municipality's own source revenues data been published?

38. Are Municipality data available in Open data format (usable and editable versions)?

39. Does the municipality use social media to communicate and disseminate information to citizens?

40. Are the contacts of the information officer made public?

41. Does the Municipality have a toll-free hotline available to citizens?

42. Does the Municipality have/publish a list of services it provides to citizens?

43. Does the Municipality have/publish preliminary materials for budget hearings and public meetings?

44. Has the municipality organized public meetings as required by law?

45. Does the Municipality publish its activities on the website?

46. Have Municipal Directorates organized budget hearings for the 2020 annual budget according to legal deadlines?

47. Does the Municipality have/publish the minutes from the budget hearings?

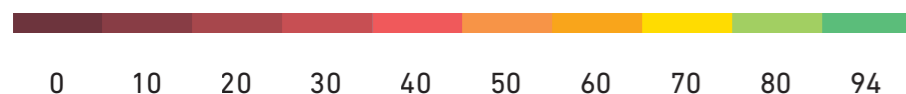48. Has the Municipal Budget for 2020 been published on the website?

## Indikatori

| Indikatori | Dragash/Dragaš | Vushtrri/Vučitrn | Gjakovë/Đakovica | Ferizaj/Uroševac | Graçanicë/Gračanica | Rahovec/Orahovac | Mitrovica | Prishtinë/Pristina | Zubin Potok | Shtërpcë/Štrpce | Suharekë/Suva Reka | Zveçan/Zvečan | Leposaviq/Leposavić | North Mitrovica | Gjilan/Gnjilane | Kamenicë/Kamenica | Drenas/Glogovac | Istog/Istok | Obiliq/Obilic | Lipjan/Lipljan | Shtime/Štimlje | Podujevë/Podujevo | Novobërdë/Novo Brdo | Ranillug/Ranilug | Partesh/Parteš | Kllokot/Klokot | Viti/Vitina | Fushë Kosovë/Kosovo Polje | Skënderaj/Srbica | Malishevë/Mališevo | Prizren | Mamushë/Mamuša | Klinë/Klina | Pejë/Peć | Deçan | Junik | Kaçanik/Kačanik | Hani i Elezit/Elez Han | Kaçanik/Kačanik | Hani i Elezit/Elez Han |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| **Pikët Total** | 68 | 78 | 78 | 74 | 69 | 85 | 83 | 83 | | 46 | 53 | 78 | 55 | 56 | 39 | 76 | 72 | 80 | 66 | 66 | 77 | 73 | 67 | 58 | 52 | 52 | | 56 | 80 | 45 | 66 | 80 | 77 | 53 | 72 | 78 | 50 | 44 | 75 | 69 |
| **total %** | 70.83 | 81.25 | 81.25 | 77.08 | 71.88 | 88.54 | 86.46 | 86.46 | | 47.92 | 55.21 | 81.25 | 57.29 | 58.33 | 40.63 | 79.17 | 75.00 | 83.33 | 68.75 | 68.75 | 80.21 | 76.04 | 69.79 | 60.42 | 54.17 | 54.17 | | 58.33 | 83.33 | 46.88 | 68.75 | 83.33 | 80.21 | 55.21 | 75.00 | 81.25 | 52.08 | 45.83 | 78.13 | 71.88 |
| 1. Is the Municipal Assembly session announcement and agenda published 7 days before the session is held? | 2 | 2 | 1 | 2 | 2 | 2 | 2 | 2 | | 0 | 2 | 2 | 1 | 1 | 1 | 2 | 0 | 2 | 1 | 2 | 2 | 2 | 2 | 2 | 2 | | 2 | 2 | 2 | 1 | 2 | 2 | 2 | 2 | 1 | 2 | 1 | 2 | 2 |
| 2. Are accompanying materials attached to the Municipal Assembly session announcement? | 0 | 1 | 0 | 0 | 0 | 2 | 2 | 0 | | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 2 | 0 | 2 | 0 | | 0 | 2 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 3. Have the citizens been informed about the Municipal Assembly sessions at the foreseen locations: public announcements in the places most frequented by citizens, visual and electronic media and social networks? | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | | 2 | 1 | 1 | 2 | 2 | 2 | 1 | 2 | 1 | 1 | 2 | 2 | 2 | 0 | 0 | 1 | 1 | | 1 | 2 | 2 | 2 | 2 | 2 | 2 | 1 | 2 | 2 | 1 | 2 | 2 |
| 4. Is the Policy and Finance Committee meeting announcement and agenda published 7 days before the meeting is held? | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | | 0 | 0 | 2 | 1 | 0 | 2 | 0 | 2 | 1 | 2 | 1 | 2 | 2 | 2 | 2 | 2 | | 2 | 2 | 0 | 0 | 2 | 2 | 2 | 2 | 1 | 1 | 0 | 2 | 2 |
| 5. Have all the regular sessions provided by law (10 of them) been held? | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | | 2 | 2 | 2 | 2 | 1 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 2 |
| 6. Are the meetings of the Standing Committees open to the public? | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 2 |
| 7. Are all data on municipal councilors (Name, Family Name, Date of Birth, Email, Telephone, Residence Address, Political Entity) posted on the municipality's website? | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 2 | | 1 | 1 | 1 | 1 | 1 | 2 | 1 | 1 | 2 | 1 | 1 | 2 | 1 | 0 | 0 | 0 | | 0 | 2 | 1 | 2 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 |
| 8. Is there a brief history with the main data on the website that serves as a presentation of the Municipality? | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | | 0 | 2 | 0 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 2 |
| 9. Has the Municipal Assembly published its work plan? | 1 | 2 | 2 | 0 | 2 | 2 | 2 | 2 | | 0 | 2 | 2 | 0 | 0 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 0 | 0 | 2 | | 2 | 2 | 0 | 2 | 2 | 2 | 0 | 2 | 2 | 1 | 0 | 2 | 2 |
| 10. Does the MA have a 2019 Transparency Action Plant, and is it public? | 2 | 2 | 0 | 2 | 2 | 2 | 2 | 1 | | 0 | 0 | 0 | 0 | 2 | 0 | 2 | 2 | 2 | 2 | 2 | 2 | 0 | 1 | 1 | | | 2 | 0 | 0 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 0 | 2 | 2 |
| 11. Are the videolinks of Municipal Assembly meetings published, after they have been held? | 2 | 2 | 2 | 0 | 2 | 2 | 2 | 2 | | 0 | 0 | 1 | 0 | 1 | 0 | 2 | 1 | 0 | 0 | 2 | 1 | 0 | 0 | 0 | | | 1 | 1 | 2 | 0 | 2 | 2 | 0 | 2 | 0 | 0 | 1 | 0 | |
| 12. Does the public have access to draft regulations of the Municipal Assembly? | 0 | 2 | 2 | 2 | 0 | 2 | 1 | 2 | | 1 | 0 | 2 | 1 | 1 | 1 | 0 | 1 | 2 | 2 | 2 | 2 | 0 | 0 | 1 | 0 | | 0 | 2 | 0 | 0 | 2 | 2 | 2 | 2 | 2 | 0 | 0 | 2 | 0 |
| 13. Are the adopted MA regulations made public? | 2 | 1 | 2 | 2 | 2 | 2 | 2 | 2 | | 1 | 2 | 2 | 1 | 1 | 1 | 2 | 2 | 2 | 1 | 1 | 2 | 2 | 2 | 2 | 2 | | 2 | 2 | 0 | 0 | 2 | 2 | 2 | 0 | 2 | 2 | 2 | 2 | 2 |
| 14. Are the minutiae of Municipal Assembly sessions, and results of voting on the agenda items, published? | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | | 2 | 2 | 2 | 0 | 0 | 1 | 2 | 2 | 1 | 1 | 1 | 2 | 2 | 0 | 2 | 2 | | 2 | 2 | 2 | 1 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 2 |
| 15. Does the public have access to MA decisions? | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | | 1 | 2 | 2 | 1 | 1 | 1 | 2 | 2 | 2 | 1 | 2 | 2 | 2 | 2 | 2 | 2 | | 2 | 2 | 1 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 2 |
| 16. Are the sessions open to the public? | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 2 |
| 17. Are Municipal Assembly sessions broadcast live, if so, on what platforms? | 2 | 2 | 2 | 1 | 0 | 2 | 2 | 2 | | 0 | 0 | 2 | 0 | 0 | 2 | 2 | 2 | 0 | 0 | 2 | 1 | 1 | 0 | 0 | 0 | | 0 | 1 | 2 | 0 | 1 | 2 | 0 | 2 | 0 | 0 | 0 | 2 | 0 |
| 18. Has the MA called the Mayor for reporting in the Assembly and Committees? | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | | 2 | 0 | 2 | 0 | 2 | 1 | 2 | 1 | 1 | 1 | 1 | 1 | 0 | 0 | 1 | 1 | | 1 | 1 | 1 | 2 | 1 | 2 | 0 | 1 | 1 | 1 | 1 | 1 | 1 |
| 19. Has the MA called the directors for reporting in the Assembly and Committees? | 1 | 1 | 1 | 1 | 2 | 2 | 1 | 1 | | 2 | 0 | 2 | 0 | 2 | 1 | 2 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | | 1 | 2 | 1 | 1 | 2 | 2 | 0 | 2 | 1 | 1 | 1 | 1 | 1 |
| 20. Has the MA held discussions in the Assembly within the legal deadlines on three-month expenditures? | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | | 2 | 2 | 1 | 2 | 2 | 1 | 2 | 2 | 2 | 2 | 2 | 2 | 2 |
| 21. Are all public documents available in all official languages? | 1 | 1 | 1 | 1 | 2 | 1 | 1 | 2 | | 1 | 2 | 1 | 1 | 1 | 1 | 2 | 1 | 1 | 0 | 1 | 1 | 1 | 2 | 2 | 2 | | 2 | 1 | 1 | 0 | 1 | 1 | 1 | 1 | 0 | 1 | 0 | 0 | |
| 22. Has the MA held public discussions on the MTBF during 2019? | 0 | 2 | 0 | 0 | 0 | 2 | 0 | 0 | | 2 | 0 | 2 | 1 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 2 | 2 | | 2 | 2 | 0 | 2 | 2 | 0 | 0 | 2 | 0 | 0 | 0 | 2 | 0 |
| 23. Has the MA held public discussions on the 2020 budget during September 2019? | 2 | 0 | 2 | 0 | 2 | 2 | 0 | 2 | | 2 | 0 | 2 | 2 | 2 | 0 | 0 | 0 | 2 | 0 | 2 | 1 | 0 | 2 | 2 | 2 | | 2 | 0 | 0 | 0 | 2 | 0 | 2 | 0 | 0 | 2 | 0 | 2 | 2 |
| 24. Have the Local Communities been consolidated and is there public information about them? | 0 | 1 | 2 | 2 | 2 | 2 | 2 | 0 | | 0 | 0 | 2 | 0 | 0 | 0 | 2 | 0 | 2 | 1 | 0 | 0 | 0 | 0 | 1 | 2 | | 2 | 2 | 0 | 2 | 2 | 2 | 2 | 0 | 2 | 2 | 0 | 2 | 2 |
| 25. Are the biographical details of the Mayor (email, contact number, bio etc.) published? | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | | 0 | 2 | 2 | 2 | 2 | 1 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 0 | 0 | | 0 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 0 | 0 |
| 26. Are the biographical details of the directors (email, contact number, bios, etc.) published? | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | | 0 | 1 | 2 | 2 | 2 | 0 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 0 | 0 | 1 | | 0 | 2 | 1 | 2 | 2 | 2 | 2 | 2 | 1 | 2 | 0 | 2 | 2 |
| 27. Is there information on issues related to EU integration and the impacts of the process on the municipality? | 1 | 0 | 2 | 0 | 0 | 2 | 2 | 1 | | 1 | 0 | 1 | 1 | 1 | 0 | 2 | 2 | 2 | 2 | 1 | 1 | 0 | 0 | 0 | 0 | | 2 | 0 | 0 | 1 | 2 | 0 | 1 | 1 | 1 | 0 | 0 | 2 | 2 |
| 28. Are vacancies and employment criteria published for citizens? | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | | 2 | 0 | 2 | 0 | 2 | 0 | 2 | 2 | 2 | 2 | 2 | 2 | 0 | 0 | 2 | 2 | | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 2 |
| 29. Is there a coordinator for access to ODs, and is the report with the number of requests and their handling made public? | 0 | 1 | 2 | 2 | 1 | 2 | 2 | 2 | | 1 | 1 | 1 | 0 | 2 | 2 | 2 | 2 | 1 | 2 | 2 | 2 | 1 | 1 | 1 | | | 1 | 2 | 1 | 2 | 2 | 0 | 2 | 2 | 2 | 1 | 2 | 1 | 1 |
| 30. Is there a tracking mechanism for registering citizen requests and their status (is it public)? | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 2 | | 2 | 1 | 1 | 2 | 2 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 |
| 31. How is the response rate for access të ODs? | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | | 2 | 1 | 2 | 2 | 2 | 0 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 0 | 2 | 0 | | 0 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 0 | 2 | 2 |
| 32. Is the Mayor's work plan for 2019 made public? | 1 | 2 | 1 | 2 | 0 | 2 | 2 | 0 | | 0 | 0 | 2 | 0 | 0 | 2 | 0 | 2 | 2 | 2 | 2 | 0 | 0 | 0 | 0 | | | 0 | 2 | 0 | 2 | 0 | 0 | 2 | 2 | 0 | 2 | 0 | 0 | 2 |
| 33. Is the website accessible in all official languages of the Municipality? | 1 | 1 | 1 | 1 | 2 | 1 | 1 | 1 | | 0 | 2 | 1 | 0 | 0 | 0 | 1 | 2 | 1 | 0 | 1 | 1 | 1 | 2 | 2 | 1 | | 2 | 1 | 1 | 0 | 1 | 1 | 1 | 1 | 0 | 1 | 0 | 0 | 2 |
| 34. Are the mayor's decisions made public and accessible to the public? | 2 | 1 | 2 | 2 | 2 | 2 | 2 | 2 | | 0 | 0 | 2 | 0 | 1 | 0 | 0 | 2 | 2 | 1 | 1 | 2 | 2 | 2 | 0 | 0 | | 2 | 2 | 1 | 1 | 2 | 2 | 2 | 2 | 1 | 2 | 0 | 0 | |
| 35. Is municipal debt made public? | 2 | 1 | 2 | 2 | 0 | 2 | 2 | 2 | | 2 | 0 | 2 | 2 | 2 | 2 | 0 | 2 | 2 | 1 | 1 | 0 | 1 | 0 | 0 | 0 | | 0 | 1 | 1 | 1 | 1 | 0 | 0 | 1 | 0 | 1 | 1 | 2 | 2 |
| 36. Has the list of properties leased by the Municipality been made public? | 0 | 2 | 2 | 2 | 0 | 2 | 2 | 2 | | 0 | 0 | 0 | 0 | 0 | 2 | 0 | 2 | 2 | 2 | 2 | 2 | 0 | 2 | 0 | 0 | | 0 | 0 | 0 | 1 | 1 | 0 | 0 | 2 | 0 | 0 | 1 | 2 | 2 |
| 37. Are there available data on the Municipality's own source revenues? | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | | 2 | 2 | 2 | 2 | 2 | 2 | 0 | 2 | 0 | 2 | 2 | 2 | 2 |
| 38. Are statistical data treated as Open Data? | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 2 | | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 39. Does the Municipality use social media on a regular basis? | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 2 |
| 40. Are the contacts of the information officer and office made public? | 0 | 2 | 2 | 2 | 2 | 2 | 1 | 2 | | 0 | 2 | 2 | 0 | 0 | 2 | 2 | 2 | 1 | 2 | 2 | 2 | 2 | 2 | 0 | 2 | | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 2 |
| 41. Does the Municipality have a toll-free hotline for citizens? | 0 | 2 | 2 | 0 | 0 | 2 | 2 | 2 | | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 2 | 2 | 2 | 2 | 2 | 0 | 0 | 0 | | 0 | 0 | 0 | 0 | 2 | 0 | 2 | 2 | 0 | 0 | 0 | 2 | 2 |
| 42. Is there a detailed list of services that institutions provide to the public? | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | | 2 | 2 | 2 | 2 | 2 | 1 | 2 | 2 | 2 | 2 | 2 | 2 | 1 | 2 | 0 | 2 | | 2 | 2 | 1 | 2 | 1 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 2 |
| 43. Are there supporting materials for citizens for public and budget hearings? | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | | 2 | 2 | 2 | 1 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 0 | 2 | 2 | 2 | | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 2 |
| 44. Are public meetings organized as provided by law? | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | | 2 | 2 | 0 | 2 | 2 | 1 | 2 | 2 | 2 | 2 | 2 | 2 | 2 |
| 45. Are the activities published on the home page of the website? | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | | 0 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 0 | | 0 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 2 |
| 46. Have budget hearings with citizens been organized by the Municipal Directorates for the 2020 budget and before the budget submission deadline? | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 1 | 2 | 2 | 2 | 2 | 0 | 2 | 2 | | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 0 | 2 | 2 | 2 | 2 |
| 47. Is there a report or minutiae from the 2019 budget hearings, and has it been made public. | 1 | 2 | 2 | 1 | 2 | 2 | 2 | 2 | | 1 | 1 | 2 | 2 | 1 | 1 | 0 | 2 | 1 | 1 | 1 | 2 | 1 | 0 | 2 | 0 | | 2 | 2 | 1 | 1 | 2 | 2 | 2 | 2 | 0 | 1 | 2 | 1 | 1 |
| 48. Has the municipality's budget for 2020 been published on the municipality's website? | 2 | 2 | 2 | 2 | 2 | 0 | 2 | 2 | | 2 | 2 | 0 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | | 2 | 2 | 0 | 2 | 0 | 2 | 0 | 2 | 2 | 0 | 0 | 2 | 2 |

**Total**

## The legal framework that has been consulted when defining indicators includes

● Law No. 030/L-040 on Local Self Government

● Law No. 03/L-048 on Public Financial Management and Responsibilities

● Law No. 03/L-215 on Access to Public Documents

● Law No. 02/L-37 on the Use of Languages

● Administrative Instruction (MLGA) No. 04/2018 on Transparency in Municipalities

● Administrative Instruction (MPA) No. 01/2015 on Websites of Public Institutions

● Government Decision 07/87 on the Adoption of the Open Data Charter

● Regulation (GoK) No. 04/2015 on the Code of Conduct in the Civil Service of the Republic of Kosovo

### REGARDING EACH INDICATOR,

Municipalities scored **0 to 2 points,** depending on the level of information they provided or made available. Municipalities that did not provide any information related to a given indicator were scored with **0 points**. When the information was partial, the Municipalities scored **1 point**, while when the information was complete, the Municipalities scored **2 points.**

The maximum score for a municipality for all indicators is →  # 96 POINTS

The minimum score for a municipality for all indicators →  # 0 POINTS

| 0 | 10 | 20 | 30 | 40 | 50 | 60 | 70 | 80 | 94 |

# MEASUREMENT AND RESEARCH METHODS

The Kosova Democratic Institute (KDI) conducted the survey in 34 Kosovo municipalities,[3] pwhile NGO AKTIV conducted the survey in 4 Municipalities: Mitrovica North, Zveçan/Zvečan, Leposaviq/Leposavić and Zubin Potok.

The survey, in the 34 Municipalities where KDI conducted the measurements, was conducted during the November-December 2019 period, while the survey in the 4 Serb-majority Municipalities was conducted during the November-December 2019 and January 2020 period.

On November 22, the KDI and NGO AKTIV sent a briefing email to all Municipalities, through which they informed them of the Transparency and Accountability Index methodology, including indicators and scoring.

The assessment of the degree the indicators are met by the 34 Municipalities where KDI conducted the survey, was based on data from the following sources:

● Official Websites of Municipalities administered by the Ministry of Public Administration

● Responses of local authorities to requests made under the Law on Access to Public Documents and Information;

● Interviews with local government authorities, and

● Monitoring of the performance of Municipal authorities

Meanwhile, due to the political context that mainly affects the four Serb-majority municipalities in Northern Kosovo, the assessment by NGO AKTIV of the indicators for these Municipalities, is based on the following sources:

● Official Websites of Municipalities administered by the Ministry of Public Administration,

● Websites: https://www.ezubinpotok.com/; http://www.ezvecan.com/; https://www.eleposavic.com/ and http://www.esevernamitrovica.com/, administered by the NGO New Social Initiative (http://newsocialinitiative.org/) based in Mitrovica North;

3 On December 11, 2019, the Municipality of Deçan/Dečane notified the KDI by email that it refused to respond to the requests for access to official documents submitted by the KDI to this municipality. It also rejected KDI's request for an interview. Therefore, the assessment of the degree the indicators are met by this municipality, is based only on the data available on the official website of the Municipality.

14

15
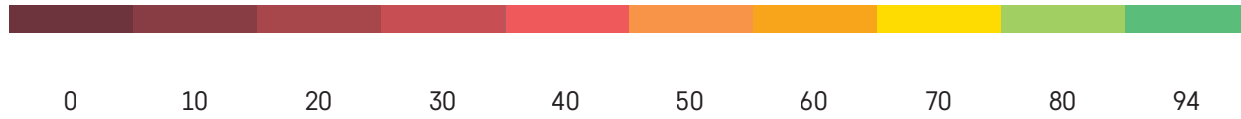
Table no. 1 (Ranking by Score of Municipalities in the Transparency and Accountability Index)

| MUNICIPALITY | SCORE | PERCENTAGE |
|---|---|---|
| Rahovec/Orahovac | 85 | 88.54 |
| Mitrovica South | 83 | 86.46 |
| Prishtinë/Pristina | 83 | 86.46 |
| Drenas/Glogovac | 80 | 83.33 |
| Viti/Vitina | 80 | 83.33 |
| Malishevë/Mališevo | 80 | 83.33 |
| Suharekë/Suva Reka | 78 | 81.25 |
| Gjakovë/Đakovica | 78 | 81.25 |
| Pejë/Peć | 78 | 81.25 |
| Vushtrri/Vučitrn | 78 | 81.25 |
| Prizren | 77 | 80.21 |
| Lipjan/Lipljan | 77 | 80.21 |
| Gjilan/Gnjilane | 76 | 79.17 |
| Kaçanik/Kačanik | 75 | 78.13 |
| Ferizaj/Uroševac | 74 | 77.08 |
| Shtime/Štimlje | 73 | 76.04 |
| Kamenicë/Kamenica | 72 | 75.00 |
| Klinë/Klina | 72 | 75.00 |
| Graçanicë/Gračanica | 69 | 71.88 |
| Hani i Elezit/Elez Han | 69 | 71.88 |
| Dragash/Dragaš | 68 | 70.83 |
| Podujevë/Podujevo | 67 | 69.79 |
| Istog/Istok | 66 | 68.75 |
| Skënderaj/Srbica | 66 | 68.75 |
| Obiliq/Obilic | 66 | 68.75 |
| Novobërdë/Novo Brdo | 58 | 60.42 |
| Kllokot/Klokot | 56 | 58.33 |
| Leposaviq/Leposavić | 56 | 58.33 |
| Zveçan/Zvečan | 55 | 57.29 |
| Mamushë/Mamuša | 53 | 55.21 |
| Shtërpcë/Štrpce | 53 | 55.21 |
| Partesh/Parteš | 52 | 54.17 |
| Ranillug/Ranilug | 52 | 54.17 |
| Deçan/Dečane | 50 | 52.08 |
| Zubin Potok | 46 | 47.92 |
| Fushë Kosovë/Kosovo Polje | 45 | 46.88 |
| Junik | 44 | 45.83 |
| Mitrovica North | 39 | 40.63 |

# MAIN FINDINGS

The findings of the 2019 Municipal Transparency and Accountability Index come from analyzing the data, which were collected from the websites of 38 Municipalities, 36 interviews with municipal officials, and the review of over 300 minutiae of municipal assembly sessions. KDI and NGO AKTIV have submitted 74 requests for access to official documents and have monitored a considerable number of Municipal Assembly sessions.

Novobërdë/Novo Brdo, Partesh/Parteš and Viti/Vitina have published on their websites the accompanying materials on their agenda items. The Municipality of Vushtrri/Vučitrn has a special section on the publication of its accompanying materials on its website, but it is not regularly updated.

In six municipalities no information was provided on Municipal Assembly sessions, while seven municipalities provide partial information to the public. Municipal Assemblies Sessions in all Municipalities are open to the public.

## Transparency in the performance and decisions of Municipal Assemblies

The indicators that have been used to measure transparency include those relating to announcements regarding Municipal Assembly Sessions, Policy and Finance Committee, the manner in which these sessions are convened, the accompanying materials for discussion, and public access to these sessions and documents that are discussed and adopted by the Municipal Assembly.

With the exception of the Municipal Assembly of Prizren which organized eight (8) sessions, all remaining 37 Kosovo Municipal Assemblies have held ten (10) or more regular sessions in 2019, fulfilling the legal requirement which requires that each Municipal Assembly shall hold at least 10 regular sessions within the calendar year. The sessions are convened in accordance with the rules, seven (7) days before the session, placing the announcements in the most frequented places and on social media. Materials on agenda items are primarily distributed to municipal councilors and are not made public under the MLGA Administrative Instruction No. 04/2018 on Transparency in Municipalities. Only the municipalities of Rahovec/Orahovac, Mitrovica South,

### Table no. 2. (Transparency in the performance and decisions of Municipal Assemblies)

| MUNICIPALITY | SESSION ANNOUNCEMENT 7 DAYS PRIOR TO ITS HOLDING | ACCOMPANYING MATERIALS OF AGENDA ITEMS | MINUTES PUBLISHED AFTER THE SESSION IS CONVENED | LIVE STREAM OF SESSIONS |
|---|---|---|---|---|
| Dragash/Dragaš | YES | No | Yes | YES |
| Vushtrri/Vučitrn | Yes | Partially | Yes | YES |
| Gjakovë/Đakovica | Partially | No | Yes | YES |
| Ferizaj/Uroševac | Yes | No | Yes | Partially |
| Graçanicë/Gračanica | Yes | No | Yes | No |
| Rahovec/Orahovac | Yes | Yes | Yes | YES |
| Mitrovica | Yes | Yes | Yes | YES |
| Prishtinë/Pristina | Yes | No | Yes | YES |
| Zubin Potok | Partially | no | No | No |
| Shtërpcë/Štrpce | Yes | no | Yes | No |
| Suharekë/Suva Reka | Yes | Yes | YES | YES |
| Zveçan/Zvečan | Partially | No | No | NO |
| Leposaviq/Leposavić | Partially | No | No | Partially |
| Mitrovica North | Partially | Yes | No | No |
| Gjilan/Gnjilane | Yes | No | Partially | Yes |
| Kamenicë/Kamenica | No | No | Yes | Yes |
| Drenas/Glogovac | Yes | No | YES | YES |

| | | | | |
|---|---|---|---|---|
| Istog/Istok | Partially | No | Partially | No |
| Obiliq/Obilic | Yes | No | Partially | No |
| Lipjan/Lipljan | Yes | No | Partially | Yes |
| Shtime/Štimlje | Yes | No | YES | Partially |
| Podujevë/Podujevo | Yes | No | YES | Partially |
| Novobërdë/Novo Brdo | Yes | yes | YES | No |
| Ranillug/Ranilug | Yes | No | No | No |
| Partesh/Parteš | Yes | Yes | YES | No |
| Kllokot/Klokot | Yes | No | yes | No |
| Viti/Vitina | Yes | Yes | YES | Partially |
| Fushë Kosovë/Kosovo Polje | Yes | No | Yes | No |
| Skënderaj/Srbica | Partially | No | Partially | Yes |
| Malishevë/Mališevo | Yes | No | YES | Yes |
| Prizren | Yes | No | YES | YES |
| Mamushë/Mamuša | Yes | No | YES | No |
| Klinë/Klina | Yes | No | YES | Partially |
| Pejë/Peć | Partially | No | YES | Yes |
| Deçan/Dečane | Yes | No | YES | No |
| Junik | Partially | No | No | No |
| Kaçanik/Kačanik | Yes | No | YES | YES |
| Hani i Elezit/Elez Han | Yes | No | YES | No |

In general, Municipal Assembly websites are accessible to the public. In ten municipalities, such as the Municipalities of Ferizaj/Uroševac, Zubin Potok, Leposaviq/Leposavić, Mitrovica North, Ranillug/Ranilug, Fushë Kosovë/Kosovo Polje, Mamushë/Mamuša, Junik and Novobërdë/Novo Brdo, Municipal Assemblies provide no access to their work plan. Likewise, in ten Municipalities (Municipalities of Gjakovë/Đakovica, Zubin Potok, Mitrovica North, Kamenicë/Kamenica, Novobërdë/Novo Brdo, Viti/Vitina, Fushë Kosovë/Kosovo Polje and Junik), Municipal Assemblies have no transparency plan or published copy.

Most of the Municipalities' web pages contain the contacts of the Municipal Councilors, and only t Municipalities do not publish on their websites the data on Municipal Councilors.

Almost all Municipalities practice live streaming of Municipal Assembly sessions through various media such as YouTube, MLGA telepresence, social media (Facebook), local TV station.

However, in 17 Municipalities, such as the Municipalities of Graçanicë/Gračanica, Zubin Potok, Shtërpcë/Štrpce, Zveçan/Zvečan, Mitrovica North, Istog/Istok, Obiliq/Obilic, Podujevë/Podujevo, Novobërdë/Novo Brdo, Ranillug/Ranilug, Partesh/Parteš, Fushë Kosovë/Kosovo Polje, Mamushë/Mamuša, Klinë/Klina, Deçan/Dečane, Junik, Hani Elezit/Elez Han, Municipal Assemblies did not make public the video links of the Municipal Assembly sessions after they were held. While 6 municipalities have not published the minutiae of Municipal Assembly sessions and results of voting on agenda items.

public meetings, the number of budget hearings organized by the Municipal Directorates and the Municipal Assembly, accompanying materials, approved minutiae, etc. The data verification was done through the request for access to public documents addressed to the Municipalities, interviews with Municipal officials, as well as the content of news and minutiae on Municipal websites.

In 21 out of the 38 municipalities where the measurement was made, Municipal Assemblies held public meetings on the MTBF (see table 3). Meanwhile, 18 out of 38 Municipal Assemblies have adopted the 2020 annual budget without prior public hearings in September, as provided by the law on local self-government.

The Municipalities of Malishevë/Mališevo and Suharekë/Suva Reka have shown a positive trend regarding budget meetings. The Municipal Assembly of Malishevë/Mališevo has organized over 30 budget meetings, while the Municipality of Suharekë/Suva Reka has organized over 40 budget meetings with its citizens.

# Civic participation in public meetings and budget hearings

The measurement includes issues related to the growth of civic participation in public meetings and budget hearings, also framed by applicable legislation and approved municipal statutes. The indicators used include the number of

Table no. 3. (Dëgjimet për KAB dhe buxhetin nga Kuvendet Komunale)

| MUNICIPAL ASSEMBLIES THAT HAVE NOT ORGANIZED ANY PUBLIC MEETING ON THE 2020-2022 MTBP | MUNICIPAL ASSEMBLIES THAT HAVE NOT ORGANIZED ANY PUBLIC HEARINGS (DURING SEPTEMBER) ON THE 2020 BUDGET |
|---|---|
| Dragash/Dragaš | Vushtrri/Vučitrn |
| Gjakovë/Đakovica | Ferizaj/Uroševac |
| Ferizaj/Uroševac | Rahovec/Orahovac |
| Graçanicë/Gračanica | Mitrovica South |
| Mitrovica South | Shtërpcë/Štrpce |
| Prishtinë/Pristina | Gjilan/Gnjilane |
| Shtërpcë/Štrpce | Kamenicë/Kamenica |
| Gjilan/Gnjilane | Drenas/Glogovac |
| Drenas/Glogovac | Obiliq/Obilic |
| Istog/Istok | Podujevë/Podujevo |
| Obiliq/Obilic | Viti/Vitina |
| Lipjan/Lipljan | Fushë Kosovë/Kosovo Polje |
| Shtime/Štimlje | Skënderaj/Srbica |
| Podujevë/Podujevo | Prizren |
| Fushë Kosovë/Kosovo Polje | Mamushë/Mamuša |
| Prizren | Pejë/Peć |
| Mamushë/Mamuša | Junik |
| Deçan/Dečane | Hani i Elezit/Elez Han |
| Junik | |
| Kaçanik/Kačanik | |
| Hani i Elezit/Elez Han | |

At public meetings and budget hearings organized by the Municipalities of Kosovo, [4] generally a small number of citizens has participated. The participation of women and girls has been even lower. During the organization of public meetings and budget hearings, 36 out of the 38 Municipalities have made efforts to disseminate the meeting materials in advance, in order to inform interested parties of the details of the meeting and potentially stimulate greater public participation at these meetings. Whereas, only the Municipalities of Fushë Kosovë/Kosovo Polje and Mamushë/Mamuša distributed no such materials.

Only in the Municipality of Mamushë/Mamuša alone, the Directorates organized no budget hearings for the annual 2020 budget according to legal deadlines.

In the following seven (7) Municipalities, Kamenicë/Kamenica, Novobërdë/Novo Brdo, Partesh/Parteš, Kllokot/Klokot, Mamushë/Mamuša, Kaçanik/Kačanik and Hani i Elezit/Elez Han, the Directorates have organized budget hearings for 2020, but the minutiae of these meetings have not been made public. Failure to publish the minutiae of budget hearings has negatively impacted citizens' requests and priorities, due to the lack of transparency during this process.

Poor civic interest and participation in public consultations can produce policies and budgets that do not properly and transparently reflect citizens' priorities. Above all, insufficient efforts by Municipal authorities to find more innovative ways, beyond legal obligations, to bring citizens closer to decision-making and to keep them informed as a whole, is not a function of good, transparent and accountable governance.

In 21 out of the 38 municipalities where the measurement was made, Municipal Assemblies held public meetings on the MTBF (see table 3). Meanwhile, 18 out of 38 Municipal Assemblies have adopted the 2020 annual budget without prior public hearings in September, as provided by the law on local self-government.

4

## Table 4 (Organization of budget hearings)[5]

| | DIRECTORATES | MUNICIPAL ASSEMBLY |
|---|---|---|
| Prishtinë/Pristina | 5 | 1 (September) |
| Mitrovica South | 7 | 0 |
| Vushtrri/Vučitrn | 3 | 14 |
| Obiliq/Obilic | 8 | 0 |
| Skënderaj/Srbica | 11 | 0 |
| Fushë Kosovë/Kosovo Polje | 3 | 0 |
| Lipjan/Lipljan | 8 | 1 (September) |
| Shtime/Štimlje | 8 | 0 |
| Podujevë/Podujevo | 3 | 0 |
| Istog/Istok | 1 | 1 (September) |
| Pejë/Peć | 14 (Directorates together with the MA) | |
| Klinë/Klina | 4 | 1 |
| Drenas/Glogovac | 6 | 0 |
| Gjakovë/Đakovica | 12 (Directorates together with the MA) | |
| Deçan/Dečane | 4 (Directorates together with the MA) | |
| Junik | 2 | 0 |
| Viti/Vitina | 17 | 0 |
| Kamenicë/Kamenica | 21 | 0 |
| Hani i Elezit/Elez Han | 6 | 0 |
| Mamushë/Mamuša | 0 | 0 |
| Prizren | 5 | 0 |
| Malishevë/Mališevo | 12 | 35 |
| Dragash/Dragaš | 7 | 0 |
| Suharekë/Suva Reka | 40 | 2 |
| Rahovec/Orahovac | 38 | 10 |
| Ferizaj/Uroševac | 12 | 0 |
| Gjilan/Gnjilane | 7 (Directorates together with the MA) | |
| Kaçanik/Kačanik | 3 (together with the MA) | |
| Graçanicë/Gračanica | 16 (together with the MA) | |
| Shtërpcë/Štrpce | 5 (together with the MA) | 1 (September) |
| Kllokot/Klokot | 1 | 3 |
| Ranillug/Ranilug | 0 | 9 |
| Novobërdë/Novo Brdo | 4 | 1 |
| Partesh/Parteš | 0 | 3 |
| Leposaviq/Leposavić | 4 | 2 |
| Mitrovica North | 3 | 3 |
| Zveçan/Zvečan | 3 | 1 |
| Zubin Potok | 4 | 2 |

5 The data source is based on the responses of municipal officials to questions addressed to information offices in the 38 Kosovo municipalities.

# Oversight of Directorates by Municipal Assemblies

In 2019, the oversight function over Municipal Directorates of most of the 38 Municipal Assemblies, was largely reduced to the legal provisions[6] that oblige the Mayor to report on semi-annual basis to the Assembly on the implementation of investment plans and on the economic and financial situation of the municipality. The exceptions are the Municipal Assemblies of Suharekë/Suva Reka, Zubin Potok, Kamenicë/Kamenica and Malishevë/Mališevo, which have invited the Mayor to additional reporting, outside those provided by law.[7] In terms of a good practice, the Municipal Assemblies of Graçanicë/Gračanica, Rahovec/Orahovac, Mitrovica South, Zubin Potok, Suharekë/Suva Reka, Gjilan/Gnjilane, Viti/Vitina, Malishevë/Mališevo and Klinë/Klina, have also requested reporting from the directors of Municipal Directorates.

# Consolidation of Village/Local Community Councils

According to the Law on Local Self-Government, each municipality can make agreements with villages, settlements and urban neighborhoods within its territory to ensure that all the needs of all citizens of the municipality are met, as long as the form of cooperation is determined by the municipal statute and regulation.

The survey shows that 19 Kosovo Municipalities have not yet consolidated their Village Councils (see Table 5). While 17 other Municipalities have consolidated these structures and provide information on their websites. The Municipalities

of Lipjan/Lipljan and Ranillug/Ranilug are undergoing the process of consolidation.

The consolidation of Village Councils, within the timeframes provided by law and in a transparent manner, facilitates the communication of the inhabitants with the Municipal authorities, enables better representation and addressing of requests and priorities, and increases the citizens' trust in municipal governance. Furthermore, Village Councils serve as a bridge between the community and Municipal officials, in order to improve the lives of citizens.

6 Law No. 030/L-040 on Local Self Government, Article 58

7 Article 39.2 of the Law on Local Self-Government states that a Member of the Municipal Assembly shall have the right to request information on municipal matters from the chairperson or deputy chairperson of the committee. The request shall be reviewed in accordance with the procedures to be laid down in the Statute and Rules of Procedure.

Table no. 5.

| CONSOLIDATED AND THERE IS INFORMATION | NOT CONSOLIDATED | PENDING |
|---|---|---|
| Gjakovë/Đakovica | Dragash/Dragaš | Lipjan/Lipljan |
| Ferizaj/Uroševac | Vushtrri/Vučitrn | Ranillug/Ranilug |
| Graçanicë/Gračanica | Prishtinë/Pristina | |
| Rahovec/Orahovac | Zubin Potok | |
| Mitrovica South | Shtërpcë/Štrpce | |
| Suharekë/Suva Reka | Leposaviq/Leposavić | |
| Zveçan/Zvečan | Mitrovica North | |
| Gjilan/Gnjilane | Kamenicë/Kamenica | |
| Drenas/Glogovac | Istog/Istok | |
| Partesh/Parteš | Obiliq/Obilic | |
| Kllokot/Klokot | Shtime/Štimlje | |
| Viti/Vitina | Podujevë/Podujevo | |
| Malishevë/Mališevo | Novobërdë/Novo Brdo | |
| Prizren | Fushë Kosovë/Kosovo Polje | |
| Pejë/Peć | Skënderaj/Srbica | |
| Kaçanik/Kačanik | Mamushë/Mamuša | |
| Hani i Elezit/Elez Han | Klinë/Klina | |
| | Deçan/Dečane | |
| Junik | | |

# Transparency and Accountability of Municipal Directorates

Most Municipalities have succeeded in establishing mechanisms that facilitate communication between citizens and Municipal officials, but also facilitate access to official documents. The provision of toll-free hotlines, the digitization of official documents (Open Data), and the creation of tools (databases) for registering and tracking the status of citizens' requests, have had a positive impact on improving transparency and accountability to the public.

**Toll-free hotlines** through which citizens are informed or present their requests and concerns, are operational in 9 Municipalities: Prishtinë/Pristina, Vushtrri/Vučitrn, Gjakovë/Đakovica, Rahovec/Orahovac, Mitrovica South, Zubin Potok, Kamenicë/Kamenica, Obiliq/Obilic, Prizren and Pejë/Peć.

**Providing a tracking mechanism** for the registration of citizens' requests and their status is considered as an important policy with regards to both addressing citizens' requests, and also increasing the level of accountability. Through this mechanism, citizens are able to track the status of their requests, and are informed on the processing stage of the requests and complaints they have filed. Transparency and Accountability Index data confirm that only four of the 38 municipalities in Kosovo apply such a system, namely the Municipalities of Prishtinë/Pristina, Leposaviq/Leposavić, Zubin Potok and Mitrovica North. Whereas, the Municipality of Kamenicë/Kamenica is in the process of establishing a similar mechanism.

**Use of social media** - Easy access to the internet and widespread use of social media by citizens have led many municipalities to use such media to disseminate information on municipal activities and to communicate with the public. All Municipalities have Facebook pages and a significant number of followers who can keep up to date on the work of the Municipality.

**Information Officers** - Contacts for Information Officers are published in 32 Municipalities, four northern municipalities have no published information on Information Officers. Whereas, the Municipalities of Dragash/Dragaš and Junik have no information officer at all.

To the KDI, during the interviews with information officers, the response for access to public documents was granted within the time provided by law. Meanwhile, in order to avoid the large number of citizens' requests for access to public documents or information, public data should be digitized, as is the case with the Municipality of Prishtinë/Pristina. Digitization of data and information for the public, which enables easier and faster handling of citizens' requests, is fully implemented only in the Municipality of Prishtinë/Pristina, while the Municipality of Kamenicë/Kamenica is in the process of digitizing public information.

The mayor's decisions are not accessible at all Municipalities. The Municipalities of Graçanicë/Gračanica, Shtërpcë/Štrpce, Shtime/Štimlje, Novobërdë/Novo Brdo, Ranillug/Ranilug, Klinë/Klina, Deçan/Dečane, Partesh/Parteš and Kllokot/Klokot, provide no public access to the mayor's decisions. Meanwhile, the Municipalities of Graçanicë/Gračanica, Shtërpcë/Štrpce, Zubin Potok, Zveçan/Zvečan, Leposaviq/Leposavić, Mitrovica North, Kamenicë/Kamenica, Istog/Istok, Podujevë/Podujevo, Novobërdë/Novo Brdo, Ranillug/Ranilug, Partesh/Parteš, Kllokot/Klokot, Fushë Kosovë/Kosovo Polje, Malishevë/Mališevo, Mamushë/Mamuša, Deçan/Dečane and Junik, have not published the mayor's plan for 2019.

Only the Municipalities of Klinë/Klina and Deçan/Dečane have not published their Municipal Debt. Meanwhile, 20 municipalities have not published the list of leased or in-use Municipal properties (see table).

Most of the Municipalities have published vacancies and employment criteria, while only four (4) Municipalities, such as the Municipalities of Partesh/Parteš, Zubin Potok, Junik and Mitrovica North, have not published such data.
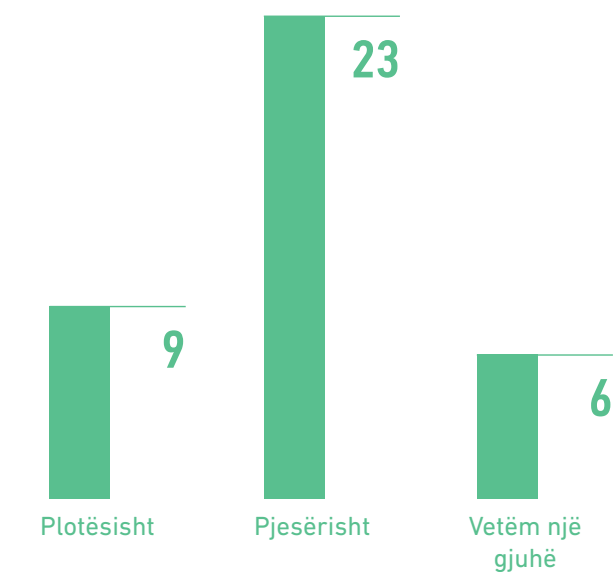
# Regulation on Sexual Harassment

Neither one of the 38 Kosovo Municipalities have a regulation on sexual harassment in the workplace. Despite the fact that Municipalities have a code of ethics (the code of ethics does not address sexual harassment), KDI has consistently recommended that municipalities should draft a regulation on sexual harassment.[8] By building such a policy, Municipalities would clearly define internal mechanisms for reporting and addressing cases of sexual harassment in the workplace, and would thereby contribute to the creation of a non-discriminatory, equitable and safe work environment.

# Adequate labeling of public documents on Municipality web pages

When publishing public documents on their websites, most Municipalities are careless when it comes to the adequate and standardized labeling of normative acts, decisions and official documents. Consequently, this creates both difficulties and time loss in finding the required information. According to the Administrative Instructions on Transparency in Municipalities and on Public Institution Websites, the documents should be adequately labeled and standardized and placed in the relevant fields, so as to enable quick and easy access to the required information.

# Use of Official Languages

According to the Law on the Use of Languages[9] all official documents shall be accessible in all official languages of the Municipalities. Failure to observe the requirements on official languages, in addition to constituting a legal violation of the law on the use of official languages, precludes citizens of all ethnicities from accessing public documents and necessary information about the performance of the municipality. The law on the use of official languages is not fully respected by most Kosovo Municipalities.

**A janë të gjitha dokumentet publike në të gjitha gjuhët zyrtare**

| Plotësisht | Pjesërisht | Vetëm një gjuhë |
|---|---|---|
| 9 | 23 | 6 |

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8 Most Kosovo municipalities are drafting their new Code of Ethics, but this does not mean that sexual harassment will be addressed in such codes of ethics. Therefore, municipalities are urged to draft a separate regulation on sexual harassment.

9 Law on Use of Languages. See: https://gzk.rks-gov.net/ActDocumentDetail.aspx?ActID=2440 (Janar 2020).

## MUNICIPALITY WEBSITES IN OFFICIAL LANGUAGES

| FULL | PARTIAL | ONLY IN ONE LANGUAGE |
|---|---|---|
| Graçanicë/Gračanica | Dragash/Dragaš | Zubin Potok |
| Shtërpcë/Štrpce | Vushtrri/Vučitrn | Zveçan/Zvečan |
| Kamenicë/Kamenica | Gjakovë/Đakovica | Leposaviq/Leposavić |
| Novobërdë/Novo Brdo | Ferizaj/Uroševac | Mitrovica North |
| Ranillug/Ranilug | Rahovec/Orahovac | Obiliq/Obilic |
| Kllokot/Klokot | Mitrovica South | Malishevë/Mališevo |
| | Prishtinë/Pristina | Deçan/Dečane |
| | Suharekë/Suva Reka | Kaçanik/Kačanik |
| | Gjilan/Gnjilane | Hani i Elezit/Elez Han |
| | Drenas/Glogovac | |
| | Istog/Istok | |
| | Lipjan/Lipljan | |
| | Shtime/Štimlje | |
| | Podujevë/Podujevo | |
| | Partesh/Parteš | |
| | Viti/Vitina | |
| | Fushë Kosovë/Kosovo Polje | |
| | Skënderaj/Srbica | |
| | Prizren | |
| | Mamushë/Mamuša | |
| | Klinë/Klina | |
| | Pejë/Peć | |
| | Junik | |

Only **9 MUNICIPALITIES,** Prishtina and primarily Serb majority municipalities **(GRAÇANICË/ GRAČANICA, SHTËRPCË/ŠTRPCE, LEPOSAVIQ/ LEPOSAVIĆ, MITROVICA NORTH, KAMENICË/ KAMENICA, NOVOBËRDË/NOVO BRDO, RANILLUG/ RANILUG AND KLLOKOT/KLOKOT)** have translated documents (decisions, regulations, draft regulations, calls, minutiae) in all official languages, **23 MUNICIPALITIES** provide partial translations, while **6 MUNICIPALITIES** have not translated the documents into all official languages.

Based on communication with information office officials, it is noted that the problem related to the absence of translation of all official documents is evident in most Kosovo Municipalities, since they have a small number of administrative staff responsible for translation matters.

Furthermore, based on the monitoring of **MUNICIPALITY WEBSITES**, it was concluded that only **6 MUNICIPALITY** websites are fully accessible in all official languages, **23 MUNICIPALITY** websites are partially accessible, and **9 MUNICIPALITY** websites provide no access to all official languages.

# RECOMMENDATIONS

> **Increasing civic participation in public meetings:** The municipal level should organize more public meetings with citizens about budget hearings, using adequate mechanisms to increase civic participation in public meetings, especially of women. To the Municipalities it is recommended to announce public meetings at an appropriate time for the entire community, ensuring greater civic participation in these meetings.

> **Consolidation of Village Councils:** To the Municipal Assemblies, KDI recommends consolidating the Village Councils, which enable easier communication between citizens and Municipal officials. Also, the consolidation of Village Councils must be done in a more transparent way, enabling better information of citizens about the progress of this process.

> **Performance of Municipal Assemblies:** To the Municipal Assemblies, it is recommended to invite the Mayor and the Directors to respond on questions related to specific issues in the interest of the citizens. This practice would enable the enhancement of the accountability of Municipal officials towards citizens on issues that improve the lives of citizens.

> **Use of Official Languages:** KDI recommends that Municipality websites must be accessible in all official languages. Also, public municipal documents should be translated into all official languages, as provided by law. Respect for official languages will enable the information and inclusion of all communities in public policies. Municipalities should also invest in increasing the number of translators in order to translate all official documents.

> **Tracking mechanism for registering citizen requests:** It is recommended that Municipalities should have a tracking mechanism for registering citizen requests, initially enabling the systematization of requests and complaints, but also better information of citizens about the status of their requests and complaints.

> **Appropriate labeling of specific documents:** KDI recommends specific labeling for documents, in order to enable easier and faster access to public documents.

> **No Data Digitization (Open Data)** - KDI recommends the digital disclosure to the public of municipal information, thus enabling easier handling of citizens' requests. The digitization of public data should also be in a suitable and modified form for the public.

> **Draft Regulation on Sexual Harassment:** To the Municipalities it is recommended to draft a special regulations to address sexual harassment within public institutions. This policy will enable equal treatment of women and men within public institutions, avoiding gender inequalities.

British Embassy
Pristina