

SOCIAL AUDIT REPORT FOR DRAGASH

MONITORED PROJECTS

“CONSTRUCTION OF THE BRODOSANE-ZAPLUZHE AND BRRUT-BELLOBRAD SIDEWALKS”
“PAVEMENT OF ROADS WITH COBBLESTONE IN THE OPOJA REGION”
“CONSTRUCTION OF THE DRAGASH - SHAJNE VILLAGE BRIDGE SIDEWALK”, “CONSTRUCTION
OF THE PROTECTIVE WALL AT THE CITY CEMETERY”, “LIGHTING ON THE DRAGASH RING ROAD”
“PAVEMENT WITH ASPHALT AND COBBLESTONE OF ROADS IN THE VILLAGES OF GORA
(RESTELICA AND RADESHA)”





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DEMOS Decentralisation and Municipal Support

The Decentralization and Municipal Support (DEMOS) Project supports 38 municipalities of the Republic of Kosovo in achieving more democratic local governance and better municipal management. Additionally, the DEMOS Project supports the Government of Kosovo in developing policies that are more favorable for rule-based municipal financing. The project is co-financed by the European Union in Kosovo, the Swiss Government, and the Swedish Government and is implemented by Helvetas Swiss Intercooperation Kosovo. DEMOS support for Kosovos municipalities is part of the Municipal Performance Grant, which ensures support for well-performing municipalities.

A special focus of the Project is also the support for the central government where DEMOS focuses on providing assistance in building policies for a more favorable framework for decentralized governance. According to the first component of the Project, DEMOS III aims to open data for broader public review of municipal performance and to initiate Social Audits “to monitor the impact of Municipal Performance Grant (MPG) projects ODD citizens” The DEMOS project has also supported the development of activities involving citizens in decision-making, including Social Audit Teams that have overseen the implementation of projects financed by the Performance Grant.



BIRN Kosovo is an independent, non-governmental organization whose goals are to inform citizens, and contribute to the democratic transition process in the country, promote accountability, the rule of law, and policy reform. BIRN Kosovo specifically aims to serve as an oversight mechanism for public institutions by monitoring the work of governing and public institutions. In addition, through the production of high-quality and impartial televised debates and training young people on argumentation and debating skills, BIRN aims to promote and encourage a culture of debate in Kosovo. BIRN vision is to secure its position as the leading investigative reporting organization in Kosovo, addressing the need for objective, high-quality, and sustainable reporting on the country's many challenges.

BIRN Kosovo, in partnership with Democracy Plus, was commissioned by DEMOS to facilitate the Social Auditing process in 16 selected projects, in six municipalities - Drenas, Kaçanik, Dragash, Istog, Mamushë and Lipjan.



Democracy Plus (D+) is an independent, non-profit organization established in March 2016. D+ is committed to building a democratic society by increasing citizen participation in political processes, enhancing accountability, and influencing decision-making processes. D+ seeks to integrate information technology into all their efforts to promote the use of the Internet, which plays a vital role in democratizing societies. D+ aims to contribute to the creation of good governance practices by public institutions at both central and local levels, strengthen the rule of law, advance political parties, and support free and fair electoral processes. D+ undertakes initiatives aimed at bringing decision-makers closer to citizens through policy research, facilitation of dialogue or communication, and public education.



AVOKO is a youth organization operating in the Municipality of Dragash, whose mission is to empower young people through education, professional training, and active participation in social life. The organization is focused on developing the capacities of youth, with particular emphasis on rural and multiethnic communities, creating equal access to opportunities in non-formal education and innovation.

In cooperation with local and international partners, AVOKO has played a key role in involving young citizens in the Social Audit process, providing training and coordination for the 20-member team of the Municipality of Dragash.



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EXECUTIVE SUMMARY

In line with the predefined methodology, BIRN and NGO Avoko facilitated the establishment of the “Social Audit” team in the Municipality of Dragash. Within three months, the team engaged in monitoring and analyzing six investment projects with a total value of over 435,000 Euros, including: the construction of sidewalks in Brodosanë–Zaplluzhë and Brrut–Bellobrad, paving of roads in the Opoja region, construction of the Dragash–Shajne Bridge sidewalk, construction of the protective wall at the city cemetery, lighting of the ring-road in Dragash, and pavement with asphalt and cobblestone in the roads in the villages of Restelica and Radesh in Gora.

The Social Audit Team worked in separate groups for onsite monitoring and, after the completion of the projects, conducted joint consultations to identify general and project-specific findings. The monitoring process identified a series of key issues related to transparency, quality of work, and compliance with project timelines. Specific recommendations were drawn for the municipality to improve the processes of managing and monitoring public projects, on the basis of these findings.

The Municipality of Dragash is one of the beneficiaries of the Municipal Performance Grant. To enhance the quality of projects financed through this grant, a group of civil society activists from Dragash, supported by the DEMOS Project and MLGA, launched in August 2025 a civic initiative to oversee the implementation of public projects.

Social Audit in Kosovo is implemented by DEMOS and civil society organizations since 2022 and was further developed during 2023–2025. With the support of DEMOS and MLGA, 35 groups have been established with more than 700 active citizens.

With over 700 members engaged over the years, the Social Audit teams have provided more than 200 concrete recommendations for improving local governance and increasing institutional transparency.

Throughout 2025, BIRN and D+, together with six local organizations — HANDIKOS Istog, HANDIKOS Kaçanik, HANDIKOS Drenas, NGO Avoko, YAHR, and MAMUŞA EMEKÇİ KADINLAR DERNEĞİ — and with the support of DEMOS and MLGA, established six Social Audit teams in the municipalities of Dragash, Drenas, Lipjan, Mamushë, Kaçanik, and Istog. These teams monitored 16 projects in the beneficiary municipalities and were trained through specialized sessions on the fundamentals of Social Audit, financial management, and strategic communication.

In Dragash, following research and community consultations, more than 20 citizens were selected to join the Social Audit Team. The trainings included lectures and field practice, such as establishing contacts with the municipality, analyzing documents, and verifying facts. More than 10 field visits and over 10 official meetings were carried out in the process. The team developed concrete recommendations, shared with the municipality, which the Municipality of Dragash committed to implementing.

This process demonstrates the importance of citizen engagement in enhancing transparency, improving the management of public projects, and strengthening local organizations in municipal governance.

FINDINGS OF SOCIAL AUDIT TEAMS THROUGHOUT THE PROCESS



The Municipality of Dragash did not fully implement the standards defined by the Administrative Instruction on Open Administration during the organization of budget hearings and consultations with citizens.



At the project sites where works were implemented, there were no clear instructions regarding the project execution or details, as required by MLGA's transparency guidelines.



Investment projects were not discussed publicly with citizens during the planning phase, and the municipality does not possess records of such community consultations.



The municipality did not take sufficient measures to secure the work sites where construction was underway. The situation is even more problematic in areas with active traffic, where vehicles are not properly warned about potential risks.



Framework projects such as sidewalks were implemented without detailed planning, creating room for errors.



In most of the projects, no measures were planned to prevent erosion — a significant issue in Dragash due to the challenging terrain.

Specific Findings in the Project “Construction of the Brodosane-Zapluzhe and Brrut-Bellobrad sidewalks”

In the monitoring of the sidewalk-construction project, the team found that:



The project was not properly planned, resulting in overall issues, including a section near the cemetery where the sidewalk becomes unusable.



The sidewalk is not accessible for persons with disabilities or wheelchairs and lacks designated parking for these categories.



The sidewalk is not suitable for visually impaired persons.



The quality of works is poor, and the sidewalk edges were damaged before technical acceptance.



Stones and construction debris were left in the area after the works.



The project did not include metal safety barriers or road signage.

Specific Findings in the Project “Pavement of roads with cobblestone in the Opoja region”

During site visits and monitoring, the Social Audit Team supervised the road-paving project. and identified systematic issues, such as:



Works were carried out without an informational signboard.



The investment was damaged during the construction process.



Due to the steep terrain, the area is at high risk of erosion.



Inert waste left behind from the project polluted the environment.



Specific Findings in the Project “Construction of the Dragash - Shajne Village Bridge sidewalk”, “Construction of the protective wall at the city cemetery”, “Lighting on the Dragash ring road”

The Social Audit Team also reviewed the protective wall and road-lighting projects and found:



The lighting project has not yet started; however, the team determined that it is essential due to the high frequency of road use during the summer.

Regarding the construction of the protective wall at the city cemetery, the team found that:



Warning signs and barriers marking the hazardous area were missing.



The area is at risk of landslides due to soil erosion.



The project caused damage to other infrastructure, including asphalt deterioration.



There is a lack of consistency in the placement of drainage holes in the wall.

Specific Findings in the Project “Pavement with asphalt and cobblestone of roads in the villages of Gora (Restelica and Radesha)”

The tender for the project “Paving with asphalt and cobblestone the roads in the Gora Region (Restelicë and Radeshë)” had failed twice due to a lack of bidders. It was finally completed on 05.09.2025, with the signing of the contract. The contract, with a total value of 122,219 Euros, was awarded to the Economic Operator “Gashi Ing 3” LLC.

The project includes the widening and asphaltting of the Stratorje–Buka road, with phases such as terrain clearing, excavation, construction of drainage channels, installation of culverts, filling layers, and final asphalt works.

Additionally, it includes paving works in the villages of Radeshë and Veljevir, asphaltting of a road segment in Restelicë, and other interventions as needed. According to the Municipality of Dragash, “the works have begun and are being implemented in accordance with the contract.”¹

The contract manager, Flurim Krasniqi, stated that work is progressing intensively.

Due to climate conditions, works are being carried out in several localities. In Restelicë, as of 17.11.2025, a short distance of up to 200 meters has been asphalted. “Cobblestone paving in Radeshë is almost completed,” he said.

Although, according to the manager, there were no delays, the obstacles were evident: “When we began excavating, pipes appeared. We replaced the pipes, connected the sewage lines — many challenges.”

As of 17.11.2025, over 50% of the work has been completed.²



WHAT SHOULD A SOCIAL AUDIT TEAM KNOW?

What should a Social Audit Team know? Teams need civic will and courage; it is recommended that they have basic knowledge in:

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

¹ Municipality of Dragash_written response_13.11.2025

² Contract Manager_Flurim Krasniqi_17.11.2025

THE ENVIRONMENT IN WHICH THE SOCIAL AUDIT PROCESS TAKES PLACE

The municipality of Dragash, with a population of 28,896 inhabitants, is classified as a medium-sized municipality in Kosovo. REKOS2024 census data from the Kosovo Agency of Statistics (KAS)³ indicate that the number of inhabitants of Dragash is similar that in Deçan, Kaçanik and Istog.

The municipal budget is 12,822,214 Euros⁴ of which 4,404,326 Euro allocated for capital investments, constituting about 34.37% of the total budget.

The Municipal Performance Grant is a **financial support allocated to municipalities** after the evaluation of **their performance in managing local government**. The grant annually evaluates over 100 indicators including transparency, provision of public services, budget planning and implementation of development projects.

Dragash has been among the beneficiaries of the Municipal Performance Grant. As a result of good management and results achieved, it has been ranked among the municipalities benefiting from this grant, financed by DEMOS and MLGA. Dragash has received over 435,000 Euros for four projects.

The project “Construction of Sidewalks Brodosanë–Zaplluxhë and Brrut–Bellobrad” was planned to be implemented through the Municipal Performance Grant.

The project was re-tendered on 1 July 2025, following the publication of the contract notice. The re-tendering took place because

the previous procurement activity was canceled due to the bid submitted exceeding the planned budget.

After the re-tendering process was completed, on 30 July 2025 a contract was signed with the Economic Operator “Art Project” LLC, valued at 80,299.82 Euros.

The project includes terrain preparation, excavation, base compaction, installation of road layers, paving of cobblestone and curbs, construction of stormwater drainage channels, installation of culverts, as well as cleaning and completion of the site.

The next project is “Cobblestone Paving of Roads in the Opoja Region.” The tender was announced on 27.05.2025 and the procurement activity was finalized with the signing of the contract with the Economic Operator “Art Project” LLC, with a contract value of 101,994.69 Euros.

The cobblestone paving project in the Opoja region includes supplying and installing quality and standard-abiding materials, along with all related works: surveying, excavation, transport, construction of road layers, installation of curbs and concrete cobblestones. The price also includes inspections of underground installations and their repair in case of damage.

The next project where the Municipality of Dragash planned to invest the grant funds is the project: “Construction of the Sidewalk Dragash–Shajne Village Bridge, Construction of the Sidewalk Dragash–Kukajan Village, Construction of the Protective Wall at the City Cemetery, and Installation of Lighting on the Dragash Ring Road.”

³ Agency of Statistics of Kosovo [ASK]_Census 2024: <https://askapi.rks-gov.net/Custom/b45ea5db-09d5-4c97-9258-9d262cd8216f.pdf>

⁴ Law 08/L-260 on Budget Allocations in Kosovo 2025: <https://gzk.rks-gov.net/ActDetail.aspx?ActID=99639>



Similar to the cobblestone paving project “Brrut–Bellobrad and Brodosanë –Zaplluxhë,” this procurement activity also failed to conclude with a contract in the first attempt, because the submitted bid exceeded the planned budget. The project was re-tendered on 1 July 2025, and the contract was awarded on 30 July 2025 to the Economic Operator “Art Project” LLC, with a contract value of 135,329.28 Euros. The same Economic Operator has also won two additional contracts that are being monitored by the Social Audit Team.

This project foresees the construction of sidewalks along the sections Dragash–Shajne Village Bridge and Dragash–Kukajan Village, the installation of road lighting along the city ring road, as well as the construction of a protective wall near the city cemetery. For each segment, works include earthworks, superstructure, drainage, lighting, and concrete and reinforcement works.

The project also includes construction of the sewage system along the Dragash–Stadium road, including excavation, installation of pipes and auxiliary elements in line with engineering standards and technical documentation.

The tender for the project “Paving with asphalt and cobblestone the roads in the Gora Region (Restelicë and Radeshë)” had failed twice due to a lack of bidders. The next attempt was on 05.09.2025, and it was finalized with the signing of the contract. The contract, with a total value of 122,219 Euros, was awarded to the Economic Operator “Gashi Ing 3” LLC.

The project includes the widening and asphaltting of the Stratorje–Buka road, with phases such as terrain clearing, excavation, construction of drainage channels, installation of culverts, filling layers, and final asphalt works.

Additionally, it includes paving works in the villages of Radeshë and Veljevir, asphaltting of a road segment in Restelicë, and other interventions as needed.

CHAPTER I

COMMON FINDINGS IN MONITORED PROJECTS IN DRAGASH



Findings related to the public consultation process

In 2023, the Ministry of Local Government Administration, with the support of the DEMOS Project, redefined the legal framework under which municipalities conduct citizen consultation processes. The Administrative Instruction on Open Administration in Municipalities outlines advanced standards for municipalities in organizing public consultations and disclosing public data.

Based on this instruction, municipalities hold meetings with citizens with the aim of ensuring wider inclusion in decision-making. According to the principles, the Municipality consults citizens through:

- Public meetings;
- Public consultations for projects, normative acts, and policy documents
- Consultative meetings with citizens;
- Budget hearings.

During the training program, the Social Audit Team was informed about the obligations of local authorities regarding the public consultation process. Based on these principles, the team examined whether the applied the minimum standards of the Administrative Instruction on Open Administration.

In recent years, the Municipality of Dragash has made progress in the inclusion of citizens in decision-making processes, through public consultations and budget hearings. This has helped to ensure that citizens' voices are heard and increasingly reflected in municipal planning.

These consultations saw a significant improvement in gender inclusion, although still not at the desired level.

In its official response, the municipality affirms it's commitment to ensuring a more gender-balanced participation in all stages of public consultations in the future.

Citizen requests gathered through public meetings or other forms of communication have been reflected in the municipal budget. Most of these requests have been included and are being implemented through various budget categories, especially in capital investments, subsidies, and public services.

To facilitate inclusion, the Municipality of Dragash has provided various options for citizens, including physical meetings and electronic consultations through official platforms and communication channels with NGOs and stakeholder groups.

The municipality states that public consultation processes have been carried out in accordance with legal standards and practices implemented across all municipalities in Kosovo. The municipality has ensured full transparency in this process by publishing all relevant materials, notices, documents, minutes, and reports on its official platforms.

Through the review of documentation and field visits, the Social Audit Team identified issues related to planning, contracting procedures, and the practical implementation of projects, including delays, poor quality below requirements, and the need for additional investments.

From the analysis of budget hearing minutes, the team found that the needs of persons with disabilities are not reflected in the requests of other citizens. It was also noted that the

municipality records citizen requests in a formal/ procedural manner without providing justification for why such requests are being made.



Findings on the Discussion of Investment Projects

Article 17 of the Administrative Instruction on Open Administration in Municipalities promotes the standard that capital investment projects must be discussed with the community during the early stages of planning. According to this standard, project designers and municipalities should discuss projects with citizens prior to implementation, ensuring that projects are comprehensive and well-understood by the entire community.

Based on this standard, before launching the procurement process and during project design, municipalities are expected to organize meetings with citizens to showcase the project, the available budget, and its anticipated impact on the local community.

From the data provided by the Municipality of Dragash, the Social Audit Team found that the specific projects — “Construction of Sidewalks Brodosanë–Zaplluxhë and Brrut–Bellobrad,” “Cobblestone Paving of Roads in the Opoja Region,” “Construction of the Sidewalk

Dragash–Shajne Village Bridge,” “Construction of the Protective Wall at the City Cemetery,” “Lighting on the Dragash Ring Road,” and “Asphalting and Cobblestone Paving of Roads in the Gora Villages (Restelicë and Radeshë)” — are recurring requests from citizens, expressed during public hearings or through local representatives.

This has been confirmed by the Municipality of Dragash: “Yes, these have been continuous requests from citizens. These projects resulted from a collection of various requests, either through public hearings, written or verbal submissions, or through representatives and councils of villages and localities.”⁵

However, after the decision to implement these projects, the municipality failed to organize dedicated meetings to directly discuss citizens’ concerns, suggestions, or recommendations regarding these specific projects.



5 Municipality of Dragash_Written reply_12.09.2025



Findings on Fulfilling the Obligation to Inform Citizens

The Administrative Instruction on Open Administration requires municipalities to provide citizens with sufficient information on all investment projects. Under these principles, municipalities must publish contracts and investment project documents on their official websites to ensure citizens have access.

The team observed that project contracts are accessible in the E-procurement platform, where some related information is also available. However, the municipality has not published executive project documents nor supporting contract-management documentation, including invoices, records of completed and paid works, potential modifications, and justification for such changes.

The Law on Public Procurement establishes transparency as a fundamental principle, requiring contracting authorities to publish key procurement documents, and to provide access to contract-execution documents upon request. This includes plans, specifications, and documents related to contract management, provided these do not contain information classified as trade secrets. In this context, the contract-management plan and monitoring documentation are legally accessible documents.

Contract manager reports, performance assessments, and operational execution documents are not published automatically, but may be provided to citizens upon formal request, in line with the Law on Access to Public Documents. The same applies to invoices and payments: although they are not regularly published on the procurement platform, they form part of the contract-execution documents that can be requested unless they contain protected information.

Therefore, the Social Audit Team recommends that the municipality enhance transparency by proactively publishing executive project documents such as:

project designs, technical specifications, management reports, and key payment information. In practice, several contracting authorities in Kosovo already do this — publishing executive designs and technical documentation — which has resulted in increased accountability and public trust. Adopting this approach would be a good practice for the municipality as it significantly increases transparency and reduces opportunities for misinterpretation or suspicion during contract implementation. The current lack of transparency limits citizens' ability to monitor project implementation.

Three out of the four projects — except for the “Cobblestone Paving of Roads in the Opoja Region” — were re-tendered, mainly due to offers exceeding the planned budget or absence of bidders. This indicates recurring challenges in the procurement process. Another common pattern is that, in most contracts, the same economic operator — “Art Project” LLC — has been the winning bidder.

During meetings with contract managers and the Mayor of Dragash, the team noted that the municipality faces a lack of interest from economic operators in bidding for projects in this municipality, combined with offers submitted that exceed the anticipated project budget.

As a result, the team concluded that this may be one of the reasons why the municipality ends up awarding multiple contracts to the same operator.

The team recommends that the municipality carries out more timely and careful project planning, conduct realistic cost assessments, and prepare tender documentation well in advance. In addition, measures must be taken to increase competition, including market consultations and revising technical criteria. These actions are necessary to avoid delays and reduce the risk of losing funds due to unsuccessful procurement procedures.

Administrative Instruction on Open Administration in Municipalities

For every project, the municipality must place an informational board at the procurement activity site, indicating the project name, the investor, the implementing company, and the project duration. To enhance transparency, the municipality must also include the full name and contact details of the project manager, supervisor, or supervising company.

In this context, the team also assessed transparency at the physical project sites. According to the Administrative Instruction, the municipality must place an informational

board at every worksite, clearly stating the investor and identifying the person responsible for supervising the contract.



Findings on Worksite Safety

During field visits, the Social Audit Team found that the Municipality of Dragash had not ensured compliance with occupational health and safety rules at several public worksites under its responsibility. In some areas where roadworks were being carried out, there were no warning signs or signals indicating ongoing construction. Likewise, there were no instructions or warnings regarding potential hazards. Workers on-site were also observed lacking essential personal protective equipment (helmets, reflective safety vests, protective eyewear).

This finding is particularly significant because the law obliges companies and responsible authorities to take safety measures at worksites, ensuring that they are fenced, marked, and provide clear instructions for citizens and workers about risks. Failure to comply with this legal obligation significantly increases the risk of accidents and physical injuries.

The absence of safety measures at public worksites presents a serious risk to citizens and workers. Unprotected and unmarked areas can cause accidents, falls, physical injuries (including property damage), and pose legal and financial liabilities for the municipality. They also damage the institution's reputation for failing to uphold basic safety and protection standards.



CHAPTER II

SPECIFIC FINDINGS FOR THE PROJECT

“CONSTRUCTION OF SIDEWALKS BRODOSANË–ZAPLLUXHË AND BRRUT–BELLOBRAD”

The project “Construction of Sidewalks Brodosanë–Zaplluxhë and Brrut–Bellobrad,” financed by the Municipal Performance Grant, was re-tendered on 1 July 2025, after the first tender was canceled because the submitted offers exceeded the planned budget.

On 30 July 2025, the contract was signed with “Art Project” LLC, valued at 80,299.82 Euros, enabling the start of project implementation. Flurim Krasniqi was appointed Contract Manager, and received all necessary documentation on time from the Procurement

Office and prepared the Contract Management Plan. According to Krasniqi, there were no complaints, and the project has progressed regularly.⁶

By 25 September 2025, the completed works included earthworks; on the Brrut–Bellobrad sidewalk section, material filling and gravel layers had been installed, and approximately 60–70% of the curbstones had been placed⁷.

During the site visit where the Brrut–Bellobrad sidewalk was being constructed, the team identified the findings below.



Lack of an Informational Board

During the field visit, the Social Audit Team observed that the worksite lacked the mandatory informational board containing the basic project data: project title, value, investor, contractor, and supervisor.

During the meeting with the Contract Manager, it was clarified that placing the informational board is part of the grant agreement for the municipality, and that the economic operator is obliged to deliver and install the boards. Currently, the municipality is identifying suitable locations for their placement, since one project may have two or three separate worksites.

The absence of the informational board at the worksite hinders transparency and prevents citizens from accessing key project information. Installing such boards is essential for providing public access to information and strengthening accountability in project implementation.

In its official response, the Municipality committed to placing the informational board for this project soon.

⁶ Meeting of the social audit team in Dragash with contract managers_25.09.2025

⁷ Flurim Krasniqi_Contract Manager_25.09.2025



Roadworks Conducted Without Safety Measures and Signage

During the site visit, the team observed a lack of safety tapes, fencing, and warning signs for drivers passing near the construction area. The only exception was a single triangular hazard sign at the project entrance, which is insufficient to guarantee safety for road users.

The contract manager, Valmir Krasniqi, stated that the warning signs had been placed earlier but were removed by irresponsible individuals: “The warning tapes were there, but both the tapes and the road work signs have been

removed. Irresponsible people are taking them down.”

“The lack of safety elements at the construction site poses a danger to workers and citizens moving near the work zone. Even though the signage was installed earlier, its ongoing maintenance and protection remain essential to ensure safety, prevent accidents, and comply with occupational and traffic safety standards.



Quality of Works and Damages

During the site inspection, the team found that approximately 20 curbstones have been cracked, broken, and damaged during the construction works. The damages include visible cracks and fractures on the surfaces of the curbstones. If these damaged curbs are left in place, there is a risk that they will suffer further deterioration during frost periods due to water penetration and the expansion of ice inside the cracks.

Based on the observed condition, it is

recommended that the damaged curbs not be technically accepted, as they do not meet the required quality standards. The Municipality must require the contracted company to repair and replace all damaged curbstones, ensuring quality, durability, and compliance with the technical specifications of the project.

The Municipality states that the project is not yet completed and that, by the end of the project, everything that is damaged will be repaired.⁸



⁸ Municipality of Dragash_Written reply_13.11.2025



Narrow sidewalk, not wheelchair accessible

During the site visit, the Social Audit team found that the current sidewalk is narrow and unsuitable for the movement of people with disabilities, as well as for strollers. In the case of possible oncoming traffic, the sidewalk space is too narrow. The Contract Manager stated that the sidewalk is 1.20 meters wide and fits the legal norms.

The team recommends considering the possibility of intervention in the project, so that

the sidewalk can be made accessible to people with disabilities, including the construction of ramps. It is also recommended to provide suitable parking for people with disabilities, in accordance with universal accessibility standards.

On the other hand, the municipality says that the sidewalk is placed outside the village on the road that connects the two villages and the sidewalk is at level 0 of the road and has wheelchair access for people with disabilities.⁹



Lack of Adequate Project Planning

During the field visit, the team identified that the wall along the cemetery separates the two parts of the sidewalk, which forces citizens to cross onto the asphalt to pass from one side to the other, endangering their safety due to the speeding traffic.

Previously, an analysis had been carried out to find a solution for the situation with a wall, but according to the contract manager, the final decision does not depend on them. They are looking into the upper part of the wall, considering how close the cemetery is to it, and are thinking of a way to cross over the wall with a slope and then return again: *“The problem lies with the cemetery; we could have built a sidewalk if it weren’t for the graves nearby. We are not allowed to go below 1.20 meters in sidewalk width. This is a standard requirement, and we are not allowed by law to go below it. For that reason, in the current situation it is impossible to build the sidewalk.”*

As another option, it was considered to build the sidewalk below the road, but due to the steepness of the terrain, it would first be necessary to build a protective wall along the entire sidewalk. The space is very narrow — only 1.70 meters from the road — while the sidewalk would have to be 1.20 meters wide.

The team recommends finding a solution to connect the two sections of the sidewalk.

Regarding the project planning for the Brrut–Bellobrad sidewalk, the Contract Manager, Flurim Krasniqi, stated that they designed the much-needed sidewalk project to facilitate pedestrian movement: *“In the place where the cemetery is located, there has been a retaining wall for a long time and we did not intervene because of the cemetery, and this does not mean that we did not plan properly. In the future, in discussions with the village, we will look for an alternative to complete the sidewalk in its entirety where the cemetery wall is.”*¹⁰



⁹ Municipality of Dragash_Written reply_13.11.2025

¹⁰ Municipality of Dragash_Written reply_13.11.2025



Side environmental pollution

After the on-site visit, the team found that during the works, the construction site had not been cleaned and trees had not been pruned; several electricity poles are covered (with debris) and are obstructing street lighting.

Representatives of the Municipality of Dragash promised that the area would be cleaned. As for tree pruning, there is a separate maintenance contract with another company, which is expected to come and cut the branches causing obstructions.

It is recommended that the area be cleared of bushes and that measures be taken to prevent landslides.

Regarding this issue, the Municipality of Dragash explained that during the execution of the works there may have been some solid waste left behind, but as we speak, the majority of this waste has already been removed and the site is clean.

Another recommendation related to public cleanliness was given by the team: the placement of waste bins. However, the manager emphasized the need to raise citizens' awareness. He gave the example of an area where around 70 holiday homes were built, each equipped with 3–4 waste bins, yet people still throw rubbish on the road right next to the bins.



Lack of Planning for Road Signage

Due to the high traffic volume in the area, the Social Audit team considers it necessary to install frequent road signage, speed limits, and physical obstacles to slow down traffic, in order to prevent accidents.

Regarding the resolution of this issue, the team learned that the municipality is facing problems with the relevant ministry, because road signage falls under its jurisdiction. They stated that they have requested this on several occasions. Moreover, they placed them in Village of Blaq, but the Ministry removed them.

Therefore, the team recommended that the Municipality properly document and justify its requests, so that the matter can later be discussed with the Ministry to find a solution.

The project did not include metal safety barriers or road signage. The Municipality gave the following justification. "We found it reasonable that there is no need for metal guardrails because most projects are implemented outside residential areas, whereas metal guardrails are mainly placed in settlements." Also, for the type of work we have done, they are not necessary."¹¹



Deterioration of Weather Conditions Risks Completion of Works Within the Deadline

Due to the autumn season, typically with plenty rainfall, the team expressed concern that worsening weather conditions may cause delays in the works, especially considering that the same company is also implementing two other contracts.

The Contract Manager believes this is not particularly challenging: "I believe so, because

it is not a significant or challenging work that cannot be completed."¹²

The team recommends to undertake necessary actions and increase the intensity of works to avoid delays in the implementation of the Contract.

¹¹ Municipality of Dragash_ Written reply_13.11.2025

¹² Flurim Krasniqi_ Contract Manager_25.09.2025

CHAPTER III

SPECIFIC FINDINGS ON PROJECT “PAVEMENT OF ROADS WITH COBBLESTONE IN THE OPOJA REGION”

The project “Cobblestone Paving of Roads in the Opoja Region” was contracted in the amount of 101,994.69 Euros with the Economic Operator “Art Project” LLC.

The cobblestone paving project in the Opoja region includes supplying and installing quality and standard-abiding materials, along with all related works: surveying, excavation, transport, construction of road layers, installation of curbs and concrete cobblestones. The price also includes inspections of underground installations and their repair in case of damage.

For this contract, the management documentation was submitted to the manager on time, and works also started on time and in line with the contract. According to the Contract Manager, the first works started in the village of Brezne: “The first road we did was the road in the village of Brezne, with a value of around 18,000 euros just for that road. There is the road in Blaq — a small street, a road — villages of Bresanë, Kuklibeg, Kabre, and Plavë.”¹³

According to the Contract Manager, by 25.09.2025, around 40% of the works had been completed, and 37,000 Euros had been submitted for payment out of the total contract value of about 102,000 euros.

The Social Audit Team also conducted a visit¹⁴ to the villages of Kapre and Kuklibeg in the Municipality of Dragash in the first week of October, where road improvements are planned under the project “Cobblestone Paving of Roads in the Opoja Region.” However, during the field visit and conversations with local residents, it was found that works in these locations had not yet started.

In his response, the Contract Manager, Ylli Qafleshi, stated that works in the villages Kapre and Kuklibeg were completed in the second week of November. According to the Manager, works were carried out on two road sections in Kuklibeg. The value of works on the first section is 4,218.70 Euros, while on the second section the value of works completed is 2,839.20 Euros.¹⁵



¹³ Ylli Qafleshi_Contract Manager_25.09.2025

¹⁴ Social Audit Team visit in Dragash_08.10.2025

¹⁵ Ylli Qafleshi_Contract Manager_17.11.2025



Works without an informational signboard.

During the visit to the village of Brezne, the team noted that this construction site also lacks an information board containing the project details (name, value, investor, contractor).

The team recommended that the Municipality take measures to install the board as soon as

possible and, at the same time, ensure that such omissions do not recur in future projects.

The Municipality of Dragash has committed to installing it. "The information board will be placed very soon and, in any case, it will definitely be in place before the project is completed."



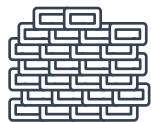
Inert Materials and Construction Waste at the Worksite

During the inspection of the construction site, the team found that the responsible company has not removed inert materials and construction debris, thereby failing to comply with safety and on-site work standards. The current situation poses a risk to workers and does not meet environmental protection requirements.

Furthermore, the road around the work site lacks proper road signage or necessary

markings, which creates danger for vehicles and pedestrians. The team recommends cleaning the area and installing adequate signage to ensure safety and order on the ground.

In response to this recommendation from the Social Audit team, the Municipality of Dragash stated that inert waste on the roads that have already been completed has been removed.¹⁶



Damages to Concrete Curbs – Repair Recommended

During supervision, the team observed that several sidewalk curbs are cracked and torn, indicating that the quality of the work is unsatisfactory. The identified damages jeopardize not only the durability of the sidewalk but also the safety of users. It eliminates the possibility of safe access for persons with disabilities and makes movement difficult for parents with strollers.

The current condition could worsen in winter due to frost: water penetrating the cracks can expand when it turns to ice, causing further breaking of the material, increasing the risk of accidents and raising repair costs.

For these reasons, urgent intervention is recommended to repair and replace the damaged curbs, thereby preserving the quality of the works, ensuring accessibility for persons with disabilities, and guaranteeing safe movement for all pedestrians.

The Municipality of Dragash assures that no investment has been damaged during the execution of works and offers the possibility of on-site verification.¹⁷

¹⁶ Municipality of Dragash_Written reply_13.11.2025

¹⁷ Municipality of Dragash_Written reply_13.11.2025



The road was built in an area unprotected from erosion

During the inspection, the team found that the water canal located on the left side of the project is at risk of being damaged by water erosion, which threatens the stability and durability of the works. The area around the canal is currently unprotected and offers no adequate defense against erosion.

For this reason, the team recommends taking immediate measures to prevent erosion, including reinforcing the canal banks and

installing proper protective systems, to protect the integrity of the project and avoid possible future damage.

Contrary to what the team observed on the ground, in the written response dated 13.11.2025, the Municipality of Dragash states: “This project has no steep slopes and none of the roads are at risk from erosion.”



Photo: The road in the village of Brezne



Poor quality of works in the village of Blaç

During the on-site visit to the village of Blaç, the Social Audit team found that the concrete curbs have not been installed properly, leaving visible gaps between them. These gaps not only spoil the aesthetic appearance of the sidewalk but also reduce its durability and increase risks for pedestrians – especially for persons with disabilities and parents pushing strollers.

In addition, clear differences in level and uneven surfaces were observed, indicating a failure to comply with the technical and quality standards of the project. Such irregularities i

ncrease the likelihood of accidents (e.g., pedestrians tripping or slipping) and negatively affect the overall functionality and safety of the sidewalk.

Given these findings, urgent intervention is essential to correct the placement of the curbs, eliminate level differences, and ensure the sidewalk is stable, safe and fully compliant with legal and technical standards. Such action would guarantee safe and easy access for all users, prevent further damage, and preserve the quality and integrity of the completed works.

CHAPTER IV

SPECIFIC FINDINGS IN ON PROJECT “CONSTRUCTION OF THE DRAGASH - SHAJNE VILLAGE BRIDGE SIDEWALK”, “CONSTRUCTION OF THE PROTECTIVE WALL AT THE CITY CEMETERY”, LIGHTING ON THE DRAGASH RING ROAD”

This project – which includes the road Dragash – Bridge of Shajne village, the sidewalk Dragash – Kukajan village, the protective wall near the city cemetery, and the installation of lighting on the Dragash ring road – faced challenges during the tender process because the bids exceeded the planned budget. The contract was signed on 30 July 2025 with the Economic Operator “Art Project” Sh.P.K for a value of 135,329.28 Euros. The Municipality appointed Xhylbehar Taipi as the Contract Manager.

This project foresees the construction of sidewalks along the sections Dragash–Shajne Village Bridge and Dragash–Kukajan Village, the installation of road lighting along the city ring road, as well as the construction of a protective wall near the city cemetery. For each segment, works include earthworks, superstructure, drainage, lighting, and concrete and reinforcement works.

The project also includes construction of the sewage system along the Dragash–Stadium road, including excavation, installation of pipes and auxiliary elements in line with engineering standards and technical documentation.

At the meeting of the Social Audit team with the contract manager on 25.09.2025, he informed them that works began on 04.08.2025 and will be completed within the scheduled deadline, in November.¹⁸

At the meeting with the Mayor of Dragash Municipality, Bexhet Xheladini, held on 12.11.2025, the contract manager Xhylbehar Taipi said that construction of the wall has been completed: “The wall was planned to be 160 meters long, and the project has been completed in full compliance with all the standards foreseen for this type of project.”

Regarding full completion of the whole project, he explained that there is still another phase that includes backfilling behind the protective wall. The manager informed the team that, technically, a certain period – approximately 28 days – is required for the wall to fully cure and gain strength.

As for the public lighting component, the contract manager said he had sent an email to the contracted company requesting that lighting works begin as soon as possible, solely to ensure the project is completed according to the planned timeline.¹⁹

The Social Audit team visited the construction site of the protective wall near the city cemetery. During monitoring, the team noted the following:

¹⁸ Xhylbehar Taipi_Contract Manager_25.09.2025

¹⁹ Xhylbehar Taipi_Meeting of the Social Audit Team with Mayor Bexhet Xheladini_12.11.2025

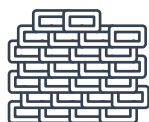


Missing signs and fencing of the danger zone

During inspection, the team found that no warning signs or protective fencing have been installed, necessary to prevent citizens and animals from approaching dangerous areas. The lack of these elements represents a considerable safety risk and could lead to accidents or injuries.

Moreover, the project lacks an information board containing basic details about the

investment (description of works, objectives, and responsible contacts). This lack of signage limits transparency and prevents the community from being properly informed about the works and potential risks. The team recommends the immediate installation of warning signs, protective fencing, and an information board to guarantee safety, transparency, and proper public access to the project area.



The gap next to the wall risks soil collapse in this area

During the visit, the team observed that a gap has formed between the protective wall and the surrounding ground, creating the possibility of a landslide that could endanger the cemetery. The team recommends that the implementing company intervene as quickly as possible to fill the gap and eliminate the risk of soil sliding during rainfall.

In discussions with municipal officials, it became clear that the project design envisages filling this gap only after a few days, once the concrete has reached its full strength.

The Municipality of Dragash stated that warning signs indicating the risk of collapse had been placed during the works.²⁰ “The area is at risk of collapse, but that is precisely why we built the protective wall as part of this project.”



Damages to the asphalt and inert waste

During the site visit the team found that inert materials have not been removed from the construction site and that in several places the existing asphalt has been damaged by

the works. The team recommends that the Municipality intervene and require the contractor to repair the damage caused to other projects.



Deficiencies in the placement of drainage holes in the wall

During the visit, the Social Audit team also noted that the drainage (weep) holes in the protective wall are not spaced evenly. Observations showed that some holes are 2 meters apart, while in other sections the distance reaches 5–6 meters. It is recommended that the Municipality intervene

and oblige the company to add the missing drainage holes. The team further observed that a sewage pipe in the area is at risk of erosion and is already damaging the road alignment. The Municipality of Dragash confirmed that drainage holes exist in the wall but did not comment on the other findings.²¹

²⁰ Municipality of Dragash_Written reply_13.11.2025

²¹ Municipality of Dragash_Written reply_13.11.2025



Lighting works on the Dragash ring road have not yet started

During the inspection of this project component, the Social Audit team found that although the contract has been signed, physical works on the ground have still not begun. This situation indicates a clear delay in project implementation, which may negatively affect the achievement of objectives and the proper use of allocated funds. According to the Contract Manager, the plan is to install the poles and cabling, with part of the work to be completed within the current month: “We are starting the physical works now – we have 18 poles and 336 meters of cabling to install within the month.” However, the team considers that this does not guarantee immediate and full start of all planned activities, risking further deterioration of working conditions due to weather factors and potential loss of invested resources.

Taking these circumstances into account, the team strongly recommends that works begin immediately, prioritizing all physical activities

on site. A prompt start would ensure efficient completion within the set deadlines, prevent damage or deterioration of materials, and avoid financial losses. Moreover, starting on time is essential to minimize the impact of weather conditions that could cause additional delays, technical damage, and increased project costs. Immediate action is necessary to guarantee quality, safety, and long-term durability of the project.

The Municipality has committed that this project will be completed within the contractual deadline.²²

It is worth noting that the contract for this project was signed on 30.07.2025 with the economic operator “Art Project” Sh.P.K with a project value of 135,329.28 Euros. Works were contractually scheduled to begin 5 days after signing, with all works to be fully completed by 20.11.2025.

²² Municipality of Dragash_ Written reply_13.11.2025

CONCLUSIONS/RECOMMENDATIONS

Recommendations for citizen involvement



- When preparing projects, the Municipality must promote their public discussion during the planning stage, as recommended by the Administrative Instruction on Municipal Transparency.
- During budget hearings and the drafting of planning documents, the Municipality must provide detailed justifications for accepting or rejecting proposed investment projects.
- In the future, the Municipality of Dragash must publish detailed information about projects, including contract management documents, paid invoices, completed and paid works, any contract amendments, and the reasoning behind those amendments.
- The Municipality must fulfill its obligation to install information boards at project sites, publicly displaying the names of project supervisors and their contact details.
- Alternative methods should be found to increase the participation of women and persons with disabilities in budget hearings and consultations.

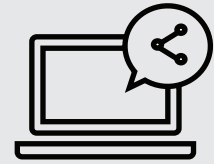
Recommendations for the Project Planning Process



Through the Social Audit process, the team has formulated the following recommendations:

- Procurement procedures must be carried out on time to avoid losing donor funds and to respect contractual deadlines.
- Planned projects must ensure accessibility for persons with disabilities in accordance with relevant standards.
- Projects should be designed to guarantee long-term sustainability and to avoid the need for repeated interventions on curbs, bridge protections, and irrigation canals.

Recommendations for Project Supervision



Through the Social Audit process, the team has formulated the following recommendations:

- Supervision of works must be active and ensure that construction is carried out in full compliance with the project design and applicable standards.
- Substandard work must not be accepted by the Municipality; contractors must be obliged to remedy all defects at their own expense.
- Inert waste must be removed from the site by the companies that generated it.
- Any damage caused to other infrastructure must be repaired by the contracted companies prior to completion of contracts.
- Particular attention must be given to road signage during supervision.
- Warning signs and protective barriers must be installed at all public construction sites and on roads where works are taking place.
- Clear guidance must be provided to citizens and workers about potential hazards at construction sites.



METHODOLOGY

This Report presents data collected through interviews, requests for access to public documents, field visits, and conversations with the community. In July, DEMOS and the Ministry of Local Government Administration -

based on predetermined parameters - selected 16 Projects, in 6 Municipalities of Kosovo - to be included in the Social Audit process. 16 Projects in six Municipalities were included in the Social Audit process.

Project name	Municipality	Value	Project Phase at the start of the Audit
Asphalting of the Llapushnik-Berishë Road - Second Phase	Drenas	497,724.00 €	Implementation
Construction of the water supply capacity in Drenas - Second Phase	Drenas	299,652.50 €	Implementation
Road rehabilitation and sidewalk construction in Arllat-Negroc-Vuçak	Drenas	700,000.00 €	Tendering
Installation of solar panels on the roof of the Municipality building	Drenas	17,812.32 €	Tendering
Construction and regulation of public areas in Kaçanik, Begracë and Kovaçec	Kaçanik	241,111.11 €	Implementation
Construction and regulation of sports fields in the local communities of Doganaj - Soponica, Duraj	Kaçanik	260,885.45 €	Implementation
Construction of the Brodosane-Zapluzhe and Brrut-Bellobrad sidewalks	Dragash	80,299.82 €	Implementation
Pavement of roads with cobblestone in the Opoja region	Dragash	101,994.69 €	Implementim
"Construction of the Dragash - Shajne Village Bridge sidewalk", "Construction of the protective wall at the city cemetery, Lighting on the Dragash ring road"	Dragash	135,329.28 €	Implementation

Pavement with asphalt and cobblestone of roads in the villages of Gora (Restelica and Radesha)	Dragash	122,219.00 €	Tendering
Construction of the Istog Riverbed and Construction of Roads in Muzhevina, Dreja and Lubova	Istog	The estimated value of the contract is 7,498,356€ (Riverbed) 301,155 € (roads)	Tendering Implementation
Generator and electrical equipment for cleaning floors - for municipal facilities (administration, education and health)	Mamushë	52,333.66 €	Tendering
Gabion wall in the village of Gadime e Ulet (at the cave)	Lipjan	59,925.88 €	Implementation
Construction of the KLA Veterans' House Museum - Krojmir	Lipjan	121,555.55 €	Implementation
Reconstruction of the Dobrotinë-Sillovi road	Lipjan	267,381.95 €	Implementation
Reconstruction of the Ajet Kozhani Poturovc and Ribar i Madh roads	Lipjan	266,715.00 EUR	Implementation

Who Established the Social Audit Group?

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

To ensure broad community inclusion, BIRN and D+, in cooperation with local NGO partners of the project, developed a list of professions and community representatives who would be invited to join the group.

Selection criteria prioritized the inclusion of marginalized groups in society, such as women, youth, the elderly, persons with disabilities,

and non-majority communities. The aim was to create a group with diverse professions and ages to guarantee inclusivity.

Teams of partner NGOs, facilitated by BIRN and D+ staff, reached out to over 200 citizens from six municipalities to invite them to join the groups. As a result, 120 citizens from the targeted municipalities became part of the groups.

A group was established in Dragash with 20 citizens, to oversee project implementation.

How were the data collected?

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

Team conduct online queries in municipal public data, drafted a list of questions about the projects and requested information from the municipality, and submitted requests for access to public documents and analyzed the received documents. It conducted field visits

to document findings, and held meetings with municipal officials in Dragash.

The data in the report was collected by 20 members of the Social Audit team and the report was drafted by NGO Avoko in Dragash, with the assistance and support of the BIRN team. The report was made public after comments provided by the municipality of Dragash were addressed.

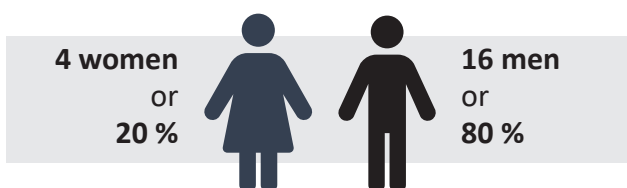
Data validation

The Social Audit Team in Dragash worked on identifying problems in projects implemented in this municipality to write the report. During meetings, the team agreed on the systematic findings related to both projects and specific findings related to individual projects. The team also agreed on the recommendations

included in this report. After structuring the findings, the team met with the Mayor and requested comments from the municipality regarding the report's findings. Before publication, the municipality received the report for comments.

Team Composition

Team Composition: 20 members, 4 men (20%) and 16 women (80%)



Economist; Lawyers; Worker/Construction; Technician/IT; Trader; Economist/Student; Engineer/Student; Professor of Mathematics; Student; Professor of Technology; Master of Mathematics; Professor of Albanian Language; Professor of Physical Education; Pensioner; Businessman/NGO "Brezna Lake".

Social Audit Group Activities

August 2025	• Signing the Memorandum of Understanding with the Municipality of Dragash • Publishing promotional materials on social networks;
September 2025	• Training for local NGOs, project partners • Targeting and identifying profiles that will be part of the Team • Preparation of the List with the profiles of the members of the Social Audit Team by NGO AVOKO in Dragash • Selection of Social Audit Team members • Submission of requests for access to public documents in the Municipality of Dragash • Training for the Social Audit team • Creating a 'Viber' group • Receiving responses and documents requested by the Municipality of Dragash • Training, discussion and analysis of documents received from the Municipality • Field visit of the Social Audit team to monitoring projects • Team meeting with Contract Managers
October 2025	• Field visit of the Social Audit team • Team meeting to agree on the final findings and recommendations in drafting the report • Establishing the structure and defining the Report Drafting Points • Allocation of the task of report drafting to the head of the Social Audit team, from the NGO AVOKO • Drafting the report with the findings and recommendations;

SOCIAL AUDIT TEAM IN DRAGASH

Nr	Name	Profession
1	Mitat Krasniqi	Economist
2	Besim Qengaj	Lawyers
3	Ramadan Berisha	Worker/Construction
4	Agron Spahiju	Technician/IT
5	Tahir Berisha	Trade
6	Asllan Krasniqi	Economist/Student
7	Fadil Halimi	Professor of Mathematics
8	Lavdim Sadiku	Student
9	Besar Piraj	
10	Vaneta Gerdellaj	Student
11	Zanfina Qellopeku	Student
12	Diesa Qellopeku	Student
13	Semina Misini	Student
14	Admir Halimi	Professor of Technology
15	Vajdin Ademi	Master of Mathematics
16	Fisnik Guri	Professor of Albanian Language
17	Xhemal Iljazi	Professor of Physical Education
18	Ezan Qengaj	Engineer/Student
19	Hajri Gashi	Pensioner
20	Erim Krasniqi	NGO "Brezna Lake"

LETTER OF THE MAYOR OF DRAGASH

*Dear citizens of Dragash,
Respected partners of the “Social Audit” project,*

For me and for the institution I represent, it is a special pleasure that the Municipality of Dragash has joined an initiative that truly places citizens at the heart of evaluating our work. The “Social Audit” project, implemented by BIRN and DEMOS, in cooperation with the local NGO “Avoko” in Dragash, has opened a new chapter in how we understand public accountability and the management of infrastructure projects.

Within this project, four infrastructure projects carried out in our municipality were audited. These projects were selected in order to assess how municipal investments affect the improvement of infrastructure and the quality of life of Dragash residents. The audit process has helped us gain a clearer understanding of how we can increase the effectiveness, transparency and positive impact of our work on the ground.

This project has brought new value to local governance. It has enabled us to better understand community expectations, measure the results we have achieved, and identify areas where we can do even more.

The report emerging from this audit is not merely a technical document; it is a lesson for all of us. It has shown that transparency and cooperation with citizens are not just formal obligations, but the very foundations on which trust and sustainable local development are built. Through citizen participation, we have received ideas, comments and observations that will help us plan future projects much more effectively.

Our joint work with partner organizations has proven that cooperation between public institutions and civil society delivers concrete results. Thanks to this partnership, the Municipality of Dragash has gained valuable experience and insight that will be used to further raise the standards of our local governance.

Dear fellow citizens,

Our commitment is to build a municipality that listens, cares for every single citizen, and acts responsibly in every decision and investment we make. Social auditing is only one step in this direction, and its findings will serve as a roadmap for our future projects. The Municipality of Dragash expresses its full readiness to implement the recommendations that have emerged from this process as part of our ongoing local governance work.

On behalf of the Municipality of Dragash, I thank everyone who contributed to this process – from the participating citizens to the engaged experts. Together, we are building a fairer, more open and more developed Dragash.

*Sincerely,
Bexhet Xheladini
Mayor of the Municipality of Dragash*

LETTER FROM THE SOCIAL AUDIT TEAM IN THE MUNICIPALITY OF DRAGASH

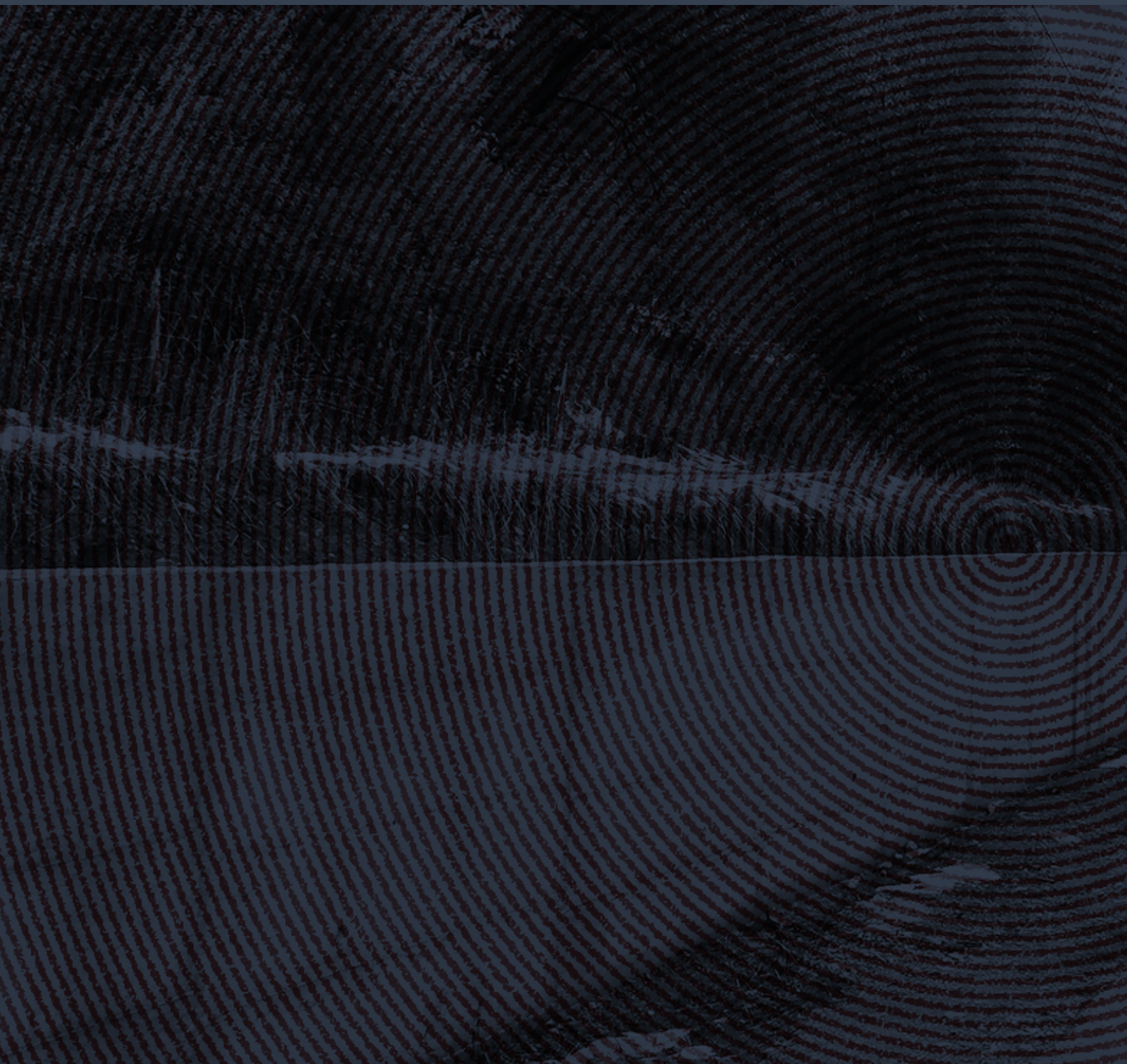


The Social Audit process in the Municipality of Dragash has served as an important mechanism to increase citizen participation and strengthen cooperation with local institutions. During training and fieldwork, our team has clearly understood the importance of this process in identifying the real needs of the community and in increasing transparency and public accountability.

During the monitoring, the main findings focused on the mobility infrastructure and public safety, especially in segments of roads and sidewalks where the need for intervention was identified due to the lack of space and safety for pedestrians. In addition, the protective wall in some areas is a matter of concern, especially during adverse weather conditions, while lighting along the ring road has been identified as a priority for the safety of citizens in the evening hours.

We believe that these findings represent the real concerns of residents, and addressing them will directly impact the improvement of the quality of life and movement in the city's public spaces. The role of the community in this process has been essential, proving that civic involvement brings concrete results and contributes to more responsible and sustainable planning.

We are convinced that the continuation of the Social Audit in the Municipality of Dragash will help increase institutional transparency and strengthen cooperation mechanisms between citizens and local government, paving the way for more functional projects closer to the needs of the community.



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