

REPORT OF THE SOCIAL AUDIT TEAM IN DRENAS

MONITORED PROJECTS

“ASPHALTING OF THE LLAPUSHNIK – BERISHË ROAD – PHASE TWO”

“CONSTRUCTION OF THE WATER SUPPLY CAPACITY IN DRENAS – PHASE TWO”

“REHABILITATION OF THE ROAD AND CONSTRUCTION OF THE SIDEWALK
IN THE ARLLAT - NEGROC-VUÇAK AREA”





November 2025

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

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“INSTALLATION OF SOLAR PANELS ON THE ROOF OF THE MUNICIPALITY BUILDING”



DEMOS Decentralisation and Municipal Support

Project for Decentralisation and Municipal Support (DEMOS) supports 38 municipalities of the Republic of Kosovo in achieving more democratic local governance and better municipal management. The DEMOS project also supports the Government of Kosovo in developing policies that are more favourable to rule-based financing for municipalities. The project is co-financed by the European Union in Kosovo, the Government of Switzerland and the Government of Sweden, and is implemented by Helvetas Swiss Intercooperation Kosovo. DEMOS' support for the municipalities of Kosovo is provided within the framework of the Municipal Performance Grant, as one of the instruments that guarantees support for well-performing municipalities.

A special focus of the project is also the support provided to the central government, where DEMOS is focused on offering assistance in developing policies for a more favourable framework for decentralised governance. According to the first component of the project, DEMOS III aims to open up data for broader public review of municipal performance and to initiate social audits to monitor the impact of Municipal Performance Grant (MPG) projects on citizens. The DEMOS project has also supported the establishment and development of activities that involve citizens in decision-making, including Social Audit Teams, which 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 country's democratic transition process, promote accountability, the rule of law and policy reform. BIRN Kosovo in particular aims to act as a watchdog over public institutions by monitoring the work of governmental and public institutions. In addition, through the production of high-quality and impartial television debates and the training of young people in argumentation and debating skills, BIRN aims to promote and encourage a culture of debate in Kosovo.

BIRN's vision is to secure its position as the leading investigative journalism 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, has been engaged by DEMOS to facilitate the Social Audit 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 creating a democratic society by increasing citizens' participation in political processes, strengthening accountability, and influencing decision-making processes. D+ strives to integrate information technology into all of its efforts in order to promote the use of the internet, which plays an important role in the democratization of a society. D+ aims to contribute to the development of good governance practices by public institutions at both central and local level, the strengthening of the rule of law, the advancement of political parties, as well as the support of free and fair electoral processes. D+ undertakes initiatives that aim to bring decision-makers closer to citizens through policy research, facilitation of dialogue and communication, and public education.

Handikos Drenas is a non-governmental organization deeply committed to supporting and empowering persons with disabilities.

Since its establishment, the organization has aimed to create a society where every individual, regardless of physical or mental ability, has equal opportunities for personal development, education, employment and social inclusion.

Handikos Drenas offers a wide range of services and programs designed to improve the quality of life of persons with disabilities. These include education and vocational training, social and recreational activities, psychological and legal support, as well as initiatives for self-employment and inclusion in the labour market. Through these activities, the organization works to eliminate social and physical barriers that hinder the full participation of individuals in the community.

The vision of Handikos Drenas is an inclusive society where diversity and different abilities are valued and everyone has the opportunity to develop according to their potential. Its mission is to provide continuous support, build sustainable capacities and create real opportunities for active participation in society for persons with disabilities.



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EXECUTIVE SUMMARY

In the past three years, the municipality of Drenas has welcomed two initiatives to establish Social Audit teams. In 2025, in line with the predetermined methodology, BIRN and HANDIKOS Drenas facilitated the process of establishing the “Social Audit” team in the Municipality of Drenas. Within three months, the team engaged in overseeing and analysing four investment projects with a total value of over EUR 1.5 million, including the asphaltting of the Llapushnik–Berishë road – second phase, the construction of the water supply capacity in Drenas – second phase, the rehabilitation of the road and construction of the sidewalk in Arllat–Negroc–Vuçak, as well as the installation of solar panels on the roof of the Municipality building.

The Social Audit team worked in separate groups for on-site monitoring and, after completing the monitoring of the projects, held joint consultations to identify the general and specific findings for each project. The monitoring identified a number of key issues related to transparency, the quality of works, and compliance with deadlines. Based on these findings, concrete recommendations were prepared for the municipality to improve the management and monitoring processes of public projects.

The municipality of Drenas is one of the beneficiary municipalities of the Municipal Performance Grant. To improve the quality of projects financed by this grant, a team of civil society activists from Drenas, supported by the DEMOS project, launched in August 2025 an initiative for citizen engagement in overseeing the implementation of public projects.

Social Audit in Kosovo has been applied by DEMOS and civil society organisations since 2022 and has been further developed during the years 2023–2025. With the support of the DEMOS project and MAPL, 35 groups have been established with more than 700 active citizens. With over 700 members involved over the years, the Social Audit teams have provided more than 200 concrete recommendations for improving local governance and increasing institutional transparency.

During 2025, BIRN and D+, together with six local organisations — HANDIKOS Istog, HANDIKOS Kaçanik, HANDIKOS Drenas, NGO Avoko, YAHR and MAMUŞA EMEKÇİ KADINLAR DERNEĞİ — with the support of DEMOS, established six Social Audit teams in the municipalities of Dragash, Drenas, Lipjan, Mamushë, Kaçanik and Istog. These teams oversaw 16 projects in the beneficiary municipalities and were trained through specialised training on the basics of Social Audit, financial management and strategic communication.

In Drenas, following research and consultations with the community, more than 20 citizens were selected to become part of the Social Audit team. The training included both lectures and field practice, involving establishing contacts with the municipality, analysing documents, and verifying facts. During this process, more than 10 field visits and over 10 official meetings were carried out. The team drafted concrete recommendations, which were shared with the Municipality of Drenas and which the Municipality of Drenas committed to implementing.

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

FINDINGS OF THE SOCIAL AUDIT TEAM DURING THE PROCESS



In the Municipality of Drenas, progress has been noted in the implementation of the standards set out in the Administrative Instruction on Open Administration during budget hearings. However, the municipality needs to make further efforts to increase the level of citizen participation in this process.



At the worksites where the projects were implemented, there were no clear instructions regarding the implementation and details of the project, as required by the MSLPA's guideline on Open Administration of Municipalities.



Investment projects were not discussed publicly with citizens during their planning phase.



The municipality and the implementing companies did not take measures to secure the worksites where the works are being carried out.



For the road construction project Arllat–Negroc–Vuçak, the contract signing procedure has still not been completed due to a complaint filed with the PRB. As a result, the timely implementation of the project appears to be at risk, which may also lead to the loss of the planned grant funds.



For the Arllat–Negroc–Vuçak road project, the municipality has not carried out expropriation procedures which, in some areas, are necessary for the widening of the sidewalks.



Specific findings for the “Asphalting of the Llapushnik – Berishë Road – Phase two project”

During the field visit and specific meetings with municipal officials, the Social Audit group identified the following findings:



The road construction project has been designed without a clear plan for protection against landslides.



The area is at risk of erosion, which is high here due to the steep terrain.



There is no information board and no fencing at the worksite.



The management of rainwater has been carried out at inappropriate intervals, increasing the risk of erosion.



The laid asphalt is not levelled in line with the required standards.



The road has not yet been equipped with road signage for snow chains and dangerous curves.



In the area, there are several martyrs’ memorials that need to have access from the road.



The road lacks side safety barriers with reflective strips.



Specific findings for the “Construction of the water supply capacity in Drenas – Phase Two” project



The planning of the water supply network extension was based only on current units and did not take into account residents’ plans for investments in the coming years.



There is a lack of information boards with project data in the area.



In the area where works were carried out, there was a lack of fencing at the construction site.



In some areas, the project has caused damage to existing infrastructure projects.



Lack of early inclusion in planning undermines existing investments.



In the area, there is an identified need for additional investments to protect the water pipe from the strong river flow (protective pipe).



Two neighborhoods in Dobroshec village are outside the water supply system due to the absence of the main pipe.



The installation of pressure reducers after the water meters was not foreseen in the planning, and citizens were obliged to install them themselves.



Cleaning of the surrounding environment.

Specific findings for the “Rehabilitation of the road and construction of the sidewalk in Arllat–Negroc and Vuçak” project

The Social Audit team has also reviewed the road rehabilitation project in Arllat. The project, which has not yet started, was analysed by the team in order to provide initial recommendations that would improve the project and the quality of works in the future.



The road is an investment in a project which in the past was not implemented according to standards and has suffered damage.



The road project foresees interventions on private properties, which increase the risk of property disputes in the construction of the sidewalk.



It is urgent within the project to design interventions on the village bridge, as it is at risk from flooding and its bed needs to be deepened.



The project should include the planning of a bus stop.



The new project should improve the school fence, which currently creates an obstacle to students’ movement.



The new road should undergo testing of its load-bearing capacity and the installation of a tonnage sign.

Specific findings for the “Installation of solar panels on the roof of the Municipality building” project

The installation of solar panels on the roof of the Municipality building was a need and a criterion for institutional buildings to comply with this standard form of solar energy. At the time when the monitoring of the project began, at the start of September 2025, the tendering procedure for it had still not been announced. The contract was signed on 14.10.2025 and started to be implemented a few days later.

During its work, the Social Audit team listed several recommendations that would be relevant for the implementation of this project. For these, it then analysed the documents and held discussions and meetings with municipal representatives.



The municipality has complied with the monitoring of the contract.



The municipality has placed an information board for the project.



The municipality has provided evidence showing that workers have been equipped with protective equipment.



Through this investment in the municipality building, savings of up to 70% in electricity consumption are expected during the summer season.



The municipality, which is in the final phase of implementation, has installed the panels and is awaiting approval for connection to the power grid.



WHAT SHOULD A SOCIAL AUDIT TEAM KNOW?

Social Audit teams do not need to be highly specialised professionals. The teams need civic will and courage, and it is recommended that they have basic knowledge of:

- The functioning of the municipality;
- Access to public documents;
- The public consultation process - especially during the planning of the municipal budget and investments;
- The public procurement process.

THE ENVIRONMENT IN WHICH THE SOCIAL AUDIT PROCESS TAKES PLACE

The Municipality of Drenas, with a population of 48,079 inhabitants, belongs to the group of medium-sized municipalities in Kosovo.

In terms of the number of inhabitants, according to the REKOS2024 population census data from the Kosovo Agency of Statistics [KAS]¹, show that Drenas is closest in size to Suhareka, followed by the municipalities of Malishevë, Rahovec and Skenderaj, each of which has a population of over 40,000 inhabitants.

The Municipality of Drenas has a budget of EUR 22,133,550². From the total budget, EUR 6,956,940 have been allocated for capital investments, which represents 31.43% of the budget.

For several years in a row, the Municipality of Drenas has managed to rank among the largest beneficiaries of the Municipal Performance Grant. Thanks to good management and the results achieved, the municipality has been highly rated. Drenas has benefited over EUR 1.5 million for four projects from this grant, financed by the DEMOS project and MLGA.

“The municipal performance grant is a financial support provided to municipalities following an assessment of their performance in managing local governance. The grant, on an annual basis, evaluates more than 100 indicators, including transparency, the provision of public services, budget planning, and the implementation of development projects.”

The municipality selected the project “Asphalting of the Llapushnik - Berishë Road – Phase Two” to be implemented through the Municipal Performance Grant.

The tender was announced on 11.06.2025. After two suspensions and a complaint filed by NNT “Korabi” with the Procurement Review Body (PRB), the complaint was withdrawn and the contract was signed with the Economic Operator “DELTA - CCD” and “Valdrini” LLC, in the amount of EUR 497,721.

The Llapushnik–Berishë – Phase Two project includes the laying and compaction of layers with limestone aggregate for stabilising the roadbed and shoulders, in line with the technical requirements for the compaction modulus. The superstructure includes asphaltting with asphalt concrete and horizontal and vertical road signage, including the installation of road signs and marking with white thermoplastic lines.

The other project is “Construction of the water supply capacity in Drenas – Phase Two”. The tender was announced on 30.05.2025. The contract was signed with the Economic Operator “Diamanti” LLC, in the amount of EUR 497,721.

The second phase of the construction of the water supply capacity in Drenas includes works for the extension of the water supply network and the implementation of service connections for consumers. The works are divided into several stages: site preparation, earthworks, installation of water supply pipes, testing and disinfection of the network. This also includes the placement of sand and gravel and the rehabilitation of damaged surfaces.

¹ Kosovo Agency of Statistics [KAS]_ Population Census 2024: <https://askapi.rks-gov.net/Custom/b45ea5db-09d5-4c97-9258-9d262cd8216f.pdf>

² Law No. 08/L-260 Law on Budget Appropriations for the Budget of the Republic of Kosovo for the year 2025: : <https://gzk.rks-gov.net/ActDetail.aspx?ActID=99639>

In addition to the expansion of the network, works are also planned for the implementation of household connections for consumers, the opening of small trenches, the installation of pipes, the mounting of connecting parts, and the installation of manholes with concentric and standard water meters.

The project for the rehabilitation of the road and construction of the sidewalk in the Arlat–Negroc and Vuçak areas was announced on 19 June 2025 and is in the tendering, respectively complaint, procedure. During the process, the activity was suspended due to a request for re-evaluation. On 1 September 2025, the municipality decided to re-evaluate the tender.

After the re-evaluation, the Municipality selected the Economic Operator for the contract; however, following the decision of the Contracting Authority, the case was brought before the Procurement Review Body and is under procedure. Although there is still no decision by the Review Panel, the report of the Reviewing Expert dated 13 October 2025 proposes to the Review Panel that the complaint of the complaining Economic Operator be approved as grounded, that the contract award notice be cancelled, and recommends that the case be returned for re-evaluation.³

The project foresees the installation of a 55.68 kWp solar photovoltaic system, including 96 high-efficiency monocrystalline panels and a 50 kW three-phase inverter with online monitoring equipment. In addition to the main equipment, it also includes supporting infrastructure such as cables, connectors, metal structures, and electrical protections for both the AC and DC sides. The contractor will also carry out the installation, testing, and commissioning of the system in accordance with international standards, as well as handle the licensing procedures with KEDS. The project is considered completed after the delivery of the technical documentation and the training of municipal staff for the operation and maintenance of the system.



³ Procurement Review Body [PRB]_Expert Report_2025 0952_13.10.2025: <https://oshp.rks-gov.net/sq/Default/Home>

CHAPTER I

COMMON FINDINGS ACROSS ALL PROJECTS

From the analysis of the documentation and the field visits to the projects, the Social Audit team identified problems that affected the planning phase, the contracting process and

on-site implementation, with challenges such as delays, lack of adequate quality, and the need for additional investments.



Findings on the organisation of budget hearings

With the support of the DEMOS project, in 2023 the Ministry of Local Government Administration redefined the legal framework under which the country's municipalities conduct the process of consulting with citizens. The Administrative Instruction on Open Administration in Municipalities set advanced standards for how municipalities organise consultations with citizens and publish public data. On the basis of this instruction, municipalities hold meetings with citizens with the aim of ensuring their broadest possible involvement in decision-making. According to these principles, the municipality consults citizens through:

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

During the training programme, the Social Audit team was equipped with knowledge about the obligations of local authorities to conduct public consultation processes and, based on these principles, it verified whether the Municipality of Drenas had implemented the minimum standards of the Administrative Instruction on Open Administration. The team analysed the municipality's public documents that were drafted following the consultations carried out by the municipality.

In recent years, the Municipality of Drenas appears to have taken steps to improve citizen participation in the public consultation process, particularly in the drafting and discussion of the budget.

In this municipality, which according to the latest population census has 48,079 inhabitants, citizen participation has been ensured in budget hearings both in physical form and electronically, via email and written requests submitted by citizens during the consultation process. This inclusive approach has helped to reflect the real needs of the community in the budget.

The Municipality of Drenas also seems to have paid attention to gender inclusion. According to the minutes of the budget hearings and the official responses provided by the municipality, Drenas has organised budget hearings dedicated to women, including women's associations, women in business and non-governmental organisations led by women. These meetings have contributed to the inclusion of gender equality in municipal budget planning.

During 2024, the Municipality of Drenas⁴ held 9 budget hearings for the KAB, with 386 citizens participating, of whom 201 were men (52.1%) and 185 were women (47.9%).

⁴ Hearings Report <https://gllgoc.rks-gov.net/wp-content/uploads/2025/01/Raport-i-Konsultimeve-degjimeve-dhe-tu-bimeve-publike-per-periudhen-Janar-Dhjetor-2024-2.pdf>

Also in 2025, the budget hearings report shows that citizen participation in budget hearings is still dominated mainly by men. According to this report, out of 327 participating citizens, only 92 were women (28%), while 72% were men.

Moreover, the municipality has taken concrete steps to improve the forms of inclusion by creating an internal database that has been used to contact stakeholder groups and invite them to participate in the hearings. With the support of partners such as DEMOS and KDI, digital tools and visual materials have also been used - such as announcements via the CANVA platform, videos and success stories - to inform and encourage citizen participation in all phases of the process.

The requests of citizens submitted during the consultations have been handled carefully and integrated into the municipal budget. In each public hearing process, the requests received from citizens have been accepted and analysed, and subsequently reflected in the municipality's planning documents.

The public hearing process has been carried out in compliance with all laws and administrative instructions regulating this field, thereby ensuring legality and alignment with good governance standards.

In terms of transparency, all key materials, including the draft budget and the list of capital investments, were presented to participants during the hearings and published on the municipality's official website and official social media channels, ensuring equal and transparent access for all interested citizens.

All reports and minutes from the public hearings held during 2023 and 2024 are published on the municipality's official website, together with other relevant documents that may be of interest to citizens and stakeholders.

The Social Audit team considers it necessary to pay attention to the geographic areas where budget hearings are held. Therefore, it recommends that the geographic distribution of these hearings be reviewed in order to better cover all relevant areas.

During the budget hearings, the team observed a lack of explanations provided to residents, which limited their ability to give informed comments or proposals.

It was also noted that the needs of persons with disabilities do not appear to have been sufficiently addressed during the budget hearings. The team considers it important that, during budget hearings, the needs of marginalised groups are taken into account so that the process is truly inclusive.

The Social Audit team received a written response from the Municipality of Drenas stating that: "The first project, 'Asphalting of the Llapushnik - Berishë Road', was a request made during the budget hearings in the Arllat and Llapushnik area. Likewise, the 'Construction of the Water Supply Capacity in Drenas' project was a request in every budget hearing that we held. Meanwhile, the 'Rehabilitation of the road and construction of the sidewalk in Arllat - Negroc and Vuçak' project not only emerged as a request in the budget hearings, but the residents of these villages also submitted written requests. As for the 'Installation of solar panels on the roof of the Municipality building' project, it was not a request arising from the budget hearing processes, but rather a need and a criterion for institutional buildings to comply with this standard form of solar energy."⁵ The team also found minutes of the budget hearing meetings in these villages.

5 Municipality of Drenasit_Written Responses_11.09.2025, and Minutes: <https://glllogoc.rks-gov.net/wp-content/uploads/2025/10/20251006163454628.pdf>



Findings on the discussion of investment projects

Article 17 of the Instruction on Open Administration in Municipalities has promoted the standard that investment projects should be discussed with the community at an early stage of their planning. Based on this standard, project designers and municipalities are expected to discuss the projects before the start of their implementation, with the aim of ensuring that the projects are comprehensive and well known to the entire community.

In line with this standard, before the start of the procurement process and during the project design phase, municipalities should organise meetings with citizens to present the project, the funds available, and its impact on the local community.

Three out of the four projects included in the budget are the result of direct requests from citizens, namely: “Asphalting of the Llapushnik – Berishë Road – Phase Two”, “Construction of the water supply capacity in Drenas – Phase Two”, and “Rehabilitation of the road and construction of the sidewalk in Arllat – Negroc and Vuçak”.

From the analysis of the documents, community input and the official written response from the Municipality of Drenas, the team found that these projects were requested during the budget hearings, while for the Arllat – Negroc and Vuçak project, written requests were also submitted by residents.

On the other hand, the project “Installation of solar panels on the roof of the municipality building” was not a direct request from citizens, but was initiated by the municipality as part of efforts to meet renewable energy and energy efficiency standards in public buildings.

The Social Audit team found that no such formal meetings with the community were held for the four projects monitored in Drenas.

It can also be said that once the decision to implement these projects was taken, the Municipality of Drenas did not hold a dedicated meeting with citizens specifically to discuss the projects in detail and to hear their remarks, suggestions and recommendations regarding them.

Article 17

Forms of citizen involvement in decision-making

1. The municipality must ensure the involvement of citizens in consultations and decision-making by using but not limited to holding:

1.1 Public meetings;

1.2 Public consultation on draft normative acts and policy documents;

1.3 Consultative meetings with citizens;

1.4 Budget hearings.

2. Handling requests, petitions and individual and group requests of citizens.

3. In order to obtain the views of citizens in the decision-making process, the municipality ensures the implementation of the minimum standards of public consultation set out in this Administrative Instruction.

4. In order to document the holding of meetings, public consultations, budget hearings and other meetings, the municipality ensures the invitations, materials, provision of conditions, keeping minutes and drafting reports from meetings and activities of involving citizens in public discussions and consultations, during the drafting of local acts and documents.

5. The municipality's website and government platforms for public consultations will be used as platforms for the realization of the purposes of this article.

6. The Office for Public Communication is responsible for informing citizens about the place, date, time, venue, agenda, when meetings, budget hearings, public consultations and other additional meetings will be held.



Findings on the implementation of the obligation to inform citizens

During the monitoring, the team found that the contracts are published on the e-procurement platform, together with some other information. However, the municipality has not made public the executive project documents nor other important documents such as the contract manager's reports and the invoices for the works carried out.

The Law on Public Procurement establishes transparency as a fundamental principle and requires contracting authorities to publish the main documents of the procurement procedure, while for the contract implementation documents, it requires that access be ensured upon request from the public. This includes plans, specifications and documents related to contract management, insofar as they do not contain information classified as trade secrets. In this context, the contract management plan and the documents related to its monitoring are considered documents that are legally accessible.

The contract manager's reports, performance evaluations and operational implementation

documents are not published automatically, but may be provided to citizens upon an official request, in accordance 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 are part of the contract implementation documentation that can be requested and disclosed, except where they contain protected information.

Therefore, the Social Audit team recommends that the municipality enhance transparency by proactively publishing the executive documents of contracts, such as executive project designs, technical specifications, management reports and key data on payments. In practice, some contracting authorities are already doing this by publishing executive projects and technical documentation, which has resulted in increased accountability and public trust. This approach would also constitute good practice for the municipality, as it significantly increases transparency and reduces the space for misinterpretation or suspicion during the implementation of public contracts.

Administrative Instruction on Open Administration in Municipalities

For each project, the municipality places an information board for the procurement activity, indicating the name of the project, the investor, the implementing company and the duration. In order to increase transparency, the municipality should also include the name, surname and contact details of the project manager, supervisor or supervising company.





Findings on workplace safety at construction sites

The Social Audit team, during its field visits, found that the Municipality of Drenas has not ensured the implementation of occupational safety and health rules at several public worksites under its responsibility. These rules are required by the Law on Safety and Health at Work.

In several areas where road works have been carried out, no warning signs or signals indicating ongoing works have been installed. Likewise, no notices or warnings about potential risks have been placed. Workers on site were also observed not to be equipped with all necessary protective gear (helmets, high-visibility vests with reflective strips, protective safety glasses).

This finding is even more significant considering that the law obliges companies and responsible bodies to take measures to secure worksites, ensuring that they are fenced off, equipped with warning signs, and that they provide guidance to citizens and workers about the risks. Failure to comply with this legal obligation significantly increases the risk of accidents and physical injuries.

The lack of safety measures at public worksites poses a serious risk to the safety of citizens and workers. Unprotected and unsigned areas can cause accidents, falls or physical injuries, including damage to vehicles, and create a risk of legal and financial liability for the municipality, as well as harm the institution's reputation for failing to implement basic standards of safety and protection at work.



Findings on access for persons with disabilities

Since two of the projects concern roads, they do not, in their entirety, require a high degree of adaptation for persons with disabilities. However, the Social Audit team analysed the Arllat – Negroc - Vuçak road and sidewalk project and found that the area does not have parking spaces for persons with disabilities, nor a walking path that ensures access for wheelchair users.

The team found that there is no dedicated parking for persons with disabilities in the existing parking area near the “Jusuf Gërvalla” school, and that there is no suitable pedestrian path that includes safe access for wheelchair users.

The Social Audit team identified that future projects should include concrete measures to ensure universal access, including:

- Reserved parking spaces for persons with disabilities
- Ramps for access to sidewalks
- Disability-friendly infrastructure for users of mobility aids

These shortcomings indicate a lack of inclusion of persons with disabilities in the design and implementation of infrastructure, increasing barriers to access for citizens with disabilities and failing to respect the principles of universal design.

CHAPTER II

SPECIFIC FINDINGS FOR THE “LLAPUSHNIK–BERISHË ROAD – PHASE TWO” PROJECT”

The Llapushnik - Berishë – Phase Two project includes the laying and compaction of layers with limestone aggregate (fractions 0 - 150 mm, 0–63 mm and 0 - 31.5 mm) for stabilising the roadbed and shoulders, in accordance with the technical requirements for the compaction modulus. The superstructure includes asphaltting with asphalt concrete AB16 (thickness 8 cm) and horizontal and vertical road signalling, including the installation of signs and marking with white thermoplastic lines.



Erosion of the side channel, concrete retaining structure needed

The team visited the site where the works are being carried out in order to see the progress up close. During the visits, the team identified that there is no information board at the construction site with data about the project (project name, investor, contractor, etc.). The team considers that at the beginning of the road there should be a sign indicating road works, including a speed limit. During the visits, the team also found that safety fencing around the construction site is missing in the area.

In cases where the Economic Operator does not have the placement of the information board specified in the bill of quantities, it is not obliged to install it, but as a sign of good will it is expected to do so. “Every work starts first with a preliminary estimate, then it goes into the tendering phase. At the moment when a company does not have the information board specified in the bill of quantities, it is

Before the road construction began, Kushtrim Berisha was appointed as Contract Manager. In his capacity as manager, he received in due time all necessary documents from the Procurement Office. A contract management plan was prepared, there appear to have been no complaints, and the process went smoothly.

In the “Asphaltting of the Llapushnik - Berishë Road - Phase Two” project, the Social Audit team also identified specific problems related to this project.

not obliged to install it. The contract is public, you can see it. Despite this, the company has shown understanding with me and we have prepared the board without you even asking, and I believe the board will be installed and remain there permanently. We have designed it, and by the end of the week it will already be in place.”⁶

In the written response of the Contract Manager, Kushtrim Berisha, it is stated that everything is determined by the bill of quantities. “The information board for the project in question was neither included in the bill of quantities nor can we oblige an Economic Operator to install it if there is nothing contracted in this regard.”⁷

⁶ Meeting of the Social Audit team with Contract Manager Kushtrim Berisha_24.09.2025

⁷ Kushtrim Berisha_ written response_30.10.2025



Installation of drainage pipes at widely spaced intervals

During the visit, the team observed that the drainage pipes which carry water from one side of the road to the other have been installed at long intervals, and it is recommended that they be placed more frequently.

This was assessed as a good recommendation by Afrim Prokshi, Performance Grant Coordinator on behalf of the Municipality of Drenas and Head of Sector in the Directorate for Public Services and Emergency.

“These pipes can be a good recommendation because, given the terrain configuration, the pipes can help prevent the water flow from accumulating in one part of the road, which could then cause damage.”⁸

The team also considers it necessary to construct a drainage channel and build several access points in order to enable property owners to reach their land. If the channel is not built first, this is seen as problematic by the contract manager.

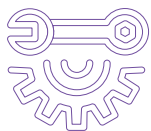


Erozioni i kanalit anësor, nevojitet pritëse betoni

During the visit, the team observed that, due to the steep slope, the side channel is being eroded. The team recommends intervening by installing concrete retaining structures, which would prevent further erosion of the channel.

According to the Contract Manager, due to poor conditions there have been landslides and part of the road has been damaged.

In the absence of a budget, it has not been possible to build a retaining wall, even though it is very necessary. He adds that next year, most likely when the municipality is again awarded the Performance Grant and has funds available, the retaining wall will be the first investment to be made there.⁹



Cleaning of the drainage channel

During the field visit, the Social Audit team found that several drainage pipes were almost blocked as a result of landslides. In this condition, with an increase in rainfall, there is a clear risk that water will overflow onto the asphalt, causing damage to the asphalt layer and, consequently, to the entire investment made. Therefore, the team considers it

essential to clean the channel and unblock the pipes in order to prevent further damage.

Regarding this point, the Project Manager, Kushtrim Berisha, stated that the investments on that road have not yet been completed and that additional phases are needed for the full completion of the road.

⁸ Meeting with the Director of Public Services Mr. Nexhmedin Gruda, the Coordinator from the municipal team for the Performance Grant and Head of Sector in the Directorate for Public Services and Emergency Mr. Afrim Prokshi, and the Contract Manager of the Water Supply Project Ms. Diellza Bajraktari – 14.10.2025

⁹ Meeting of the Social Audit team with Contract Manager Kushtrim Berisha_24.09.2025



Removal of construction waste by the contractor

The team also noted that during the works in the area, construction waste such as asphalt, stones and gravel has been left on site, which

needs to be removed from the area. Their immediate removal is essential in order to prevent environmental pollution.



Poor quality of works has caused deformation of the asphalt in several sections

From the field visit, the team found that the laid asphalt has begun to deform visibly. Since the road is narrow, with a width of 5 metres, this situation creates difficulties, especially during the winter season. Therefore, due to the poor quality of the works, the necessary measures need to be taken.

It is also necessary to carry out testing of the thickness and quality of the asphalt.

The white road markings on the asphalt have faded and started to wear off, so the team recommends that intervention be undertaken to restore them.



Road signage for snow chains and dangerous curves

Although the municipality has foreseen the installation of road signage in the action plan, no additional information about it has been provided in the bill of quantities. Therefore, within the framework of road signage, the team considers it necessary to install signs that oblige road users to equip their vehicles with snow chains during the winter season, as well as signs indicating dangerous curves and other relevant road signs.

For the traffic signs, the Project Manager, Kushtrim Berisha¹⁰ stated that they were installed according to the recommendations of the traffic expert and that there was no need for fencing, given the location of the investment and the fact that there was no risk to the community.

¹⁰ Project manager, Kushtrim Berisha_ written response_30.10.2025



Installation of rumble strips on the road

Due to the height and steepness of the terrain on one side and the potential rainfall on the other, the team found it necessary to install

white rumble-textured road markings, which oblige road users to reduce their speed and avoid accidents.



Road with tourism potential, sign needed to prevent littering

The “Llapushnik - Berishë” road has particular importance, because it not only connects the villages, but also creates opportunities for the development of tourism by improving the connection between the municipalities of Drenas and Malishevë. Due to the terrain, it is necessary to install a sign prohibiting the dumping of waste and inert materials.

As for the waste and other related issues, manager Berisha responded that works under the aforementioned contract are still being completed and that, at the moment of the technical acceptance of the works, everything will be as it should be.



Improving access to martyrs' memorials

During the field visits, the team also observed that martyrs' memorials are located along the roadside. The team recommended to the Municipality and to the contract manager to intervene by laying gravel in this area and creating easier access for visitors. During a subsequent visit by the team, it was noted that some of the access paths had even been asphalted.

The team considers such intervention necessary also for the other memorials that are accessible from this road. The manager states that two memorials have been included in the asphaltting works following his suggestions, and that the “guri i gradinës”, as an old monument, will be placed on gravel; now the conditions are better and a single grader will be enough to complete this.

This was later confirmed again during another field visit by the team. On the other hand, the Municipality states that all memorials

fall under the competence of the Memorial Management Agency. The Municipality has indicated that this Agency is responsible for their maintenance and that its consent has been obtained. However, this does not mean that the municipality will not also intervene in that area.

Regarding the issue of the memorials, another team will be engaged at later stages; these matters will be taken into consideration and the budgetary possibilities will be examined.¹¹

In the response that the Social Audit team received from the Municipality of Drenas, specifically from the Contract Manager, Kushtrim Berisha, it is stated that action has been taken on this issue and that the recommendation has been addressed:

“For the martyrs' memorials where they exist, we have carried out the widening with asphalt, not only with gravel.”¹²

¹¹ Afrim Prokshi – Performance Grant Coordinator on behalf of the Municipality of Drenas; Head of Sector, Directorate for Public Services and Emergency _14.10.2025

¹² Kushtrim Berisha_ written response_30.10.2025



Information board on the area's biodiversity

The team found that it is necessary for the municipality to engage experts to assess the fauna and flora in this area, and to install an

information board providing visitors with data about its natural characteristics.



Installation of side safety barriers with reflective strips

Due to the mountainous terrain, particularly during the winter season when precipitation increases, the team considers it necessary to install roadside safety barriers. This has also been seen as a good opportunity by the Contract Manager to apply in the future, since it is not provided for in the existing contract: "As for the metal part, we can take it as a recommendation from you and foresee it for the next project; otherwise, at this stage it is not included in the bill of quantities."

Until the installation of the guardrail, the team also proposed placing reflective markers every one meter, installed on both sides of the road. The Manager said that they can be installed: "We have them, we can put them up. According to the bill of quantities we have 15 signs, and we will use them rationally in their placement. And even if we can't install them ourselves, the municipal services have a contract for signs; they send them, we inform them and they install them."

CHAPTER III

SPECIFIC FINDINGS FOR THE “CONSTRUCTION OF THE WATER SUPPLY CAPACITY IN DRENAS – PHASE TWO” PROJECT”

The documents for project management, such as the contract and other accompanying documents, were delivered in due time to the Project Manager. The contract management plan has been drafted and has likewise been accepted by the economic operator.

On the other hand, disputed properties and existing underground installations remain a challenge. “A challenge remains the situation of citizens who have property issues, where we encounter cases in which we cannot lay the pipe directly on their land, or it happens that they have underground electricity networks or sewerage lines. The project needs to be revised in order to avoid these problems.”¹³



Missing fencing at the construction site

In the water supply project, the Contract Manager confirms that the information board had been installed, but it was damaged. Its placement and condition were also documented by the Social Audit team during the field visit. According to the contract, the installation of the board was set at a price of EUR 1,200.

In her written response dated 11.11.2025, the Contract Manager, Diellza Barjaktari, stated that it was damaged by irresponsible individuals:

“The board had been installed in the area, but unidentified residents of the neighbourhood damaged it. As a result of the damage, it was necessary to reinstall it in order to inform the residents”¹⁴.

¹³ Meeting of the Social Audit team with Contract Manager Diellza Bajraktari _24.09.2025

¹⁴ Diellza Bajraktari_ Contract Manager of the Water Supply Project – Phase Two_11.11.25

The greatest difficulty mentioned is obtaining permits from “Iber - Lepenc” in the areas where their pipes cross agricultural land, as well as in the highway section which falls under the competence of the Ministry.

This is a somewhat bigger challenge, which risks delaying the project. The project manager, Diellza Bajraktari, explains that works are currently being carried out in Upper Korreticë, in the section where the pipe passes under the highway. She adds that this part is more difficult to implement and that it may be necessary for the project to be temporarily halted until the permit is obtained from the Ministry.

During the field visit, the team found that the construction site was not fenced off. Fencing the site is essential in order to restrict access for unauthorised persons and to prevent potential risks to passers-by during the construction phase. Such a measure ensures the protection of citizens and the safe progress of the works.

Regarding the lack of fencing, the Contract Manager provided the following explanation:

“If the trench had remained open, then we would have had to fence it. This only happens at the main manholes, where we have worked on site on three outlets; that is where it took us the time needed to concrete and fence it. This section is excavated and the pipe is installed every day, and at the same time it is covered.

It even happens that people take the pipe with them.”

The Contract Manager, Diellza Barjaktari, further clarified the reason for the lack of fencing:

“The nature of the works in laying the water supply network makes it impossible to fence the work sites with solid structures for every segment. The pipe is laid in the trenches in the presence of the company’s workers, and the trenches are closed immediately, meaning that the works on a given segment begin and end at once. Horizontal and vertical signalling is installed along the entire section where works are carried out.”

The implementing company “Diamanti” LLC highly values the engagement of the team in monitoring and improving implementation standards and has thanked the team for its r

ecommendations and cooperation, expressing readiness to cooperate not only on this project but also on others where the company carries out works.

The Economic Operator “Diamanti” LLC, in its response to the Social Audit team, provides the following clarification:

“As regards the observation about the lack of fencing at the construction site, we would like to clarify that fencing with solid structures is not feasible in all parts of the terrain due to the nature of the works, while the opening and closing of the trenches is done immediately in the presence of the company’s workers. Nevertheless, we are fully aware of the risk that this aspect presents and, in every case, we install traffic signs, cones and warning tape in order to ensure the safety of the construction site.”¹⁵



Road damage after water supply works

The team identified that in the areas where the water supply connections were made, the asphalt or even the cobblestone road surface had been cut. Over time, the ground has subsided, which is causing difficulties for residents in driving their vehicles and in entering or leaving their homes, and they have expressed complaints regarding this situation. The team recommends that the Economic Operator repair as soon as possible the damage caused during the works. This issue was also raised in the meeting with the Contract Manager and with the Municipality. During a follow-up visit, the team noted that road repairs had begun in some sections.

The Contract Manager in the Municipality of Drenas stated that the repair of the damage is foreseen in the contract: “The bill of quantities includes an item for cutting the asphalt as well as restoring it to its previous condition”¹⁶.

From the team’s field visits, it was observed that in some roads in the village of Dobroshec, where the asphalt had been damaged due to the installation of the water supply network in the first phase of the project, repairs have been carried out.

Meanwhile, the Contract Manager states that once the entire project is completed, asphaltting will begin. It is not possible to asphalt every single road that is cut immediately, as there is also a lengthy procedure involved.

The implementing Economic Operator also commits to repairing the damage:

“As for the cutting of asphalt and removal of cobblestones in the areas where water supply connections have been carried out, we inform you that the works are still ongoing and in line with the dynamic plan. For each completed section, we improve the roadbed and will continue to do so until the end of the project, when the asphalt and cobblestones will be restored to their previous condition”¹⁷

¹⁵ Economic Operator – Diamanti LLC_30.10.2025

¹⁶ Diellza Bajraktari_Contract Manager of the Water Supply Project – Phase Two 2_11.11.25

¹⁷ Economic Operator – Diamanti LLC_30.10.2025



Lack of early inclusion in planning undermines existing investments

In infrastructure projects like this one and others of a similar nature, the team finds that they are the result of late and inadequate planning, including the lack of early involvement of the community. Therefore, the team has recommended that, in the future, infrastructure should first be extended in advance. Wherever it is known that the water supply network will be extended, pipes should be installed before the road is asphalted, in order to avoid the need to cut the asphalt later.

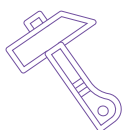
Furthermore, before planning projects, the Municipality of Drenas should consult with citizens and ask them where additional connections are needed. In other words, the team recommends that, before starting any project, prior discussions be held with local residents and that connection points in areas where new houses may be built be predetermined in time.

The team also recommends that the project be developed in line with the development plan of the Municipality of Drenas.

According to the Contract Manager, in one part of Drenas where wheelchair users also move, the road is expected to be paved:

“Before the road is paved, we have completed the installation in agreement with our staff. As for the roads that were paved earlier, we had no possibility to proceed without digging or cutting the asphalt.”

The Contract Manager, Diellza Bajraktari, stated that planning is carried out based on the actual condition of the terrain, while any damage caused is repaired and remedied immediately by the economic operator.¹⁸



Risk of damage to the water pipe from the strong river flow

The team has identified a potential and highly risky problem related to the pipe that crosses the river. Initially, the pipe was in good condition and visible, but now it is no longer seen.

Meanwhile, according to residents, the river in the village of Dobroshec has damaged five bridges, which poses a serious risk to infrastructure and safety in the area. Therefore, the team recommends that the necessary measures be taken regarding this issue.

The municipality considers this a well-founded and very important observation by the team. The pipe should either be replaced with a metal pipe or the sections where the water flow is slower should be identified.

With regard to the identified problem with the pipe crossing the river, it is clarified that in the village of Dobroshec their company has only carried out household connection works under the first phase of the project, and that these works on the main pipe were not executed by their company.

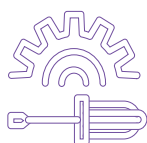


It is required that there be no delays in testing the pipes

The Social Audit team notes that residents are requesting that the testing of the pipes in areas where works have been completed be accelerated and carried out without delays, as they need to restore their yards following the connection works. Testing of the pipes is essential in order to enable these interventions to be carried out safely and without problems.

The Municipality states that the testing of the pipes must be done in cooperation with RWC Prishtina – Drenas. According to them, testing cannot be carried out unless the reservoir is filled with water. The Municipality of Drenas has said that this falls under their competence and that they will set a date when testing can be carried out for the entire village.

¹⁸ Diellza Bajraktari, Contract Manager of the Water Supply Project – Phase Two 2_11.11.2025



Two neighborhoods in Dobroshec village remain outside the water supply system due to the absence of a main pipe

During the field visit and communication with local residents, the team found that, for various reasons, Shehu neighbourhood and several houses near the Train Station in this village have remained outside the water supply system due to the absence of the main pipe from the first phase of the project.

The team recommends that, in the second phase of the project, a solution be provided for these neighbourhoods as well, and that such cases be avoided in the future.

Regarding this issue, the Contract Manager stated:

“In the Upper Korreticë area, from the very beginning we have had neither obstacles nor defects; in the Dobroshec area there are two networks: one is from CDI, which we are trying to make use of, and the other was installed earlier by the Municipality of Drenas”¹⁹

A large part of the area does have water, and Manager Bajraktari commits that they are trying to connect the residents or houses that are linked to this functioning main pipe to the network, and to connect the other network to the remaining neighborhoods.

Regarding the recommendation that some neighborhoods in Dobroshec village lack water, the contract manager stated that the neighborhoods in Dobroshec are part of the first phase of the project to construct the water supply capacity, which is currently under implementation, and are not covered by the second phase of the water supply capacity project.”

¹⁹ Diellza Bajraktari_Contract Manager of the Water Supply Project – Phase Two 2

CHAPTER IV

SPECIFIC FINDINGS FOR THE “REHABILITATION OF THE ROAD AND CONSTRUCTION OF THE SIDEWALK IN ARLLAT–NEGROC AND VUÇAK” PROJECT

The Social Audit team also visited the road where the rehabilitation of the road and construction of the sidewalk in Arllat–Negroc and Vuçak is planned, and identified the following issues. One key issue is the need to plan access for persons with disabilities.

During the inspection of the current project, the team found that the existing infrastructure does not provide adequate access for persons with disabilities. The sidewalks are narrow, with uneven levels and height differences that make movement difficult for pedestrians using wheelchairs, as well as for persons with visual impairments. In addition, the necessary ramp slopes have not been installed, and guiding tactile strips for blind persons are completely missing, making access to the road and public spaces inaccessible and unsafe.

The identification of these shortcomings highlights the need for the new project design to be fully adapted (100%) for persons with disabilities. This includes comprehensive interventions to ensure accessible and user-friendly sidewalks, with standardised ramp slopes, guiding tactile strips for blind persons, and regular, even surfaces for safe movement.

Ensuring these elements is essential for complying with laws and standards on universal access and for guaranteeing the right to free and safe movement for all citizens.

In addition to the sidewalks, it is essential that the project also include adapted parking spaces for persons with disabilities, located in strategic places near public buildings and points of interest. These parking spaces should have adequate dimensions and clear signage, ensuring easy and safe access for users and contributing to the improvement of service quality and the overall experience of citizens in public spaces.

In summary, the design of the new project must take into account all the elements that make a public space accessible and safe for persons with disabilities, including sidewalks, ramps, guiding tactile strips for blind persons, and adapted parking spaces. Such a comprehensive and careful approach not only improves the quality of infrastructure but also ensures respect for the rights of persons with disabilities and their full integration into the community.

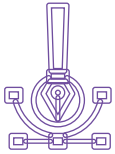




Risk of property dispute in the construction of the sidewalk

From the project data, the team has noted that the planned width of the sidewalk is 1.20 m and has identified that, along the section where the sidewalk is to be built, there are also private properties which may create obstacles that risk jeopardising the project. Therefore,

the team recommends that the municipality address and prevent these issues in advance. At the same time, it is necessary for the sidewalks to be suitable for wheelchair users, including the construction of ramps where needed.



The bridge is at risk from flooding; its bed needs to be deepened

During the field visit at the bridge on the Negroc - Vuçak road, the team observed a potential risk of flooding, especially during heavy rainfall. It was found that the space beneath the existing bridge is insufficient to cope with the increased water flow. For

this reason, it was proposed that the depth beneath the bridge be increased in order to reduce the risk of the flow being blocked and to prevent the road and surrounding areas from flooding.



Missing bus stop

The Social Audit team has found that in this section there is no bus stop, even though there are pupils in the area who travel every day by bus to the school that connects the two

villages of Negroc and Vuçak. For this reason, the team considers it essential to construct a bus stop in the vicinity of the school.



A section of the school fence creates an obstacle to students' movement

The Social Audit team found that a section of the school fence, located next to the road, is obstructing the movement of pupils; for

this reason, the team recommends that it be moved back to a more appropriate distance.



White road markings and rumble strips needed near the school

The team also assessed that it is necessary to mark white pedestrian crossing lines on the asphalt near the school entrance, and to place

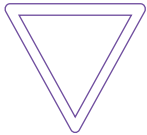
rumble-textured lines before the crossing in order to force road users to reduce their speed.



Missing sign indicating the steep gradient of the terrain

The Social Audit team in Drenas did not find any sign indicating the steep gradient of the terrain, and therefore recommended that

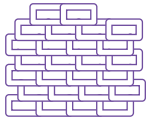
the slope of the terrain be tested and that an appropriate sign be installed near the road.



Insufficient road signage

During the field visit, a small number of vertical traffic signs were observed along this busy road. Based on this, the team recommends that an assessment be carried out of the

appropriate speed in this area and, on the basis of the results, that the relevant signs be installed in order to regulate traffic in a more efficient and safer manner.



Risk to pedestrians due to missing protective barriers near the bridge

The team found that along the road and in the vicinity of the bridge there are no protective barriers. This creates a potential risk for

pedestrians and road users. For this reason, it is recommended that protective barriers be installed near the bridge.



Private properties as an obstacle to the construction of the sidewalk

The Social Audit team found that, in several sections of the road where the construction of the sidewalk is planned, the relevant plots are privately owned. This situation may create challenges in the expropriation process and

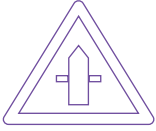
could potentially affect the implementation of the project. Consequently, the team recommends that appropriate solutions be explored in order to avoid property-related problems.



Need for waste bins along the sidewalk

Given that this road is frequently used by citizens, the team considers it necessary to install waste bins along the sidewalk as a measure to protect the environment and

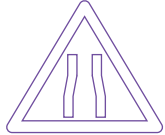
maintain public cleanliness. This will help reduce pollution and encourage responsible behavior among pedestrians.



Dangerous intersection without signage in Vuçak

The team finds that the road intersection at the point where the project road ends in Vuçak is highly dangerous and lacks adequate signage to regulate traffic in a safe manner. Therefore, it is recommended to install appropriate signs

at the junction, as well as signs indicating the settlements (villages) connected by these roads, in order to guide drivers and increase safety.



The narrowing of the road makes it impossible to construct a sidewalk

In the final section of the road, where this project ends, in the village of Vuçak, the team has noted that the road narrows and there is not enough space for the construction of a sidewalk. Private properties that limit the widening of the road have been identified as the main obstacle. The team recommends that

the Municipality engage in discussions with the owners of the surrounding plots and examine the possibility of an appropriate intervention, with the aim of finding a solution that would allow the continuity of the sidewalk and increase safety for pedestrians.



Testing the load-bearing capacity and installing the weight limit sign

After the completion of the works and the rehabilitation of the road, the Municipality of Drenas should carry out a technical assessment (test) of the road's load-bearing capacity in order to determine the maximum tonnage it can withstand without being damaged.

Based on the results of this testing, it is recommended to install a sign indicating the permitted vehicle tonnage, with the aim of protecting the road infrastructure and ensuring traffic safety.



CHAPTER V

SPECIFIC FINDINGS FOR THE PROJECT “INSTALLATION OF SOLAR PANELS ON THE ROOF OF THE MUNICIPAL BUILDING”

The installation of solar panels on the roof of the Drenas Municipality building was a necessity and a requirement for institutional buildings to comply with this standard form of solar energy use.

For this purpose, the Municipality of Drenas initiated a tender procedure through a contract notice dated 03.09.2025. The Municipality of Drenas signed a contract worth 17,812.32 euros with the Economic Operator “Eda Solution Ltd” on 14.10.2025.

The project foresees the installation of a photovoltaic solar system with a capacity of 55.68 kWp, including 96 high-efficiency monocrystalline panels and a three-phase 50 kW inverter with online monitoring equipment. In addition to the main equipment, the project also includes the supporting infrastructure such as cables, connectors, metal structures, and electrical protections for both the AC and DC sides.

Furthermore, the contractor will carry out the installation, testing, and commissioning of the system in accordance with international standards, as well as handle the licensing process with KEDS. The project concludes with the delivery of the technical documentation and the training of municipal staff for the operation and maintenance of the system.

Since, at the time when the team members were monitoring the Municipal Performance Grant projects, the project in question was still in the contracting phase and not yet in the contract implementation phase, the team held a meeting with representatives of the Municipality on 06.11.2025 to discuss the project.

Regarding how the contract is being implemented and monitored, the team learned that the monitoring is being carried out in line with standards and that the contract is being respected. The Municipality also informed that at the entrance of the building a signboard has been placed indicating that works are being carried out.

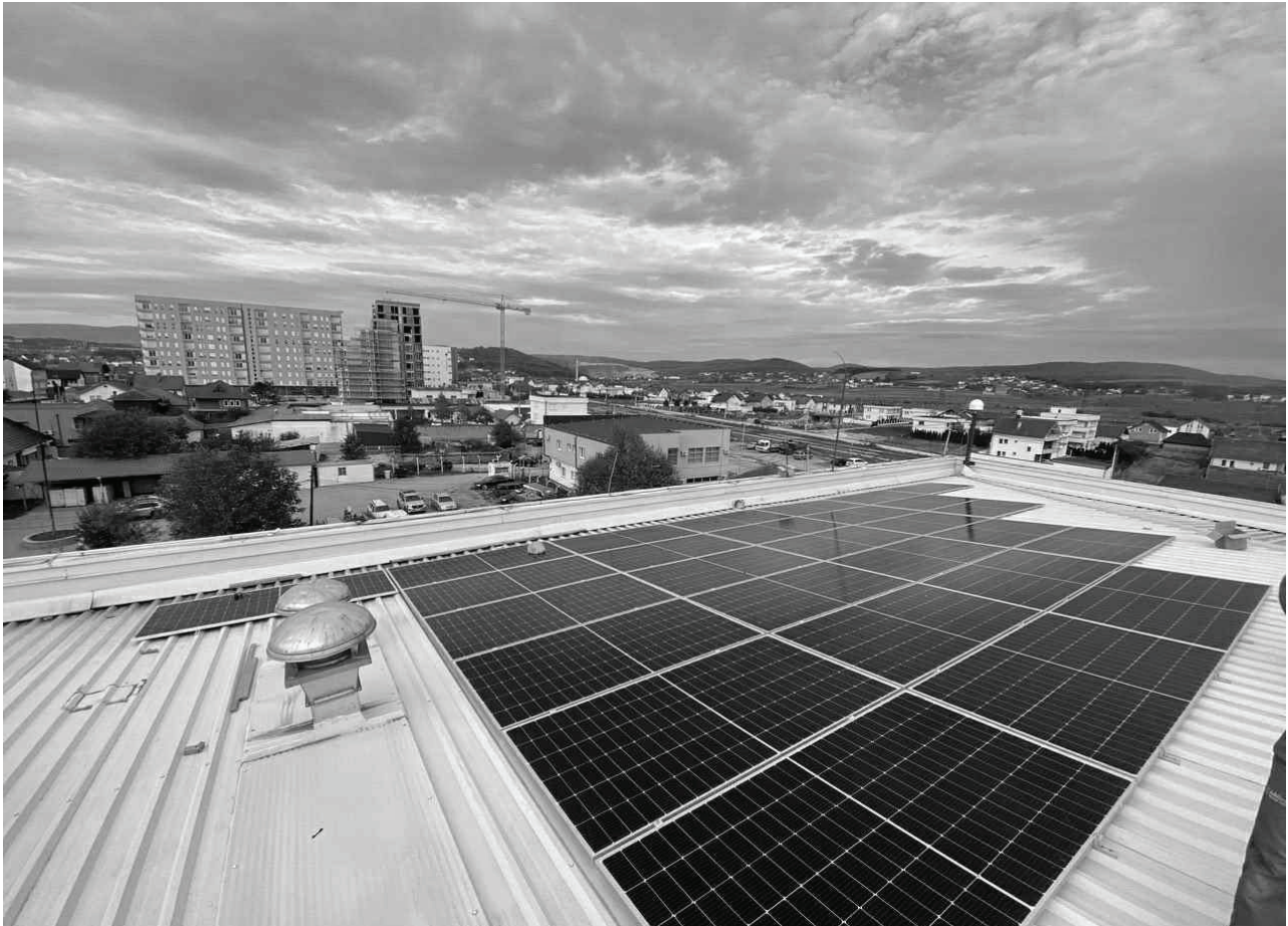
The Head of the Public Services Sector, Afrim Prokshi, also provided evidence to the Social Audit team, and thus the team concluded that the requirements arising from the contract have been complied with.

With regard to the risk of other persons having access to the work areas of this project, both during the meeting held on 06.11.2025 and in the written response from the Municipality of Drenas, it was stated that no unauthorized person is allowed access, apart from designated persons.

Another issue raised by the Social Audit team concerned the safety of workers and protective equipment. In the meeting with municipal representatives, it was stated that the workers have been equipped with protective gear. In the written response, together with the evidence provided, it is also stated that “the Economic Operator (EO) is using protective measures during the implementation of the project”²⁰

Based on the responses and evidence provided, the team concludes that the safety criteria for workers have been respected.

²⁰ Afrim Prokshi_ Head of Sector, Directorate for Public Services and Emergency_13.11.2025



Another issue raised by the team concerned the verification of the equipment and solar panels to determine whether they are accompanied by quality certificates and manufacturer warranties. At the meeting held on 06.11.2025, Afrim Prokshi stated that quality certificates had been requested from the Economic Operator. “We previously requested the operator to provide the certificates as specified in the project, and in line with the quality defined in the bill of quantities, they have been installed accordingly.”²¹

In the written response, together with the evidence provided by the Municipality of Drenas, it is stated that the Economic Operator is using materials in accordance with the specifications defined in the bill of quantities.

Based on the information provided, the team concludes that the municipality has undertaken the necessary actions in this regard.

Another point raised by the Social Audit Team in relation to this project concerned the maintenance and supervision of the solar panel

system. They requested that the relevant staff be trained and that a long-term maintenance plan be drafted to ensure the efficient operation and longevity of the system. The municipality stated that the bill of quantities also foresees maintenance of the entire solar panel system for three years by the Economic Operator.

Although the equipment has been installed, connection to the system cannot take place without prior approval from the Energy Regulatory Office (ERO) and KEDS, which the contractor is currently working on obtaining. “The Operator, as defined in the bill of quantities, is responsible for obtaining approval from ERO and KEDS. The equipment has been installed, but we are not allowed to connect it without their approval.”²²

The solar installation project in this municipality is considered to be among the best projects. The Municipality of Drenas has stated that within a period of three years, the Municipality will cover this investment, and after three years, during the summer season, up to 70% of energy consumption will be saved.

²¹ Afrim Prokshi_ At the meeting of the Social Audit Team with the municipal representatives_06.11.2025

²² Afrim Prokshi_ At the meeting of the Social Audit Team with the municipal representatives_06.11.2025

CONCLUSIONS / RECOMMENDATIONS

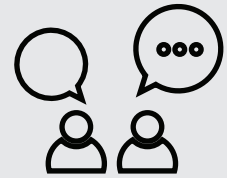
Recommendations for citizen participation



- During the preparation of projects, the Municipality should promote their discussion at the planning stage, as recommended by the Administrative Instruction on Municipal Transparency. During budget hearings and the drafting of documents, the Municipality should provide detailed justifications for the acceptance or rejection of investment projects.
- In the future, the Municipality of Drenas should publish projects in detail, including contract management documents, invoices paid, works carried out and paid for, contract amendments, and the justification for these changes. The Municipality should also implement the obligation to place information boards for projects, making public the names of the project supervisors and their contact details.
- Although the municipality has made progress in including more women and persons with disabilities in budget hearings and consultations, the team recommends further advancing these efforts so that their participation has a direct impact on decision-making.



Recommendations for the project planning process



During the development of the Social Audit process, the group has drawn up the following recommendations:

- The Municipality should ensure that all investment projects fully (100%) implement the obligations for guaranteeing access for persons with disabilities.
- Procurement procedures should be carried out in a timely manner, in order to avoid the loss of donor funds and to respect contract deadlines.
- Projects should be planned in a way that guarantees long-term sustainability and avoids the need for new interventions.
- Projects should also plan for addressing natural factors such as erosion or the risk of landslides.



Recommendations for the project supervision process



During the implementation of the Social Audit process, the team has drawn up the following recommendations:

- Supervision of the works should be active and ensure that the work is carried out in accordance with the project and standards.
- Road signage should receive special attention during supervision.
- Placement of warning signs and protective barriers at all public worksites and on roads where works are being carried out.
- Placement of clear instructions for citizens and workers about potential risks at the worksites.

METHODOLOGY

This report presents data collected from 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 pre-defined standards, selected 16 projects in 6 municipalities of Kosovo to be included in the Social Audit process. Within the framework of the Social Audit process, 16 projects in six municipalities were included

Name of the project	Municipality	Amount	Project phase at the start of the social audit
Asphalting of the Llapushnik–Berishë Road – Phase Two	Drenas	497,724.00 €	Implementation phase
Construction of the water supply capacity in Drenas – Phase Two	Drenas	299,652.50 €	Implementation phase
Rehabilitation of the road and construction of the sidewalk in Arllat–Negroc–Vuçak	Drenas	700,000.00 €	Tendering phase
Installation of solar panels on the roof of the Municipal building	Drenas	17,812.32 €	Tendering phase
Construction and improvement of public spaces in the locations Kaçanik, Bëgracë and Kovaçec	Kaçanik	241,111.11 €	Implementation phase
Construction and improvement of sports fields in the local communities Doganaj–Soponicë and Duraj	Kaçanik	260,885.45 €	Implementation phase
Construction of sidewalks in Brodosanë–Zaplluxhe and Brrut–Bellobrad	Dragash	80,299.82 €	Implementation phase
Block paving of roads in the Opoja region	Dragash	101,994.69 €	Implementation phase
Construction of the sidewalk from Dragash to the bridge of Shajne village, construction of the protective wall at the city cemetery, and lighting on the ring road in Dragash.	Dragash	135,329.28 €	Implementation phase
Asphalting and block paving of roads in the Gora villages (Restelicë and Radeshë)	Dragash	122,219.00 €	Tendering phase
Construction of the Istog River bed and construction of roads in Muzhevinë, Drejë and Lubovë	Istog	The estimated value of the contract is €7,498,356 (riverbed) and €301,155 (roads).	Tendering phase Implementation phase

Generator and electrical floor-cleaning equipment for municipal facilities (administration, education and health)	Mamusha	52,333.66 €	Tendering phase
Gabion wall in the village of Gadime e Ulët (by the cave)	Lipjan	59,925.88 €	Implementation phase
Construction of the museum house of KLA veterans – Krojmir	Lipjan	121,555.55 €	Implementation phase
Reconstruction of the Dobrotinë–Sllovi road	Lipjan	267,381.95 €	Implementation phase
Reconstruction of the Ajet Kozhani–Poturovc and Ribar i Madh roads	Lipjan	266,715.00 euro	Implementation phase

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 monitoring of projects.

With the aim of ensuring broad community involvement, BIRN and D+, in cooperation with local partner NGOs of the project, drafted a list of professions and community representatives who were invited to join the group.

In the selection criteria, it was defined that the group aimed to give priority to the inclusion of marginalized groups in society, such as women, youth, the elderly, persons with disabilities, and non-majority communities. The intention

was for the group to have diversity in professions and ages in order to guarantee inclusiveness.

The teams of the partner NGOs, under the facilitation of BIRN and D+, contacted over 200 citizens from 6 municipalities to invite them to become part of the groups. More than 120 citizens from the targeted municipalities joined the groups.

In Drenas, a group of over 20 citizens was established, who have worked on monitoring the projects.

How were the data collected?

For the drafting of this report, the established Social Audit team used several techniques to collect data.

The team worked on searching for the municipality's public data online, prepared a list of questions about the projects and requested information from the municipality, sent requests for access to public documents, and analysed the documents received from the Municipality. To document the findings, the

team carried out field visits and held meetings with officials of the Municipality of Drenas.

The data in the report were collected by the 22 members of the Social Audit team, and the report was drafted by the NGO Handikos Drenas, with the help and support of the BIRN team. The report was made public after addressing the comments received from the Municipality of Drenas.



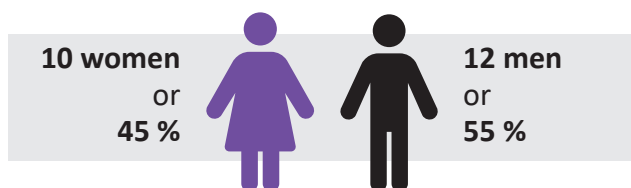
Data validation

The Social Audit Team in Drenas has worked on identifying problems in the projects implemented in this municipality in order to draft the report. In the meetings held, the team agreed on the systemic findings for the two projects, as well as on the specific findings for the individual projects. The team also agreed

on the recommendations presented in this report. After structuring the findings, the team met with the Mayor of the Municipality and requested comments from the Municipality regarding the findings in the report. Before publication, the Municipality received the report for any eventual comments.

Composition of the team

Composition of the team: **22 member.**



School director; Student; Economist; Handikos representative; Person with disabilities; Occupational therapist; Representative from QPDG; Police officer; Firefighter; Association of the Blind; Village administrator; Mechanical engineer; Teacher; Psychologist; Representative of the Advocacy Group of Mothers of Children with Disabilities; Pensioner;

Activities of the Social Audit Team

August 2025	● Signing of the Memorandum of Understanding with the Municipality of Drenas ● Publication of promotional materials on social media
September 2025	● Training for local NGOs, partners of the project ● Targeting and identifying the profiles that will be part of the team ● Preparation of the list of profiles of the members of the Social Audit Team by NGO Handikos Drenas ● Selection of the members of the Social Audit Team ● Sending requests for access to public documents to the Municipality of Drenas ● Training of the Social Audit Team ● Creation of a group on the Viber communication platform ● Receiving the responses and requested documents from the Municipality of Drenas ● Training, discussion and analysis of the documents received from the municipality ● Field visit of the Social Audit Team to the projects under monitoring ● Meeting of the team with the Contract Managers, Diellza Bajraktari and Kushtrim Berisha ● Follow-up field visit of the Social Audit Team
October 2025	● Meeting of the Social Audit Team to analyse all documents received from the Municipality of Drenas ● Meeting with the Director of Public Services, Nexhmedin Gruda; the Coordinator from the municipal team for the Performance Grant and Head of Sector in the Directorate for Public Services and Emergency, Afrim Prokshi; and the Contract Manager of the Water Supply Project, Diellza Bajraktari ● Field visit by the Social Audit Team ● Meeting of the team to agree on the final findings and recommendations for the drafting of the report ● Defining the structure and determining the sections of the report ● Assigning the task of writing the report to the Chair of the Social Audit Team, Behxhet Binaku from NGO Handikos ● Drafting the report on the findings and recommendations of the Social Audit Team



THE SOCIAL AUDIT TEAM IN DRENAS

No.	Name and surname	Profession
1	Skender Bogiqi	Economist
2	Vijona Berisha	Handikos - Drenas
3	Qëndresa Bajrami	Occupational therapist – Handikos Drenas
4	Edisona Istogu	Representative from QPDG
5	Ramadan Kurrumeli	Retired police officer
6	Laura Bytyqi	Representative from QPDG
7	Fehmi Krasniqi	Principal at “Jusuf Gërvalla” Primary and Lower Secondary School, Negroc
8	Ramiz Sopi	Representative of the village of Llapushnik
9	Habib Tahiraj	Administrator – Drenas 1
10	Gjevdet Krasniqi	Village head of Negroc and Vuçak
11	Teuta Haliti	Psychologist
12	Bujar Imeri	Engineer of machinery
13	Zekë Kluna	Administrator of the villages of Poklek i Vjetër and Poklek i Ri
14	Fadil Prenku	Administrator of the villages of Dobroshec and Godanc
15	Isuf Shishani	Firefighter
16	Albulena Imeri	Teacher
17	Laureta Kadishani	Student
18	Murat Elshani	Administrator of the Gllobar village
19	Andiona Kajtazi	Representative of the Advocacy Group of Mothers of Children with Disabilities
20	Sadete Fazliu	Parent of a child with disabilities
21	Lumnije Cakiqi	Association of Blind Persons, Drenas
22	Emin Cakiqi	Association of Blind Persons, Drenas

LETTER FROM THE MAYOR OF THE MUNICIPALITY OF DRENAS

Dear citizens of the Municipality of Drenas, esteemed partners, and respected friends of the “Social Audit” project,

It is a special honor and privilege that the Municipality of Drenas is part of this important project, implemented by BIRN and DEMOS. This project marks a significant step forward in our efforts to promote transparency, accountability, and good governance in our local administration, particularly in the sector of infrastructural projects that directly affect the daily lives of our citizens.

Within this cooperation, the Municipality of Drenas has signed the Memorandum of Understanding for “Social Audit”, confirming our institutional commitment to inclusion, transparency, and efficiency in the management of public projects. As part of this process, projects implemented through the Municipal Performance Grant have been identified and analyzed, and valuable recommendations have been derived for the further improvement of the planning and implementation of public investments.

This is not the first time that the Municipality of Drenas strongly supports the “Social Audit” process. On the contrary, our continuous involvement in this initiative proves our commitment to building a public administration that listens, cooperates, and makes decisions in the best interest of its citizens.

One of the most important aspects of the “Social Audit” is the involvement of citizens in the process of evaluating municipal projects. This promotes transparency, increases public trust, and strengthens the partnership between the municipality, civil society, and the community. Through this project, our citizens have had the opportunity to express their opinions, suggestions, and concerns, thereby contributing directly to the improvement of local policies. I would like to emphasize that this project has also helped to strengthen the institutional capacities of our municipality, enabling us to apply higher standards of governance and management of public projects.

On behalf of the Municipality of Drenas and in my personal capacity, I express my sincere gratitude and thanks to our partners – BIRN and DEMOS – for their valuable cooperation and support. I would also like to thank the citizens of Drenas for their participation and contribution in this process, which is essential for building a sustainable culture of transparency and accountability.

We will continue to support and develop such initiatives that contribute to building a more developed, more transparent Drenas, with an administration that is accountable to its citizens.

*Respectfully,
Ramiz Lladrovci
Mayor of the Municipality of Drenas*

LETTER FROM THE SOCIAL AUDIT TEAM IN THE MUNICIPALITY OF DRENAS

Social Audit was a new concept for us; we had heard of it before, but we did not have sufficient knowledge about it.

After the training held by BIRN and DEMOS, we clearly understood how important this process is for strengthening transparency, accountability, and improving citizens' lives.

Within the framework of the project monitored in the Municipality of Drenas, the improvement of public infrastructure and its adaptation to the needs of citizens, including persons with disabilities, has been a good example of cooperation between the community and local institutions.

The interventions carried out have shown that when citizens are informed and involved, the results are more sustainable and more beneficial for everyone. Through the Social Audit process, several issues have also been identified related to the planning and maintenance of public spaces, such as the lack of accessibility elements or the improper placement of supporting infrastructure. These findings are important for the Municipality of Drenas and the contracted companies, so that future projects are better planned and fully functional.

We believe that Social Audit has been a very valuable process for improving cooperation between citizens and the municipality. We hope that this process will continue in the future, giving all citizens the opportunity to take an active part in decision-making and in the monitoring of public projects in their community.

We are proud that the work of our group in Drenas has had a positive impact on raising awareness and has contributed to improving the monitored projects. We are convinced that Social Audit will continue to encourage the active participation of citizens, as well as transparency and accountability in local institutions.



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