



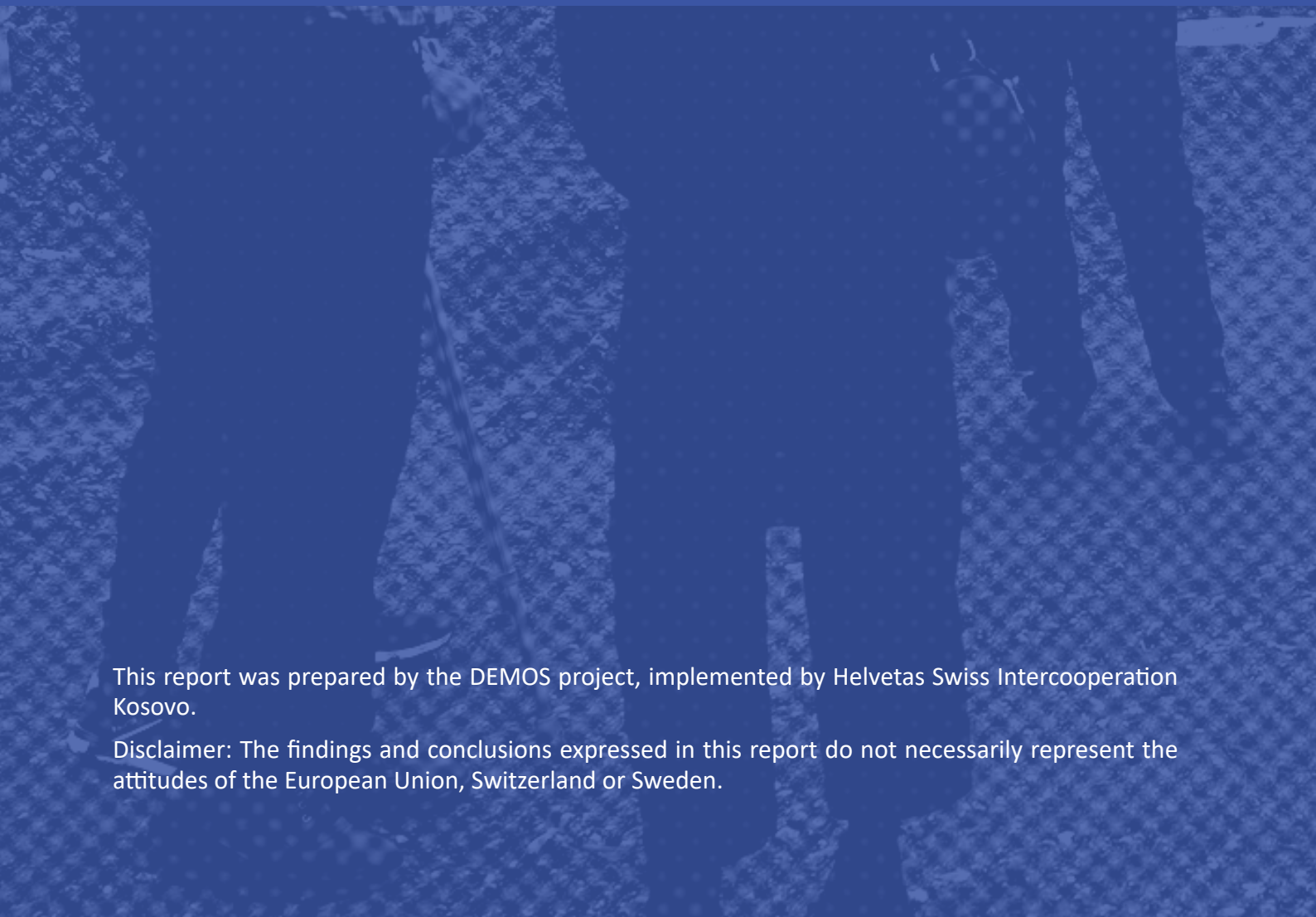
SOCIAL AUDIT TEAM REPORT KLINA

PROJECTS MONITORED

"Restoration of the Klina Riverbed"

"Construction of a Sedimentation Basin for the Drinking Water Filtration System in Klina"





This report was prepared by the DEMOS project, implemented by Helvetas Swiss Intercooperation Kosovo.

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

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December 2024



DEMOS Decentralisation and Municipal Support

The Project for Decentralization and Support of Municipalities (DEMOS) supports 38 Municipalities of the Republic of Kosovo in achieving a more democratic local governance and better municipal management. The DEMOS project also supports the Government of Kosovo in developing policies that are more favorable for rule-based financing for Municipalities.

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

DEMOS support to Kosovo Municipalities is part of the Performance Grant, as a tool that guarantees support for well-performing Municipalities.

A special focus of the Project is the support to the Central government, with DEMOS being focused on providing assistance in the drafting of policies for a more favorable framework for decentralized governance.

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

The DEMOS project has also supported the construction and development of activities that involve citizens in decision-making - including Social Audit, which have overseen the implementation of Projects funded by the Performance Grant.



BIRN Kosovo is an independent, non-governmental organization whose objectives are to inform citizens and contribute to the process of democratic transition in the country, promote accountability, rule of law and policy reform. BIRN Kosovo particularly aims to serve as an overseer of public institutions, monitoring the work of governing and public institutions. In addition, by producing quality and unbiased TV debates and by training youths in argumentative and debate skills, BIRN aims to promote and encourage a

culture of debate in Kosovo. BIRN's vision is to secure its position as the principal organization of investigative journalism in Kosovo, addressing the need for objective, 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 11 (eleven) selected Projects, in 6 (six) Municipalities: Gjakova, Peja, Klina, Malisheva, Lipjan and Obiliq.



Democracy Plus (D+) is an independent, non-profit organization founded in March 2016. D+ is dedicated to fostering a democratic society by increasing citizen participation in political processes and enhancing accountability and influence in decision-making. D+ strives to integrate information technology into all its efforts, promoting the use of the Internet as a vital tool for democratization. D+ aims to contribute to establishing good governance practices

in public institutions, both at the central and local levels, strengthening the rule of law, advancing political parties; as well as supporting free and fair electoral processes. D+ undertakes initiatives designed to bridge the gap between decision-makers and citizens through policy research, facilitating dialog, public communication, and education.

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EXECUTIVE SUMMARY

A team of civil society activists, supported by the DEMOS Project Training Program, initiated a pilot project for citizen engagement in monitoring the implementation of public projects. Citizen groups were named Social Audit Groups.

As a new concept in Kosovo, Social Auditing began to be implemented by DEMOS and civil society organizations in 2022, and was continued in 2023 and 2024. With the support of DEMOS, 20 Social Audit Groups were established, involving around 300 active citizens in these processes. The trained members of the Social Audit teams became activists, providing over 100 concrete recommendations for local governance aimed at improving municipal operations.

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

The program received the support of local governments. Six mayors signed memorandums of understanding with organizations to facilitate the Social Audit process.

The Municipality of Klina is among the municipalities benefiting from the Municipal Performance Grant funds.

In July, BIRN began identifying active citizens in this municipality to involve them in the Social Audit process. After consultations with the community, stakeholders, and civil society, BIRN recommended entering into an agreement with the DEMOS Project to select 20 citizens to join the Social Audit Team.

Following the selection process and expression of interest, the interested citizens were invited to participate in a training program by BIRN, where they were equipped with skills to carry out the Social Audit process, review documents, conduct interviews, and implement the Social Audit methodology.

In accordance with the methodology developed by Demos and adapted by BIRN, the citizen group in Klina established the Social Audit team. They were assigned tasks to analyze and monitor two projects: Restoration of the Klina riverbed and Construction of a Sedimentation Basin for the Drinking Water Filtration System in Klina. The total value of the two projects is €1,595,967.

The two teams worked separately to monitor the projects and, upon completion, held joint

consultations to identify common and project-specific findings.

Who establishes the Social Audit team?

Social Audit teams are independent from institutions and can be established by representatives of the community but also by other groups. But also other groups. The teams function independently of the authorities and do not need approval from public institutions to be established.

GENERAL FINDINGS FROM THE TWO MONITORED PROJECTS

-  The Municipality of Klina demonstrates a serious commitment to community consultation during the budget drafting process.
-  Reports from budget hearings have improved in quality during 2024.
-  The participation of women in the budget drafting process for the municipality remains low.
-  The two funded projects are priority projects for the Klina community.
-  The municipality has yet to meet the standards for presenting major projects for public discussion before their implementation.
-  The public procurement process was conducted without any complaints.
-  The municipality has not enforced compliance with occupational safety regulations during the implementation of the projects.
-  The executive project documents were not public on the website of the municipality.
-  In the project's information board, the Municipality of Klina had not informed the citizens of the names of the project supervisor and their contacts.
-  On the website of the Municipality of Klina there is no list of names of municipal officials involved in the supervision of the projects. Managers are identifiable in the Contracts for the Development of Works.



What does a Social Audit team need to know?

Social Audit teams do not need to be highly professional. Teams need civic will and courage. It is also recommended to have basic knowledge in:

- *How a Municipality functions*
- *Accessing public documents*
- *Public consultation processes, especially during budget planning and investments in the municipality*
- *Public Procurement process*

SPECIFIC FINDINGS FOR THE PROJECT

Restoration of the Klina Riverbed

Planning errors in the project pose a risk of collapse to the constructed side walls of the river.

The project completely disregarded standards for accessibility for persons with disabilities.

The works have caused environmental damage and pollution of green spaces.

The works were not carried out with the required quality specified in the project and have been damaged.

The area is dangerous for children's movement due to the rugged terrain.

SPECIFIC FINDINGS FOR THE PROJECT

Construction of the Sedimentation Basin for the Drinking Water Filtration System in Klina

The basin construction project has been delayed in the implementation of the works.

The implementation of the works has risked damaging other water supply infrastructure.

The project has been tested and demonstrated functionality on the first test.

The project has not resolved 100% of the water supply problem for the entire Municipality of Klina.



The Social Audit Team

Social Audit Teams are groups of citizens that come together in order to get involved in increasing the transparency and accountability of public institutions. These voluntary groups analyze processes in order to provide recommendations and greater involvement of citizens in decision-making.

THE ENVIRONMENT IN WHICH THE SOCIAL AUDIT PROCESS TAKES PLACE

According to preliminary data from the 2024 Population Census, Klina has 30,574 inhabitants. In 2024, this municipality had a budget of €14,648,717, of which €4,151,860 was allocated for capital investments. For this reason, support from the Municipal Performance Grant Project has had a significant impact on the community. In 2025, the Municipality of Klina will have a budget of €16,168,653.

The municipality decided to invest the funds from the Municipal Performance Grant in the following projects: Regulation of the Klina Riverbed and Construction of the Sedimentation Basin for the Drinking Water Filtration System in Klina. Klina is among the municipalities that have not yet resolved the issue of drinking water.

The Municipality of Klina is among the municipalities that have not yet resolved the issue of drinking water supply. Hence, the construction of the sedimentation basin is a project with a direct impact on citizens.

Projects Funded by the Municipal Performance Grant: The Restoration of the Klina Riverbed project is valued at €746,046.00. The contract

for this project was signed on July 25, 2023, with the consortium of economic operators 'Mirusha Company SH.P.K.' & N.N.SH. World Medium'.

The dynamic plan for the works was anticipated to last 12 months. The project Restoration of the Klina Riverbed was designed by GeoTera, and Antonie Selmani was appointed Project Manager by the decision of the mayor.

The Social Audit Team assesses that Klina has a shortage of drinking water, and the Construction of the Sedimentation Basin for the Drinking Water Filtration System in Klina is expected to have a direct impact on the citizens of Klina. The contract for this project was signed on October 12, 2023, with the company Mirusha Company SH.P.K. and the project is valued at €849,921.63.

The dynamic plan for the project was set for 12 months. However, one year after the start of this project, at the end of October 2024, the Social Audit Team visited the site where the sedimentation basin is being constructed and found that the works had not yet been completed.



Technical Acceptance Commission

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

CHAPTER 1 - COMMON FINDINGS IN BOTH PROJECTS

During the Social Audit process in Klina, the team addressed several issues that emerged while analyzing documents and conducting field visits. The team found several delays in the implementation phase of the project. Other issues accompanying the projects include inadequate maintenance of construction sites, which were left unclean and unfenced.

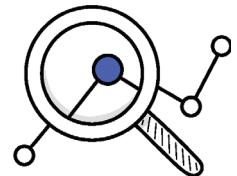
Findings from the Citizen Consultation Process

Klina has a population of 30,574, and in 2024 there was increased activity in public consultations with citizens. The analysis revealed that Klina adhered to the standards set out by the MLGA's Open Administration Guidelines for Municipalities, meeting deadlines for public hearings and building decision-making procedures to address citizen requests.

The municipality intensively engaged in consultations for the Municipal Development Plan and budget hearings for the Mid-Term

Budget Framework (MTBF) and the Municipal Budget.

In the initial analysis, it was found that the Municipality held public meetings and consultations and published the materials on their official website. The team found that, in the second half of 2024, the municipality published more detailed materials from public consultations and launched campaigns to promote the results of public hearings.



Advancements in Documenting and Promoting Budget Hearings

The Social Audit Team analyzed reports from budget hearings for the MTBF and the Municipal Budget.

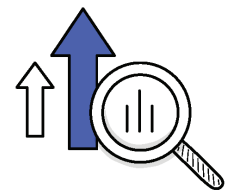
During the analysis of documents, it was determined that in public debates, most of the participants were men, and their requests were usually related to infrastructural problems, lighting and drinking water. The municipality also held specific hearings with women, where their requests focused on subsidies, student transportation, and funds to support housing for victims of domestic violence.

The analysis of online materials indicated that the Municipality has advanced in regards to

drafting the final report from budget hearings.

It was found that the Municipality has described in detail citizens' requests. Furthermore, the Team engaged in public hearings provided, in detail, specific responses on whether these citizen requests were included or not in the Municipal Budget.

The Report also finds that citizens have begun submitting requests online to the municipality, a process that should be further developed.



What happens to recommendations?

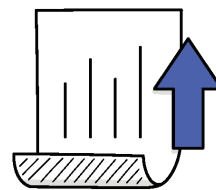
The recommendations of the Social Audit groups serve to improve governance. The recommendations will be used to improve future projects and to improve the current project.



Projects resulting from community requests

The two funded projects are considered priorities for the community of Klina. The municipality of Klina experienced significant floods with substantial damage during 2022-2023. This increased citizens' demands for investments in cleaning and restoring riverbeds. Klina is among the municipalities lacking access to drinking water, with most residents facing serious water issues. The Sedimentation Basin project is expected to solve Klina's drinking water problem. This is because a significant portion of the municipality's territory currently lacks

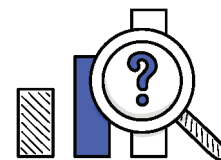
potable water. According to representatives of KRU Hidrodrini, the sedimentation basin is expected to generate approximately 100 liters of drinking water per second. This will need to be tested after its launch to ensure it can supply the entire municipal territory. The Riverbed Restoration Project, in addition to including a walkway, involved interventions in the riverbed, aiming to prevent flooding in developed areas.



Lack of Community Discussion on Projects

The team noted that during the project planning phase, Klina Municipality does not organize citizen meetings to present detailed investment projects. Discussing projects with citizens who will benefit from them helps improve project quality and allows citizens to provide comments during the early investment planning stages. In discussions with the Social Audit Group,

Klina Municipality acknowledged that presenting projects before starting construction is a recommendation that enhances quality and will aim to adopt this practice in the future.

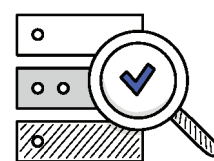


Findings on Project Transparency

The team found that Klina Municipality has published project contracts on its official website. However, other materials necessary for active monitoring of investment projects are not published on the municipal website. These materials are available on the E-Procurement platform. The team found that detailed project documents for both investment projects were not made public. In meetings with the Mayor and municipal staff, it was determined that the current municipal website infrastructure does not support the publication of projects with large file sizes.

In addition to project details, missing documents include: Materials produced by contract managers, Payment invoices, and Evidence of project changes.

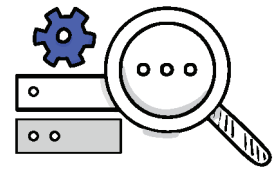
The municipality explained that invoices are not published due to potential inclusion of private business data. However, the official for access to documents assured the Social Audit Team that citizens could access these materials by submitting formal public document requests.



Findings on Contract Monitoring

The Social Audit Team found that Klina Municipality has not taken steps to inform citizens about the names and contact details of contract managers for the two monitored projects. The names of contract managers are included in published contracts. However, the team recommended that the municipality prepare a list of all contract managers, making it easier for citizens to contact them.

Additionally, the team found that the names of contract managers were not displayed on notice boards. Both projects encountered implementation issues that need to be addressed by contract managers.



Findings on Workplace Safety

The team observed that workplace safety standards in the monitored projects are inadequate and pose risks. In the Sedimentation Basin Construction Project, the team noted that no fencing was in place around the construction area. Both work sites failed to meet the standards required by the Occupational Health and Safety Law. Municipal officials justified this by stating that the site of the Sedimentation Basin Construction is surrounded by Hidrodrini's fence. However, the team emphasized that the construction site itself must also be secured

within this fence.

In the Klina Riverbed Restoration Project, despite the completion of works, the team found unsecured cables left in certain areas, posing a safety risk to citizens. The municipality clarified that these cables were installed by residents for internet purposes. The Social Audit Team recommended that the Municipal Inspectorate take steps to remove them.



Photo: Cable



Photo: Waste at the Klina Riverbed Project



Findings on environmental impact

The construction sites of both monitored projects in Klina Municipality—not only being unfenced, which posed a risk to citizens—were also unclean, creating hazards for workers and project supervisors frequenting the sites.

The works have caused environmental damage and pollution of green spaces. Even after the completion of the works, construction debris was observed at the project sites, including concrete fragments and other waste materials left from the construction process, which negatively impact the environment.

At the Sedimentation Basin, asphalt waste was also found, brought there by the implementing company, which used the site as a dumping



ground.

However, after completing the works, the company rehabilitated the area, cleaning and leveling it with gravel.

CHAPTER II - SPECIFIC FINDINGS IN THE KLINA RIVERBED RESTORATION PROJECT

The Social Audit Team has also found specific problems related to the Restoration of the Klina Riverbed project.

Errors in Project Planning

The Social Audit Team identified several issues in the planning of the project that challenge its sustainability. The first challenge involves the river's side walls, which, according to the plan, were covered with stones that lack a foundation in the ground, making them susceptible to erosion by the river. The Team found that in some areas, erosion has already undermined the base of the wall, and parts of it have collapsed.

The Team identified that the investment did not address the risk of riverbed erosion, where the construction of weirs or protective cascades would have been necessary to prevent further erosion and degradation of the riverbed. During field visits, the team observed that protective cascades had been built in the upper part of the Klina River in previous projects, ensuring the stability of that portion of the river.

Additionally, the Social Audit Team identified

planning errors related to the slope edges near the sidewalk. Sidewalk edges were placed at the very

Photo: Cascade



slope leading to the riverbed, exposing children to the risk of falling into the sloped area. In such cases, the sidewalks should have included a green buffer zone to minimize the possibility of accidents. Furthermore, it was noted that the sidewalk constructed along the walkway lacks dedicated paths for bicycles or electric scooters, which are commonly used in such areas.



Lack of Planning for Sewage Management

The designers of the riverbed project completely avoided addressing sewage management, which flows into the Klina River. As a result, sewage pipes were placed between the sidewalls and extended into the river's flow. Consequently, the walkway appears as an area accumulating wastewater, and the pipes have marred the appearance of the river walls.

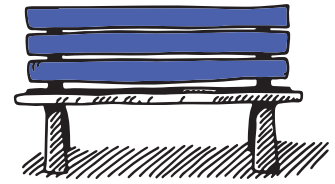
The team found that the failure to design a proper system to collect and redirect sewage outside the river's flow has serious long-term consequences for the project. This is due to the fact that, when the municipality decides to address sewage treatment in the future, the entire investment will need to be dismantled to install sewage collection pipes.

Poor Placement of Benches

During monitoring of works, the Social Audit Team found that benches installed in the square were placed incorrectly, creating issues with their stability.

The designers and contractors decided to fasten the benches to the edges of the newly built sidewalks with bolts. This poor decision has caused some sidewalk edges to begin

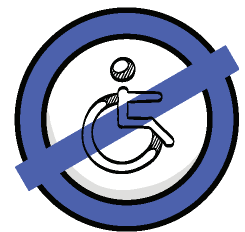
deteriorating, posing a risk of the benches falling due to their placement at the sidewalk edges.



Lack of Accessibility for Persons with Disabilities

During the Social Audit, the Team found that the Project completely ignored standards for accessibility for persons with disabilities. The constructed sidewalk is not accessible to blind individuals. Additionally, there is no reserved parking space for wheelchair users at the walkway entrance. Benches in the park are also inaccessible for persons with disabilities, and no reserved seating is available for this category.

In a meeting with the Mayor of Klina, Zenun Elezaj, the Team received a commitment that future projects in Klina Municipality will include criteria for building accessible sidewalks and signage for blind individuals.



Issues with Construction Quality

The implementation of works in the Klina Riverbed Project, in some areas, did not meet standards. The construction company left solid waste in the riverbed, and green areas were littered with fragments of stones and concrete, hindering the growth of greenery.

The quality of the works was also problematic in the installation of concrete pavers, some of which were displaced, while others were cut asymmetrically.

The placement of trash bins and benches along the walkway edges caused the edges to detach from the pavers due to the weight of the benches.

The Team found that the lighting installation was carelessly executed. Pole holders were in some areas concreted into the sidewalk edges,

creating an unsightly appearance. The materials used for the lamp poles

were also assessed as problematic. Bolts planned to fasten poles that were intended to be anti-corrosive rusted within weeks of installation. Also, the poles themselves showed signs of rust soon after being placed.

The area also contains exposed Internet cables installed by residents without the municipality's permission. The team recommended that the municipality, through its Inspectorate department, verify ownership of the cables and ensure they are covered.



CHAPTER III - SPECIFIC FINDINGS IN THE PROJECT: SEDIMENTATION BASIN CONSTRUCTION PROJECT FOR DRINKING WATER FILTRATION

Several problems have been identified in the planning and implementation of the works in the Project: Sedimentation Basin Construction for filtering drinking water. The first challenge identified was that the project does not fully resolve the drinking water problem for all villages in Klina. The sedimentation basin is expected to filter water produced at the Klina water plant, which supplies the city and some villages. Klina will need to make additional investments to provide drinking water to all inhabited areas.

Delays in Project Implementation

The Sedimentation Basin Construction for filtering drinking water project was planned to be completed within 12 months. According to the dynamic plan, the Sedimentation Basin project had 12 months to be finalized, starting from the contract signing date on October 12, 2023. However, by the time this report was written, the project had not been completed. Municipal officials confirmed that the project has been tested and will become operational in December.

Who finances the Social Audit?

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

Problems in Project Implementation

The Team has found that the implementation of works damaged other water supply infrastructure in the area. Soil excavated for the sedimentation basin and related structures was later spread across the site, filling areas where pumps, meant to transport water from the basin to the water plant, were located. This soil accumulation is expected to cause moisture in areas housing the pumps.

Following inquiries by the Social Audit Team, the construction company addressed the issue, restoring the area to its original condition. During a November visit, the team confirmed that the soil had been removed, and the project no longer posed risks to the pumps.

In addition to these issues, the team found that the company transported materials from other areas, including asphalt waste, to the site.

After visits and discussions in the field, the implementing company removed all waste brought to the area, and during a November visit, the Team confirmed that the site had been cleaned and returned to normal.

CONCLUSIONS/RECOMMENDATIONS

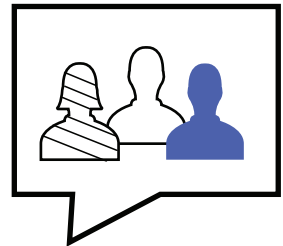
At the end of the project, the Social Audit team analyzed the work and reached some conclusions.

Recommendations for citizen involvement:

The municipality should take steps to increase women's participation in budget hearings.

In order to implement a process of civic supervision, the Municipality is recommended to increase transparency towards citizens through:

- Publishing more documents about projects, including the design and the full contract with the economic operators.
- Publishing other documents produced during project supervision, such as: Supervisor Reports or Technical Acceptance Reports.
- Place on information boards names of contract supervisors or addresses where citizens can send information.
- Publish a list of names of persons involved in the supervision of municipal projects on the Municipality's page.
- The municipality is recommended to conduct public discussions for major projects affecting citizens' interests.



Recommendations for the project planning process:

The municipality must mandate that investment projects include accessibility for persons with disabilities, including provisions for the blind.

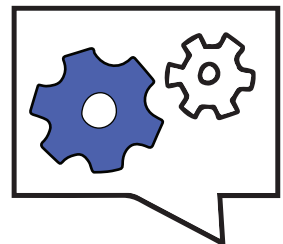
Investment projects should be designed to protect the environment and address environmental issues, particularly sewage management.

During project planning, the municipality should enforce workplace safety measures and address safety aspects.

Sufficient funds must be allocated in the planning of works in order to implement the Law on Health and Safety at Work.

Project time planning should be better, in order to guarantee timely implementation of projects.

Projects should be planned to guarantee long-term sustainability and avoid the need to demolish investments due to interventions for sewage or electricity installation.

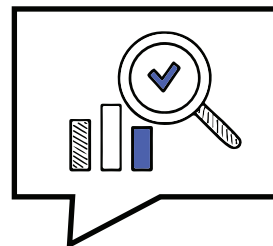


Recommendations for the project supervision process:

The supervision of the works process should be more active and prevent the possibility of various damages to the project.

Supervisors must identify damages before the end of the project.

Supervisors must record every case when the company is not respecting the rules of safety and health at work.



Recommendations for new investments in the project:

The Social Audit Team discussed and concluded that the municipality needs to intervene on implementing companies to improve the quality of work.

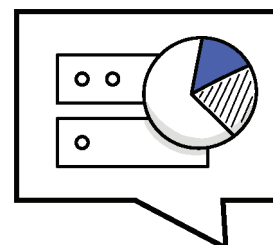
The municipality needs to take action to repair rusted poles in the walkway project.

To require the company to remove solid construction waste from the riverbed and walkway area.

To plan for protective measures for the sloped areas of the walkway.

To require the company to repair damaged pavers and edges, in places they are damaged.

The municipality should start discussing the installation of protective weirs against erosion in the riverbed.



Contract Supervisor

The contract supervisor is a person or company engaged by the municipality. They are responsible for overseeing each phase of contract implementation. The Supervisor drafts reports for each phase.

The role of facilitators in public discussions

The role of facilitators in public discussions should be more proactive. Facilitators should encourage citizens' involvement in discussions about municipal projects and budget. They should provoke debate and elicit ideas and proposals from participating citizens.

METHODOLOGY

This report represents data gathered from interviews, requests for access to public documents, site visits, talks with municipal officials, implementing companies and the community. In July, DEMOS and the Ministry of Local Government Administration, based on

predetermined standards, selected 11 projects across 6 municipalities in Kosovo to be included in the Social Audit process. As part of the Social Audit process, 11 projects across 6 municipalities were analyzed.

Project name	Municipality	Value	Project Phase at the Start of the Audit:
Construction of the Klina Riverbed	Municipality of Klina	746,046.00	Implementation
Construction of the Sedimentation Basin for Drinking Water Filtration	Municipality of Klina	849,921.63	Implementation
LOT 5 - Construction and restoration of Trails in the 'Karagaç' park	Municipality of Peja	234,500.00	Tendering/Implementation
LOT 6 - Construction of the Ambulance in the village of Trestenik	Municipality of Peja	85,631.00	Tendering/Implementation
Expansion of 'Martyrs of the Nation' Street - Western Entrance to the City	Municipality of Gjakova	1,004,545.60	Implementation
Construction of public spaces in the city center	Municipality of Gjakova	1,187,211.72	Implementation
Construction, Treatment, and Cleaning of the Riverbed with Supporting Structures, from the Central Bridge to the Transit in Malisheva	Municipality of Malisheva	1,487.4	Para-tenderim
Construction of the Kindergarten in Ruc i Ri - Phase II	Municipality of Lipjan	247,958.69	Implementation
Lot 1 - Construction of the Sports Hall at the 'Ismail Luma' School in Lipjan	Municipality of Lipjan	248,226.45	Implementation
Construction of the Park and Sports Field in Bakshi Village	Municipality of Obiliq	164,614.17	Implementation
Construction of the Parking Area in Obiliq at the 'Hade' social housing complex	Municipality of Obiliq	67,894.05	Implementation

What is the impact of Social Audit?

The Social Audit in the Municipality of Klina had an impact on the improvement of park management.

Who establishes the Social Audit Group?

The Social Audit Group is a group of citizens who voluntarily responded to the initiative to engage in project oversight.

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

The selection criteria stated that the group intended to prioritize the inclusion of marginalized categories of society such as women, youth, seniors, persons with disability and non-majority communities.

The selection criteria were based on the DEMOS

methodology, which outlines which citizen categories should be involved in the process. This methodology sought diversity in professions and ages to ensure inclusivity.

BIRN and D+ contacted over 150 citizens from six municipalities, inviting them to join the groups. After preparing a preliminary list, BIRN shared the profiles of recommended members with DEMOS. Following feedback, 120 citizens from the targeted municipalities became part of the groups.

In Klina, two groups were formed, consisting of 23 citizens who would work on project oversight.

How were the data collected?

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

The team engaged in online research of the municipality's public data, drafted a list of questions related to the project and requested information from the municipality, sent requests for access to public documents and analyzed documents received by the Municipality. To

document the findings, the team made field visits and held meetings with officials of the Municipality of Klina.

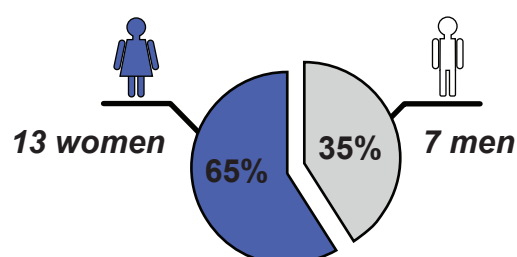
The data in the report were collected by the 20 members of the Social Audit Team and the report was drafted with the help and support of the BIRN team. The report was made public after addressing the comments received by the Municipality of Klina.

Validation of data

The two Social Audit Groups in Klina worked independently to identify issues in their respective projects. At the end, the groups merged into one large group to collaboratively write the report. In joint meetings, the groups agreed on systematic findings for the two projects and specific findings for each individual project.

The teams also reached a consensus on the recommendations presented in this report. After structuring the findings, the team met with the Mayor of the Municipality and sought comments from the municipality on the report's findings. Before publication, the Municipality reviewed the report, and its feedback was incorporated into the final version.

Team composition



Retiree; Student; Economist; Professor; Handikos; Person with disability; Activist; Resident.

ACTIVITIES OF THE SOCIAL AUDIT TEAM

July 2024	• Visits on the ground; • Targeting and identification of profiles that will be part of the team • Preparation of the list with the profiles of Social Audit team members • Selection of the Social Audit team
August 2024	• Signing of the Memorandum of Understanding with the Municipality of Klina • Publishing promotional materials on social networks • Training for Social Audit • Creating a group on 'Viber' messaging app • Visits of the team on the ground • Field visit of the Social Audit team to identify the findings • Checking accessible materials on open platforms • Appointment of persons within the team for sending requests to the Municipality • Send requests for access to public documents • Receive answers from the Municipality of Klina
September 2024	• Training in document reading • Meeting with the project manager • Team communication with the Municipality of Klina • Receive answers from the Municipality of Klina • Discussion and analysis of documents received by the Municipality of Klina • Periodic meetings and field visits • Analysis of materials
October 2024	• Team meeting to analyze all documents received by the Municipality of Klina • Meetings with representatives of KRU Hidrodrini • Documenting the findings by the Social Audit team.
November 2024	• Assigning team report drafting duties • Establishing the structure and defining the points of writing the report • Assigning report writing tasks • Drafting of recommendations by the team • Drafting the report on the findings and recommendations of the Social Audit team • Meeting with the Mayor of Klina and representatives of the Municipality • Report editing • Addressing comments and suggestions • Sending the report for validation to the Municipality • Presentation of the report to the municipal officials
December 2024	• Carrying out a media campaign to promote the report • Compilation of Implementation Plans for Recommendations and Social Audit Reports by Municipalities.

SOCIAL AUDIT TEAM KLINA

No.	Name and surname	Occupation / Function
1	Vitore Zefi	Youth Center
2	Edona Berisha	Youth Center
3	Tahire Gashi	NGO 'Zanat'
4	Rinor Berisha	Student
5	Zef Duhanaj	Retired
6	Suzana Temaj	Activist
7	Zyrafete Bytyqi	Activist
8	Age Gojani	Activist
9	Hil Ndrecaj	Resident of Klina/Pensioner
10	Gani Deliu	Resident of Klina/Pensioner
11	Maria Gjoka	Activist
12	Nazife Gucati	Businesswoman
13	Faze Shala	Activist
14	Zyrtafete Bytyqi	Citizen
15	Rilind Gashi	Student
16	Syzana Temaj	Activist
17	Ndue Marleku	Resident
18	Benardina Zefaj	Journalist
19	Arjeta Kuqi	Student
20	Rexhë Morina	Pensioner

LETTER FROM THE MAYOR OF KLINA

In the recent years, the Municipality of Klina has placed great emphasis on accountability and transparency for every investment and expenditure from the municipal budget. Accountability to citizens and transparency have been, and remain, priorities for governance in Klina Municipality.

This is evidenced by the fact that the Municipality of Klina has, in recent years, been ranked among the most transparent municipalities in Kosovo—not only in the budget transparency index but also in other indicators. Assessments conducted annually by MLGA and various organizations have consistently ranked Klina among the municipalities that benefit from the Municipal Performance Grant.

We have continuously demonstrated a willingness to collaborate with active citizens and organizations. The request to monitor the projects: We welcomed the Social Audit Project and accepted without hesitation the Projects: Restoration of the Klina Riverbed and the Construcion of Sedimentation Basin for the Drinking Water Filtration System in Klina We viewed and valued this as a very necessary and important initiative to take even greater steps toward increasing transparency and accountability. Furthermore, we considered it an opportunity to promote active citizenship and demand accountability from officials. This has been a valuable experience for us as well, fostering increased collaboration with citizens during the implementation of capital projects.

We thank the Social Audit Team and the BIRN team for this project and will support every initiative in this field to create more space for civil society.

*Sincerely yours,
Zenun Elezaj
Mayor of Klina*



LETTER FROM THE SOCIAL AUDIT TEAM IN THE MUNICIPALITY OF KLINA

My participation in the Social Audit Group was an incredibly valuable and important experience. Especially, considering that it was entirely new for me and for the other participants. I can say it was a transition from uncertainty to deeper and more engaged knowledge of this process—thanks to the training and support provided by the BIRN and DEMOS teams.

During these training sessions, we also learned about the vital role Social Audit plays for us as individuals and for the entire social community. For me and my group, it was an opportunity to have a direct impact on improving living conditions and public services.

As members of the Social Audit, we learned how a project progresses through institutional pathways, how to collect data, and what to include when drafting a report.



During our visit to the Klina River, we, as a group, identified several defects in the quality implementation of the project, and we provided suggestions and recommendations to improve the project.

As members of the Social Audit Group, we believe the audit process in Klina Municipality was both necessary and beneficial for us as citizens. But at the same time, it was beneficial for the Municipality, as a public institution that is meant to improve our lives.

Social Audit Team on the Klina Riverbed Project

Given that, for the first time, we as citizens became part of the Social Audit Team, we were initially curious to join a team that had not existed before and to begin learning new things about the role and importance of active citizenship.

The Social Audit Team process in Klina began with participation in meetings and training sessions initiated by the BIRN and DEMOS teams. Through these sessions, we learned how to identify a problem, what rights we have as citizens of Klina regarding decision-making processes, transparency, and accountability. During the trainings we learned about the public procurement process. Also, the stages of preparing a public tender. We also learned about the developmental projects being implemented in Klina.



As a team, we visited the Sedimentation Basin Project. The visit was made together with the BIRN Team. We observed how the work was progressing on the ground. We discussed with individuals in charge and field experts. And, based on this experience, we developed suggestions or recommendations to improve the currently implemented project.

As the Social Audit Team, we learned how important it is to be active and to find arguments or facts to support your recommendations for developmental projects in your community. Instead of simply criticizing without a basis. It is essential as citizens to follow the development of projects in your city. After all, we are the ones who will face the issues daily, such as the issue of drinking water in Klina.

Social Audit Team at the Sedimentation Basin Project

The role of facilitators in public discussions

The role of facilitators in public discussions should be more proactive. Facilitators should encourage citizens' involvement in discussions about municipal projects and budget. They should provoke debate and elicit ideas and proposals from participating citizens.

Who are the members of the Social Audit team?

The members of the Social Audit teams are members of the community, who do not have a conflict of interest with the project. Institutional officials directly related to the project and the process of official supervision of the project cannot be in the Social Audit Teams.



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