

Improving Efficiency in Waste Management through ndreqe.com



November, 2018
Pristina

Improving Efficiency in Waste Management through ndrege.com

November, 2018
Pristina

Prepared by: **Jetmir Bakija**



DEMOCRACY PLUS

Copyright ©2018. Democracy Plus (D+)

All the rights reserved. No part of this publication can be reproduced or transmitted in any form without the authorisation of Democracy Plus (D+).

This publication is made possible with the support of Deutsche Gesellschaft für Internationale Zusammenarbeit (GIZ) GmbH.



**german
cooperation**

DEUTSCHE ZUSAMMENARBEIT

Implemented by

giz Deutsche Gesellschaft
für Internationale
Zusammenarbeit (GIZ) GmbH

TABLE OF CONTENTS

I. INTRODUCTION	6
II. NDREQE.COM AS A TOOL FOR KEEPING THE ENVIRONMENT CLEAN	7
III. REPORTING ILLEGAL WASTE SITES AND THE LEVEL OF CLEAN-UP	9
At the Country Level	9
By Municipality	10
Time frame of Intervention	14
IV. CHALLENGES OF CLEANING UP ILLEGAL DUMP SITES	15
Management and Administration	15
» Lack of Inspectors and Fines	15
» Partial Coverage with Service	16
» Administrative Resources for Management	17
Contracts for Cleaning up Dump Sites	17
» Capacities of Public Corporations	17
» Contracts with Private Companies	18
» Lack of Financial Means	18
» Designated Locations for Transportation	20
V. ADMINISTRATIVE ORGANIZATION FOR QUICK RESPONSE TO CITIZEN REPORTS	21
VI. CONTRACTING WITH CONDITIONS FOR RESPONDING TO CITIZEN REPORTS	23
VII. RECOMMENDATIONS	25
Quick Response Team for Citizen Reports	25
Drafting Contracts with Conditions for Quick Response to Complaints	25
Contracts Based on Evidence at ndreqe.com	25
Allocate a Specific Budget for Removal of Illegal Dump Sites	25
VIII. ANNEXES	26
Annex I: Number of Dumps Cleaned Up by Month	26
Annex II: Level of Clean-up By Municipality	26
Annex III. Declarations of Municipal Officials about ndreqe.com	27
How much do you use ndreqe.com?	27
Annex IV. Criteria of Contract by Municipality of Podujeva	29
Annex V. Criteria of Contract by Municipality of Obiliq	30

I. INTRODUCTION

The technology of 21st century offers great opportunities to bring citizens closer to their governments for a joint public good, a key element in a democratic system. If utilized properly, it can facilitate the work of public officials and increase their efficiency. However, new technology often is met with resistance due to fear of change that comes with it. In such a case, there is a lack of courage to utilize its potential. Information technology can transform the way public services are provided and it is being used increasingly more as a tool to provide these services across the world.

With these goals in mind, ndreqe.com platform has been developed. Increased efficiency in providing public services and facilitation of the two-way communication, (municipal) official-citizen, make up the foundation of this platform. As it happens with everything else in the world, this platform can produce results and be perfected only if there is courage to utilize it and put it to work as a tool for providing services.

With regards to an environment clean of illegal dumpsites, as one of the biggest challenges in many municipalities in Kosovo today, ndreqe.com platform creates opportunities to involve citizens in reporting and evidencing illegal waste dumpsites. Getting citizens involved and giving them a tool to communicate the illegal dumpsites in their neighborhoods makes it easier for municipal institutions to intervene in cleaning up the sites and it would help in identifying the needs for better service delivery.

There are many challenges other challenges of waste management in Kosovo, such as the lack of service in parts of a municipality, low rate of service bill payment, budget constraints, insufficient capacities of public corporations, lack of sufficient inspectors and of fine imposition for abuses, limited capacities of legal waste dumpsites, as well as challenges related to the functioning of the waste management chain. All of the aforementioned cannot be addressed by means of a sole platform as ndreqe.com, nor does it aim to address all those challenges. However, there are a few important aspects of waste management whereby a technology such as ndreqe.com could contribute to facilitating the efforts.

In the efforts of illegal waste dumpsite removal and in prevention of new dumpsite buildup, ndreqe.com platform could be well utilized because it has the possibility to turn every citizen into an inspector for their neighborhood and increase the accountability of contracting companies toward the municipality. Some say that that the cleanup of existing waste dumpsites is not the biggest waste management problem because if other challenges are not addressed, the waste dumpsites once cleaned up could be filled up again over time. Regardless, this is not a reason to leave them as they are and continue to live in a polluted environment. Municipalities are expected to remove the waste, clean up, maintain the sites and turn them into green areas, as well as to take preventive measures through their responsible institutions.

In the first section, this public policy analysis explores the possibilities that a technology such as ndreqe.com offers in providing public services at the municipal level, especially with regard to waste management. It gives an overview of citizen reports on illegal waste dumpsites, interventions by municipalities and the challenges with waste management in Kosovo. In the second section, this analysis gives proposes 1) a way to transform municipal administration into quick response teams using ndreqe.com; and 2) an approach to draft evidence based contracts for illegal dumpsite cleanups using ndreqe.com.

Adjustments made to these two aspects of waste management, or any other municipal service for that matter, increases the efficiency of service delivery and develops better communication between municipal institutions and citizens, that these institutions intends to serve. The platform of ndreqe.com can serve as the tool to help make these adjustments but the decisions and the will has to come from municipal leaders.



II. NDREQE.COM AS A TOOL FOR KEEPING THE ENVIRONMENT CLEAN

One of the most important responsibilities of a local government is to provide quality public services to its residents. Citizens expect that the quality of public services, such as waste collection, maintenance of a clean environment, condition of roads, sidewalks, and lighting, will be satisfactory. This is why they pay taxes and cast their vote to elect the best person to provide these services.

However, oftentimes it is difficult for municipal authorities to identify, process, and put forth for consideration the requests of citizens for such services. Moreover, the direct communication with citizens regarding their requests, once they have been addressed, is practically impossible. This type of communication is extremely important as, oftentimes, municipalities address a certain request without ever communicating it to the citizens who are interested in the issue.

This is the reason why the online platform ndreqe.com exists. It was designed with the aim in mind to facilitate the municipality in identifying and recording the citizen requests for public services and to inform the citizens through in-person communication that their requests have been addressed. In many occasions, the citizens are under the impression that their municipality is turning a deaf ear to their requests and it is not in the municipality's interest to address them. But, municipal officials work on a daily basis to find solutions to issues of interest to the citizens they serve. [Ndreqe.com](https://ndreqe.com) offers a possibility to identify the citizens' interests and to communicate the action taken by the municipality.

In case of a major issue, such as that of illegal waste dumpsites, the importance of identifying, recording, and communicating the steps taken becomes greater. Kosovo's cleanup from illegal waste dumps requires a high level of organization on the part of a municipality as well as the help of the citizens, if not in the cleanup process, at least in the identification and maintenance of sites. A platform that generates exact locations of



a large number of illegal waste dumpsites on an interactive map, where municipal officials can see the dumpsites in a given neighborhood or street, facilitates the process of planning the cleanup of those sites in accordance with the municipality's availability and readiness to take action for their removal. In addition to planning the clean up, a municipal interactive map of recorded illegal waste dumpsites helps the municipality understand the multitude of the problem, plan the appropriate budget, and draft proper contracts for hiring companies to clean up those sites.

On the other hand, the cleanup of illegal waste dumpsites according to citizen requests enables the communication about the work carried out by the municipality and helps build trust in local institutions.

True democracy depends on responsible citizens to engage in improving their neighborhoods and communities. Local institutions should enforce this notion on a daily basis. Citizen reporting public complaints for their neighborhoods on ndreqe.com show that they take interest in their environment. By taking the time to at least mark down the problem, they trust that their institutions will take action to provide the service the citizens are requesting. This attitude should be further cultivated, and ndreqe.com platform is a useful tool in this regard.

The platform has been created to enable internal communication between municipal officials and to keep track of the action taken by them to address citizen complaints, as well as to enable external communication of municipal institutions about the reported complaints.

At the end of the day, this problem cannot be solved without a functional chain collaboration of municipality - waste management corporation - citizen. The municipality should provide policies, resources, inspection, and waste management oversight; the waste management corporation should provide services based on requests of municipal officials and citizen expectations; whereas the citizens should pay for services and maintain a clean environment. It is easy to place the blame between these three actors and it often becomes the reason for inaction. Public corporations frequently argue that they cannot offer a quality waste collection service because citizens are not paying. Many Citizens, on the other hand, say they are not paying because they are not receiving the service at all or it falls short of their expectations for quality. The municipalities on occasion complain that public corporations are not doing their job and are only asking for more money.

However, some of the challenges posed by illegal waste dumpsites can be addressed by involving citizens in identifying those sites, identifying the culprits, and becoming environment protectors. The municipality can turn citizens into inspectors of illegal waste dumpsites if it wants and knows how to put them to work. If a municipality manages to engage its citizens in the removal of illegal waste dump sites and to turn them into partners for maintaining the environment, the problem will be solved more easily and the solution will be more sustainable. This has been proven in many communities in England where citizens are engaged through online platforms in maintaining an environment not only free of waste, but also free of other problems such as destruction of public property and graffiti.

III. REPORTING ILLEGAL WASTE SITES AND THE LEVEL OF CLEAN-UP

At the Country Level

The platform ndreqe.com includes the largest illegal waste dumpsite database in Kosovo¹. In addition to the sites recorded by the volunteers of an initiative financed by GIZ, the platform has allowed citizens throughout Kosovo to report illegal dumpsites in their neighborhoods for almost two years. Moreover, ndreqe.com hosts the most up-to-date database of dumps that have been removed by the municipalities, because it allows municipal officials to follow up on the current condition of illegal dumpsites.

Waste dumpsites vary in size from small, mainly in urban areas, to the largest ones located mainly in rural, uninhabited areas. So far, a total of 2119 illegal sites of various sizes have been recorded on ndreqe.com platform throughout Kosovo. The vast majority of those, about 1600, are on average large sites located in rural areas. The rest have been recorded in urban areas. These locations with illegal waste dumpsites have been verified at least once in the course of this year by ndreqe.com team and municipal officials. The location and a photography of every illegal dumpsite is public on ndreqe.com and for each of them the following are available: 1) exact location on an interactive map of the responsible municipality; 2) at least one photo showing the location and the size of the dumpsite.

An encouraging fact is that 345 of those dumpsites have been confirmed as removed or cleaned up by the municipalities of Kosovo. At the time of publication of this report, 1,774 illegal dumpsites still remain in place. Meanwhile, municipalities are making continuous efforts to remove the rest of the

¹ In addition to information about illegal dumpsites, the ndreqe.com platform also includes citizen reports on potholes, broken street lights, damaged sidewalks, problems with sewage, damaged signs, and obstacles for persons with disabilities

Figure 1: All illegal dump sites registered at ndreqe.com

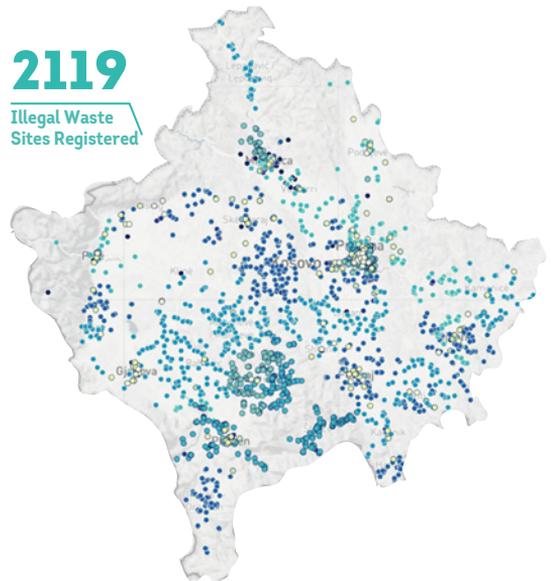
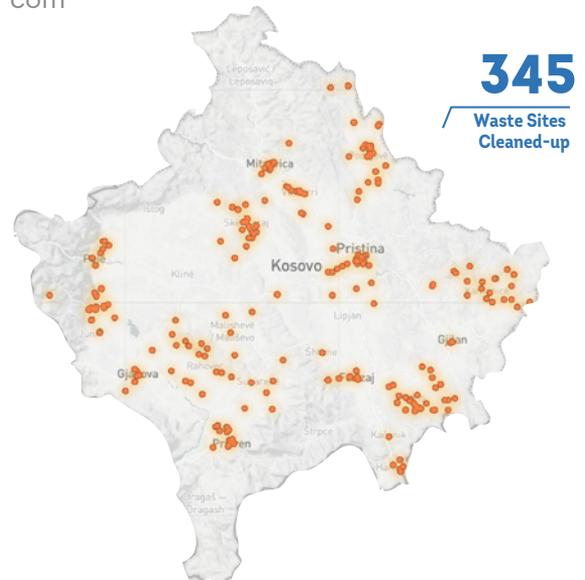


Figure 2: All illegal dump sites cleaned-up at ndreqe.com



dumps identified on ndreqe.com and are updating the data for the public and for their own use. In addition to these 345 dumpsites, there may be others that could have been removed because of construction work carried out in a specific location, or dumps removed from urban areas.

The team of ndreqe.com and municipal officials are continuously verifying the dumpsites and updating the ndreqe.com database. With all the efforts, the number of dumpsites confirmed as removed can barely exceed the rate of 10% greater in reality compared to what has been recorded on the platform. Verification makes up the biggest part of work carried out by the ndreqe.com team on the ground. Also, it should be noted that although the ndreqe.com platform includes the biggest database of dumpsites, there are other dumps that have not yet been recorded on the platform, a reason why citizens are continuously called upon to identify and mark down those dumps so that they can be dealt with and removed.

By Municipality

It is important to note that there are illegal waste dumpsites in every municipality in Kosovo. In every municipality of Kosovo at least one illegal waste dumpsite has been recorded. Also, it should be taken into account that a large number of illegal dumpsites in one municipality does not mean that that specific municipality has a bigger problem with waste compared to another municipality with a smaller number of illegal dumpsites. Some municipalities that show a larger number of dumpsites, in many cases, have extremely large dumpsites compared to others.

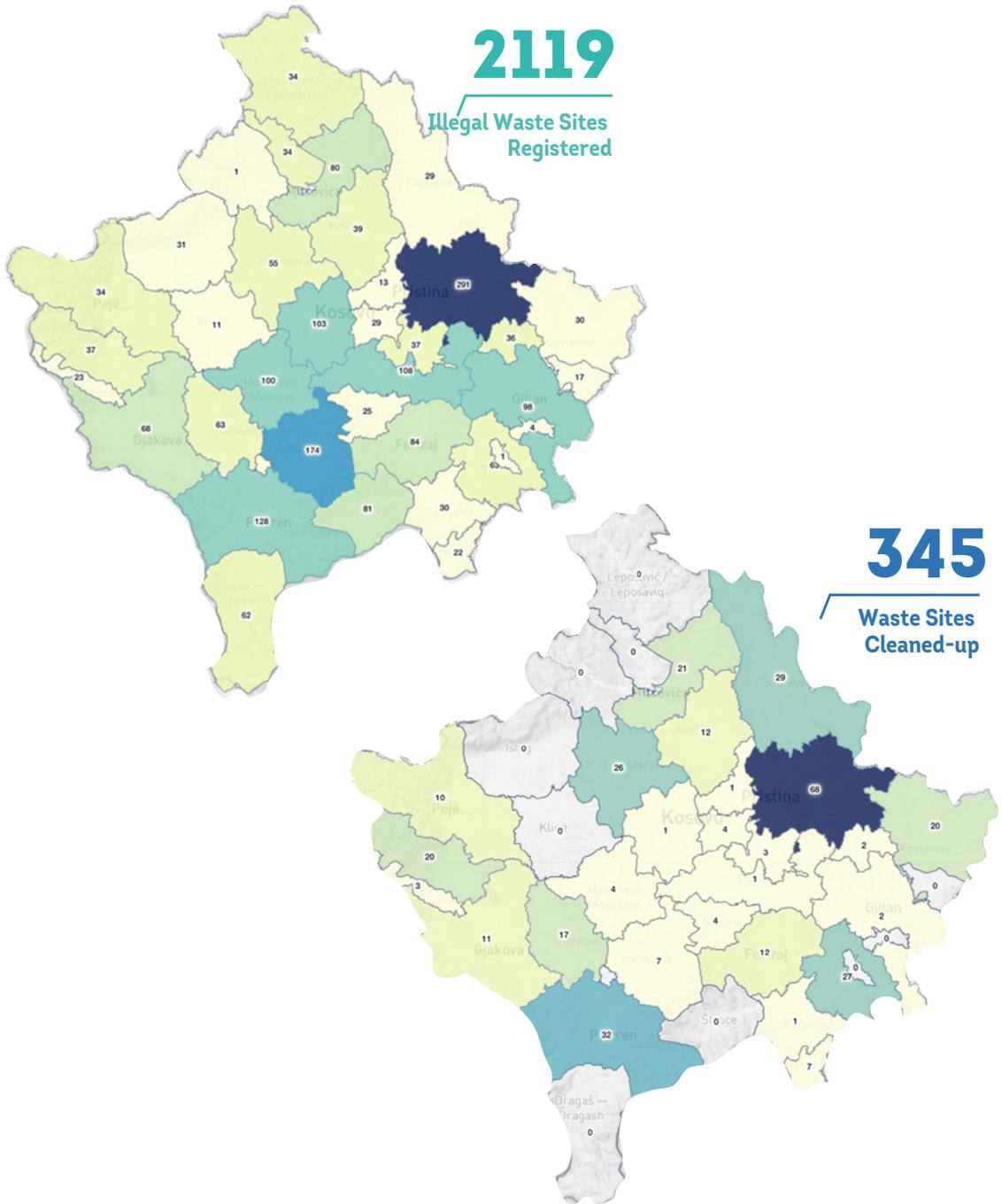
An illegal waste dumpsite that was also easily visible on aerial Google maps, fortunately has been removed from a village in the municipality of Deçan (a location that is now completely clean, green, and monitored), while there are still many other similar dumps of gigantic proportions. Some, more urban municipalities, have a larger number of dumpsites, smaller in size, and located in urban areas.

One such case is the largest municipality in the country (by the number of inhabitants) the municipality of Prishtina, where 307 illegal waste dumpsites have been recorded, 68 of which have been confirmed as removed mainly from urban areas. Currently, 239 dumps remain to be removed mainly from rural areas. Likewise, municipality of Prizren has recorded 133 illegal dumpsites, 33 of which have been removed with 100 others still remaining. In the municipality of Mitrovica, out of 80 recorded dumpsites, 20 have been taken care of and cleaned up, 60 still remain to be removed and added to the database. In the municipality of Gjilan, 98 sites have been recorded, only 2 removed, although it has recently initiated a cleanup campaign. Municipality of Peja has 33 dumpsites recorded, 10 of which have been cleaned up, leaving another 23 to be removed and cleaned up. Municipality of Gjakova has 72 dumpsites recorded, 9 of which have been cleaned up. Municipality of Ferizaj has 91 dumpsites recorded, 12 of which have been removed, 79 still remain.

Municipality of Podujeva has made great progress with regard to illegal dumpsite removal by cleaning up 28 out of a total of 36 recorded sites. Other municipalities with a better record in this regard, are the municipality of Deçan, where 20 out of a total of 34 dumpsites have been removed, 14 still remain to be taken care of. Municipality of Vushtrri has removed 12 out of 40 recorded dumpsites. Municipality of Kamenica has removed 19 out of 31 recorded with 19 of those dumps still remaining. Municipality of Viti has removed 27 out of 63 recorded dumpsites with 36 still remaining.



Municipalities that have a considerable number of dumpsites and have not marked a notable progress in their removal are: Malisheva, where only 4 out of 100 recorded dumpsites have been removed, Drenas, where only 1 out of a total of 103 recorded dumpsites has been confirmed as removed. Shterpce municipality has 81 recorded dumpsites and none of those has been confirmed as removed. Suhareka municipality, despite the efforts made in this regard, has only 7 out of 174 recorded dumpsites that have been recorded in the database as removed.



Rate of Clean up vs. Reported

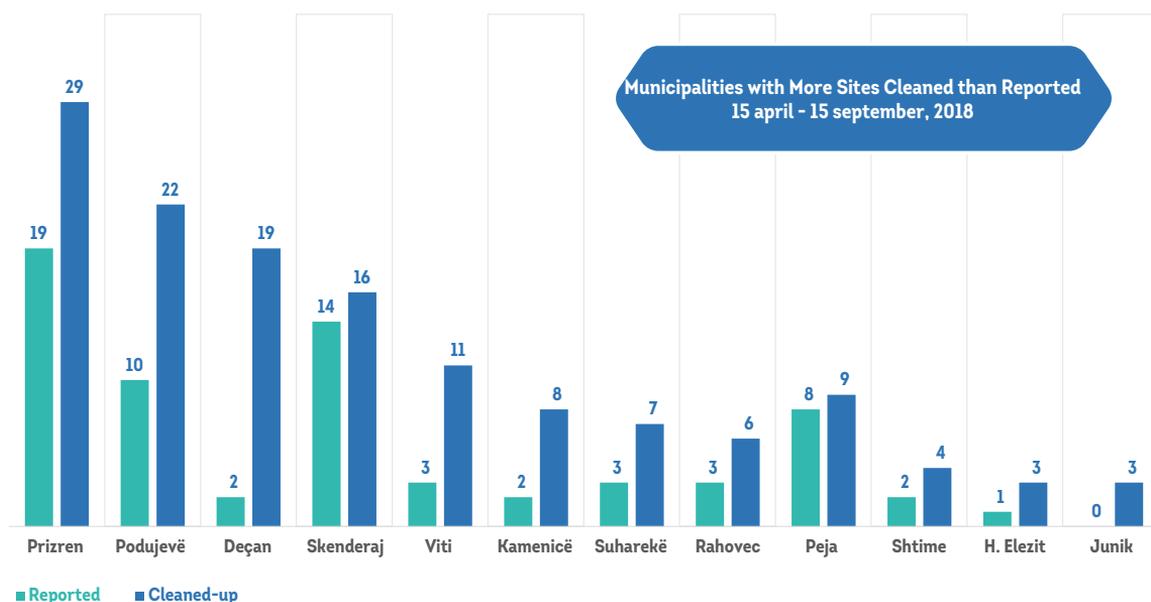
Because the problem of illegal waste dumpsites is quite widespread in Kosovo, preventive measures are inadequate, and municipalities receive little support with their removal, the reporting rate of illegal waste dumpsites is oftentimes higher than the waste cleanup rate. This is true only at the country level, however. The reason is that many municipalities delay taking action for their removal until several dumpsites have been accumulated. In some municipalities, illegal dumpsites were reported for months without any action taken, and then several of those were removed in the course of one month. Some municipalities continuously clean up dumpsites, but the cleanup rate is lower than the reporting rate.

Understandably, spring and summer months are more productive in terms of illegal waste

Figure 5: Number of illegal dump sites reported by citizens at ndreqe.com and the number cleaned up during the period of april – september, 2018



Figure 6: Number of illegal dump sites reported by citizens at ndreqe.com by municipality and those cleaned up



dumpsite removal by the municipalities. However, a discouraging fact is that during these months the rate at which citizens report illegal dumpsites² is almost equal to that of the dumpsite cleanup by the municipalities.

In some municipalities, more dumps have been removed than reported during this time of year. If we compare the number of reports on dumps to the number of dumps removed during this period at the country level, the result is quite encouraging. From June 1 until August 15 of this year, 92 illegal dumpsites were reported on ndreqe.com platform. However, within the same period, municipal institutions managed to cleanup 88 illegal dumpsites, whereas within the five-month spring-summer period, 199 illegal dumpsites were reported by citizens out of which 185 were removed by municipal institutions. Thus, there were only 14 more sites reported than removed. This shows that, actually, municipal institutions can cleanup Kosovo if they continue to work at this rate, manage the waste more efficiently, have a somewhat bigger budget, and have better coordination with contracting companies; that is, if they manage to increase the level of maintenance and prevention of new waste dumpsite buildup.

Even more encouraging for some municipalities is that they have managed to remove more dumpsites than those reported during the spring-summer season. In Prizren, within the period between April 15 and September 15, 19 illegal dumpsites were reported and the municipality managed to remove 29. In Podujeva, 10 sites were reported and 22 removed during this period. In Deçan, only 2 were reported and 19 dumpsites were removed by the municipality during this period, because the removed sites had been previously recorded. In Skenderaj, 14 sites were reported and 16 removed. Meanwhile, the dumpsite removal activities in this municipality are still underway as this report is being written.

Similarly, in Viti, where a waste cleanup campaign is underway, 11 dumpsites were removed and 3 reported within the April-September timeframe. Municipality of Suhareka removed 7 and had 3 dumpsites reported during this period. Municipality of Rahovec removed 6 and had 3 dumpsites reported, while the cleanup campaign there is still underway. In Peja municipality, there was one more dumpsite removed than reported – 8 dumpsites were reported and the municipality managed to remove 9 illegal waste dumpsites. In Shtime, 4 dumpsites were removed while 2 dumpsites had been reported during this period. In Han i Elezit, where a cleanup campaign is also underway, 3 large dumpsites were removed and only 1 had been reported during the same period. In Junik, a small municipality in terms of both its territory and number of inhabitants, there were no illegal dumpsites reported during this period, but the municipality removed 3 dumpsites that had been recorded previously.

This shows that municipalities will be able to address citizen reports on ndreqe.com and respond to their complaints about illegal waste dumpsites, and they can also use the platform to take action in response to other problems that the citizens report in their neighborhoods.

Time frame of Intervention

Nevertheless, what needs to be improved is the timeframe within which the municipalities respond to citizen reports to prevent accumulation of waste and to avoid losing the citizens' trust in the municipalities readiness to act on their reports. This should be considered especially with regard to illegal waste buildup inside the cities and urban areas, where dumps affect more peo-

² Administrative Order No. 06/2018 on Mandatory Penalties and Fines. Ministry of Environment and Spatial Planning. <https://goo.gl/epKMwa>

ple and are more visible. The response inside the cities is also easier since waste collection service is more readily available, trash cans are more frequent, and dumpsites can be more easily verified.

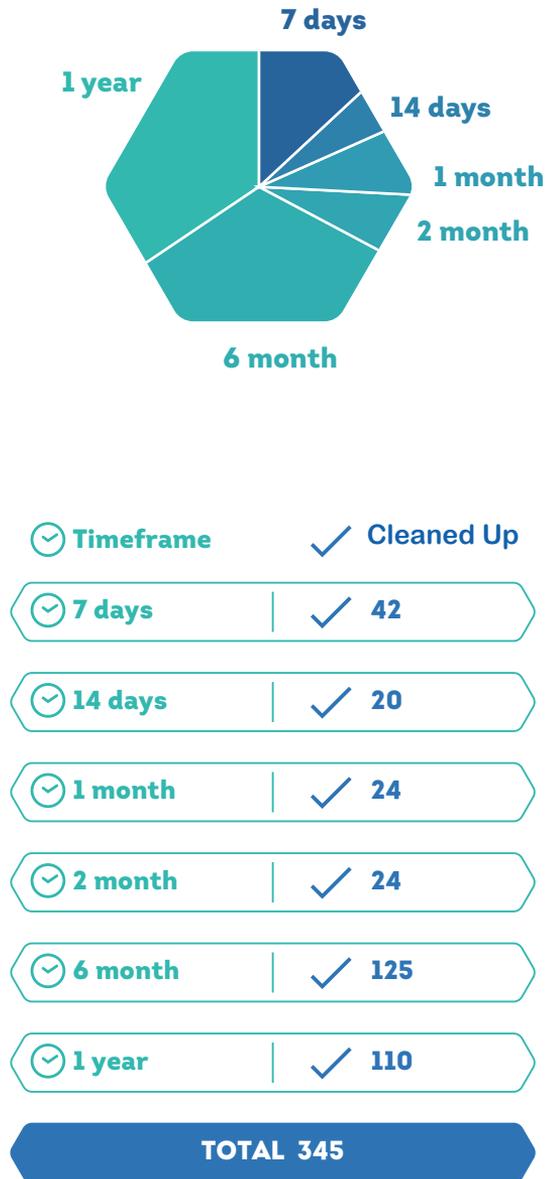
An analysis of the timeframe of response to citizen reports by the municipal institutions shows that out of 345 illegal dumpsites removed that are recorded on ndreqe.com by location and with before and after photos, 42 dumpsites were removed within one week of receiving the report; whereas 17 others were removed within two weeks of receiving the citizen report, and 24 were removed within one month of receiving the report. Thus, 86 illegal waste dumpsites, or 25% of a total of 345 removed dumpsites, were taken care of within one month, which is acceptable especially for dumpsites that were built up for years and became large in size. It should be noted that in some cases, the update of current condition on the platform, as well as the process of photographing the cleaned up sites, has taken up time because every updated report has to be accompanied by a photo of the site post-intervention.

For 24 other dumpsites, it took 2 months to remove them from the municipality. Two - six months was the time it took to remove most of the dumpsites (125 dumpsites); whereas for an additional 110 illegal dumpsites, it took six months to a year, mainly due to the time the municipal officials needed to become familiar with the ndreqe.com, its use, and its administration.

IV. CHALLENGES OF CLEANING UP ILLEGAL DUMP SITES

To better understand the problem of illegal waste dumpsite removal and of prevention of their reappearance, ndreqe.com team has interviewed 18 waste management officials, who have a more in-depth knowledge of this issue. The challenges related to the issue of

Figure 7 : How much time did it take to clean up illegal dump sites and update the status at ndreqe.com



illegal waste in municipalities and in Kosovo as a whole, mainly fall within these two categories: 1) challenges with management and administration, which includes maintenance of sites post-cleanup and 2) challenges with contracting and coordination with companies for waste dumpsite removal. Following are the challenges facing some or most of the municipalities and also the institutions of Kosovo in general.

Management and Administration

Lack of Inspectors and Fines

Besides the accumulation of waste in illegal dumpsites over the past few years, a challenge remains the prevention of new waste buildups and of recreation of dumps once removed. This is the key issue of waste management and administration in a municipality. Adequacy of

preventive measures or their absence remain an unresolved issue in almost every municipality in Kosovo. More importantly, this situation discourages many municipal institutions to clean up and maintain the areas where illegal waste is accumulated and stored. The creation of illegal dumpsites can only be prevented by the inspectors and the implementation of a functional system of fines and high penalties. In October 2018, the Ministry of Environment adopted an Administrative Order on Mandatory Fines which determines mandatory fines to be imposed on polluters of the environment and includes violations ranging from improper disposal of a piece of paper by an individual to improper disposal of large piles of complex waste³. This mandates the inspectors of this ministry, municipal inspectors, and Kosovo police to impose these fines and prosecute individuals and companies for improper waste disposal.

However, the implementation of this administrative order requires a sufficient number of inspectors and institutional support for those inspectors. At the municipal level, the lack of inspectors is obvious. Moreover, inspectors are not paid overtime for their field work, although environmental polluters do not operate on a fixed schedule⁴. Some municipalities are quite effective in the removal of illegal waste dumpsites and the only challenge they face is the prevention and imposition of fines on abusers of public spaces. Some municipalities, such as Lipjan, with a rather spread out rural territory, have only two municipal inspectors⁵. Nonetheless, municipal institutions have not invested on inspectors and inspection capacities to address the serious issue they have with illegal waste dumpsites. This is due to other problems facing them in the administration, as well as other municipal priorities.

Partial Coverage with Service

The availability of the waste management service, waste containers for every neighborhood and village, and regular waste collection, are key to maintaining a clean environment. Lack of coverage of the entire municipality with the waste collection service represents a challenge for most



3 Administrative Order No. 06/2018 for Sanctions with Mandatory Fines. Ministry of Environment and Spatial Planning. <https://goo.gl/epKMwa>

4 Interview with , Rizah Muçolli, Waste Management Official in Municipality of Podujeva. October 20, 2018.

5 Interview with , Labinot Dedushi, Waste Management Official in Municipality of Lipjan. October 22, 2018.

municipalities in Kosovo. At the country level, the waste collection service coverage is 57.7%⁶. Although many municipalities have been continuously expanding coverage with the service, only six municipalities have full coverage of the entire municipality with waste collection points in place and availability of garbage pickup service⁷. Rural areas, where most illegal waste dumpsites are built up, represent the biggest problem with service coverage. Based on the official data of the Ministry of Environment for 2016, the coverage with the service at the country level is 41% whereas in urban areas 75%.



Figure 8: Level of coverage with waste management service in rural areas of municipalities

The lack of coverage with the waste collection service forces many households to dispose their waste in public spaces, which is illegal. By not offering them the service, the households are left with no other option. Municipalities often complain about citizens not paying for the service, or refusing to start receiving the service because they do not want to pay. In fact, the Ministry records show a rate of payments billed in areas covered by the service at 77.9%.

In any event, without offering the service in the entire territory of a municipality so that the inhabitants have the option of disposing their waste in designated areas, the challenge of illegal buildups of waste coming from households will continue. Another issue here is the lack of information to the people as to where to dispose larger items, such as old furniture, old appliances, etc. These types of items cannot be put into garbage containers, and a service for their collection should be available. Prizren municipality offers a bi-annual service – visit to neighborhoods in the course of one week to collect bulky household waste – a rather good initiative on top of the fact that Prizren municipality is covered 100% with the waste collection service. Prishtina municipality also takes a similar initiative from time to time, but this service needs to be expanded to other municipalities as well, and public information campaigns should be organized to provide information where this type of waste can be disposed.

Administrative Resources for Management

Administrative resources for waste management represent another challenge for the municipalities in Kosovo because this is a large, complex operation that requires constant at-

⁶ Municipal Waste Management in Kosovo. Kosovo Environmental Protection Agency. May 2018.

⁷ Prizren, Han i Elezit, Novobërdë and Shtërpce.



tion. In addition to offering the service and picking up waste, removal of illegal dumpsites accumulated over many years, and prevention of new sites are actions that require availability of administrative resources within the municipality. A positive development in recent years has been to appoint a waste management official within the public services management office. This puts a greater attention on waste management, coordination with other municipal officials, and coordination with contracting companies to enable a functional waste management cycle.

Obviously, the large number of illegal waste dumpsites, partial coverage with the service, and a generally low level of citizens' awareness of environmental maintenance, require more than two people to effectively manage these activities. Municipal officials, who were consulted for the purpose of this study, tell of great challenges facing them in their efforts to manage as effectively as possible the waste within the territory of their municipality. In all municipalities, waste management is a competence of the public services management office, which has many other responsibilities as well. This often draws the attention away from waste management related issues.

Contracts for Cleaning up Dump Sites

Capacities of Public Corporations

Many municipalities depend on public corporations for illegal dumpsite removal. However, the capacities of many of these public corporations are insufficient for the removal of dumpsites accumulated in the municipality. In many municipalities, such as Peja, Ferizaj, Gjakova, waste management officials state the need of increasing the capacities of public corporations to remove waste dumpsites⁸. The waste management official in Ferizaj said that even though they are somewhat satisfied with the performance of public corporation (KRM Pastërtia), this company has an obvious lack of mechanisms to remove dumpsites⁹.

In Peja, there is a need to increase the extremely low capacities of public corporation (KRM Ambienti). Similarly, in the municipalities of Vushtrri and Mitrovica, public corporation Uniteti responds to requests by municipal officials to remove dumpsites, but because its capacities are overly limited, it cannot even reach many of the sites. In Gjakova, there is also a need to contract private companies, as public corporation Çabratia has limited capacities. In Podujeva and Prishtina, public corporation Pastrimi, in the lack of capacities to do more, mainly collects smaller size waste within urban areas. This same company removes only up to 1000m³ of waste in Lipjan, according to an agreement with the municipal authorities, whereby all waste over this amount remains untreated.

⁸ Interview with Waste Management Officials of these municipalities. October 17-25, 2018.

⁹ Interview with Ismajl Mehmeti, Waste Management Official in the Municipality of Ferizaj. October 23, 2018.

Contracts with Private Companies

Municipalities that have been more effective in removing illegal waste dumpsites have contracted private companies to do the job. In Viti, a municipality that put much focus on removing illegal dumpsites, a public-private company was contracted, although the capacities continue to be somewhat limited. Similarly, in Deçan, a municipality that has paid much attention to dumpsite removal, the private company that was contracted also has limited capacities and faces managerial challenges. In Podujeva, another municipality with the largest number of recorded illegal waste dumpsites removed, three private companies have been contracted to do the job in the lack of capacities.

In Han i Elezit, among the biggest challenges is the lack of a company to administer and remove illegal dumpsites. These limitations on the part of public corporations as well the contracted private companies, represent a great challenge in addressing the issue of illegal waste dumpsites. This, along with the fact that many small municipalities, such as Han i Elezit and Dragash¹⁰, do not have designated places to transport the waste collected from dumpsites, make this process practically unmanageable.

Lack of Financial Means

Lack of financial means for the removal of illegal dumpsites and maintenance of public spaces was mentioned by all 18 municipal officials who were interviewed. Almost all waste management officials say that if they had more financial means to contract other companies, the situation would improve. It should be taken into account that illegal waste dumpsites have been built up for years and decades in several places and require a lot of funding. Therefore, even though some municipalities allocate a budget for waste removal, these funds are insufficient to remove the vast majority of these dumps.

If we look at municipal budgets for 2018, only 10 municipalities allocated a specific budget for illegal waste dumpsite removal. The overall budget of these 10 municipalities for this category appears to be slightly over 800,000 Euros, although, in some municipalities, the budget line for waste removal also includes other services, such as natural disaster relief (Prizren) or demolition of illegal constructions (Kaçanik). Only seven municipalities have allocated a specific budget for maintenance and expansion of the waste management service. The overall budget of these municipalities is 660,000 Euros¹¹.

This clearly shows that, with the exception of a few municipalities, such as Prishtina, Ferizaj, and Mitrovica, the rest of the municipalities are either unable to set aside a budget for the removal of illegal waste dumpsites, or unable to expand their budget, or they do not give priority to this issue for various reasons. In any event, the budget represents a challenge for the removal of illegal dumpsites identified on ndreqe.com. A municipal official from Dragash said that even though they are aware of the reports on ndreqe.com and they have an interest in removing the dumps, the budget is insufficient to do anything in that regard. Even officials from the municipality of Prishtina and Ferizaj, who have allocated a specific budget for waste removal, said that the budget represents an issue for illegal waste dumpsites, which have been built up for many years and have become very large in size, and, as such, are costly to remove¹².

10 Interview with the Waste Management Official of the Municipality of Han i Elezit (October 23, 2018) and the Waste Management Official in the Municipality of Dragash (October 23, 2018).

11 Law No. 06/L-020 on the Budget of the Republic of Kosovo for the year 2018. Ministry of Finance. <https://goo.gl/6ncMwL>

12 Interview with the Waste Management Official of the Municipality of Prishtina (October 20, 2018) and the Waste Management Official of the Municipality of Ferizaj (October 20, 2018)



Figure 9: That have set a specific budget line for cleaning up illegal dump sites in 2018 and 2019.

IMPROVING WASTE MANAGEMENT SERVICE		
2018		
MUNICIPALITY	LINE ITEM	BUDGET
Fushë Kosovë	Cleanup and aintenance of the environment and manholes, availability of social welfare, healthcare, domestic care, emergency response, as well as administrative, economic , and infrastructure support	€ 220,000
Prishtinë	Making space for waste containers and securing above-ground waste containers, underground waste containers, and bins	€ 150,000
Prishtinë	Securing machinery, equipment, and trucks for transportation of waste	€ 150,000
Prishtinë	Distribution of bins for pocket waste and park benches	€ 50,000
Deçan	Purchase of waste containers. Participation.	€ 20,000
Istog	Purchase of waste containers	€ 20,000
Istog	Building the dumpsite in Tuçep	€ 20,000
Vushtrri	Purchase of waste containers	€ 20,000
Obiliq	Purchase of containers	€ 10,000
Gllgovc	Purchase of waste containers and bins	€ 5,000
TOTAL		€ 660,000
2019		
MUNICIPALITY	LINE ITEM	BUDGET
Suharekë	Maintenance and clean up for the city	€ 145,000
Fushë Kosovë	Buying containers for waste	€ 100,000
Deçan	Trucks for cleaning up waste	€ 45,000
Prishtinë	Distribution of bins for pocket waste and park benches	€ 40,000
Ferizaj	Public benches, public toilets and bins for waste	€ 30,000
Istog	Building the dumpsite in Tuçep	€ 15,000
Vushtrri	Purchase of waste containers	€ 15,000
Ferizaj	Underground containers	€ 15,000
Drenas	Purchase of waste containers and bins	€ 15,000
Obiliq	Purchase of containers	€ 10,000
Junik	Purchase of containers	€ 5,000
TOTAL		€ 435,000

Figure 10: Municipalities that have set a specific budget line for expanding the waste management service in 2018 and 2019.

MUNICIPAL BUDGETS FOR CLEAN-UP OF ILLEGAL DUMP SITES		
2018		
MUNICIPALITY	LINE ITEM	BUDGET
Prizren	Intervention in infrastructure during natural disasters (L)	€ 300,000
Prishtinë	Construction waste processing	€ 150,000
Mitrovica	Removal of landfills	€ 100,000
Ferizaj	Landscaping, maintenance of green areas, and waste removal	€ 98,000
Fushë Kosovë	Maintenance of public spaces, fencing, cleaning, etc.	€ 90,000
Suhareka	Elimination of illegal dumpsites	€ 30,000
Rahovec	Management and maintenance of solid waste	€ 20,000
Istog	Removal of waste from public spaces	€ 20,000
Glogovc	Maintenance of inert waste dumpsites	€ 15,000
Kacanik	Demolition of unauthorized constructions and removal	€ 10,000
TOTAL		€ 833,000
2019		
MUNICIPALITY	LINE ITEM	BUDGET
Prishtinë	Construction waste processing	€ 150,000
Ferizaj	Landscaping, maintenance of green areas, and waste removal	€ 100,000
Suhareka	Elimination of illegal dumpsites	€ 85,000
Mitrovica	Removal of landfills	€ 80,000
Fushë Kosovë	Maintenance of public spaces, fencing, cleaning, etc.	€ 40,000
Mamusha	Repairing of parks and metallic bins for waste	€ 30,000
Decan	Illegal dump sites	€ 30,000
Lipjan	Elimination of illegal dumpsites	€ 25,000
Kacanik	Demolition of unauthorized constructions and removal	€ 25,000
Istog	Removal of waste from public spaces	€ 10,000
H.Elezit	Elimination of illegal dumpsites	€ 10,000
TOTAL		€ 585,000

Designated Locations for Transportation

A challenge that is becoming increasingly more notable each year is the issue of a location to transport the waste collected from dumpsites. Legal dumpsites are overloaded, and smaller municipalities face the problem of where to take the waste when they remove it from dumpsites. A waste management official in Han i Elezit said that “the biggest challenge with the removal of the existing illegal waste dumpsites in our municipality is to find a location where to store them onward, since there is no designated location where the municipality could further store this waste, and which has been approved by the municipal assembly to serve that purpose.” Dragash municipality seems to be in a similar situation with its closest legal dumpsite being in Prizren.

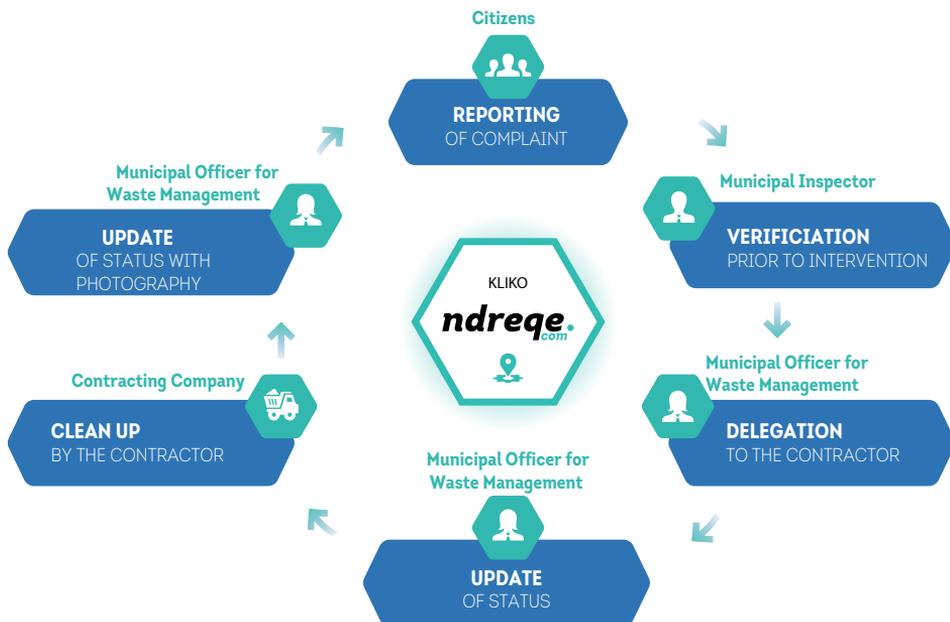
V. ADMINISTRATIVE ORGANIZATION FOR QUICK RESPONSE TO CITIZEN REPORTS

In addition to the aforementioned multitude of challenges, this analysis focuses on two parts where ndreqe.com platform could help improve performance 1) organization of the administration to respond more efficiently to reports on illegal dumpsites and 2) drafting of contracts based on ndreqe.com records, thus ensuring greater effectiveness.

In most cases, municipal leaders make an effort to address citizen complaints with the intention to improve life for citizens. However, these efforts may encounter bureaucratic administration hurdles which in turn obstruct their quick response to overcome difficulties in those neighborhoods and villages that report them. In some cases, although municipal administration officials give orders for action, they do not treat citizen requests with high priority, and the intervention takes a long time.

Also, quick response to citizen complaints is delayed in cases where there is lack of clarity in the administration as to who is responsible for a certain issue. The team of ndreqe.com discussed in advance with municipalities it collaborates with, based on a memorandum of understanding, the possibility of appointing a person or a team that would be responsible for taking into consideration and for further processing citizen reports on ndreqe.com. Despite this, however, further processing sometimes lags behind on certain rings of the information chain, or all the rings do not pass on the information so as to effectively notify the citizens who reported on an issue, as well as inform other citizens (another purpose for which the platform can be used by municipal institutions).

Ndreqe.com can best be utilized if certain simple but important steps are taken to intervene upon receiving a report, and to communicate with the person who filed the report, and with the public about the intervention made. The platform enables municipal officials to administer, update, and communicate every report through access to their respective municipality.



Clearly specified responsibilities and good coordination could expedite the administration's response to a citizen report on ndreqe.com. More importantly, there should be a person within the administration who manages the process from filing the report, to addressing the issue, and communicating about the intervention. In case of a report on an illegal waste dumpsite, that person should, of course, be the waste management official; whereas in case of other reports on road potholes, public lighting, or anything else, the responsible person should be an official from the public services management office which manages the service that the report refers to. This official should have access to the administration of ndreqe.com platform for the municipality of their responsibility.

The first step, after receiving a complaint, should be to pass on the link to the municipal inspector, who should in turn verify the location the report refers to and whether the photos provided for that location reflect the actual condition of the illegal dumpsite. After verification, the second step should be to delegate the report to contracting companies responsible for addressing a given issue, in this case, the company for the removal of illegal waste dumpsites. Meanwhile, at the same time the report is delegated to the company, the waste management official should update the database by marking the report as "delegated" following by a comment on the report, and by changing its status on the platform (an option available on the platform). This would

serve two purposes: 1) inform the person who filed that report that municipal administration has taken action to address the reported issue; 2) keep track for the municipality which reports have been taken into consideration and have been delegated to contracting companies, and which reports are yet to be delegated. The next step should be to have the contracting company address the problem, that is, remove the waste and take post-cleanup photos. After the site has been cleaned up, the waste management official should again update the status of the report, this time to "fixed", which in turn would inform the person who filed the report about the change, and the platform would move the report from the "reported" to the "fixed" category.

There is often a delay in responding to a report on illegal waste dumpsites by the municipal institutions, which is due to the lack of coordination within the administration for bureaucratic reasons, or for poor organization of the administration to respond to citizen reports.

Municipal leaders should regulate the processing of citizen complaints by their administrations as well as the process of their management by contracting companies. Simultaneously, they should regulate communication with the responsible citizens who take the time and effort to file these complaints for the benefit of their communities.

For these reasons, the mayor and the director of the administration should reorganize the administration to process as quickly as possible citizen complaints about the maintenance of public spaces and infrastructure. A good starting point would be a plan that specifies who is responsible for receiving the citizen complaints about public spaces, who is responsible for processing each complaint, what action should be taken to respond to these reports, and what is the best way to communicate with the responsible citizens who take the time to file these complaints.

At the same time, municipal leaders should initiate collaborations with various platforms which enable citizens to keep track of and report complaints for their locations. These platforms can be a good way to assist the administration in addressing these complaints, and in checking what action the municipality is taking and how quickly it is responding to citizen complaints.



VI. CONTRACTING WITH CONDITIONS FOR RESPONDING TO CITIZEN REPORTS

Undoubtedly, the resolution of many issues in public spaces depends on municipal or inter-municipal public corporations, or on companies contracted by the municipality. Usually, a municipal corporation is responsible for the cleanup of waste reported in urban areas or in areas where the service is provided; whereas private companies contracted by the municipality are responsible for the removal of waste from illegal dumpsites accumulated for years, mainly in rural areas. Regardless, if a responsible citizen files a complaint in their community, the expectation is that the municipality is responsible to respond. Therefore, municipal institutions should have a line of communication with these corporations or contracting companies so as the moment a complaint is filed, it is immediately passed along and the municipality can follow up on the status of that complaint.

Also in this case it might happen that the company will not give priority to citizen reports and will not respond quickly. For this reason, institutional leaders, when contracting these companies, should oblige the other party to act on citizen requests and give priority to these requests.

Ndreqe.com helps in three aspects of the process of contracting a private company for the removal of dumpsites and the maintenance of those spaces. First, the platform can be used to set the criteria and process the public procurement requests of the private company. In addition, the ndreqe.com provides information on illegal waste dumpsites, showing exact locations and photos of their condition, specifically, providing details about the type and quantity of waste in those locations. - See Annex IV for a good example of terms of contract for private companies for the removal of dumpsites in the municipality of Podujeva that were based on recorded evidence. The contract specifies exact locations of dumpsites to be removed and the quantity in cubic meters, both of these pieces of information are available on ndreqe.com. Also, Annex V shows a not-so-good example of terms of contract for the removal of dumpsites where the exact location was not specified and the removal of dumpsites was contracted on an hourly rate rather than by quantity removed/cubic meter.

Figure 12: The phases of contracting the clean up of illegal dump sites that ndreqe.com



Second, the cost of bidding can be determined based on confirmed information on dumpsites recorded on ndreqe.com. These reports can help the tendering company to set the price, and also the winning company to plan more easily the execution of the contract. Third, drafting of the contract based on reports on ndreqe.com and the contract-binding requirement that the implementing company provide post-intervention photos, will help the municipal officials to supervise the contract signed with the winning company. In addition to providing evidence as to how and when an illegal dumpsite was reported, ndreqe.com also allows the municipal officials to update a report, upload the post-intervention photos, and update the status of a report to “closed.”

However, to be more effective in removing illegal waste dumpsites, the contract with contracting companies should be drafted on condition by which the company is obliged to respond with removal of a dumpsite the moment that a citizen reports the site and it is verified by the inspectors. This type of contracting requires flexibility with regard to terms of contract, because the contract does not only refer to dumpsites recorded in the past, but also to those that might be created or reported during the length of the contract. Currently, it is a common practice for companies to hold off on bidding for a tender for the removal of illegal dumpsites until several of them have been built up and, when they sign the contract, the contracted company removes only those illegal dumpsites specified in the contract, or others that might appear or be recorded in the interim.

This type of contracting based on continuous requests will visibly improve the level of cleanliness and maintenance in the municipality. Simultaneously, it will considerably improve the response time by the municipality upon receiving a report and evidence on an illegal dumpsite. With improved response, the level of citizens' trust in services provided by the municipality will increase, and so will the quality of monitoring of locations at risk of becoming illegal dumpsites.

VII. RECOMMENDATIONS

Quick Response Team for Citizen Reports

The mayor should work with the heads of departments of administration, public services, and inspectorate to build quick response teams for citizen complaints of public services. Quick response teams should be created for various categories of public services (waste, potholes, public lights, sewage, etc.) and the teams should be trained to follow the “Steps of Addressing Reports” using ndreqe.com (see graph on page 21).

The platform for reporting complaints is already available through ndreqe.com and in addition to enabling citizens to register complaints, it also enables municipal officials to administer these reports. A municipal official should be appointed as administrator of the platform for each reporting category, e.g. waste managers would be responsible for waste, another official would be appointed within public services management office for road potholes, and so on.

Drafting Contracts with Conditions for Quick Response to Complaints

Municipal contracts for public services, such as removal of illegal dumpsites, road maintenance contracts (which include pothole repair) and contracts for public lighting should include conditions by which the contracting company will respond within a set timeframe following the order of the official supervising the contract.

Because the response to a reported complaint is often delayed by the contracting company, a condition should be written into the contract by which the contracting company is obliged to act upon receiving a complaint. In this way, municipal contracts for public services would be tailored to respond to requests of active citizens rather than only to requests of municipal officials.

Contracts Based on Evidence at ndreqe.com

During the drafting of contracts for public services such as waste, potholes and public lights, municipal officials should specify not only the services to be delivered but estimate an amount to be contracted that is based on evidence and data. A good resource for drafting contracts on this basis is ndreqe.com. In the case of contracting a company for the removal of illegal dumpsites, it can provide specific information about the locations of illegal waste dumpsites, including GPS coordinates. Moreover, photos of the reported illegal waste dumpsites registered on the platform show the quantity of waste and can help determine the cost based on the amount of waste intended to be cleaned. A good example of this approach is the contract for the removal of illegal dumpsites by the Municipality of Podujeva, which was drafted and implemented in 2018 (see Annex IV).

Allocate a Specific Budget for Removal of Illegal Dump Sites

Municipal contracts with public corporations of waste do not include the removal of illegal waste dumpsites built up over the years, as municipal officials testify. This is because of the additional cost of illegal dumpsite removal and transportation to legal dumpsites. Therefore, municipalities should allocate a specific budget for dumpsite removal, a budget that should be determined based on ndreqe.com records.

Some municipalities do allocate some funds for removal of illegal dumpsites as seen on the table in pages 18. But many other municipalities do not allocate any budget for this, even though illegal dump sites are a threat to the environment in all municipalities. Even many municipalities that do allocate some budget, it is often included in a budget line with other services such as landscaping, waste processing and demolition of illegal construction. Removing illegal dump sites requires specific attention, specific contracts and specific budget lines in order to make progress.

VIII. ANNEXES

Annex I: Number of Dumps Cleaned Up by Month



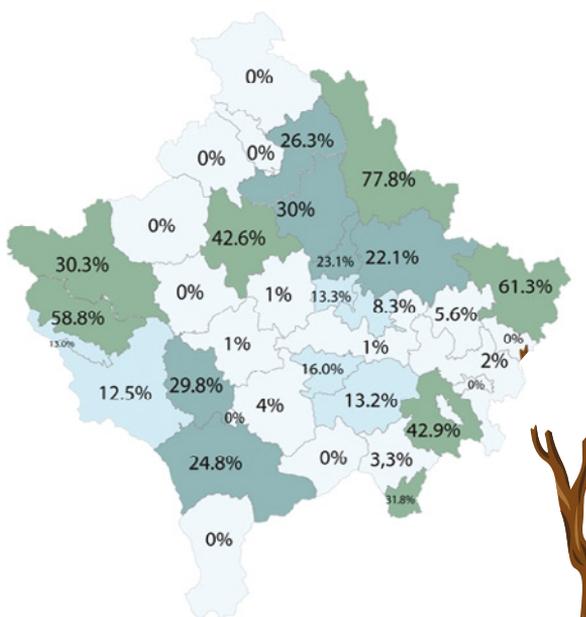
Annex II: Level of Clean-up By Municipality

MUNICIPAL PERFORMANCE

CLEANING UP WASTE SITES REPORTED

20 NOVEMBER, 2018

	REPORTED	CLEANED-UP	%
1. PODUJEVĚ	36	28	77.8%
2. KAMENICĚ	31	19	61.3%
3. DECAN	34	20	58.8%
4. VITI	63	27	42.9%
5. SKENDERAJ	61	26	42.6%
6. HANI I ELEZIT	22	7	31.8%
7. PEJĚ	33	10	30.3%
8. VUSHTRRI	40	12	30.0%
9. RAHOVEC	57	17	29.8%
10. MITROVICĚ	80	21	26.3%
11. PRIZREN	133	33	24.8%
12. OBILIO	13	3	23.1%
13. PRISHTINĚ	307	68	22.1%
14. SHTIME	25	4	16.0%
15. F. KOSOVĚ	30	4	13.3%
16. FERIZAJ	91	12	13.2%
17. JUNIK	23	3	13.0%
18. GJAKOVĚ	72	9	12.5%



OTHERS UNDER 10%



Annex III. Declarations of Municipal Officials about ndreqe.com

How much do you use ndreqe.com?

“During cleanup initiatives we use the ndreqe.com platform to locate the dump sites that have been reported in and around our city, and based on capabilities of the company and the municipality, we take action to remove the waste from places that have been reported and recorded.”

- **Destan Avdyli (Viti)**

“Recently, the updates on ndreqe.com platform are being followed closely as a backup approach, as part of our collaboration with the team of ndreqe.com. Certainly, the platform has made verification and cleanup initiatives easier.”

- **Lendim Kuçi (Deçan)**

“Without the help of reports and records on all illegal dump sites, it would be practically impossible to act. We have discussed with the director ndreqe.com and the reports in Lipjan municipality.”

- **Labinot Dedushi (Lipjan)**

- “Citizen reports are mainly the starting point for action. We receive reports over the phone, email, as well as through online platforms. Our head of department has talked to the director and has informed him about ndreqe.com. The director has some familiarity with ndreqe.com platform, and has appreciation for it as a tool that can help in identifying waste dump sites.”

- **Saniha Bajraktaraj (Prishtinë)**

“The ndreqe.com platform records citizen complaints in the quickest and most convenient way possible, and, as such, it has been discussed as a tool to resolve the issues facing the citizens.”

- **Samir Sylmeta (Gjakovë)**

“The possibilities that this platform offers with regard to identification of illegal dump sites are very good, but, as we have discussed it, our opinion is that this platform should also be used for identifying the culprits.”

- **Irfan Peci (Mitrovicë)**



“Ndreqe.com helps in getting a clearer picture of the situation we are in, and in practice, it is useful for putting pressure on decision-makers. It has proven to be a useful tool for both the citizens and the responsible officials.”

- **Ilir Lulaj (Pejë)**

“Before, we would go out into the field to identify priority dump sites. Now, we also use the ndreqe.com platform, which is useful to us officials as well as to citizens.”

- **Fetie Shaqiri (Skenderaj)**

Have you talked to the Mayor about ndreqe.com?”

“We have talked to the director of public services about the possibilities that this platform offers to record the dump sites and about the possibility to remove other reported dump sites as soon as possible in collaboration with you.”

- **Ismajl Mehmeti (Ferizaj)**

“We have talked about the number of removed dump sites which had been reported in the platform, and the possibilities to intervene in other dump sites reported by the citizens. The director of public services and I, are also discussing the reports sent by us..”

- **Destan Avdyli (Viti)**

“We have talked to the Mayor about the possibility of removing from the platform the reports of citizens from our municipality since there are still reports there dating from 2017 that should be marked as “fixed” and removed from the platform.”

- **Kujtim Derjani (Han i Elezit)**

“The director and I, follow both the ndreqe.com website and Facebook page. We are satisfied with the platform. We suggest that you put pressure on the MESP to take into account municipality’s performance on ndreqe.com in the process of performance evaluation of municipalities.”

- **Rizah Muçolli (Podujevë)**

“Ndreqe.com has helped us record the whereabouts of illegal dump sites which had not been identified before by the municipality, and has enabled easier access to those locations. Thanks to this platform, most illegal dump sites have been identified and removed.”

- **Lendim Kuçi (Deçan)**



Annex IV. Criteria of Contract by Municipality of Podujeva

Republika e Kosovës / Republika Kosova / Republic of Kosova
Komuna e Podujevës Opština Podujevo Municipality of Podujeva

Paramasa dhe parallogaria për largimin e deponve ilegale					
Nr	ndi i deponisë	Njësia	Sasia	Çmimi për njësi	Shuma e pozicionit
1	Podujevë (afër sillosi), largimi i shkurreve, drunjëve	m ³	120		
2	Te tregu i kafësheve	m ³	50		
3	Balloç (rrugët për Herticë dhe Shamalluk)	m ³	90		
4	Podujevë (rr. "Vëllezërit Frashëri")	m ³	30		
5	Podujevë (Rr. "Nazmi Gafurri")	m ³	60		
6	Podujevë (Rr. Shakadin Behrami)	m ³	50		
		m ³			
7	Podujevë (Rr. "Albaniku")	m ³	140		
8	Podujevë (H. Sadria)	m ³	20		
9	Rruga Podujevë-Dumnicë	m ³	130		
10	Katunisht	m ³	60		
11	Siboc	m ³	220		
12	Batllavë (te Romët)	m ³	40		
13	Bellopjë (te varrezat)	m ³	20		
14	Lupq i Poshtëm (te ura dhe bugordoll)	m ³	145		
15	Buricë	m ³	40		
16	Gërdoc (te ura)	m ³	60		
17	Gllamnik (te qeshmja dhe te Kërtokt)	m ³	50		
18	Vende të ndryshme sipas kërkesave	m ³	3020		
19	Vendosja e shenjave metalike	Copë	30		
				Gjithsej	
				TVSH (18%)	
				Totali	
Vërejtje: amvisërisë duhet të dërgohen në deponin sanitarë në fshatin Dumnicë. Mbeturinat ndërtimore duhet të ju gjendet një vend nga OE dhe të jetë i pranueshëm për organet përgjegjëse të komunës. behët edhe me dorë.				Mbeturinat e Mbeturinat pas hjekjes me makineri pastrimi të	

Annex V. Criteria of Contract by Municipality of Obiliq

Nr	Përshkrimi	Njësia	Sasia
I			
1	Hapja e kanalit dhe mbulimi me dim. 0.6x 1.5m, dhe deponimi i dheut deri ne vend te caktuar 0-7km	m	2.500,00
2	Pastrimi i mbeturinave (ineret etj) dhe deponimi I tyre deri ne vend te caktuar , 0-7km (deponive ilegale , inerte etj) , me mjete të punës :Lipker dhe Kamion	orë	100,00
3	Rrënimi i objekteve (të vjetra që paraqesin rrezik për qytatar , objekte që duhen rrënuar sepse ndërtohen të reja komuale, dhe ndertimet pa leje etj), me mjete të punës :Lipker dhe kamion	orë	100,00
4	Rrënimi i objekteve (të vjetra që paraqesin rrezik për qytatar , objekte që duhen rrënuar sepse ndërtohen të reja komuale etj), me mjete të punës :eskavator me hillt dhe kamion (bartja dhe deponimi i materilait 0-7km)	orë	50,00
5	Furnizimi , shtritja e materialit me zhvorr natyral(per gypa)	m ³	150,00
6	Furnizimi dhe vendosja e gypave të betoit me diameter 400mm.	m'	50,00
7	Pastrimi dhe formësimi I kanaleve të prrocakve/shtrat të lumit ekzistuese me dimesione 1.5 deri 2.5 gjersia me 1.5-deri 2 thellësi. Dhe largimi I materialit të pa nevojshëm deri ne deponi 0-7km	m'	500,00

Cataloging in Publication - (CIP)
National Library of Kosovo "Pjetër Bogdani"

628.54(084.2)

Improving Efficiency in Waste Management through ndreqe.com / Prepared by:
Jetmir Bakija – Pristina: Democracy Plus, 2018. – 29 f. : ilustr.; 21 cm.

1. Bakija, Jetmir

ISBN 978-9951-758-09-3



ndrege is an online platform that collects citizen complaints for municipal public services and portrays it on an interactive map. The platform enables citizens to easily and quickly report complaints, while municipal institutions allow them to be channeled into an easily accessible place.

Currently, through the Fixed Platform, these categories of problems can be reported: garbage, sewage, street pits, public lighting, damaged pavement, road signs and disabilities for disabled people.

Complaints reported to make your send to adjust to the responsible municipal officials. Each citizen can see reported complaints, update them, or subscribe for notifications. Except this, reparation creates an atmosphere of civic participation, where citizens can be directly involved in complaints to local government. It enables citizens to easily and quickly report complaints about public services in their neighborhoods and villages.

ISBN 978-9951-758-09-3

