

REPORT OF THE SOCIAL AUDIT TEAM IN LIPJAN

MONITORED PROJECTS

“RECONSTRUCTION OF AJET KOZHANI POTUROFC AND RIBAR I MADH ROAD”

“RECONSTRUCTION OF DOBROTIN – SLLOVI ROAD”

“CONSTRUCTION OF THE KLA VETERANS’ MUSEUM HOUSE, KROJMIR”

“GABION WALL IN GADIME E POSHTME (BY THE CAVE)”





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

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DEMOS Decentralisation and Municipal Support

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

A special focus of the project is also the support provided to the central government, where DEMOS is focused on helping in developing policies for a more favourable framework for decentralized governance. According to the first component of the project, DEMOS III aim is to open up data for broader public review of municipal performance and to initiate social audits to monitor the impact of Municipal Performance Grant (MPG) projects on citizens. The DEMOS project has also supported the establishment and development of activities that involve citizens in decision-making, including Social Audit Teams, which have overseen the implementation of projects financed by the Performance Grant.



BIRN Kosovo is an independent, non-governmental organization whose goals are to inform citizens and contribute to the country's democratic transition process, promote accountability, the rule of law and policy reform. BIRN Kosovo in particular aims to act as a watchdog over public institutions by monitoring the work of governmental and public institutions. In addition, through the production of high-quality and impartial television debates and the training of young people in argumentation and debating skills, BIRN aims to promote and encourage a culture of debate in Kosovo.

BIRN's vision is to secure its position as the leading investigative journalism organization in Kosovo, addressing the need for objective, high-quality and sustainable reporting on the country's many challenges. BIRN Kosovo, in partnership with Democracy Plus, has been engaged by DEMOS to facilitate the Social Audit process in 16 selected projects in six municipalities: Drenas, Kaçanik, Dragash, Istog, Mamusha and Lipjan.



Democracy Plus (D+) is an independent, non-profit organization established in March 2016. D+ is committed to creating a democratic society by increasing citizens' participation in political processes, strengthening accountability, and influencing decision-making processes. D+ strives to integrate information technology into all of its efforts in order to promote the use of the internet, which plays an important role in the democratization of a society. D+ aims to contribute to the development of good governance practices by public institutions at both central and local level, the strengthening of the rule of law, the advancement of political parties, as well as the support of free and fair electoral processes. D+ undertakes initiatives that aim to bring decision-makers closer to citizens through policy research, facilitation of dialogue and communication, and public education.



Youth Association for Human Rights (YAHR) is active in promoting democracy and citizen participation, empowering youth, and advancing gender equality in the Municipality of Lipjan and beyond. YAHR has implemented over 100 community projects during the past decade, offering programs such as the "Democratization and Civic Activism Program," the "Youth Program," and the "Gender Equality Program." Its activities include mobilizing citizens, improving the situation of young people, and advocating for gender equality. The organization uses various methods such as policy dialogue, advocacy, and research to achieve its objectives and contribute to the development of a more just and equitable society.



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EXECUTIVE SUMMARY

In accordance with the predetermined methodology, D+ and the NGO YAHR facilitated the establishment of the “Social Audit” team in the Municipality of Lipjan. Within three months, the team engaged in analyzing and overseeing four projects: “Reconstruction of Ajet Kozhani Poturofc and Ribar i Madh Road,” “Reconstruction of the Dobrotinë-Sillovi Road,” “Construction of the KLA Veterans’ Museum House in Krojmir,” and “Gabion Wall in Gadime e Ulët (near the cave).” The total value of these projects is 240,228.25 euros.

The Social Audit Team worked in separate groups for field monitoring, and after the completion of the projects, conducted joint consultations to identify general and specific findings for each project. From the monitoring, a number of key issues were identified related to transparency, the quality of works, and adherence to timelines. Based on these findings, concrete recommendations were prepared for the municipality to improve the processes of managing and monitoring public projects.

The Municipality of Lipjan is one of the beneficiary municipalities of the Municipal Performance Grant. To improve the quality of projects financed by this grant, a team of civil society activists from Lipjan, supported by the DEMOS program, launched a civic engagement initiative in August 2025 to monitor the implementation of public projects.

Social Audit in Kosovo began to be applied by DEMOS and civil society organizations in 2022 and was further developed during 2023–2025. With the support of the DEMOS project and the Ministry of Local Government Administration (MLGA), 35 groups with more than 700 active citizens have been established.

Over the years, the Social Audit Teams, with more than 700 members involved, have provided over 200 concrete recommendations for improving local governance and increasing institutional transparency.

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

In Lipjan, after research and consultations with the community, more than 20 citizens were selected to join the Social Audit Team. The trainings included lectures and field practice, including establishing communication with the municipality, analyzing documents, and verifying facts. Throughout this process, field visits and official meetings between the municipality and the Social Audit Team were conducted. The team prepared concrete recommendations, which were shared with the municipality, and which the Municipality of Lipjan committed to implementing.

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

OVERALL FINDINGS OF THE FOUR MONITORED PROJECTS



The Municipality of Lipjan has a serious commitment to consulting the community in the budget drafting process.



The municipality holds regular public meetings and consultations with citizens.



The participation of women in the municipal budget-drafting process continues to remain low.



All four audited projects are of great importance to the community of Lipjan.



The municipality did not organize dedicated meetings for presenting the projects to the communities.



All projects were implemented through the open procedure, respecting the principles of competition, transparency, and equal treatment.



The deadlines for submitting bids were reasonable and in accordance with public procurement legislation.



In all cases, the contract award criterion was “the lowest price,” which ensures simplicity and transparency in evaluation. However, in cases where the object of the contract is construction work, it would be useful to consider the use of the “most economically advantageous tender” criterion, which allows the inclusion of additional elements in the evaluation—such as the quality of materials, completion deadlines, work warranties, or environmental aspects—ensuring a more balanced approach between price and work quality.



No discriminatory conditions or preferential requirements were observed in the tender dossiers.



In general, communication with economic operators was correct, although in some cases (such as in the Museum House project) full clarifications for direct questions were lacking.



The number of bidders was sufficient in all tenders, demonstrating interest and competition in the market.



Only one case was identified with an administrative complaint, which was handled within the legal deadline and did not affect the contract award process.



In all activities, no complaints were filed with the PRB (Procurement Review Body), indicating procedural stability and compliance with legal requirements.

Specific findings in the project “Reconstruction of Ajet Kozhani Poturofc and Ribar I Madh Road”



The works were completed within the timeframe foreseen in the contract.



The project did not include the construction of sidewalks along the entire road.



The project foresaw insufficient public lighting.



The project did not include adequate protective barriers and signage.



The elevated platforms for speed reduction were not positioned appropriately on the ground.



Specific findings in the project “Reconstruction of Dobrotin–Sllovi road”



Lack of waste bins.



The sidewalks constructed in some segments are too narrow and do not meet universal accessibility standards.



The constructed retaining wall is not equipped with metal guardrails or appropriate safety barriers.

Specific findings in the project “Construction of the KLA Veterans’ Museum House, Krojmir”



Lack of safety at the construction site;



Changes made to the interior walls and relocation of the toilet.

Specific findings in the project “Gabion Wall in Gadime e Ulët Village”



During the field visit, no concrete intervention was observed — the construction of the bus station and the gabion wall had not begun.



Informational boards and the official plaque with company and project details were missing in the project area.



Works were halted by the Inspectorate of MESP, because the project could not begin without prior environmental consent, given that this is a protected area.



A lack of prior coordination between the municipality and the ministry was identified, as well as non-compliance with legal procedures for permits and approvals.



WHAT SHOULD A SOCIAL AUDIT TEAM KNOW?

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

- The functioning of the Municipality.
- Access to public documents.
- The public consultation process — especially during budget planning and municipal investments.
- Public Procurement processes.

THE ENVIRONMENT IN WHICH THE SOCIAL AUDIT PROCESS TAKES PLACE

The Municipality of Lipjan is among the medium-sized municipalities in Kosovo, with 55,098 inhabitants according to the 2024¹, with a budget of EUR 24,897,038.00². The municipal budget for capital investments is small, and support from the Performance Grant project has a significant impact on the community.

Lipjan is among the municipalities that benefited from the Municipal Performance Grant funds. The funds were allocated for the projects “Gabion Wall in Gadime e Ulët (near the cave),” “Construction of the KLA Veterans’ Museum House in Krojmir,” “Reconstruction of Ajet Kozhani Poturofc and Ribar i Madh Road,” and “Reconstruction of Dobrotinë–Sllovi Road,” for which 240,228.25 euros were allocated.³

All these projects were of great importance for the communities of the respective localities. The reconstruction of the road in the village of Poturofc, Ribar i Madh, and the road connecting the village of Dobrotin

with the village of Sllovi would ease the movement of citizens, provide faster access to service centers, and directly contribute to local economic development through the improvement of road infrastructure.

On the other hand, the construction of the KLA Veterans’ Museum House in Krojmir was a project requested by the veterans’ community for more than five years, and its realization represents the preservation of historical memory, the strengthening of collective identity, and the creation of a dedicated space for honoring the sacrifice of former fighters.

Finally, the project for the construction of the gabion wall at the Gadime Cave, a site of national tourist importance, not only ensures the protection of the natural environment from erosion and landslides, but also contributes to increasing visitor safety and to the development of the area’s tourism potential.



¹ Population in regions and cities, Kosovo Agency of Statistics – [Population of Kosovo and natural increase at the municipal level, 2017–2024](#). (last accessed on 03.10.2025)

² Medium-term budget framework of the Municipality of Lipjan 2025–2027 <https://lipjan.rks-qov.net/korniza-afat-mesme-buxhetore/> (last accessed on 03.10.2025)

³ The value of the Municipal Performance Grant for the Municipality of Lipjan <https://helvetas-ks.org/demos3/wp-content/uploads/2024/08/ALB-Rrequllat-e-GPK-2025.pdf>

CHAPTER I

COMMON FINDINGS ACROSS THE FOUR PROJECTS

During the Social Audit process in Lipjan, the team addressed a range of issues that emerged during the analysis of documents and field visits. The team identified problems



Findings in the citizen consultation process

For citizens, the municipality remains the primary institution to which they turn to raise concerns and request that community needs be addressed, playing a crucial role in the planning and development process of the municipality. This role becomes tangible through public meetings and consultations organized by the municipality with the aim of involving citizens in decision-making. To assess the functioning and effectiveness of these processes, the Social Audit Team analyzed the documentation created during the public consultations held in the Municipality of Lipjan during 2025.

The Municipality of Lipjan had published on its website the announcement for the public hearings on the Medium-Term Budget Framework for the years 2026–2028, foreseeing eight (8) consultation meetings — four (4) in the Municipal Assembly hall and four (4) others in the primary schools of the villages. A total of 197 citizens participated in these hearings, of whom 38 were women (around 19%). In addition to the meetings with citizens, the municipality had also organized dedicated meetings with women and women’s associations, civil society organizations, youth, sports clubs, and representatives of persons with disabilities.

in the citizen consultation phase, in the planning process, and in the implementation of contracts.

The minutes of the budget hearings for the years 2026–2028 have been published on the municipality’s website, however, the content is quite general and does not reflect in detail the needs or specific requests raised by citizens during the meetings. According to the summarized data, the discussions were mainly focused on proposals for investments in infrastructure, education, and health, without further specifying the type or location of these investments.

From the analysis of the published minutes, the Social Audit Team assesses that women’s participation was relatively low, but it increased due to the dedicated meeting with women and their associations, in which 21 women participated. However, according to the minutes, this meeting resulted in a brief discussion with only two (2) recorded requests. In the four (4) meetings held in the villages of Gadime, Grackë e Vjetër, Dobrajë e Madhe, and Krojmir, women’s participation was even lower — only eight (8) women out of a total of 108 participants.

In addition to the public hearings for the Medium-Term Budget Framework held in June 2025, the Municipality of Lipjan also organized nine (9) budget hearings during the month of August, with the same actors as in the earlier hearings, and continuing in other villages of the Municipality such as Grackë e Vjetër, Sllovi, Ribar i Madh, Shalë, Magure, and with the Chairpersons of the Village Councils.

4 Announcements on public hearings [Njoftime për Konsultime Publike - Komuna e Lipjanit](#)

5 Minutes of the budget hearings held for the Medium-Term Budget Framework 2026–2028 [Procesverbale - Komuna e Lipjanit](#)



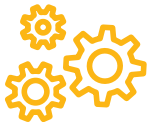
The projects were a need of the community

The investments made in the Municipality of Lipjan this year through the Municipal Performance Grant reflect clear community needs and have a direct impact on the lives of citizens. The reconstruction of the roads in Poturofc, Ribar i Madh, and the Dobrotin–Sillovi connection significantly improves basic infrastructure, offering residents safer movement, faster access to services, and a more favorable outlook for local economic development.

The construction of the veterans’ museum house in Krojmir holds special importance for the community, as this space not only fulfills a long-standing request of the veterans but also serves as a symbolic place where the historical memory of the area is preserved and honored. The museum house will become a

point of reference for younger generations, offering opportunities to learn about the sacrifices, personal stories, and contributions of those who played a key role in the defense and freedom of the country. For the local community, this investment represents more than just a building — it is a step toward strengthening collective identity, cultivating historical pride, and preserving the values that have united residents over the years.

Likewise, the investment in the protective gabion wall near the Gadime Cave ensures the protection of the natural environment while simultaneously increasing the touristic attractiveness of the area, combining heritage preservation with economic development through tourism.



General findings from the procurement perspective

The procurement process for the four projects audited by the Social Audit Team in the Municipality of Lipjan was carried out in accordance with the relevant legislation on public procurement and reflected a good level of transparency and competition. All activities were conducted through the open procedure, respecting the principles of equal treatment and fair competition. The deadlines for submitting bids were reasonable, and communication with economic operators was generally assessed as correct.

In all cases, the criterion for selecting the winning bidder was “the lowest price,” which ensured simplicity and transparency in evaluation. However, for projects involving construction works, it would be beneficial to consider applying the “most economically advantageous tender” criterion, which would

allow for a more comprehensive evaluation of bids by taking into account quality, warranty, and completion deadlines.

The number of bidders was sufficient in all tenders, demonstrating consistent interest from economic operators and open competition in the market. During the process, only one case of administrative complaint was recorded, which was handled within the legal deadlines and did not affect the conclusion of the contract. In no instance were complaints filed with the Procurement Review Body (PRB), indicating procedural stability and compliance with legal requirements in all stages of the procurement process.

CHAPTER II

SPECIFIC FINDINGS IN THE PROJECT “RECONSTRUCTION OF AJET KOZHANI POTUROFC AND RIBAR I MADH ROAD”

In the project “Reconstruction of Ajet Kozhani Poturofc and Ribar i Madh Road,” the Social Audit Team identified specific issues related to this project. The team met on-site to inspect the completed works, during which they also met with the contract manager.

Although public meetings were held in each village, including Ribar i Madh and Poturofc, the residents of the area had the opportunity

to continuously monitor the company’s work. This involvement is important, as it demonstrates the direct interest of citizens in public projects that affect their daily lives.

However, during the monitoring, a number of deficiencies and issues were identified, indicating that the project did not reflect the real needs of the community.



Lack of sidewalks

The main concern raised by residents is the absence of sidewalks along the entire road, which was not included in the project at all. This leaves a serious gap in the infrastructure, as residents — including children, the elderly, and women — are forced to walk on the

roadway used by vehicles, increasing the risk of accidents. According to citizens, a proper road project should have included sidewalks as an integral part, rather than creating a situation in which pedestrians are exposed to the danger posed by cars.





Insufficient public lighting

Street lighting has been installed only near several residential houses, while other segments of the road remain unlit. This creates significant difficulties during the night, endangering the safety of both pedestrians

and drivers. Residents pointed out that other neighborhoods have been equipped with full lighting, whereas this particular road has been left without this basic element of safety and urban life.



Lack of protective barriers and signage

No side barriers or adequate signage have been installed at dangerous curves. This is especially problematic for drivers, particularly under difficult weather conditions. Citizens

described this as an increased risk that should have been addressed from the project design phase.



The raised platforms are below standard

In the field, the Social Audit Team observed that the speed-reduction platforms were not constructed according to standards. They were installed without adhering to the required dimensions and materials, causing problems in traffic such as damage to vehicles and unnecessary obstacles. However, after

the meeting with the contract manager, residents were informed that the pedestrian platform near the school was intentionally modified in order to control vehicle speed and increase pedestrian safety, taking into account community concerns.



Use of old pipes for stormwater collectors

In the field, it was noticed that the pipes for stormwater collectors, which run beneath the asphalt, were not replaced but instead the old ones were used. The project manager justified this decision by stating that the condition

of these pipes was good and that there was no need for replacement, as they had been functioning efficiently and had not presented any visible issues.



Procurement aspect

The procedure was opened on 19.05.2025 with a projected value of 309,999.78 euros and a completion deadline of 60 days after signing the contract. The tender, divided into two lots, was carried out through an open procedure with the award criterion "lowest price." A technical correction was identified in the description of the asphalt, which

was addressed through the standard error-correction form. Participation was high, with 18 economic operators, and the contract was awarded to Agim Morina B.I. with a value of 266,715.00 euros. The Social Audit Team did not identify any discriminatory or preferential requirements, nor were there procedural complaints or delays.

CHAPTER III

SPECIFIC FINDINGS IN THE PROJECT “RECONSTRUCTION OF DOBROTIN–SLOVI ROAD”

In the project “Reconstruction of Dobrotin–Slovi Road,” residents of both villages expressed great satisfaction with the completion of the works. The new road has significantly facilitated the movement of vehicles, improved connectivity between the two villages, and increased user safety. The improvement of lighting in the part of the neighborhood where it was needed has

been considered a major benefit, especially for movement during evening hours. For the residents, this project has brought a noticeable change in the quality of their everyday life.

However, during field monitoring and through discussions with citizens, several issues and shortcomings were identified that require attention:



Lack of waste bins

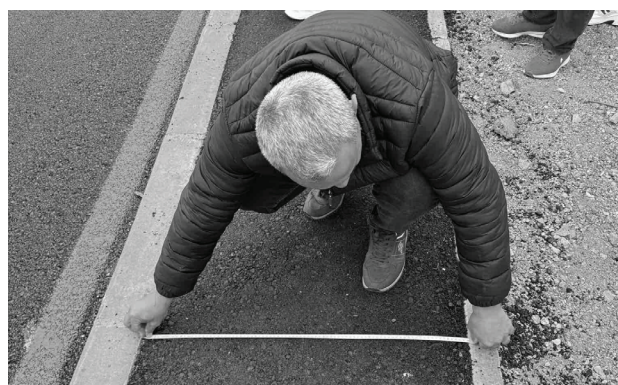
During field inspection, it was observed that along the road — particularly near the school, the health outpost, and other frequently used public spaces — waste bins are missing. This

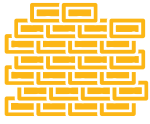
makes it difficult to maintain public cleanliness and increases the likelihood of improper waste disposal.



Width and suitability of the sidewalk

In some segments of the road, sidewalks have been constructed, but they are too narrow and do not meet standards for use by vulnerable groups such as persons with disabilities, blind persons, or mothers with children in strollers. In addition, tactile paving for orientation of blind persons has not been installed, especially near highly frequented areas such as the school and the Family Medicine Center (QKMF), which limits functionality and contradicts the principles of universal access.





Inadequate protective wall

In one part of the road, a wall was constructed to prevent soil erosion. However, the absence of metal guardrails or other appropriate barriers makes this segment potentially

dangerous for vehicles and pedestrians. Residents identified this as a weak point of the project that requires immediate intervention.



Procurement aspect

The tender was opened on 19.05.2025 with a projected value of 270,000 euros and a completion deadline of 90 days. The procedure was open and without discriminatory conditions. Five operators submitted bids, and the contract was awarded to Bageri SH.P.K. with an offer of 267,381.95 euros. There was a complaint related to the bid evaluation, which was reviewed by the municipality

and considered partially grounded, but it did not result in a re-evaluation or change in the decision to award the contract. The complainant did not appeal to the PRB, and the process concluded without further delays. The Social Audit Team did not identify any discriminatory or preferential requirements, and the award criterion was the lowest price.

CHAPTER IV

SPECIFIC FINDINGS IN THE PROJECT “CONSTRUCTION OF THEKLA VETERANS’ MUSEUM HOUSE, KROJMIR”

The Social Audit Team visited the construction site where the project was being implemented. Residents and the KLA Veterans’ Association highly appreciated the realization of their request, made five years earlier. Representatives of the association emphasized that this project holds great historical and social importance for the community, as it preserves collective memory and honors the sacrifice of former fighters.

Residents and representatives of the association have continuously followed the construction process closely and were present during the field monitoring. A representative of the contractor also participated in the inspection, explaining the progress and challenges encountered thus far in the project.

During discussions and field observations, several changes and issues were identified that are important for the progress and functionality of the facility:



Lack of safety at the construction site

During the field visit, it was observed that the construction site was not fully enclosed, and the absence of protective tape poses a risk for passersby, especially children and residents who walk nearby. Additionally, construction

materials, including tiles and other equipment, were placed without adequate protection, increasing the risk of accidents and making safe access for workers more difficult.



Changes to the interior walls and relocation of the toilet

Residents and the Veterans’ Association suggested several changes to the internal layout of the building to improve its functionality and better meet the needs of the community. Specifically, they proposed relocating an existing wall in one part of the building to create a clear division for access to

the upper floor for those who wish to use it. It was also suggested to relocate the bathroom to another space on the top floor, rather than where it was originally planned in the project, in order to optimize the use of space.



Procurement aspect

The open procedure was announced on 22.05.2025, with an estimated value of 122,000 euros and an implementation period of 12 months. The bidding deadlines were sufficient, although several changes were made during the process regarding bill of quantities and technical requirements. During the clarification phase, the contracting authority did not fully respond to some of the questions from economic operators, referring only to the Tender Dossier— a practice that could be improved to enhance transparency.

Five operators participated, and the contract was awarded to “Archi Time” LLC with a value of 121,555.55 euros. Three bidders had prices above the estimated value, while one was eliminated for failing to provide the bid security. The Social Audit Team did not identify any discriminatory or preferential requirements, and there were no complaints; the procedure concluded without delays.



CHAPTER V

SPECIFIC FINDINGS IN THE PROJECT “CONSTRUCTION OF THE GABION WALL, PARKING ARRANGEMENT AND CONSTRUCTION OF THE BUS STATION IN LOWER GADIME”

During the field visit, the Social Audit Team found that in the area where the project “Construction of the gabion wall, parking arrangement and construction of the bus station in Lower Gadime” was planned to be implemented, no physical intervention had been undertaken. The construction of the gabion wall or the bus station had not begun, and there were no information boards or official plaques, which are required to be displayed in every public project for transparency and to inform citizens.

In communication with officials of the Municipality of Lipjan and after verifying the documentation, it was confirmed that the works were suspended on 04.09.2025 by the Inspectorate of the Ministry of Environment, Spatial Planning and Infrastructure (MESP), following a field visit and a request from the Directorate for the Management of Natural Monuments of Special Importance. The reason for the suspension was that the municipality had initiated procurement and planning

procedures without obtaining the required environmental consent, despite the fact that the Gadime Cave area is designated as a Natural Monument of Special Importance and requires special permits for any intervention.

The Municipality submitted a request for an “environmental permit” to MESP only on 09.09.2025, meaning after the suspension of works, confirming the lack of prior coordination between the institutions. On the other hand, MESP requested additional documentation (including the 3D plan and technical specifications) to assess the potential impact of the project on the protected area.

This case illustrates a lack of institutional planning and inadequate implementation of legal procedures by the Municipality of Lipjan. As a result, the works were suspended, causing delays in the project’s implementation and creating uncertainty among the local community regarding its timeline and completion.



Procurement aspect

The procurement process was carried out through an open procedure, with an estimated value of 60,000 euros. The deadlines set for submitting bids and completing the works were reasonable, and a form for correcting errors in the bill of quantities was also published. Three economic operators participated in this tender, and the contract was awarded to the group of operators EURO RAKETA LLC & CONSTRUCTION

GROUP LLC with a bid of 59,925.88 euros. The two other bidders were eliminated for failing to meet the technical requirements. The Social Audit Team did not identify any discriminatory or preferential requirements, and there were no complaints submitted to the Procurement Review Body (PRB), indicating a smooth and transparent procurement process.

RECOMMENDATIONS

At the end of the project, the Social Audit Team analyzed the work and reached several conclusions.

Recommendations for citizen inclusion and the public procurement process



- The Municipality should organize public consultations already in the early stage of project conceptualization, in order to more accurately identify the needs and concerns of the community and to avoid potential obstacles during implementation.
- The Municipality is encouraged to promote and to begin implementing participatory budgeting for selected projects, as a practical mechanism for the direct involvement of citizens in identifying and selecting municipal projects.
- The Municipality should take concrete steps to increase the participation of women in budget hearings, through direct invitations, cooperation with women’s organizations, and adjusting the meeting schedules.
- Major projects that directly affect the interests of citizens should be publicly discussed before approval, enabling citizens to provide comments and suggestions for improvement.

Recommendations for the project “Reconstruction of Ajet Kozhani – Poturofc and Ribar i Madh Road”



- Inclusion of sidewalks in the project: The Municipality should reconsider the project by planning the construction of sidewalks along the entire road to ensure pedestrian safety.
- Complete public lighting: Street lighting should be installed on all segments of the road to increase safety and improve residents’ quality of life.
- Installation of guardrails and signage: In dangerous curves, side guardrails and traffic signs should be installed in accordance with road safety standards.
- Deeper community involvement: During the design and implementation phases, citizens’ feedback should be taken into account to avoid recurrence of similar deficiencies.

Recommendations for the project “Reconstruction of Dobrotin – Sllovi Road”



- Adjust the width of the sidewalks according to standards, enabling safe use by persons with disabilities, blind persons, and mothers with children in strollers.
- Install tactile paving to assist orientation for blind persons on the sidewalks, especially in the most frequented parts of the neighborhood, such as near the school and the Family Medicine Center (QKMF).
- Placement of waste bins: Add waste bins in suitable areas around the school and the health outpost to maintain a clean environment and to teach children responsibility toward the environment.
- In the segment where the protective wall has been built, install appropriate protective barriers to ensure the safety of vehicles and pedestrians.



Recommendations for the project “Construction of the KLA Veterans’ Museum House in Krojmir”



- The construction site should be fully enclosed and equipped with protective tape to ensure the safe passage of citizens, especially children and residents who walk nearby.
- Construction materials and equipment should be placed securely to avoid the risk of accidents and to ensure safe working conditions for the workers.
- The relocation of the existing wall should be reviewed in order to create a clear division for access to the upper floor.
- The toilet should be relocated to a more suitable space on the top floor to optimize the use of space.
- Any changes undertaken should be made in consultation with the Krojmir community and the Veterans’ Association, to ensure that the facilities meet the social and historical purposes of the project.



Recommendations for the project “Construction of the gabion wall, parking arrangement, and bus station in Lower Gadime”



- Ensure full prior coordination between the Municipality of Lipjan and MESP for projects carried out in protected areas, in order to avoid suspensions and delays.
- Obtain all legally required environmental permits and consents in advance, before initiating procurement procedures and construction works
- Increase transparency and public communication by publishing information about the projects and placing information boards on site
- Extend the dynamic plan and ensure the municipality obtains the environmental permit so that work can begin as soon as possible.

METHODOLOGY

This report presents data collected from interviews, requests for access to public documents, field visits, and discussions with the community. In July, DEMOS and the Ministry of Local Government Administration,

based on predetermined standards, selected 16 projects in 6 municipalities of Kosovo to be included in the Social Audit process. Within the framework of the Social Audit process, 16 projects in six municipalities were included.

Project name	Municipality	Value	Project Phase at the start of the Audit
Asphalting of the Llapushnik-Berishë Road - Second Phase	Drenas	497,724.00 €	Implementation
Construction of the water supply capacity in Drenas - Second Phase	Drenas	299,652.50 €	Implementation
Road rehabilitation and sidewalk construction in Arllat-Negroc-Vuçak	Drenas	700,000.00 €	Tendering
Installation of solar panels on the roof of the Municipality building	Drenas	17,812.32 €	Tendering
Construction and regulation of public areas in - Kaçanik, Begracë and Kovaçec	Kaçanik	241,111.11 €	Implementation
Construction and regulation of sports fields in the local communities of Doganaj - Soponica, Duraj	Kaçanik	260,885.45 €	Implementation
Construction of the Brodosane-Zapluzhe and Brrut-Bellobrad sidewalks	Dragash	80,299.82 €	Implementation
Pavement of roads with cobblestone in the Opoja region	Dragash	101,994.69 €	Implementation
“Construction of the Dragash - Shajne Village Bridge sidewalk”, “Construction of the protective wall at the city cemetery, Lighting on the Dragash ring road”	Dragash	135,329.28 €	Implementation
Pavement with asphalt and cobblestone of roads in the villages of Gora (Restelica and Radesha)	Dragash	122,219.00 €	Tendering
Construction of the Istog Riverbed and Construction of Roads in Muzhevina, Dreja and Lubova	Istog	The estimated value of the contract is 7,498,356€ (Riverbed) 301,155 € (roads)	Tendering Implementation

Generator and electrical equipment for cleaning floors - for municipal facilities (administration, education and health)	Mamushë	52,333.66 €	Tendering
Gabion wall in the village of Gadime e Ulet (at the cave)	Lipjan	59,925.88 €	Implementation
Construction of the KLA Veterans' House Museum - Krojmir	Lipjan	121,555.55 €	Implementation
Reconstruction of the Dobrotinë-Sllovi road	Lipjan	267,381.95 €	Implementation
Reconstruction of the Ajet Kozhani Poturovc and Ribar i Madh roads	Lipjan	266,715.00 €	Implementation

Who establishes the Social Audit Team?

Social Audit Teams are independent from institutions and may be established by community representatives as well as by other

groups. The teams operate independently from the government, and no approval from public institutions is required for their establishment.

How were the data collected?

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

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

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

The data in the report were collected by the 25 members of the Social Audit team, and the report was drafted by the NGO YAHR, with the help and support of the BIRN team. The report was made public after addressing the comments received from the Municipality of Lipjan

Data validation

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

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

Team composition

Team composition: **25 members.**



School Director; Teachers; Chairpersons of Local Councils; Representatives of HANDIKOS; Staff of the QKMF; Technical Engineer; Architect; Librarian; Lawyer; Economist; KLA (Veteran); Student; Journalist.

Activities of the Social Audit Team

September 2025	<ul style="list-style-type: none"> • Signing of the Memorandum of Understanding with the Municipality of Lipjan • Publication of promotional materials on social media • Training for local NGOs, project partners • Targeting and identifying the profiles that will be part of the team • Preparation of the list with the profiles of the Social Audit Team members by the NGO YAHR • Selection of the members of the Social Audit Team • Submission of requests for access to public documents to the Municipality of Lipjan • Training of the Social Audit Team • Creation of the group on the Viber communication platform • Receipt of responses and requested documents from the Municipality of Lipjan • Training, discussion, and analysis of the documents received from the municipality • Field visit of the Social Audit Team to the projects selected for monitoring • Team meeting with the Contract Managers • Next field visit of the Social Audit Team
October 2025	<ul style="list-style-type: none"> • Meeting of the Social Audit Team for analyzing all documents received from the Municipality of Lipjan • Field visit by the Social Audit Team • Team meeting to agree on the findings and final recommendations for drafting the report • Setting the structure and defining the key points for writing the report • Drafting the report on the findings and recommendations of the Social Audit Team



SOCIAL AUDIT TEAM IN LIPJAN

No.	Name and Last Name	Profession
1	Xhyle Korpuzi	Physical Education Teacher / Chairwoman of the Shalë Village Council
2	Musafë Rexhepi	Retiree / Chairman of the Gadime Village Council
3	Afrim Mena	HANDIKOS
4	Afrim Sefedini	HANDIKOS
5	Pajtim Sadiku	Member of the Poturovc Village Council
6	Fadil Aliu	Gadime Village Council
7	Sinan Qeriqi	Chairman of the Krojmir Local Council
8	Azem Olluri	Medical Technician, QKMF
9	Art Krasniqi	Medical Student
10	Mehmet Behluli	Retiree / Member of the Poturovc Village Council
11	Nehat Terpeza	Linguist / School Director in Ribar i Madh
12	Shefket Tepeza	Technical Engineer
13	Isa Grajqevci	Technical Worker at the school in Ribar i Madh
14	Halil Kozhani	Citizen
15	Artiola Krasniqi	Architect
16	Sami Qeriqi	KLA veteran
17	Hazbi Demiri	Librarian
18	Sylejman Bllaca	Chairman of the Ribar i Madh Village Council
19	Mirsad Smajli	Cook
20	Fahri Zeqiri	Lawyer
21	Burhan Berisha	Economist
22	Rexhep Isufi	Journalist
23	Sadet Olluri	KLA veteran
24	Brahim Qeriqi	KLA veteran
25	Aulona Jashari	Student

LETTER FROM THE MAYOR OF THE MUNICIPALITY OF LIPJAN



It is a particular pleasure to share with you this year's Social Audit report, a document that reflects our continued commitment to transparency, accountability, and good local governance. This process has now become part of our institutional culture, enabling us to assess the work carried out, identify achievements, and address challenges with the aim of continuously improving services for our citizens.

This year as well, the Municipality of Lipjan, in cooperation with the DEMOS program, has successfully conducted the Social Audit, demonstrating our commitment to listening to the voice of citizens and incorporating it into decision-making processes. This partnership has shown that the best results are achieved when cooperation between institutions and the community is open, honest, and oriented toward sustainable development.

We will continue to build on this strong foundation, turning this process into a sustainable practice that helps our municipality improve its governance and provide higher-quality, inclusive, and equitable services for all citizens.

Finally, I want to express my sincere gratitude to the local audit teams, to the organizations D+, YAHR, and DEMOS, as well as to all those who contributed to this process. Thanks to your support and cooperation, we are building a more transparent, more efficient administration that is closer to its citizens.

The Municipality of Lipjan remains committed to being a positive example of local governance that places the citizen at the center of every decision.

*Respectfully,
Imri Ahmeti
Mayor of the Municipality of Lipjan*

LETTER FROM THE SOCIAL AUDIT TEAM IN THE MUNICIPALITY OF LIPJAN

The Social Audit process has been a very valuable experience for us as citizens of the Municipality of Lipjan. Through the training we attended and the close cooperation with the organizations D+ and YAHR, we gained important knowledge about the methodology of this process and about how citizens can be directly involved in monitoring municipal projects.

This process has enabled us to better understand the importance of citizen participation in overseeing public works, fostering cooperation between citizens and municipal authorities. One aspect we particularly value is the involvement of citizens with different professions and experiences, which has contributed to a more inclusive and effective approach to monitoring.

During the implementation of the Social Audit, we identified several issues that, in our view, can be improved to enhance the functionality and quality of projects carried out by the municipality. All these observations and recommendations have been addressed to the municipal authorities, with the aim of contributing to increased transparency and accountability.

We, as the Social Audit group, consider this methodology as a practice that significantly strengthens active citizenship, cooperation with Local Councils, and the participation of civil society. We believe that the continuation and institutionalization of this approach would positively impact municipal transparency and citizen participation in decision-making.

We hope that Social Audit will become a regular working practice at the local level, supported by all stakeholders, to build more open, accountable, and inclusive governance.





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