

SOCIAL AUDIT TEAM REPORT IN MAMUŠA

PROJECT MONITORED
“GENERATORS AND ELECTRICAL EQUIPMENT FOR FLOOR CLEANING –
FOR MUNICIPAL FACILITIES (ADMINISTRATION, EDUCATION, AND HEALTH CARE)”





November 2025

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

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DEMOS Decentralisation and Municipal Support

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

The project is co-financed by the European Union in Kosovo, Swiss Government and Swedish Government and is implemented by 'Helvetas Swiss Intercooperation Kosovo.'. DEMOS support to Kosovo Municipalities is part of the Performance Grant, as a tool that guarantees support for well-performing Municipalities.

A special focus of the Project is the support to the Central government, with DEMOS being focused on providing assistance in the drafting of policies for a more favorable framework for decentralized governance. According to the first component of the Project, DEMOS III aims to open the data for a wider public review of Municipal Performance and to initiate Social Audits to monitor the impact of the Municipal Performance Grant (MPG) projects on citizens. The DEMOS project has also supported the construction and development of activities that involve citizens in decision-making - including Social Audit, which have overseen the implementation of Projects funded by the Performance Grant



BIRN Kosovo is an independent, non-governmental organization whose objectives are to inform citizens and contribute to the process of democratic transition in the country, promote accountability, rule of law and policy reform. BIRN Kosovo particularly aims to serve as an oversight mechanism of public institutions, monitoring the work of governing and public institutions. In addition, by producing quality and unbiased TV debates and by training youths in argumentative and debate skills, BIRN aims to promote and encourage a culture of debate in Kosovo. The projects that will be monitored have been obtained by the respective municipalities through the Municipal Performance Grant.

BIRN's vision is to secure its position as the principal organization of investigative journalism in Kosovo, addressing the need for objective, quality and sustainable reporting on the country's many challenges. BIRN Kosovo, in partnership with Democracy Plus, has been engaged by DEMOS - to facilitate the Social Audit process in 16 (sixteen) selected Projects, in 6 (six) municipalities: Kaçanik, Istog, Drenas, Dragash, Lipjan dhe Mamushë.



Democracy Plus (D+) is an independent, non-profit organization founded in March 2016. D+ is dedicated to fostering a democratic society by increasing citizen participation in political processes and enhancing accountability and influence in decision-making. D+ strives to integrate information technology into all its efforts, promoting the use of the Internet as a vital tool for democratization. D+ aims to contribute to establishing good governance practices in public institutions, both at the central and local levels, strengthening the rule of law, advancing political parties; as well as supporting free and fair electoral processes. D+ undertakes initiatives designed to bridge the gap between decision-makers and citizens through



Mamuşa Emekçi Kadınlar Derneği is an independent and non-profit association, established in November 2022 with the support of UN Women and the Yunus Emre Institute, with the aim of empowering women in the Municipality of Mamuşa and within the Turkish community. The association seeks to improve the social, economic, and cultural position of women through professional development, active participation in public life, and increased awareness of rights and gender equality.

Mamuşa Emekçi Kadınlar Derneği is committed to creating new opportunities for women by organizing professional trainings, educational activities, and social initiatives that promote self-employment and the economic integration of women in the community. The association closely cooperates with local institutions, as well as local and international organizations, to strengthen the role of women in decision-making and to contribute to the sustainable development of the community. Through its activities, Mamuşa Emekçi Kadınlar Derneği aims to serve as a positive example of solidarity and engagement of working women, building a more equal and inclusive society.



TABLE OF CONTENT

7	EXCECUTIVE SUMMARY
8	GENERAL FINDINGS
8	Findings in the project “Generators and electrical equipment for floor cleaning for municipal facilities (administration, education, health care)”
9	THE ENVIRONMENT IN WHICH THE SOCIAL AUDIT PROCESS TAKES PLACE
9	The process of consultations with citizens
10	The project addresses a recurring community need for a stable energy supply
11	FINDINGS IN THE PROJECT - “GENERATORS AND ELECTRICAL EQUIPMENT FOR FLOOR CLEANING FOR MUNICIPAL FACILITIES (ADMINISTRATION, EDUCATION, AND HEALTH CARE)”
13	The use and practical needs for the generators
13	Poor condition of the floors in institutions
13	Community involvement
14	RECOMMENDATIONS
15	METHODOLOGY
16	Who establishes the Social Audit Team?
16	How were the data collected?
16	Data Validation
17	Composition of the audit team
17	Activities of the Social Audit Team
18	THE SOCIAL AUDIT TEAM IN MAMUŞA
19	LETTER FROM THE MAYOR OF THE MUNICIPALITY OF MAMUŞA•
20	LETTER FROM THE SOCIAL AUDIT TEAM IN THE MUNICIPALITY OF MAMUŞA

EXECUTIVE SUMMARY

In accordance with the predetermined methodology, D+ and Mamuşa Emekçi Kadınlar Derneği facilitated the establishment of the “Social Audit” team in the Municipality of Mamuşa. Within three months, the team engaged in analyzing and overseeing the project “Generators and electrical equipment for floor cleaning – for municipal facilities (administration, education, and health care),” valued at 52,333.66 euros.

The Social Audit Team monitored the work on the ground, analyzed the tender specifications, and conducted joint consultations with the municipality to identify the general and specific findings of the project. Based on these findings, concrete recommendations were prepared for the municipality to improve the management and monitoring processes of public projects.

The Municipality of Mamuşa is one of the beneficiary municipalities of the Municipal Performance Grant. To enhance the quality of projects financed by this grant, a team of civil society activists from Mamuşa, supported by the DEMOS program, initiated a citizen engagement effort in August 2025 to oversee 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. With over 700 members involved over the years, Social Audit Teams have provided more than 200 concrete recommendations for improving local governance and increasing institutional transparency.

During 2025, BIRN and D+, together with six local 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 oversaw 16 projects of the beneficiary municipalities and were trained through specialized trainings on the basics of Social Audit, financial management, and strategic communication.

In Mamuşa, following research and consultations with the community, more than 15 citizens were selected to become part of the Social Audit Team, and were first trained on the Social Audit process. The trainings included lectures and field practice, including establishing contact 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 drafted concrete recommendations, which were shared with the municipality and which the Municipality of Mamuşa committed to implementing.

This report does not represent a financial or legal audit conducted by licensed auditors under the Law on Audit, but rather a voluntary process of citizen monitoring of the implementation of municipal projects within the framework of the DEMOS program.

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

GENERAL FINDINGS



In 2025, there was no citizen participation in the public hearings organized by the Municipality of Mamuşa.



The lack of participation reflects a continuous trend, due to the rural and agricultural nature of the municipality and the practice of addressing requests through direct contact with municipal officials.



The project is of great importance to the community.



The municipality held separate meetings with the beneficiaries to present the project.



The tender was cancelled after the commission's evaluation and was subsequently re-announced.

Findings in the project “Generators and electrical equipment for floor cleaning for municipal facilities (administration, education, health care)”



The tender was cancelled after the commission's evaluation



The use and practical needs for the generators



Poor condition of the floors in the institutions



Community involvement



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;
- The public procurement process.

THE ENVIRONMENT IN WHICH THE SOCIAL AUDIT PROCESS TAKES PLACE

The Municipality of Mamuşa is the smallest municipality in Kosovo, with 5,596 inhabitants, and a modest budget of 2,871,418.50 euro¹, including the government grant, own-source revenues, the carryover of own-source revenues, earmarked donor grants received up to 30.10.2025, and support through the

Performance Grant, which holds particular importance for ensuring basic services for citizens. The monitored project is directly related to improving working conditions in administration, education, and health care, by ensuring an alternative power supply and modern equipment for cleaning public spaces.



The process of consultations with citizens

For the citizens of the Municipality of Mamusha, the municipality represents the primary institution to which they turn to express concerns and seek solutions to their community needs. The municipality's role in local planning and development is reflected through the organization of meetings and public consultations, which aim to actively involve citizens in decision-making processes. To assess the functioning and effectiveness of these processes, the Social Audit Team analyzed the documentation of public consultations held in the Municipality of Mamuşa during 2025.

During this year, the Municipality of Mamuşa undertook all necessary procedures for organizing public hearings related to the municipal budget drafting process. Public invitations were sent to citizens, announcements were made through social media, posters were placed in public spaces, and interest groups were contacted directly. However, according to the municipality's official data provided following the request for access to public documents, throughout the entire year of 2025 no citizen participation was recorded in the public hearings organized.

Consequently, the minutes and participant lists remained empty, reflecting the lack of citizen engagement in this important process of budgetary decision-making.

According to explanations from municipal officials, this situation does not represent an isolated case, but a recurring trend over the years. Despite the municipality's continuous efforts to encourage participation, citizen interest has remained low.

The main identified reasons relate to:

- the rural and agricultural character of the municipality, where during the period when budget hearings are usually held, the majority of citizens are engaged in seasonal work;
- the lack of a practice of collective participation in public meetings;
- the fact that citizens in Mamuşa have direct access to the Mayor and municipal officials, through whom they often address their requests individually, outside the formal formats of public hearings.

This reality shows that although formal mechanisms for participation exist, they have not been utilized by citizens, which limits the

¹ Budget plan of the Municipality of Mamuşa 2023–2025 2025 <https://mamushe.rks-gov.net/shpenzimet/> (last accessed on 11.10.2025)

representative and consultative dimension of the budgetary process. To improve this situation, it is necessary for the Municipality of Mamuşa to develop more suitable forms of

engagement, adjusting the timing, methods, and formats of communication with citizens according to the local context.



The project addresses a recurring community need for a stable energy supply

The project in the Municipality of Mamuşa this year, financed through the Municipal Performance Grant, is the result of a clear need expressed by the community and local institutions. The lack of a stable electricity supply has created difficulties in the daily functioning of the administration, schools, and the health center, directly affecting the provision of basic services to citizens.

Additionally, the institutions have faced challenges in maintaining adequate hygienic conditions due to the absence of efficient cleaning equipment. Through this project, the aim has been to ensure more suitable working conditions, improve the quality of public services, and guarantee a cleaner and more functional environment for the community of Mamuşa.



FINDINGS IN THE PROJECT

“GENERATORS AND ELECTRICAL EQUIPMENT FOR FLOOR CLEANING FOR MUNICIPAL FACILITIES (ADMINISTRATION, EDUCATION, AND HEALTH CARE)”

The project for procuring generators and electrical equipment for floor cleaning was assessed as highly important for the community of Mamuša, as it addresses several of the most frequent challenges faced by local institutions. Power outages have directly affected the teaching process, the functioning of the municipal administration, and the provision of healthcare services, creating an urgent need for alternative sources of energy supply. On the other hand, the lack of modern cleaning equipment has impacted the quality of hygienic conditions in institutions, particularly in the Family Medicine Center (QKMF) and schools, where the movement of citizens and students is frequent.

For these reasons, the project has been viewed not only as an infrastructure investment, but as a step toward improving the quality of public services, increasing work efficiency, and ensuring a cleaner and healthier environment for the community.

In this procurement activity, which concerned the supply of generators and other electrical equipment with an estimated contract value of 52,333.66 euros, the Municipality of Mamuša used the open procedure, in which all interested economic operators could submit bids. This tender was published on the electronic platform e-procurement on September 5, 2025, while the deadline for submitting bids was set for September 25, 2025, providing sufficient time for bid preparation.

From the analysis of the Tender Dossier, the Social Audit group did not identify any specific discriminatory or preferential requirements, such as references to particular brands or trademarks. After the publication of the Notice on the decision of the contracting authority⁴ the Social Audit group determined that this procurement activity was cancelled, as the evaluation commission within the municipality decided that none of the three submitted bids had been responsive.

No.	Name and address of the participating economic operator	Vlera totale e ofertës
1.	Eno, Croup SH.P.K., Dëshmorët e Ponoshecit, 10000, PRISHTINË	43,850.00 €
2.	N.T. "Day Star ", Selajdin Berisha, 20000, Prizren	46,500.00 €
3.	ROA Consulting SH.P.K., Sallabajë - Lluzhan, p.n, 11050, Podujevë	41,500.00 €

⁴ The decision was published on the e-procurement electronic platform on October 8, 2025..

After analyzing the procurement procedure documentation, the Social Audit group found that the Evaluation Commission had eliminated all three economic operators due to technical non-compliance with the specifications required in the tender dossier:

- **Operator 1** was eliminated because the dimensions of the generators offered (for both generators) did not match the minimum dimensions required in Annex No. 1 of the tender dossier. Even after a request for clarification, the operator stated that the dimensions were not essential, but the commission emphasized that these were mandatory minimum specifications.
- **Operator 2** was excluded for the same reason — non-compliance of the generator canopy dimensions with the minimum requirements of the Contracting Authority. Although the operator argued that the dimensions do not affect quality, the commission concluded that any deviation from the minimum specifications renders the bid non-responsive.
- **Operator 3** also failed to meet the requirements for the canopy dimensions of the generators. The differences in parameters, although small according to the operator, were considered essential non-compliances, making the bid non-responsive.

After the cancellation of this procurement activity, the Social Audit Team met with the Procurement Office of the Municipality of Mamuşa to address concerns and discuss the next steps in the process. During this meeting,

the team was informed that the main reason for the cancellation had been the failure of all participating economic operators to meet a single technical specification, specifically the dimensions of the offered generators, which did not comply with the requirements set in the tender dossier.

During the meeting, the Social Audit Team recommended that the technical specifications be simplified and made more inclusive, in order to avoid the risk of repeated cancellation of the procurement process. The municipal representatives informed the team that this observation had been taken into account and that the tender dossier had already been revised in this regard.

To ensure a more effective process and to avoid a repetition of the same situation, the Municipality re-announced the tender with a shortened deadline, making a small but important change to the tender dossier — the removal of the specification related to the dimensions of the generator canopy. According to representatives of the Procurement Office, this change was made after assessing that there are generators which meet all technical and functional requirements without the need for dimensional restrictions.

Furthermore, with the aim of increasing transparency and citizen involvement in public procurement processes, the Municipality invited the Social Audit Team to participate in the technical acceptance of the equipment as soon as it is delivered by the winning operator. This invitation was assessed as a positive practice that contributes to strengthening trust and accountability between institutions and citizens.





The use and practical needs for the generators

The Social Audit Team assessed the generators as essential for the functioning of institutions during power outages, especially in critical periods such as teaching hours, administrative work, and healthcare services. Citizens noted that priority should be given to vital spaces: the main classrooms (where the teaching process is carried out with digital boards due to the lack of textbooks in the Turkish language),

the Family Medicine Center (QKMF), which operates 24/7, and the municipal offices with uninterrupted functions. The equipment that must necessarily be supported by the generators includes medical refrigerators, IT servers, and laboratories. Citizens reported frequent power interruptions in the past, which have disrupted the teaching process and caused difficulties at the QKMF.



Poor condition of the floors in institutions

During discussions and the field visit, it was emphasized that the floors in public institutions, particularly in the Main Family Medicine Center (QKMF) and in the municipal schools, are in poor condition due to the lack of adequate equipment for cleaning and regular maintenance. Participants noted that cleaning has been carried out mainly with manual tools, which has not ensured sufficient

cleanliness, especially in high-traffic areas such as corridors, waiting rooms, and classrooms. In this regard, the provision of ten electrical floor-cleaning machines was assessed as an important step toward improving hygienic conditions, but it was emphasized that they should be distributed proportionally according to the size and needs of the institutions, with particular focus on the QKMF.



Community involvement

The Social Audit Team emphasized the importance of transparency and accountability throughout the entire project implementation process. It was confirmed that the beneficiary institutions — the Municipality, the School, and the QKMF — were consulted in advance during the needs-identification phase, which helped determine the necessary equipment. However, it was assessed that monitoring of the procurement process and the acceptance of the equipment must be stricter, to ensure that they are delivered according to the defined standards and technical requirements.

It was also highlighted that involving the local community in the monitoring stages of the functioning of the generators and equipment is essential as a way to increase institutional transparency and citizen trust in the management of public funds.

RECOMMENDATIONS

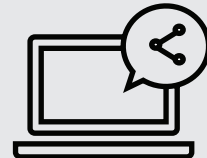
At the end of the project, the Social Audit Team analyzed the work and reached several conclusions:

Recommendations for citizen involvement in decision-making



- The Municipality of Mamuşa should take concrete steps to encourage citizen participation in public hearings, adjusting the timing and method of organization according to local characteristics.
- Participatory budgeting should be promoted and initiated as a practical mechanism for the direct involvement of citizens in identifying and selecting municipal projects.
- The Municipality should continue its cooperation with citizens and interest groups to ensure transparency and strengthen citizen trust in decision-making processes.
- Public communication and continuous information should be enhanced regarding the benefits of citizen participation in budget planning and the development of municipal projects.

Recommendations for the project on generators and electrical floor-cleaning equipment for municipal facilities (administration, education, and health care)



- The implementation of the project should continue by ensuring that the technical specifications are clear but not restrictive, in order to avoid delays or cancellations of procurement procedures.
- The Social Audit Team should be involved in the technical acceptance process of the equipment, to ensure independent and transparent monitoring.
- The Municipality should ensure a fair distribution of the cleaning equipment, taking into account the size, frequency of use, and workload of the beneficiary institutions.
- A maintenance and storage plan for the equipment should be prepared, with clear responsibilities for the beneficiary institutions, to avoid damage and additional costs.
- The local community should be involved in the process of monitoring and reporting on the functioning of the generators and equipment, to enhance transparency and public accountability.
- The Social Audit Team also recommended that, if financial resources remain from the funds allocated for the purchase of generators and cleaning equipment, the possibility of procuring a washing machine for the QKMF should be considered, as it is essential for meeting the institution's needs.

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.

Name of the project	Municipality	Value	Stage of the project at the beginning of the social audit process
Generator and electrical floor-cleaning equipment for municipal facilities (administration, education and health)	Mamushë	52,333.66 €	Tendering phase
Asphalting of the Llapushnik–Berishë Road – Phase Two	Drenas	497,724.00 €	Implementation phase
Construction of the water supply capacity in Drenas – Phase Two	Drenas	299,652.50 €	Implementation phase
Rehabilitation of the road and construction of the sidewalk in Arllat–Negroc–Vuçak	Drenas	700,000.00 €	Tendering phase
Installation of solar panels on the roof of the Municipal building	Drenas	17,812.32 €	Tendering phase
Construction and improvement of public spaces in the locations Kaçanik, Begracë and Kovaçec	Kaçanik	241,111.11 €	Implementation phase
Construction and improvement of sports fields in the local communities Doganaj–Soponicë and Duraj	Kaçanik	260,885.45 €	Implementation phase
Construction of sidewalks in Brodosanë–Zaplluxhe and Brrut–Bellobrad	Dragash	80,299.82 €	Implementation phase
Block paving of roads in the Opoja region	Dragash	101,994.69 €	Implementation phase
Construction of the sidewalk from Dragash to the bridge of Shajne village, construction of the protective wall at the city cemetery, and lighting on the ring road in Dragash.	Dragash	135,329.28 €	Implementation phase
Asphalting and block paving of roads in the Gora villages (Restelicë and Radeshë)	Dragash	122,219.00 €	Tendering phase

Construction of the Istog River bed and construction of roads in Muzhevinë, Drejë and Lubovë	Istog	The estimated value of the contract is €7,498,356 (riverbed) and €301,155 (roads).	Tendering phase Implementation phase
Gabion wall in the village of Gadime e Ulët (by the cave)	Lipjan	59,925.88 €	Implementation phase
Construction of the museum house of KLA veterans – Krojmir	Lipjan	121,555.55 €	Implementation phase
Reconstruction of the Dobrotinë–Sllovi road	Lipjan	267,381.95 €	Implementation phase
Reconstruction of the Ajet Kozhani Poturovc and Ribar i Madh roads	Lipjan	266,715.00 €	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 Mamusha

The data in the report were collected by the 14 members of the Social Audit team, and the report was drafted by the NGO Mamuşa Emekçi Kadınlar Derneği, with the help and support of the BIRN team. The report was made public after addressing the comments received from the Municipality of Mamusha.

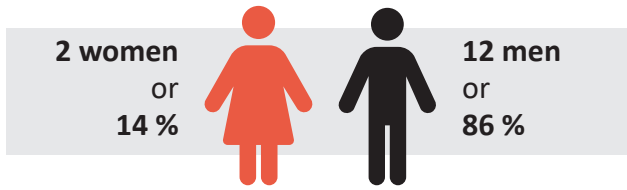
Data Validation

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

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

Composition of the audit team

Team Composition: **14 members.**



School Director; Head of the Family Medicine Center (QKMF); Electrician; Accountant; Maintenance staff of the three institutions; Medical Nurse; Retiree etc.

Activities of the Social Audit Team

September 2025	<ul style="list-style-type: none">● Signing of the Memorandum of Understanding with the Municipality of Mamuşa● 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 Mamuşa Emekçi Kadınlar Derneği● Selection of the members of the Social Audit Team● Submission of requests for access to public documents to the Municipality of Mamuşa● 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 Mamuşa● 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 Mamuşa● 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.



THE SOCIAL AUDIT TEAM IN MAMUŞA

Nr.	Name and Last name	Profession/Position
1	Sevgi Mazrek	Nurse at the Family Medical Center
2	Avdi Mazrek	Electrician
3	Abdullah Mazrek	Accountant
4	Mirat Morina	Head of the Family Medical Center
5	Faridin Morina	Maintenance staff at the Family Medical Center
6	Türkan Mazrek	Maintenance staff at the Municipal Assembly
7	Rifat Krasniç	Director of the “Ataturk” High School
8	Hayridin Morina	Maintenance staff at the “Ataturk” High School
9	Erol Morina	Drejtor në Shkollën Fillore “Anadolu”
10	Adem Morina	Maintenance staff at the “Anadolu” Primary School
11	Bayram Mazrek	Maintenance staff at the “Anadolu” Primary School
12	Türan Kacanik	Citizen
13	Esat Mazrek	Citizen
14	Adil Mazrek	Citizen

LETTER FROM THE MAYOR OF THE MUNICIPALITY OF MAMUŞA



The Municipality of Mamuşa, for the first time, has been included in the Social Audit process as part of our ongoing efforts to advance transparency, accountability, and cooperation with our citizens. This process has served as an important mechanism for hearing the voice of the community, identifying areas where improvements are needed, and strengthening the relationship between the local administration and the citizens.

The Social Audit for our Municipality represents an important step toward more open and inclusive governance. Through this report, we aim not only to make institutional work more visible, but also to ensure that municipal decision-making and planning are carried out based on the real needs of the citizens.

Our commitment to transparency and accountability will remain continuous. The results and recommendations emerging from this process will be used as a guide for strengthening public services, proper resource management, and enhancing citizen participation.

The Municipality of Mamuşa expresses its gratitude to all citizens and partner organizations who contributed to the realization of the 2025 Social Audit, demonstrating that good governance is built through open dialogue and mutual cooperation.

*Respectfully,
Abdülhadi Krasniç
Mayor of the Municipality of Mamusha*

LETTER FROM THE SOCIAL AUDIT TEAM IN THE MUNICIPALITY OF MAMUŞA

The Social Audit process has been a new and very meaningful experience for us, as citizens of the Municipality of Mamuşa. As the first time our municipality has been included in this process, this engagement has helped us better understand the role we can play in overseeing public projects and the importance of citizen participation in decision-making.

Through cooperation with Democracy Plus (D+) and Mamuşa Emekçi Kadınlar Derneği, we have gained valuable knowledge about how transparency and accountability can be strengthened at the local level. During this process, we identified issues that could be improved and addressed them to the municipal authorities, with the aim of contributing to more efficient and collaborative governance.

We see Social Audit as an important step toward strengthening cooperation between the municipality and its citizens, and we hope that this process will continue to develop in the future as a sustainable and open practice for everyone.





 Democracy Plus
www.dplus.org