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# 2018 TRANSPARENCY AND ACCOUNTABILITY INDEX

JANUARY 2019, PRISHTINË/PRISTINA





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# 2018 TRANSPARENCY AND ACCOUNTABILITY INDEX

(DRAGASH, DRENAS/GLOGOVAC, GRAÇANICA/GRACANICA,  
KAMENICA, KLINA, MALISHEVË/O, MAMUSHA, MITROVICA,  
OBILIQ/C, SHTËRPCË/A, VITI/VITINA)

JANUARY 2019, PRISHTINË/PRISTINA

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# INTRODUCTION

Transparency and accountability of public institutions is one of the key prerequisites for the functioning of a democratic state and society. Transparency of public institutions has a direct effect on the way how governance works and consequently improves the lives of citizens. In addition, institutional transparency mediates in the relations between citizens and institutions, enabling marginalized groups to participate in decision-making. Local institutions serve as the first mechanism where the citizens address their concerns and present their demands for solving their daily problems that make up the life of a community in the municipalities<sup>1</sup>. Consequently, these specific institutions are the ones that must prioritize transparency on their agenda in order to raise civic participation and improve their performance.

On the other hand, transparency enables citizens to access governance-related information. Consequently, it provides mechanisms for combating negative phenomena that may be detrimental for their daily lives. Information thus, is a tool that serves the fight against corruption and reduces the level of abuse through public means.

The low level of transparency negatively affects citizens' lives as well as the vitality and functioning of local government institutions.

The legal framework of the Republic of Kosovo guarantees transparent institutions vis-à-vis its citizens. The Constitution, the Law on Local Self-Government, the Law on Access to Public Documents, and other administrative instructions legitimize this guarantee and provide citizens with the necessary legal means to demand transparency and accountability from local government institutions in Kosovo.

Based on the importance of transparency and the existing legal basis, KDI has conducted a measurement of transparency in 11 municipalities. This measurement has been conducted at a specific time period and aims to reflect the results of the municipalities as a first step toward further raising the level of transparency.

KDI hopes that the results of Transparameter will serve as a guide and motivation for raising the transparency of local institutions vis-à-vis citizens, advancing decision-making processes through co-operation and civic participation. Above all, the aim is to improve the services for the citizens of the respective municipalities.

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1 KDI, "2017 Municipal Transparameter", 2017. [http://kdi-kosova.org/ep-content/uploads/2018/02/Transparometri-ALB-ALL-SMALL\\_Fin.pdf](http://kdi-kosova.org/ep-content/uploads/2018/02/Transparometri-ALB-ALL-SMALL_Fin.pdf)

# METHODOLOGY

The research was conducted in 11 Kosovo municipalities: South Mitrovica, Obiliq/c, Drenas/Glogovac, Malishevë/Malisevo, Klinë/a, Mamusha, Dragash, Shtërpçë/Strpce, Graçanicë/Gracanica, Viti/Vitina and Kamenica.

The period the research was conducted is between September and December 2018. Whereas the analysis of municipal websites, interviews and requests for access to public documents were made during the period November-December 2018.

## INDICATORS AND PILLARS

The performance of all cities/municipalities is measured through about 59 indicators set by the Kosova Democratic Institute (KDI), based on previous experiences on the Kosovo Municipalities Transparency Index and Transparameter. This was always done in accordance with the current legislation in Kosovo, which deals with 4 areas (pillars): the Municipal Assembly, the Mayor's office, municipal finances and public consultation.



### Indicators for the Municipal Assembly:

- 1 Are the materials required for calling the session published (minutes from the previous meeting, agenda items, material for review)?
- 2 Is there a database, mechanism for publishing or providing access to reviewed, approved regulations and voting methods?
- 3 Are biographical data, contacts and competences of members of the Municipal Assembly published?
- 4 Is there a brief history with key information on the front page of the website serving as an ID card for the Municipality?
- 5 Can information on the lawmaking, policy making, and decision making process be easily found so that citizens are informed about those processes?
- 6 Were the citizens informed about meetings scheduled in accordance with the Rules of Procedure of the Assembly, and in the specific places: public announcements in the most frequented places, media and websites.
- 7 Are committee meetings open to the public?
- 8 Can contacts and data on municipal public institutions (pre-school institutions, health centers, etc.) be easily found?





- 9 Have all regular sessions provided by law (10 of them) been held?
- 10 Is the organogram of the municipality public?
- 11 Are MA meetings monitored by civil society organizations?
- 12 Has the Assembly published the Work Plan?
- 13 Does the MA have a Transparency Action Plan and is it public?
- 14 Are video links posted after the sessions of the Assembly?
- 15 Is there access to draft regulations and MA plans?
- 16 Is there access to the minutes?
- 17 Is there access to the agenda?
- 18 Is there access to MA's regulations and decisions?
- 19 Are the sessions open to the public?
- 20 Are the sessions of the Assembly broadcast live, if so, on what platform?

---



## Indicators for the Mayor's Office

- 1 Are the biographical details of the Mayor and Directors (email, contact number, biography etc.) published?
- 2 Are there information on issues related to EU integrations and the impact of the process on the municipality?
- 3 Are job vacancies and job criteria published and transparent for citizens?
- 4 Is there a coordinator for access to official documents and a database with the number of requests and their handling?
- 5 Is there a tracking mechanism for registration of citizens' requests and status of their claims (is it public)?
- 6 What is the level of response to requests for access to official documents?
- 7 Are Municipal Development Plans published?
- 8 Is the Mayor's work plan public?
- 9 Has the six-month report been published?
- 10 Was the report of the Mayor submitted to the Assembly and the committees (working report twice a year)?
- 11 Are the reports of directors submitted to the Assembly and committees as foreseen?
- 12 Are there Municipal regulations on sexual harassment?
- 13 Is the website accessible in all official languages in the municipality?
- 14 Are the decisions of the Mayor public and accessible to the public?
- 15 Are there information provided from the Mayor's weekly visits?





## Indicators for municipal finances

- 1 Is the municipal public debt and the debt of the companies to the municipality public?
- 2 Have discussions been held in the Assembly within the legal deadlines for the quarterly spending?
- 3 Is the list of leased properties by the Municipality public?
- 4 Is there a mechanism for registering citizens' proposals about the budget?
- 5 How are citizens informed for participation in the meetings of the Finance Committee?
- 6 Is there access to information about budget changes adopted by MA?
- 7 Are there information available about the municipality's responses to citizen's budget requests?
- 8 Are there data on Municipality's own source revenues?



## Indicators for public consultations

- 1 How has the addressing of citizen complaints been handled and monitored?
- 2 Are the "Open Data" statistics opened?
- 3 Are there any and how can information about the publication of memoranda with the CSOs be found?
- 4 Does the municipality use social networks on a regular basis?
- 5 Has consolidation of local communities been done and is there any public information about them?
- 6 Are the contacts of the information officer and the information office published?
- 7 Is there a direct free line for citizens?
- 8 Is there a detailed list of services that the institutions provide to the public?
- 9 Are there any accompanying materials for citizens regarding public and budget hearings?
- 10 Are the materials translated into all official languages?
- 11 Do announcements for public meetings also take place in traditional forms? If so, in what forms?
- 12 Have public meetings been organized as foreseen by law?
- 13 Are the activities published on the front page of the website?
- 14 Are transparency reports (produced for the respective municipality by other civil society actors or others) published?
- 15 Are the reports from public consultations and budget hearings published?
- 16 Are there any meetings with civil society organizations organized?

# MEASUREMENT

The research was done based on the presence of the data on the official website of the municipality, answers to official questions addressed to local authorities, as well as monitoring the work of municipal authorities. **24** interviews were conducted with Information Officers and Directors of Finance and Budget, **24** requests for access to official documents, over **20** monitored sessions in municipal assemblies and analysis of **11** municipalities' websites were conducted.

## The assessment method used to give a certain number of points

To evaluate the points, several methods have been used: analytical conclusion of the research team, provision of compliance standards adopted by AI 01/2015 of MLGA<sup>2</sup>, AI 01/2015 of MPA<sup>3</sup>, Law No. 04 / L-042<sup>4</sup>, Law No. 03 / L-040<sup>5</sup>, Law no. 03 / L-048<sup>6</sup>; Regulation No. 02/2015 of MLSW<sup>7</sup>, and Government Decision no. 07/87<sup>8</sup>, Regulation of the Government of the Republic of Kosovo no. 04/2015<sup>9</sup> web analysis. The research clearly shows that there is sufficient information on the official website or other official sources of the Internet, the answer to the letter of inquiry; as well as interviews with municipal officials.

## Scoring

The maximum result for a municipality, including all pillars is 118 points.

### Scoring of success will be:

**118 POINTS** - the most transparent municipality

**0 POINTS** - the least transparent municipality



## Weight and importance of pillars

Each indicator is scored with 1-2 points. Methodological questions are mostly closed and enable responses with yes / no. Depending on how much information is disclosed, the scoring of the material should be from 0 points (no information) to 1 point (partially disclosed) or 2 points (fully disclosed information).

2 Administrative Instruction (MLGA) No. 01/2015 on Municipal Transparency: <https://gzk.rks-gov.net/ActDetail.aspx?ActID=11403>

3 Administrative Instruction (MPA) No. 01/2015 on Websites of Public Institutions: [https://map.rks-gov.net/getattachment/04a69d9b-2b96-4ef2-bfc7-4c82cb860384/Udhezimi-Administrativ-\(MAP\)-nr-01-2015-per-Ueb-Fa.aspx](https://map.rks-gov.net/getattachment/04a69d9b-2b96-4ef2-bfc7-4c82cb860384/Udhezimi-Administrativ-(MAP)-nr-01-2015-per-Ueb-Fa.aspx)

4 Law No. 04 / L-042 on Public Procurement in the Republic of Kosovo: <https://gzk.rks-gov.net/ActDetail.aspx?ActID=2772>

5 Law No. 03 / L-040 on Local Self-Government: <https://gzk.rks-gov.net/ActDetail.aspx?ActID=2530>

6 Law No. 03 / L-048 on Public Finance Management and Accountability: <https://gzk.rks-gov.net/ActDetail.aspx?ActID=2524>

7 Regulation (MLSW) No.02 / 2015 on Criteria and Procedures on Financial Support for Subsidies and Grants: <https://gzk.rks-gov.net/ActDetail.aspx?ActID=11129>

8 Government Decision 07/87 on Open Data: [http://www.kryeministri-ks.net/repository/docs/Vendimet\\_e\\_Mbledhjes\\_se\\_87-te\\_te\\_Qeverise\\_2016.pdf](http://www.kryeministri-ks.net/repository/docs/Vendimet_e_Mbledhjes_se_87-te_te_Qeverise_2016.pdf)

9 Regulation (GRK) - No. 04/2015 on the Code of Conduct in the Civil Service of the Republic of Kosovo: [http://kryeministri-ks.net/repository/docs/Rregullore\\_QRK\\_Nr.042015\\_per\\_Kodin\\_e\\_Miresjelljes\\_ne\\_Sherbimin\\_Civil\\_te\\_Republikes\\_se\\_Kosoves\\_19.pdf](http://kryeministri-ks.net/repository/docs/Rregullore_QRK_Nr.042015_per_Kodin_e_Miresjelljes_ne_Sherbimin_Civil_te_Republikes_se_Kosoves_19.pdf)



# DRENAS/ GLOGOVAC

The Municipality of Drenas/Glogovac has turned out to be the most transparent municipality of the 11 municipalities where monitoring and research has been conducted. From a maximum of 118 points, the municipality of Drenas has scored 97 points. The overall transparency level is 82.22% of the 59 selected indicators.

Below you will find the table with the data for pillar scoring. Also, presented are data for each of the pillars where monitoring and research has been conducted.

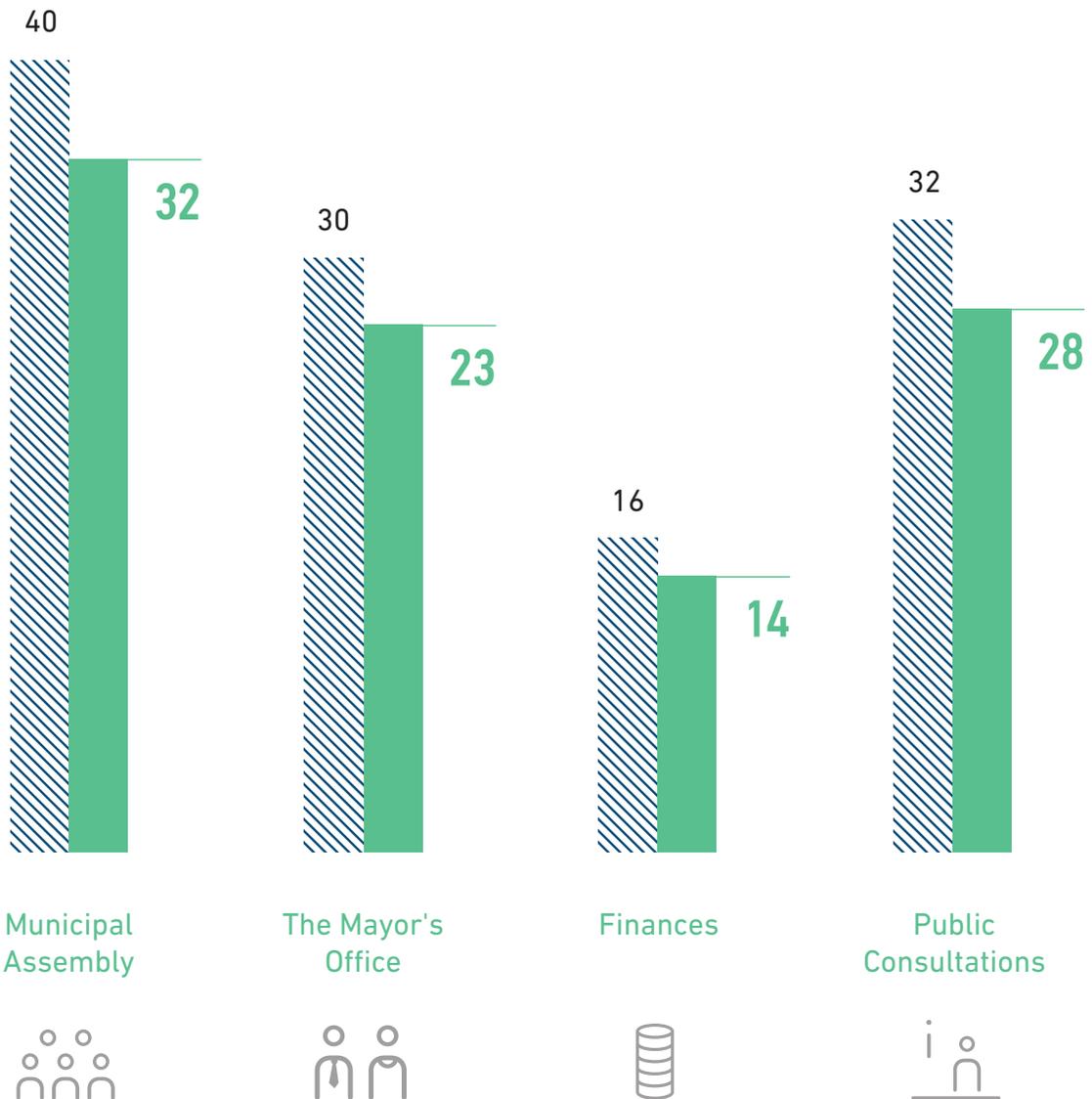
97 POINTS



82.22%



## DRENAS/GLOGOVAC





### Indicators for the municipal assembly:

	POINTS
1. Are the materials required for calling the session published (minutes from the previous meeting, agenda items, material for review)?	2
2. Is there a database, mechanism for publishing or providing access to reviewed, approved regulations and voting methods?	1
3. Are biographical data, contacts and competences of members of the Municipal Assembly published?	1
4. Is there a brief history with key information on the front page of the website serving as an ID card for the Municipality?	0
5. Can information on the lawmaking, policy making, and decision making process be easily found so that citizens are informed about those processes?	2
6. Were the citizens informed about meetings scheduled in accordance with the Rules of Procedure of the Assembly, and in the specific places: public announcements in the most frequented places, media and websites.	2
7. Are committee meetings open to the public?	2
8. Can contacts and data on municipal public institutions (pre-school institutions, health centers, etc.) be easily found?	0
9. Have all regular sessions provided by law (10 of them) been held?	2
10. Is the organogram of the municipality public?	0
11. Are MA meetings monitored by civil society organizations?	2
12. Has the Assembly published the Work Plan?	2
13. Does the MA have a Transparency Action Plan and is it public?	2
14. Are video links posted after the sessions of the Assembly?	2
15. Is there access to draft regulations and MA plans?	2
16. Is there access to the minutes?	2
17. Is there access to the agenda?	2
18. Is there access to MA's regulations and decisions?	2
19. Are the sessions open to the public?	2
20. Are the sessions of the Assembly broadcast live, if so, on what platform?	2



### Indicators for the Mayor's Office

1. Are the biographical details of the Mayor and Directors (email, contact number, biography etc.) published?	2
2. Are there information on issues related to EU integrations and the impact of the process on the municipality?	0
3. Are job vacancies and job criteria published and transparent for citizens?	2
4. Is there a coordinator for access to official documents and a database with the number of requests and their handling?	2
5. Is there a tracking mechanism for registration of citizens' requests and status of their claims (is it public)?	2
6. What is the level of response to requests for access to official documents?	2
7. Are Municipal Development Plans published?	0
8. Is the Mayor's work plan public?	2
9. Has the six-month report been published?	2

10. Was the report of the Mayor submitted to the Assembly and the committees (working report twice a year)?	2
11. Are the reports of directors submitted to the Assembly and committees as foreseen?	2
12. Are there Municipal regulations on sexual harassment?	0
13. Is the website accessible in all official languages in the municipality?	1
14. Are the decisions of the Mayor public and accessible to the public?	2
15. Are there information provided from the Mayor's weekly visits?	2



### Indicators for the municipal finances

1. Is the municipal public debt and the debt of the companies to the municipality public?	2
2. Have discussions been held in the Assembly within the legal deadlines for the quarterly spending?	2
3. Is the list of leased properties by the Municipality public?	2
4. Is there a mechanism for registering citizens' proposals about the budget?	2
5. How are citizens informed for participation in the meetings of the Finance Committee?	2
6. Is there access to information about budget changes adopted by MA?	2
7. Are there information available about the municipality's responses to citizen's budget requests?	0
8. Are there data on Municipality's own source revenues?	2



### Indicators for public consultations

1. How has the addressing of citizen complaints been handled and monitored?	2
2. Are the "Open Data" statistics opened?	0
3. Are there any and how can information about the publication of memoranda with the CSOs be found?	2
4. Does the municipality use social networks on a regular basis?	2
5. Has consolidation of local communities been done and is there any public information about them?	1
6. Are the contacts of the information officer and the information office published?	2
7. Is there a direct free line for citizens?	2
8. Is there a detailed list of services that the institutions provide to the public?	2
9. Are there any accompanying materials for citizens regarding public and budget hearings?	2
10. Are the materials translated into all official languages?	1
11. Do announcements for public meetings also take place in traditional forms? If so, in what forms?	2
12. Have public meetings been organized as foreseen by law?	2
13. Are the activities published on the front page of the website?	2
14. Are transparency reports (produced for the respective municipality by other civil society actors or others) published?	2
15. Are the reports from public consultations and budget hearings published?	2
16. Are there any meetings with civil society organizations organized?	2



# Municipal Assembly

# 32

The Municipal Assembly of Drenas/Glogovac has scored maximum points in 15 indicators of total 20 measured. In two other indicators on this pillar, it is evaluated by one point each, while in the other 3 it scored zero points.

## ACHIEVEMENTS

The Municipal Assembly of Drenas/Glogovac made public all the agendas for the sessions held. The Minutes are published together with the reviewed regulations, the manner how the agenda items had been approved and the voting in those sessions.

In order for the citizens to be informed about the processes and the way of policymaking, lawmaking and decision-making process has also been published. Citizens are also timely informed about Municipal Assembly meetings, while announcements are published in frequented places. The Municipal Assembly of Drenas/Glogovac held 10 regular sessions planned for 2018. All were monitored by the civil society organizations. The Transparency Action Plan is published on the municipal website.

The video links of the Municipal Assembly sessions are published on the official channel of the municipality, on the social network "YouTube". There is also access to the minutes, the agenda and the regulations and decisions of the Municipal Assembly of Drenas/Glogovac.

Municipal Assembly sessions as well as the Policy and Finance Committee are open to the public, and sessions are broadcast live on the municipal website.

## SHORTCOMINGS

The Municipal Assembly of Drenas/Glogovac in 1 indicator has scored 1 point, while in 2 others it scored zero points. Unlike other municipalities, on the Drenas/Glogovac Municipality website, contact details of members of the Municipal Assembly are posted, but no data on their responsibilities are listed. Also, there is no information on the data of the public institutions that are under the supervision of the Municipal Assembly. Also, the municipal organogram has not been published, as there is no information on the history of the municipality



Komuna e  
Drenasit



## The Mayor's Office

# 23

Of the 15 transparency indicators in the Mayor's Office of Drenas/Glogovac, 11 have received maximum points. Otherwise, out of a total of 30 points, the Mayor's Office of Drenas/Glogovac received 23 points.

### ACHIEVEMENTS

There is progress in the publication of biographical details and contact details for the Mayor and the administration. Employment criteria, such as job vacancy details, are published for certain positions announced by the municipality. The Municipality of Drenas/Glogovac has appointed an official for initial review of requests for access to public documents. He is also a municipal spokesperson. Each request is registered by its ordinal number. Out of the 49 submitted requests, all have received an answer. Also, there is a possibility that requests are processed through the intranet, but access to it is not public. The Mayor's Action Plan as well as the work report is published. Reporting of directors is not separate, but is included in the Mayor's report. Directors also report to committees upon request.

Meetings of the Mayor and information on the visits he makes are also published on the municipal website. It is functional and at the service of all officials.

### SHORTCOMINGS

In three other indicators, the Mayor's office has scored minimum points since the required data was not found on the official website of the municipality. This includes the lack of information pertaining European integration, although it has an office for European Integration (Pillar II, Indicator 2). Whereas, Municipal Development Plans are not published on the website (Pillar II, Indicator 7). Also, the Regulation on Sexual Harassment (Pillar II, Indicator 12) have not been drafted and approved.





## Finances

# 14

The Municipality of Drenas/Glogovac has achieved a fairly good result in the financial pillar, being valued at maximum points in seven of the eight indicators that are measured in this pillar. Otherwise, a total out of 16 points, this pillar has received 14 of them.

### ACHIEVEMENTS

Municipality of Drenas/Glogovac publishes the financial reports on which the municipality's revenues are also available. In addition, this municipality has compiled a report on its public debt, as well as on the debts of the other parties to it. The municipality has a list of leased properties, which is not public. However, such a list is not made available to the public.

Budgetary changes made by the Assembly can be found on the municipal website. Citizens are informed about budget meetings, through the website and the notice board.

The municipality also has a mechanism that registers citizens' requests during budget hearings. Such a document is also provided through access to official documents.

The quarterly discussions on budget spending were also held.

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### SHORTCOMINGS

The Municipality does not respond to every citizen's budget request.



Komuna e  
Drenasit



## Public Consultations

# 28

The Municipality of Drenas/Glogovac has reached a positive result also in the public consultation pillar. In 13 out of 16 indicators in this pillar, Drenas/Glogovac is rated with maximum points. In two other indicators it is partially assessed and in one it scored zero points. Otherwise, a total of 32 points, this pillar has received **28** of them.

### ACHIEVEMENTS

Municipality of Drenas/Glogovac conducted monitoring and addressing citizen complaints. Such action is made known through the intranet and the Complaints Commission.

The municipality offers a free list for citizens, as well as a detailed list of services that institutions provide to the public.

The municipal website is active and publishes various information. In order for this information to reach the public as much as possible, the municipality also uses social networks.

For the public budget meetings, the municipality provides supporting materials. Information on public meetings is made through the website, but also in a traditional way, through the notice board.

The contact details of Information Officers are published. Meetings are also held and memoranda of cooperation are signed with civil society organizations.

### SHORTCOMINGS

The Municipality did not open statistical data "Open Data". This according to municipal officials was not done because the procedures were terminated by the Ministry of Local Government Administration.



# Recommendations for the Municipality of Drenas/Glogovac



Despite the high level of transparency, the Municipality of Drenas/Glogovac has to work more on raising the level. Below are some recommendations that have emerged from this report.

The Municipality of Drenas/Glogovac should improve the quality of the videos posted from the Municipal Assembly meetings. Currently they have poor quality, so citizens cannot be accurately informed of what was discussed in the meeting.

The municipality should publish information on the process of meeting the criteria required by municipalities for EU integration. This is because Kosovo seeks integration with the EU and municipalities have an important role in this process, especially in preventing illegal migration.

Further, the Municipality of Drenas/Glogovac should publish on its website the contact numbers of public institutions, such as of: Main Family Medical Clinic (MFMC), Firefighters, Preschool Institutions, etc. The publication of development plans and municipal organogram would also help the public awareness of the work of the municipality.

The Municipality of Drenas/Glogovac should improve the quality of the videos posted from the Municipal Assembly meetings. Currently they have poor quality, so citizens cannot be accurately informed of what was discussed in the meeting.



# Mitrovica

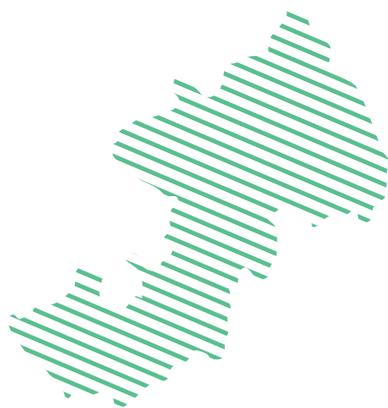
Municipality of Mitrovica has turned out to be the second most transparent municipality from the municipalities selected for the Transparameter. From 118 point which was the maximum, this municipality scored 92 points or else in percentage it reaches 77.99%, based on 59 selected indicators.

Below you will find the table with the data for pillar scoring. Also, there are separate findings for each of the pillars for which monitoring and research has been conducted.

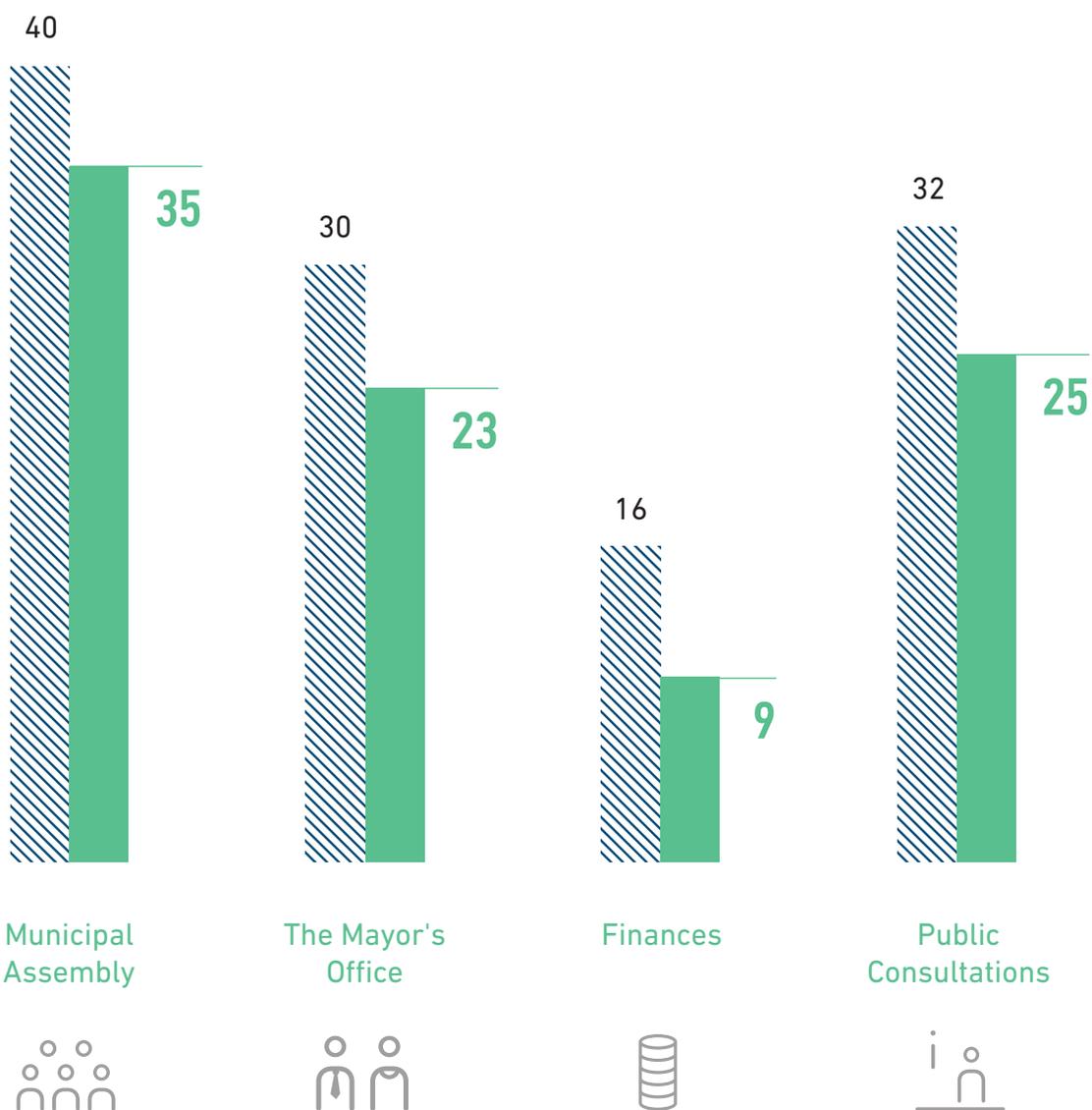
92 POINTS



77.97%



## Mitrovica





### Indicators for the municipal assembly:

	POINTS
1. Are the materials required for calling the session published (minutes from the previous meeting, agenda items, material for review)?	2
2. Is there a database, mechanism for publishing or providing access to reviewed, approved regulations and voting methods?	1
3. Are biographical data, contacts and competences of members of the Municipal Assembly published?	1
4. Is there a brief history with key information on the front page of the website serving as an ID card for the Municipality?	2
5. Can information on the lawmaking, policy making, and decision making process be easily found so that citizens are informed about those processes?	2
6. Were the citizens informed about meetings scheduled in accordance with the Rules of Procedure of the Assembly, and in the specific places: public announcements in the most frequented places, media and websites.	2
7. Are committee meetings open to the public?	2
8. Can contacts and data on municipal public institutions (pre-school institutions, health centers, etc.) be easily found?	2
9. Have all regular sessions provided by law (10 of them) been held?	2
10. Is the organogram of the municipality public?	2
11. Are MA meetings monitored by civil society organizations?	2
12. Has the Assembly published the Work Plan?	2
13. Does the MA have a Transparency Action Plan and is it public?	1
14. Are video links posted after the sessions of the Assembly?	2
15. Is there access to draft regulations and MA plans?	0
16. Is there access to the minutes?	2
17. Is there access to the agenda?	2
18. Is there access to MA's regulations and decisions?	2
19. Are the sessions open to the public?	2
20. Are the sessions of the Assembly broadcast live, if so, on what platform?	2



### Indicators for the Mayor's Office

1. Are the biographical details of the Mayor and Directors (email, contact number, biography etc.) published?	2
2. Are there information on issues related to EU integrations and the impact of the process on the municipality?	2
3. Are job vacancies and job criteria published and transparent for citizens?	2
4. Is there a coordinator for access to official documents and a database with the number of requests and their handling?	2
5. Is there a tracking mechanism for registration of citizens' requests and status of their claims (is it public)?	2
6. What is the level of response to requests for access to official documents?	2
7. Are Municipal Development Plans published?	2
8. Is the Mayor's work plan public?	2
9. Has the six-month report been published?	0

10. Was the report of the Mayor submitted to the Assembly and the committees (working report twice a year)?	0
11. Are the reports of directors submitted to the Assembly and committees as foreseen?	2
12. Are there Municipal regulations on sexual harassment?	0
13. Is the website accessible in all official languages in the municipality?	1
14. Are the decisions of the Mayor public and accessible to the public?	2
15. Are there information provided from the Mayor's weekly visits?	2



### Indicators for the municipal finances

1. Is the municipal public debt and the debt of the companies to the municipality public?	2
2. Have discussions been held in the Assembly within the legal deadlines for the quarterly spending?	1
3. Is the list of leased properties by the Municipality public?	0
4. Is there a mechanism for registering citizens' proposals about the budget?	0
5. How are citizens informed for participation in the meetings of the Finance Committee?	2
6. Is there access to information about budget changes adopted by MA?	2
7. Are there information available about the municipality's responses to citizen's budget requests?	0
8. Are there data on Municipality's own source revenues?	2



### Indicators for public consultations

1. How has the addressing of citizen complaints been handled and monitored?	2
2. Are the "Open Data" statistics opened?	0
3. Are there any and how can information about the publication of memoranda with the CSOs be found?	2
4. Does the municipality use social networks on a regular basis?	2
5. Has consolidation of local communities been done and is there any public information about them?	1
6. Are the contacts of the information officer and the information office published?	2
7. Is there a direct free line for citizens?	0
8. Is there a detailed list of services that the institutions provide to the public?	2
9. Are there any accompanying materials for citizens regarding public and budget hearings?	2
10. Are the materials translated into all official languages?	0
11. Do announcements for public meetings also take place in traditional forms? If so, in what forms?	2
12. Have public meetings been organized as foreseen by law?	2
13. Are the activities published on the front page of the website?	2
14. Are transparency reports (produced for the respective municipality by other civil society actors or others) published?	2
15. Are the reports from public consultations and budget hearings published?	2
16. Are there any meetings with civil society organizations organized?	2



# Municipal Assembly

# 35

The Municipal Assembly of Mitrovica is rated with maximum points in 16 out of total 20 indicators that have been measured. So, out of a total of 40 points that was the maximum value of these indicators, the pillar of the Municipal Assembly of Mitrovica scored 35 of them.

## ACHIEVEMENTS

The Mitrovica Municipal Assembly has made a great progress in publishing its meeting agendas in advance. In this regard, the biographies of members of the Municipal Assembly and the general competences of the Municipal Assembly and its members have been published. Minutes of Municipal Assembly meetings are also published, as there is access to regulations and voting methods. Also, information on decision making, policymaking and lawmaking can be easily found. On the municipal website is published the history of the municipality and key data for the municipality.

The Municipal Assembly of Mitrovica has made progress in timely notification of the citizens for the planned plenaries and meetings. Committee meetings and Municipal Assembly sessions are also open to the public. The Municipal Assembly of Mitrovica has held the 10 regular sessions foreseen for 2018

## SHORTCOMINGS

The Municipal Assembly of Mitrovica has been partially rated in three other indicators. All three of these indicators relate to the complete and specific publication of documents, such as: lack of a database or mechanism for access to reviewing, approval and adoption of regulations (pillar I, indicator 2), are the biographical details of the members of the Municipal Assembly as well as the general competencies of the Municipal Assembly and its members published? (pillar I, indicator 3), the transparency plan (Pillar I, Indicator 13, if the Municipal Assembly has a Transparency Action Plan and is it public?), the decision for which it was published, but not the document as such. With minimal points is also assessed the access to draft regulations and work plans (pillar I, Indicator 15, if it has access to draft regulations and plans of the Municipal Assembly).



Municipality  
of Mitrovica



## The Mayor's Office

# 23

Of 15 indicators, the Mayor's Office in Mitrovica municipality has accumulated maximum points in 11 of them. More precisely, it scored **23 points** out of the total of 30 points of this pillar.

### ACHIEVEMENTS

The Mayor's Office in Mitrovica is in a good standing with 11 out of 15 indicators. The publication of biographical details and contact data for the Mayor and directors of the municipality has been advanced. Also, the employment criteria, and the application form are published in a timely and detailed manner. There is sufficient information on websites related to European integrations and the impact of such processes on the municipality. The Municipality handles all requests within the time limit set by law. Apart from reports on access to official documents published on the website, all requests are registered on the intranet and stored physically as documents. They are also published on the website. The Mayor has published his plan and municipal development plans are also published. On the website of the municipality are published the reports of the directors divided into two periods: January-June 2018 and July-December 2018. All visits made during the day by the Mayor can be found in the form of press releases, which are published on the official Facebook page and on the municipal website.

### SHORTCOMINGS

In four other indicators, the Mayor's office has accumulated minimum points since the required data is not found on the official website of the municipality. This includes the six-month report and the report of the Mayor to the Assembly and committees (Pillar II, Indicators 9 and 10), and the Regulation on Sexual Harassment (Pillar II, Indicator 12). While the official obligation to access information and data in all official languages has only partially been taken into account as there is a lack of translation into Turkish while translations in Serbian are scarce and are missing in many cases (pillar II, indicator 13).





# Finances

# 9

In financial transparency, the municipality of Mitrovica is rated with maximum points in three of the total of eight indicators. For this matter, it was rated **9 points** out of total 16. In five other indicators, this municipality has been rated partially or negative.

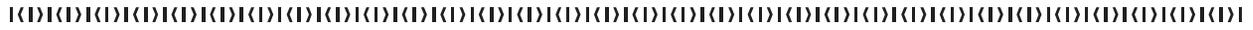
## ACHIEVEMENTS

As for the municipal public debt, the Municipality of Mitrovica publishes the financial reports and does not have separate reports. Further progress, this municipality has also marked with the opening of the finance committee as well as invitations for citizens' participation.

## SHORTCOMINGS

The municipality of Mitrovica has published reports on quarterly discussions (pillar III, index 2) only partially. Identically it has been rated regarding information on municipal responses to citizen's budget requests (pillar III, indicator 7).

This pillar has been negatively evaluated in three other indicators for which no information was found on the municipal official website and from the answers to access public documents. These indicators are: the list of leased properties from the municipality (pillar III, indicator 3), the mechanism for the registration of citizens' budget requests (pillar III, indicator 4) and information on municipal responses to budget requests (pillar III, indicator 7).



Municipality  
of Mitrovica



## Public Consultations

# 25

The Municipality of Mitrovica stands very well in relation to public consultations. Out of a total of 16 indicators measured in this pillar, this municipality was rated with maximum points in 12 of them. So it scored 25 points out of total 32.

### ACHIEVEMENTS

For each directorate and office of the municipality, the lists of responsibilities and services provided by the Municipality of Mitrovica are published. In case of budget hearings, when the call for participation to these meetings is announced, additional material is forwarded regarding the Mid-Term Budgetary Framework.

Progress has also been made in the publication of information regarding the participation of civil society organizations and memoranda signed with these organizations. In addition to traditional announcements such as: placing notices in the municipal building, the municipality also uses social networks to inform the citizens as well as to involve them in municipal activities. Contact details of the Information Officer and Information Office are published. During 2018, the municipality of Mitrovica has organized 8 budget hearings and 1 public meeting. Reports from public consultations are published on the website.

### SHORTCOMINGS

During the measurement of indicators it was noted that detailed information on the consolidation of local communities is missing (pillar IV, indicator 5). Therefore, in this indicator, the municipality of Mitrovica is rated to only one point. This is because the process that has started has not reached any result yet. In the other three indicators of this pillar, the municipality of Mitrovica has scored zero points, as it lacks the Open Data (Pillar IV, indicator 2), free telephone lines for citizens (Pillar IV, indicator 7), and translation of materials in all official languages (pillar IV, indicator 10).



# Recommendations for the municipality of Mitrovica



The Municipality of Mitrovica should provide more financial transparency. It can do this by publishing documents of interest for the citizens, such as municipal public debt, list of leased properties, registration or inclusion of citizen's budget requests.

The Municipality of Mitrovica is in a very good standing in terms of publishing information to the benefit of the public. During the implementation of this Transparameter, several areas where this municipality lags in their publication are noticed. Below are three recommendations that are important and necessary so that the municipality of Mitrovica increases the level of transparency. Invitations to the Policy and Finance Committee, to the Municipal Assembly meetings, and other such notices are mainly in Albanian and symbolically in Serbian. The municipality should provide all information in official languages so that citizens/residents of this municipality have equal access to information.

The Municipality of Mitrovica should provide more financial transparency. It can do this by publishing documents of interest for the citizens, such as municipal public debt, list of leased properties, registration or inclusion of citizen's budget requests.

Another recommendation for the Municipality of Mitrovica is the opening of data "Open Data". Such a platform would make it possible for citizens to be more informed and to have free access to data that directly relate to the work and correctness of this municipality vis-à-vis its citizens.



# VITIA/ VITINA

The municipality of Vitia/Vitina is ranked the third most transparent in the Transparameter. Out of a total of 118 points, municipality of Vitias has received 86 points. Otherwise, the level of transparency of this municipality is 72.88% of the maximum level of measurement.

Below you will find a table with scoring data as well as the findings for each of the pillars where monitoring and research has been conducted.

86 POINTS



72.888%



## VITIA/VITINA





## Indicators for the municipal assembly:

	POINTS
1. Are the materials required for calling the session published (minutes from the previous meeting, agenda items, material for review)?	2
2. Is there a database, mechanism for publishing or providing access to reviewed, approved regulations and voting methods?	2
3. Are biographical data, contacts and competences of members of the Municipal Assembly published?	1
4. Is there a brief history with key information on the front page of the website serving as an ID card for the Municipality?	2
5. Can information on the lawmaking, policy making, and decision making process be easily found so that citizens are informed about those processes?	0
6. Were the citizens informed about meetings scheduled in accordance with the Rules of Procedure of the Assembly, and in the specific places: public announcements in the most frequented places, media and websites.	2
7. Are committee meetings open to the public?	2
8. Can contacts and data on municipal public institutions (pre-school institutions, health centers, etc.) be easily found?	2
9. Have all regular sessions provided by law (10 of them) been held?	2
10. Is the organogram of the municipality public?	2
11. Are MA meetings monitored by civil society organizations?	2
12. Has the Assembly published the Work Plan?	0
13. Does the MA have a Transparency Action Plan and is it public?	2
14. Are video links posted after the sessions of the Assembly?	1
15. Is there access to draft regulations and MA plans?	0
16. Is there access to the minutes?	2
17. Is there access to the agenda?	2
18. Is there access to MA's regulations and decisions?	2
19. Are the sessions open to the public?	2
20. Are the sessions of the Assembly broadcast live, if so, on what platform?	0



## Indicators for the Mayor's Office

1. Are the biographical details of the Mayor and Directors (email, contact number, biography etc.) published?	2
2. Are there information on issues related to EU integrations and the impact of the process on the municipality?	0
3. Are job vacancies and job criteria published and transparent for citizens?	2
4. Is there a coordinator for access to official documents and a database with the number of requests and their handling?	1
5. Is there a tracking mechanism for registration of citizens' requests and status of their claims (is it public)?	0
6. What is the level of response to requests for access to official documents?	2
7. Are Municipal Development Plans published?	2
8. Is the Mayor's work plan public?	0
9. Has the six-month report been published?	0

10. Was the report of the Mayor submitted to the Assembly and the committees (working report twice a year)?	2
11. Are the reports of directors submitted to the Assembly and committees as foreseen?	2
12. Are there Municipal regulations on sexual harassment?	0
13. Is the website accessible in all official languages in the municipality?	0
14. Are the decisions of the Mayor public and accessible to the public?	2
15. Are there information provided from the Mayor's weekly visits?	2



## Indicators for the municipal finances

1. Is the municipal public debt and the debt of the companies to the municipality public?	2
2. Have discussions been held in the Assembly within the legal deadlines for the quarterly spending?	2
3. Is the list of leased properties by the Municipality public?	2
4. Is there a mechanism for registering citizens' proposals about the budget?	2
5. How are citizens informed for participation in the meetings of the Finance Committee?	2
6. Is there access to information about budget changes adopted by MA?	2
7. Are there information available about the municipality's responses to citizen's budget requests?	0
8. Are there data on Municipality's own source revenues?	2



## Indicators for public consultations

1. How has the addressing of citizen complaints been handled and monitored?	2
2. Are the "Open Data" statistics opened?	0
3. Are there any and how can information about the publication of memoranda with the CSOs be found?	2
4. Does the municipality use social networks on a regular basis?	2
5. Has consolidation of local communities been done and is there any public information about them?	1
6. Are the contacts of the information officer and the information office published?	2
7. Is there a direct free line for citizens?	0
8. Is there a detailed list of services that the institutions provide to the public?	2
9. Are there any accompanying materials for citizens regarding public and budget hearings?	2
10. Are the materials translated into all official languages?	0
11. Do announcements for public meetings also take place in traditional forms? If so, in what forms?	2
12. Have public meetings been organized as foreseen by law?	2
13. Are the activities published on the front page of the website?	2
14. Are transparency reports (produced for the respective municipality by other civil society actors or others) published?	2
15. Are the reports from public consultations and budget hearings published?	2
16. Are there any meetings with civil society organizations organized?	2



## Municipal Assembly

# 30

Municipal assembly is in a relatively good position in terms of the level of transparency. This municipality resulted with a total of 14 points out of 20 indicators. From a total of 40 points, this pillar received **30 points**. In two other indicators of this pillar, the municipality of Vitia/Vitina scored one point each, hence partially: biographical details, contacts and competences of the members of MA (pillar I, indicator 3); publication of video links of assembly meetings (indicator 14) and database with reviewed and adopted regulations (Pillar I, Indicator 2).

### ACHIEVEMENTS

Municipality of Vitia/Vitina did a good job in the timely publication of summons, as well as publication of agendas and minutes. The assembly sessions and meetings of committees are also open to public, with the participation of the monitors from civil society. The municipality of Vitia/Vitina did a good job in the publication of regulations, decisions and transparency plan.

In the webpage of the municipality are also published: organogram and history of municipality. Contacts of public institutions are readily accessible.

### SHORTCOMINGS

In four other indicators of this pillar, municipality of Vitia/Vitina scored zero: work plan of municipal assembly (Indicator 12); access to draft regulations and plans of the assembly (Indicator 15); direct broadcast of assembly sessions (Indicator 20) and Information on the lawmaking, policy making and decision making process



Municipality of  
Vitia/Vitina



## The Mayor's Office

# 17

From 15 indicators in the pillar of the mayor's office, the municipality of Vitia/Vitina received maximum points in 8 of them. It received **17 points** from a maximum of 30. In 1 indicator of this pillar, the mayor's office in the municipality of Vitia/Vitina scored one point, hence partially: coordinator for access to public documents and database with the number of requests and their review (pillar II, Indicator 4)

### ACHIEVEMENTS

Municipality of Vitia/Vitina published the biographical details of Mayor and directors. Information on decisions of Mayor and his weekly visits are readily available.

In addition, municipality publishes job vacancies in its webpage. The development plan of this municipality can also be found there.

### SHORTCOMINGS

For six other indicators of this pillar, the municipality of Vitia/Vitina scored zero points: information on matters related to EU integration and impact of the process on the municipality (Indicator 2); monitoring mechanism for the registration of the requests of citizens and the status of their requests (Indicator 5); publication of work plan of the Mayor (Indicator 8); semi-annual work report (Indicator 9); regulation on sexual harassment (Indicator 12); webpage in official language operational (Indicator 13).





## Finances

# 14

The finance pillar in the municipality of Vitia/Vitina scored maximum points in seven of eight indicators. Otherwise, in this pillar the municipality of Vitia/Vitina received a total of 14 points.

### ACHIEVEMENTS

It turns out that municipality held discussions on quarterly expenses. In addition, the list of revenues and properties that are rented out is readily accessible. This municipality keeps the citizens informed about the meetings of Policy and Finance Committee and it has a mechanism for registering the requests of citizens.

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### SHORTCOMINGS

In 1 indicator this pillar scored zero points: answers of municipality to requests of citizens (Indicator 7).

Municipality of  
Vitia/Vitina



## Public Consultations

# 25

In 12 measured indicators in the pillar of public consultations, the municipality of Vitia/Vitina received the maximum number of points. It received **25 points** from a total of 32. In the fifth indicator of this pillar: consolidation and public information, this municipality scored only one point since the process, even though initiated, failed to complete within the time limit.

### ACHIEVEMENTS

The municipality of Vitia/Vitina uses social networks on regular basis. In the homepage of the webpage are published activities and information on meetings held with NGOs. The municipality of Vitia/Vitina held two public meetings as provided by law. It also applies the information of citizens in a traditional manner. In the webpage one can find a detailed list of services, which are provided by institutions to public and the contacts of public information office. In addition, the municipality of Vitia/Vitina holds regular meetings with Organizations of civil society.

### SHORTCOMINGS

In three other indicators of the public consultations pillar, this municipality scored zero: access to Open Data (Indicator 2); free direct line for citizens (Indicator 7); translation of materials all official languages (Indicator 10) and addressing of citizen complaints (pillar 4, Indicator 1)

# Recommendations for the municipality of Vitia/Vitina



- 1 This municipality, more specifically the directorate for budget and economic development, is extremely sluggish in replying to the request for access to official documents. Of four documents that were requested from KDI, it was enabled to have access only to one of them (Narrative report) and that only after waiting for 18 days. KDI recommends that municipality improves the level of replies to access to official documents, and complies with the time limit for reply.
- 2 This municipality is also sluggish in the translation of materials in all official languages. It violates the Law on local self-government, specifically the articles on the use of languages<sup>10</sup>. KDI recommends that municipality of Vitia/Vitina comply with LSG, specifically article 43, which provides that all documents shall be translated in official languages. The translation of these documents would enable the communities in this municipality to have access to and information about the municipality.
- 3 KDI recommends a separate publication particularly of some important documents, such as: public debt, list of properties rented out, revenues because searching for these documents in webpage takes a lot of time due to browsing of voluminous material. For example, if a list of properties rented out is searched, all decisions made by the Assembly should appear. Therefore, KDI recommends that these immovable property documents are posted in webpage separately from other documents.

This municipality is also sluggish in the translation of materials in all official languages. It violates the Law on local self-government, specifically the articles on the use of languages.

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<sup>10</sup> Official gazette of the Republic of Kosovo "Law on local self-government", Article 43 paragraph 4, accessible on <https://gzk.rks-gov.net/ActDetail.aspx?ActID=2530>



# Malishevë/o

Malishevë/o Municipality has turned out to be the fourth most transparent municipality among the municipalities selected for the Transparameter with 72.88% at the level of transparency measured by 59 selected indicators. Otherwise, out of a total 118, this municipality has received 86 of them.

Below is a table with pillar-based score data. There are also separate findings for each of the pillars where monitoring and research has been conducted.

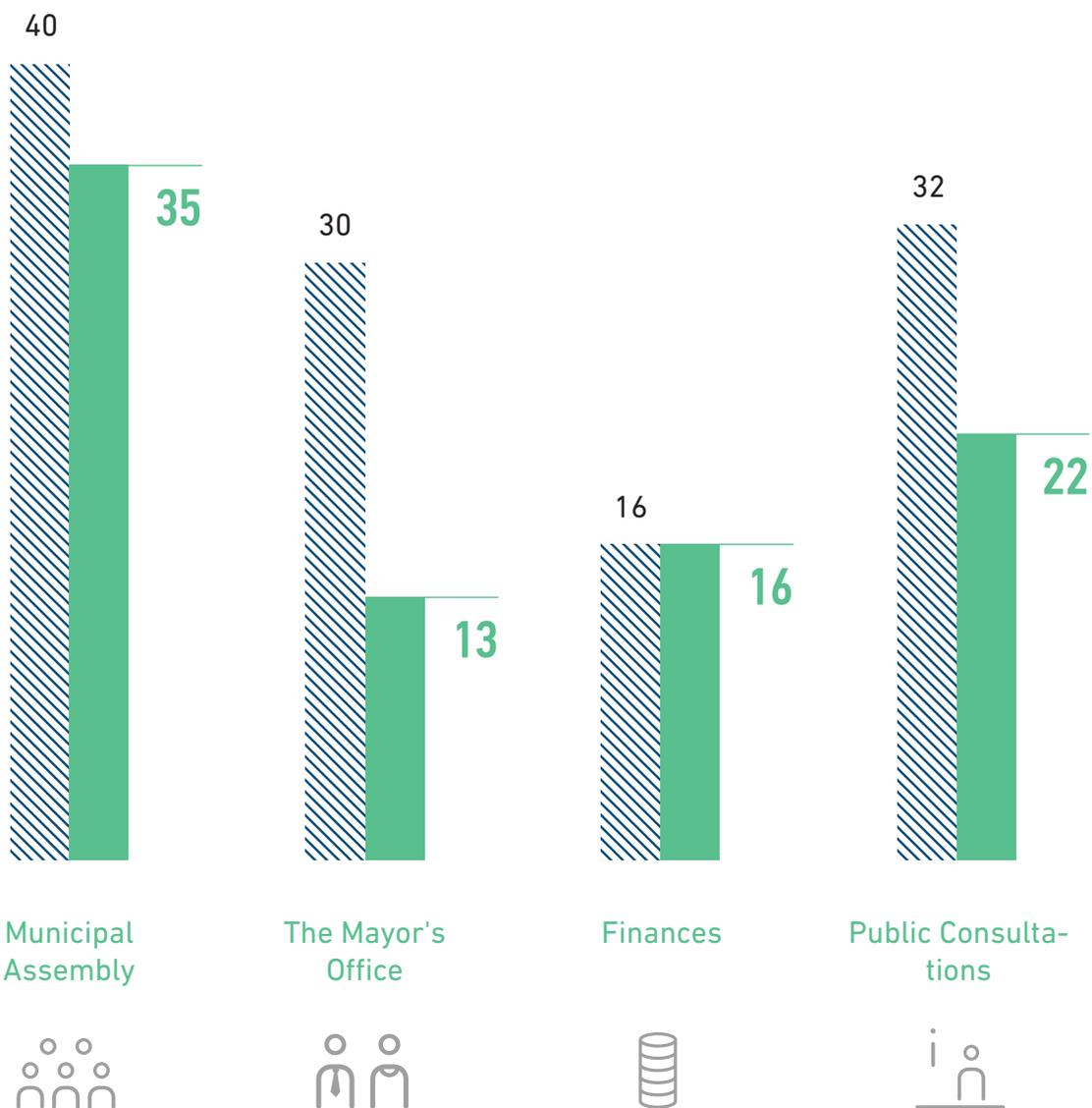
86 POINTS



# 72.888%



## Malishevë/o





## Indicators for the municipal assembly:

	POINTS
1. Are the materials required for calling the session published (minutes from the previous meeting, agenda items, material for review)?	2
2. Is there a database, mechanism for publishing or providing access to reviewed, approved regulations and voting methods?	1
3. Are biographical data, contacts and competences of members of the Municipal Assembly published?	2
4. Is there a brief history with key information on the front page of the website serving as an ID card for the Municipality?	2
5. Can information on the lawmaking, policy making, and decision making process be easily found so that citizens are informed about those processes?	2
6. Were the citizens informed about meetings scheduled in accordance with the Rules of Procedure of the Assembly, and in the specific places: public announcements in the most frequented places, media and websites.	2
7. Are committee meetings open to the public?	2
8. Can contacts and data on municipal public institutions (pre-school institutions, health centers, etc.) be easily found?	2
9. Have all regular sessions provided by law (10 of them) been held?	2
10. Is the organogram of the municipality public?	2
11. Are MA meetings monitored by civil society organizations?	2
12. Has the Assembly published the Work Plan?	0
13. Does the MA have a Transparency Action Plan and is it public?	0
14. Are video links posted after the sessions of the Assembly?	2
15. Is there access to draft regulations and MA plans?	2
16. Is there access to the minutes?	2
17. Is there access to the agenda?	2
18. Is there access to MA's regulations and decisions?	2
19. Are the sessions open to the public?	2
20. Are the sessions of the Assembly broadcast live, if so, on what platform?	2



## Indicators for the Mayor's Office

1. Are the biographical details of the Mayor and Directors (email, contact number, biography etc.) published?	2
2. Are there information on issues related to EU integrations and the impact of the process on the municipality?	0
3. Are job vacancies and job criteria published and transparent for citizens?	2
4. Is there a coordinator for access to official documents and a database with the number of requests and their handling?	0
5. Is there a tracking mechanism for registration of citizens' requests and status of their claims (is it public)?	1
6. What is the level of response to requests for access to official documents?	1
7. Are Municipal Development Plans published?	2
8. Is the Mayor's work plan public?	0
9. Has the six-month report been published?	0

10. Was the report of the Mayor submitted to the Assembly and the committees (working report twice a year)?	0
11. Are the reports of directors submitted to the Assembly and committees as foreseen?	1
12. Are there Municipal regulations on sexual harassment?	0
13. Is the website accessible in all official languages in the municipality?	0
14. Are the decisions of the Mayor public and accessible to the public?	2
15. Are there information provided from the Mayor's weekly visits?	2



## Indicators for the municipal finances

1. Is the municipal public debt and the debt of the companies to the municipality public?	2
2. Have discussions been held in the Assembly within the legal deadlines for the quarterly spending?	2
3. Is the list of leased properties by the Municipality public?	2
4. Is there a mechanism for registering citizens' proposals about the budget?	2
5. How are citizens informed for participation in the meetings of the Finance Committee?	2
6. Is there access to information about budget changes adopted by MA?	2
7. Are there information available about the municipality's responses to citizen's budget requests?	2
8. Are there data on Municipality's own source revenues?	2



## Indicators for public consultations

1. How has the addressing of citizen complaints been handled and monitored?	2
2. Are the "Open Data" statistics opened?	0
3. Are there any and how can information about the publication of memoranda with the CSOs be found?	2
4. Does the municipality use social networks on a regular basis?	2
5. Has consolidation of local communities been done and is there any public information about them?	2
6. Are the contacts of the information officer and the information office published?	2
7. Is there a direct free line for citizens?	0
8. Is there a detailed list of services that the institutions provide to the public?	0
9. Are there any accompanying materials for citizens regarding public and budget hearings?	2
10. Are the materials translated into all official languages?	0
11. Do announcements for public meetings also take place in traditional forms? If so, in what forms?	2
12. Have public meetings been organized as foreseen by law?	2
13. Are the activities published on the front page of the website?	2
14. Are transparency reports (produced for the respective municipality by other civil society actors or others) published?	2
15. Are the reports from public consultations and budget hearings published?	0
16. Are there any meetings with civil society organizations organized?	2



## Municipal Assembly

# 35

The Municipal Assembly of Malishevë/o remains the most valued pillar in comparison to the other 3 pillars of the assessment. Of the 20 indicators in this pillar, 16 of them are rated at maximum, 2 of the indicators partially transparent and 2 indicators are rated as non-transparent in 2018. This pillar, out of the 40 maximum points, has reached 35 points in total.

### ACHIEVEMENTS

The Municipal Assembly of Malishevë/o has made great progress regarding the publication of agendas. Contact information (email address and phone number), as well as biographies of MA members, were published in advance. Also, the minutes of the MA meetings are published in a timely manner.

Information on decision-making, policy-making and law-making processes can be found, and it is mainly defined in the competencies described under the law. On the municipal website are published: the history of the municipality and key data about the municipality, geographical position, roads, activities, etc.

The Municipal Assembly of Malishevë/a has made progress in timely notification of citizens for planned meetings and sessions, while committees and assembly sessions are open to the public as well. Also, the Municipal Assembly of Malishevë/o has held all regular sessions foreseen for 2018.

### SHORTCOMINGS

Municipal Assembly of Malishevë/o as the highest decision-making institution has stagnation of transparency in 2 of the indicators rated as partially transparent. It is found that there is lack of a mechanism where revised, approved regulations and voting mode would be published and access could be ensured. There is no public mechanism that registers the requests of citizens.

According to indicators, this institution is considered as non-transparent, as this institution has not adopted the Action Plan for Transparency. It exists as a draft on the municipal website, but has not yet been approved. Lack of publication of the Work Plan of the MA, is the main stall of this institution. In addition, this body did not publish the Work Plan of MA during 2018.

Municipality of  
Malishevë/o



## The Mayor's Office

# 13

In this pillar, out of the 15 assessment indicators, the Mayor's Office is valued at 13 points out of the maximum 30 points.

### ACHIEVEMENTS

The Mayor's Office in Malishevë/o stands relatively well with regard to measuring indicators on this pillar. Of the 15 rating indicators, 5 of them were rated with maximum transparency, 4 with partial rating and 6 non-transparent ratings.

Progress has been made in the publication of biographical and contact data for the Mayor, Deputy-Mayors and directors of the municipality. Also, vacancies are published in a timely and accessible manner. Municipal development plans, as well as all decisions of the Mayor are public and accessible on the municipal website. The only thing that needs to be done is to include them in the same section, because during the monitoring it has been noted that there have been misplacement of decisions or posting them in inappropriate sections. In this context, public were also made all the visits that the Mayor during the day, not only on the municipal website but also on the official Facebook page.

### SHORTCOMINGS

In 15 indicators of this pillar, 6 of the monitored indicators are considered non-transparent.

Lack of reports to the public regarding European integration, lack of a Regulation on Sexual Harassment, lack of translation of documents and their publication in official languages, failure to publish the annual work plan of the Mayor as well as failure to publish the six-month report of the Mayor's work on the website, are the indicators that are rated as completely non-transparent.

As partly transparent, this municipality has been assessed in relation to the following indicators: the municipality responded to citizens on time regarding their requests (based on interviews with municipal officials) but did not publish any information on the website about the requests in question: (requestors, status of responses, statistics, etc.). The municipality does not have a mechanism that registers citizens' requests that is accessible to citizens on the website. Also, the municipal directors report to the Assembly at the request of the assemblers. However, detailed information on the municipal website for the directors' reports is missing. They are outlined in the minutes of the assembly sessions.



## Finances

# 16

Of the 16 maximum points, Malishevë/o Municipality is rated to maximum with a total of **16 points** under the financial transparency pillar. Out of the 8 rating indicators in this pillar, Malishevë/o Municipality has been fully transparent in 8 of them.

### ACHIEVEMENTS

The Municipality of Malishevë/o has published municipal public debt on the municipal website on a regular basis through quarterly financial reports. It has been discussing the quarterly financial reports in the MA on a regular basis, in line with the legal deadlines.

Information on budget changes approved by the MA is public. Then, there is extensive information on the status of citizens' requests in budget projections as well as full access to data related to own-source revenues, which are reflected in the municipality's quarterly financial reports. Citizens are informed through public announcements on the CPF meetings on the website. They have access to the list of properties leased by the municipality.

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## Public Consultations

# 22

The Municipality of Malishevë/o has advanced much in terms of the fourth pillar or the report on public consultations. Out of a total of 16 indicators measured in this pillar, this municipality is rated with **22 points out of 32 points** which is the maximum rating.

### ACHIEVEMENTS

Through its departments, the municipality, based on complaints of the citizens, has approached the problems in a timely manner until they were resolved. The complaints were for infrastructure projects (based on an interview with officials). Publication of the activities is done on the municipal website on a regular basis. The municipality organizes meetings with CSOs, depending on their requirements. Public announcements are usually made for such meetings, while the municipality uses social networks on a regular basis.

The data of the heads of Local Community Councils are public. For announcements about public consultations, this municipality makes the announcement through the municipal website, the notice table, the FB, in public frequented spaces, etc. In case of budget hearings, the invitation to participate in these meetings is forwarded with additional material regarding the Mid-Term Budget Framework.

### SHORTCOMINGS

In the findings during the measurement of indicators, with non-transparent rating turned out to be a total of 5 indicators. There is stagnation on the Open Data (pillar IV, indicator 2), a free telephone line for citizens (pillar IV, indicator 7), a detailed list of information and contacts on the public persons and facilities of the municipality, (pillar IV, indicator 8), translation of the materials into all official languages (pillar IV, indicator 10), and the lack of public reports on budget hearings (pillar IV, indicator 10) are the indicators that have been rated as non-transparent.

# Recommendations for the Municipality of Malishevë/o



- 1 A mechanism should be introduced to provide access to reviewed and approved regulations
- 2 Publication of a mechanism that registers citizens' requests and status of their requests
- 3 Draft a Transparency Action Plan
- 4 Publish a work plan of the MA
- 5 Publish the reports that derive from the EU obligations
- 6 Draft a regulation on sexual harassment
- 7 Translate the documents and publish them in official languages
- 8 Publish the Mayor's annual work plan
- 9 Publication of Mayor's six-month work report on the website
- 10 Publication of statistics on requests for access to public documents on the website
- 11 Open the Data
- 12 Make available a free telephone line for citizens
- 13 Publish a detailed list of information and contacts on the public persons and facilities of the municipality,
- 14 Translate and publish the materials in all official languages.

Translate the documents  
and publish them in  
official languages



# Klina

The Municipality of Klina turned out to be the fifth most transparent municipality among the municipalities selected for Transparameter with a transparency level of 68.66%, rated out of 59 selected indicators. Otherwise, out of a total of 118 points, this municipality has received 81 of them.

Below you will find a table with pillar rating data as well as the findings for each of the pillars where monitoring and research has been conducted.

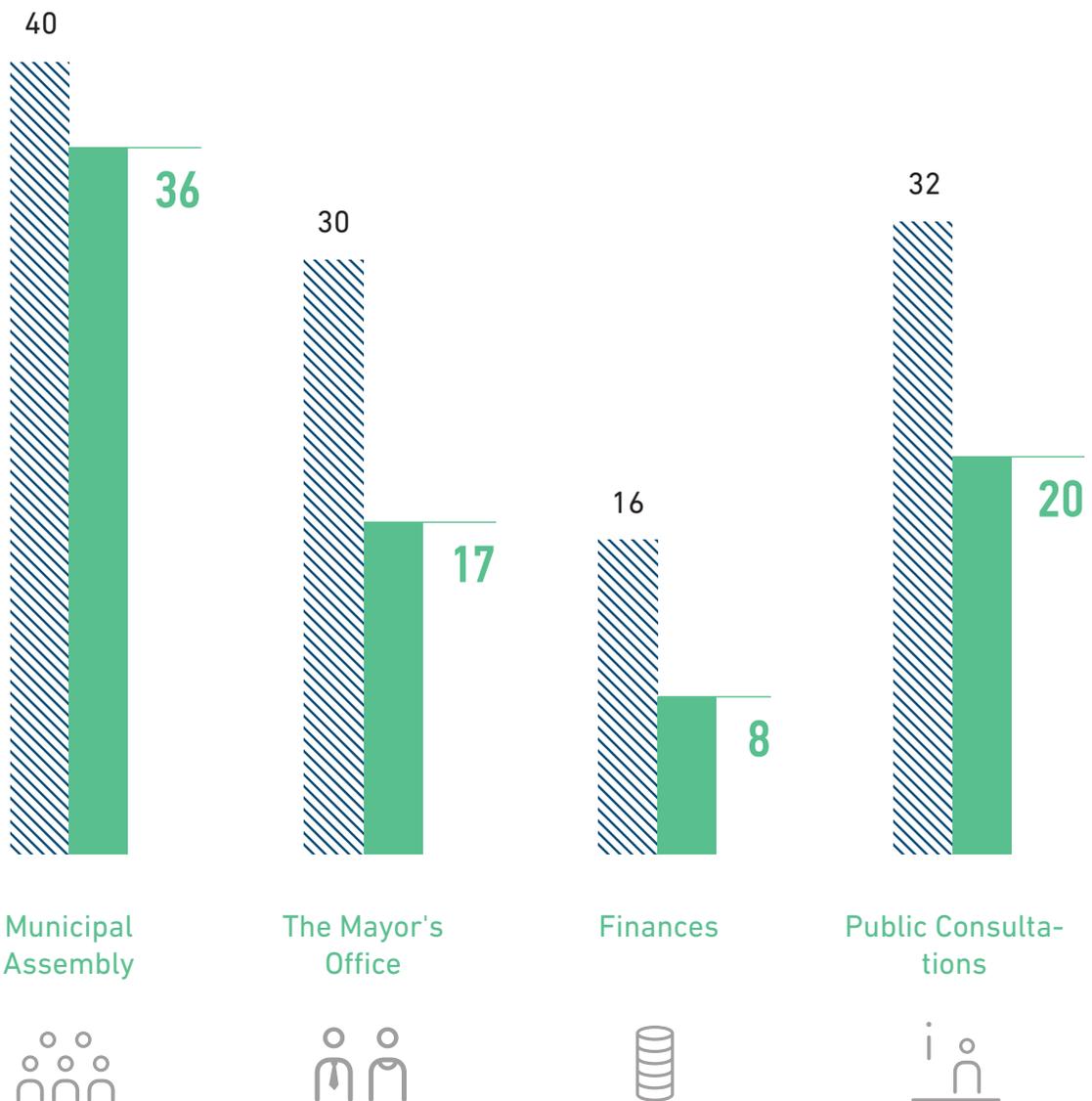
81 POINTS



68.66%



## Klina





### Indicators for the municipal assembly:

	POINTS
1. Are the materials required for calling the session published (minutes from the previous meeting, agenda items, material for review)?	2
2. Is there a database, mechanism for publishing or providing access to reviewed, approved regulations and voting methods?	1
3. Are biographical data, contacts and competences of members of the Municipal Assembly published?	2
4. Is there a brief history with key information on the front page of the website serving as an ID card for the Municipality?	2
5. Can information on the lawmaking, policy making, and decision making process be easily found so that citizens are informed about those processes?	2
6. Were the citizens informed about meetings scheduled in accordance with the Rules of Procedure of the Assembly, and in the specific places: public announcements in the most frequented places, media and websites.	2
7. Are committee meetings open to the public?	2
8. Can contacts and data on municipal public institutions (pre-school institutions, health centers, etc.) be easily found?	2
9. Have all regular sessions provided by law (10 of them) been held?	2
10. Is the organogram of the municipality public?	2
11. Are MA meetings monitored by civil society organizations?	2
12. Has the Assembly published the Work Plan?	2
13. Does the MA have a Transparency Action Plan and is it public?	1
14. Are video links posted after the sessions of the Assembly?	0
15. Is there access to draft regulations and MA plans?	2
16. Is there access to the minutes?	2
17. Is there access to the agenda?	2
18. Is there access to MA's regulations and decisions?	2
19. Are the sessions open to the public?	2
20. Are the sessions of the Assembly broadcast live, if so, on what platform?	2



### Indicators for the Mayor's Office

1. Are the biographical details of the Mayor and Directors (email, contact number, biography etc.) published?	2
2. Are there information on issues related to EU integrations and the impact of the process on the municipality?	0
3. Are job vacancies and job criteria published and transparent for citizens?	2
4. Is there a coordinator for access to official documents and a database with the number of requests and their handling?	2
5. Is there a tracking mechanism for registration of citizens' requests and status of their claims (is it public)?	1
6. What is the level of response to requests for access to official documents?	0
7. Are Municipal Development Plans published?	0
8. Is the Mayor's work plan public?	2
9. Has the six-month report been published?	0

10. Was the report of the Mayor submitted to the Assembly and the committees (working report twice a year)?	2
11. Are the reports of directors submitted to the Assembly and committees as foreseen?	1
12. Are there Municipal regulations on sexual harassment?	0
13. Is the website accessible in all official languages in the municipality?	1
14. Are the decisions of the Mayor public and accessible to the public?	2
15. Are there information provided from the Mayor's weekly visits?	2



### Indicators for the municipal finances

1. Is the municipal public debt and the debt of the companies to the municipality public?	0
2. Have discussions been held in the Assembly within the legal deadlines for the quarterly spending?	2
3. Is the list of leased properties by the Municipality public?	0
4. Is there a mechanism for registering citizens' proposals about the budget?	0
5. How are citizens informed for participation in the meetings of the Finance Committee?	2
6. Is there access to information about budget changes adopted by MA?	2
7. Are there information available about the municipality's responses to citizen's budget requests?	0
8. Are there data on Municipality's own source revenues?	2



### Indicators for public consultations

1. How has the addressing of citizen complaints been handled and monitored?	0
2. Are the "Open Data" statistics opened?	0
3. Are there any and how can information about the publication of memoranda with the CSOs be found?	2
4. Does the municipality use social networks on a regular basis?	2
5. Has consolidation of local communities been done and is there any public information about them?	0
6. Are the contacts of the information officer and the information office published?	0
7. Is there a direct free line for citizens?	0
8. Is there a detailed list of services that the institutions provide to the public?	2
9. Are there any accompanying materials for citizens regarding public and budget hearings?	2
10. Are the materials translated into all official languages?	0
11. Do announcements for public meetings also take place in traditional forms? If so, in what forms?	2
12. Have public meetings been organized as foreseen by law?	2
13. Are the activities published on the front page of the website?	2
14. Are transparency reports (produced for the respective municipality by other civil society actors or others) published?	2
15. Are the reports from public consultations and budget hearings published?	2
16. Are there any meetings with civil society organizations organized?	2



# Municipal Assembly

# 36

The Municipal Assembly of Klina has resulted very well in regards to transparency. Of the total of 20 indicators that were measured, it received maximum points in 17 of them. Otherwise, out of a total 40, this municipality has received 36 of them. In two other indicators it was assessed partially while in one indicator it received zero points.

## ACHIEVEMENTS

The Municipal Assembly of Klina provides information on all activities conducted by this institution, including timely information on holding sessions, agenda, as well as access to regulations, reviewed decisions and voting manner.

The Municipal Assembly held 10 regular sessions envisaged for 2018.

These sessions were open to the public and also monitored by non-governmental organizations.

Assembly sessions are broadcast live through local radio.

Also the Policy and Finance Committee meetings are open to the public, while the announcements are made through the website of the Assembly. There can also be found information - contacts for public institutions overseen by the Municipal Assembly, as well as the data on members of the Assembly and their responsibilities. The municipal organogram is published.

## SHORTCOMINGS

The municipality does not publish the videos of Municipal Assembly meetings. Also, the action plan for transparency is not published. There is no separate database where access to reviewed, approved and voting methods can be provided.



Municipality  
of Klina



## The Mayor's Office

# 20

The pillar on the Mayor's Office in the Municipality of Klina has received maximum points in seven of the total of 15 indicators. In three other indicators it is assessed by one point, i.e. partly, while in the other five it has received zero points. Out of a total 30, municipality of Klina has received 17 of them.

### ACHIEVEMENTS

The Mayor's Office provides information about the biographical data of the mayor, municipal directors and mayor's staff. A positive aspect to this office is that on the employment criteria are published on the municipal website.

Also, the municipality has assigned a coordinator for access to public documents, which is also a municipal spokesperson. The Mayor's work plan and reporting to the Assembly is published on the website. Upon request, the Directors report to the Assembly.

The mayor's decisions as well as his activities are public.

### SHORTCOMINGS

The Mayor's office is lagging behind in publishing his work reports. This office has only published the work report of the executive for 2017.

Also, data on the European integration process are not provided, and municipal development plans are not published either. This office does not have a Regulation on Sexual Harassment.

Another stumbling block is the lack of response to requests for access to official documents. This office does not have an exact number of requests it has received, as there is negligence in returning the responses.





## Finances

8

Of the total of eight indicators measured in the finance pillar, the municipality of Klina has received the maximum score. It is assessed by two points in each of the four indicators. In four other indicators this municipality is rated at zero points. Out of 16 points, this pillar has received 8 of them.

### ACHIEVEMENTS

The Municipality of Klina holds regular monthly discussions on budget spending. It provides data on Municipality's own-source revenues. Budgetary discussions are open to citizens as well. All budget changes made in the Assembly are published through minutes.

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### SHORTCOMINGS

The Municipality does not have any special mechanism that registers citizens' requests. Still, records are kept of public hearings with citizens. Regarding the access to official documents, the municipality has said that it has a list of persons or businesses that have debts to the municipality, as well as the list of leased properties. But they are not public because of the restriction imposed by the law on protection of privacy. This information may be provided to third parties if an official request is made.



Municipality  
of Klina



## Public Consultations

# 20

Out of 20 indicators measured in the public consultation pillar, the municipality of Klina was rated with maximum points in 15 of them. In five other indicators this municipality received zero points. Otherwise, out of a total 32, this municipality has received 20 of them.

### ACHIEVEMENTS

The municipality provides plethora of information about the activities in the municipality through the website.

Also, in order for this information to be as good as possible, the municipality also uses social networks, in addition to other forms of notification, such as the municipal information board.

Citizens, besides being notified, are also provided with accompanying material for the budget meetings held by the municipality. Memoranda with civil society organizations are public.

The municipality holds public meetings twice a year, where its reports from these meetings are made public, and reports from such meetings are published. Citizens can find a detailed list of services that institutions provide to the public.

### SHORTCOMINGS

There is a lack of complete information about the Public Information Office. It only contains the name of the official, but not a contact number or email address. The municipality does not have a free line for citizens.

Due to lack of finance, the consolidation of local communities has not been made. The municipality did not give any answer regarding the manner of addressing citizens' requests and returning its responses to them.

Also, statistical data through Open Data was not done.



# Recommendations for the Municipality Klina



- 1 To publish the contact information of the Information Officer as they currently do not exist under the "Information Office" section.
- 2 Publish the Mayor's work report and financial reports. The Work Report of the executive for 2017 is the only one published.
- 3 Publish video links to the meeting of the Municipal Assembly.
- 4 To publish the information on the European integration, as at the municipal page under the European Integration Office there is no information about this process and the role of the municipality.
- 5 Municipality of Klina should have an exact number of requests for access to official documents as well as the number of responses.
- 5 To publish the Municipal Development Plan.
- 7 Municipality to provide a free telephone line.

Municipality of Klina should have an exact number of requests for access to official documents as well as the number of responses.



# Dragash

Dragash Municipality turned out to be the sixth most transparent municipality among the municipalities selected for the Transparameter with 64.41% of the level of transparency, measured by 59 selected indicators. Otherwise, out of a total 118, this municipality has received 76 of them.

Below you will find the table with the data on pillar scoring, as well as the findings for each of the pillars where monitoring and research has been conducted.

76 POINTS



64.41%



## Dragash





## Indicators for the municipal assembly:

	POINTS
1. Are the materials required for calling the session published (minutes from the previous meeting, agenda items, material for review)?	2
2. Is there a database, mechanism for publishing or providing access to reviewed, approved regulations and voting methods?	1
3. Are biographical data, contacts and competences of members of the Municipal Assembly published?	2
4. Is there a brief history with key information on the front page of the website serving as an ID card for the Municipality?	2
5. Can information on the lawmaking, policy making, and decision making process be easily found so that citizens are informed about those processes?	2
6. Were the citizens informed about meetings scheduled in accordance with the Rules of Procedure of the Assembly, and in the specific places: public announcements in the most frequented places, media and websites.	2
7. Are committee meetings open to the public?	2
8. Can contacts and data on municipal public institutions (pre-school institutions, health centers, etc.) be easily found?	1
9. Have all regular sessions provided by law (10 of them) been held?	2
10. Is the organogram of the municipality public?	2
11. Are MA meetings monitored by civil society organizations?	2
12. Has the Assembly published the Work Plan?	0
13. Does the MA have a Transparency Action Plan and is it public?	2
14. Are video links posted after the sessions of the Assembly?	2
15. Is there access to draft regulations and MA plans?	0
16. Is there access to the minutes?	2
17. Is there access to the agenda?	2
18. Is there access to MA's regulations and decisions?	1
19. Are the sessions open to the public?	2
20. Are the sessions of the Assembly broadcast live, if so, on what platform?	2



## Indicators for the Mayor's Office

1. Are the biographical details of the Mayor and Directors (email, contact number, biography etc.) published?	2
2. Are there information on issues related to EU integrations and the impact of the process on the municipality?	0
3. Are job vacancies and job criteria published and transparent for citizens?	2
4. Is there a coordinator for access to official documents and a database with the number of requests and their handling?	1
5. Is there a tracking mechanism for registration of citizens' requests and status of their claims (is it public)?	0
6. What is the level of response to requests for access to official documents?	0
7. Are Municipal Development Plans published?	2
8. Is the Mayor's work plan public?	0
9. Has the six-month report been published?	0

10. Was the report of the Mayor submitted to the Assembly and the committees (working report twice a year)?	2
11. Are the reports of directors submitted to the Assembly and committees as foreseen?	1
12. Are there Municipal regulations on sexual harassment?	0
13. Is the website accessible in all official languages in the municipality?	1
14. Are the decisions of the Mayor public and accessible to the public?	2
15. Are there information provided from the Mayor's weekly visits?	2



## Indicators for the municipal finances

1. Is the municipal public debt and the debt of the companies to the municipality public?	2
2. Have discussions been held in the Assembly within the legal deadlines for the quarterly spending?	2
3. Is the list of leased properties by the Municipality public?	0
4. Is there a mechanism for registering citizens' proposals about the budget?	0
5. How are citizens informed for participation in the meetings of the Finance Committee?	0
6. Is there access to information about budget changes adopted by MA?	2
7. Are there information available about the municipality's responses to citizen's budget requests?	2
8. Are there data on Municipality's own source revenues?	2



## Indicators for public consultations

1. How has the addressing of citizen complaints been handled and monitored?	2
2. Are the "Open Data" statistics opened?	0
3. Are there any and how can information about the publication of memoranda with the CSOs be found?	2
4. Does the municipality use social networks on a regular basis?	2
5. Has consolidation of local communities been done and is there any public information about them?	1
6. Are the contacts of the information officer and the information office published?	0
7. Is there a direct free line for citizens?	0
8. Is there a detailed list of services that the institutions provide to the public?	0
9. Are there any accompanying materials for citizens regarding public and budget hearings?	2
10. Are the materials translated into all official languages?	1
11. Do announcements for public meetings also take place in traditional forms? If so, in what forms?	2
12. Have public meetings been organized as foreseen by law?	2
13. Are the activities published on the front page of the website?	2
14. Are transparency reports (produced for the respective municipality by other civil society actors or others) published?	0
15. Are the reports from public consultations and budget hearings published?	0
16. Are there any meetings with civil society organizations organized?	2



## Municipal Assembly

# 33

The Dragash Municipal Assembly turned out to be the pillar that scored most points compared to the other 3 pillars of the assessment. Out of 20 assessment indicators in this pillar, 15 of them were rated at maximum, 3 partially transparent and 2 indicators were assessed as non-transparent in 2018. This pillar, from the maximum 40 points reached 33 points in total.

### ACHIEVEMENTS

The Dragash Municipal Assembly has made a great progress in publishing agendas. Contact information (email, address and phone number) of members of the Municipal Assembly have been published. Also, the minutes of MA meetings are published in time.

Information on decision-making, policy-making and law-making processes can be found, mainly defined in the competencies prescribed by the law. On the municipal website are published: the history of the municipality and key data for the municipality, geographical position, roads, activities, etc.

The Municipal Assembly of Dragash has made progress in timely notification of citizens for planned meetings and sessions, while the committees and assembly sessions are open to the public as well. Also, MA of Dragash has held all regular sessions scheduled for 2018.

### SHORTCOMINGS

The Municipal Assembly of Dragash as the highest decision-making institution has stagnated in transparency in five of the assessment indicators. Three of the two assessment indicators are partially rated. The municipality does not have a public mechanism, which can provide access to assembly regulations, but they are transmitted through the minutes. Also, there is insufficient information regarding a list of contacts for public institutions such as school facilities, MFCC, etc., while the contacts of other institutions have been included in the action plan for municipal transparency. Dragash Municipality does not publish municipal regulations while Assembly decisions were published on a regular basis in 2018.

The lack of publication of the Dragash Municipal Assembly's work plan and the lack of access to assembly draft-regulations are the main constraints of this institution. Furthermore, during 2018 this body has not published the Work Plan of the Municipal Assembly and draft-regulations for the public.



## The Mayor's Office

# 15

In this pillar, out of the 15 assessment indicators, the Mayor's Office scored **15 points out of the maximum 30 points**. This pillar is ranked as the **second most transparent pillar** out of four pillars of transparency assessment.

### ACHIEVEMENTS

The Mayor's Office in Dragash stands rather well in terms of measuring indicators on this pillar. Of the 15 assessment indicators, 6 of them were assessed with maximum transparency. Dragash Municipality has made progress in publishing biographical details and contact data for the Mayor, Deputy Mayors, and municipal directors. It also publishes vacancies, which are accessible, but not jointly with the job criteria. The municipality has published development plans. The Mayor reported to the Assembly as provided by the law. Also, the Mayor's decisions are published in time. At the same time, information from meetings of the Mayor with citizens was published.

### SHORTCOMINGS

In 15 assessment indicators on this pillar, 6 of them are assessed as completely non-transparent, while 3 are partially transparent.

Lack of official/coordinator as well as lack of information on the municipal website on the database of requests for access to public documents, lack of publication of a tracking mechanism for the status of citizens' requests and complaints, lack of publication of reports arising from the Office for European Integration of the Municipality, the lack of publication of the Mayor's Work Plan on the website, the lack of publication of the Mayor's work report on the website and the lack of a Municipal Regulation on Sexual Harassment are the indicators that are assessed as completely non-transparent.

Reporting of directors to the Assembly and its committees, lack of publication of the statistics on requests for access to public documents and their status, respect of official languages at local level, as well as publication of documentation and information on the municipal website remain the indicators that have been assessed as partially transparent.



## Finances

# 10

Of the 16 maximum points, the Municipality of Dragash was rated with **10 points** in the financial transparency pillar. Out of the 8 assessment indicators in this pillar, Dragash Municipality has been fully transparent in 5 assessment indicators, while in other 3 it was assessed as completely non-transparent.

### ACHIEVEMENTS

The Municipality of Dragash has published municipal public debt on the municipal website on a regular basis on quarterly financial reporting. It has been discussing on a regular basis the quarterly financial reports in the MA, according to legal deadlines. There is information on budget changes approved by the MA. There is extensive information on the status of citizens' requests on budget projections and full access to own-source revenues data, which is reflected in the municipality's quarterly financial reports.

### SHORTCOMINGS

The Municipality of Dragash was completely non-transparent in informing citizens about PFC meetings by not making announcements to citizens.

It does not have any mechanism which may be public for registering the citizens' proposal on municipal budget (minutes) and has not published the list of leased properties.



## Public Consultations

# 18

The municipality of Dragash stands moderately well in relation to consultations with the public. Out of a total of 16 indicators measured in this pillar, this municipality is rated at 18 points out of the maximum rating of 32 points.

### ACHIEVEMENTS

This municipality makes the announcements for public meetings in traditional way of public announcement and also through social media networks.

When there are public hearings, they are forwarded with additional material regarding the Mid-Term Budget Framework.

Activities are published on the municipal website on a regular basis. The municipality organizes meetings with CSOs, upon their requests. Public is informed after such meetings, and this is done through social networks.

### SHORTCOMINGS

Consolidation of Local Community Councils and detailed information on this process have received an average rating (in this municipality the process of local community elections is ongoing. The mandate of previous councils expired) (pillar IV, indicator 5). In this indicator, the Municipality of Dragash has been assessed with only one point, i.e. partially, because the process has started, but it is not complete yet. The translation of documents into official languages received the same rating. There is also stagnation in the opening of the Open Data (pillar IV, indicator 2), free telephone line for citizens (pillar IV, indicator 7), lack of an information officer (this task is exercised by the director of administration) lack of a detailed list of information pertaining to contacts and other public municipal facilities. The municipality does not publish reports from public meetings regarding budget hearings.

# Recommendations for the Municipality of Dragash



To report on the work of directors of municipal directorates to MA 10. Respect the legislation on official languages at local level in publishing information on the municipal website

- 1 To publish municipal regulations
- 2 To publish the contacts of public institutions such as: schools, MFMC, etc.
- 3 To publish the Work Plan of the MA
- 4 To recruit an information officer in the municipality of Dragash
- 5 To publish on the municipal website a monitoring mechanism for the status of citizens requests and complaints
- 6 To publish on the municipal website the work plan and the work report of the Mayor
- 7 Report the work of the Mayor to the MA on a 6-month basis
- 8 Draft a municipal Regulation on Sexual Harassment
- 9 To report on the work of directors of municipal directorates to MA 10. Respect the legislation on official languages at local level in publishing information on the municipal website
- 10 To inform citizens about PFC meetings in traditional forms as well as through the official website and other mechanisms
- 11 Establish a public access mechanism for marking and registering citizens' proposals on municipal budget
- 12 Publish the list of leased properties
- 13 Consolidate local community councils and their contact information to be published on website
- 14 Open Data
- 15 Create a free phone line for citizens and
- 16 Translate materials into all official languages



# Kamenica

The Municipality of Kamenica is ranked the seventh of the 11 municipalities that were part of Transparameter. It has a level of transparency of 62.71%, based on 59 selected indicators. Otherwise, out of a total 118 points, this municipality has received 74 of them.

Below you will find a table with scoring data as well as the findings for each of the pillars where monitoring and research has been conducted.

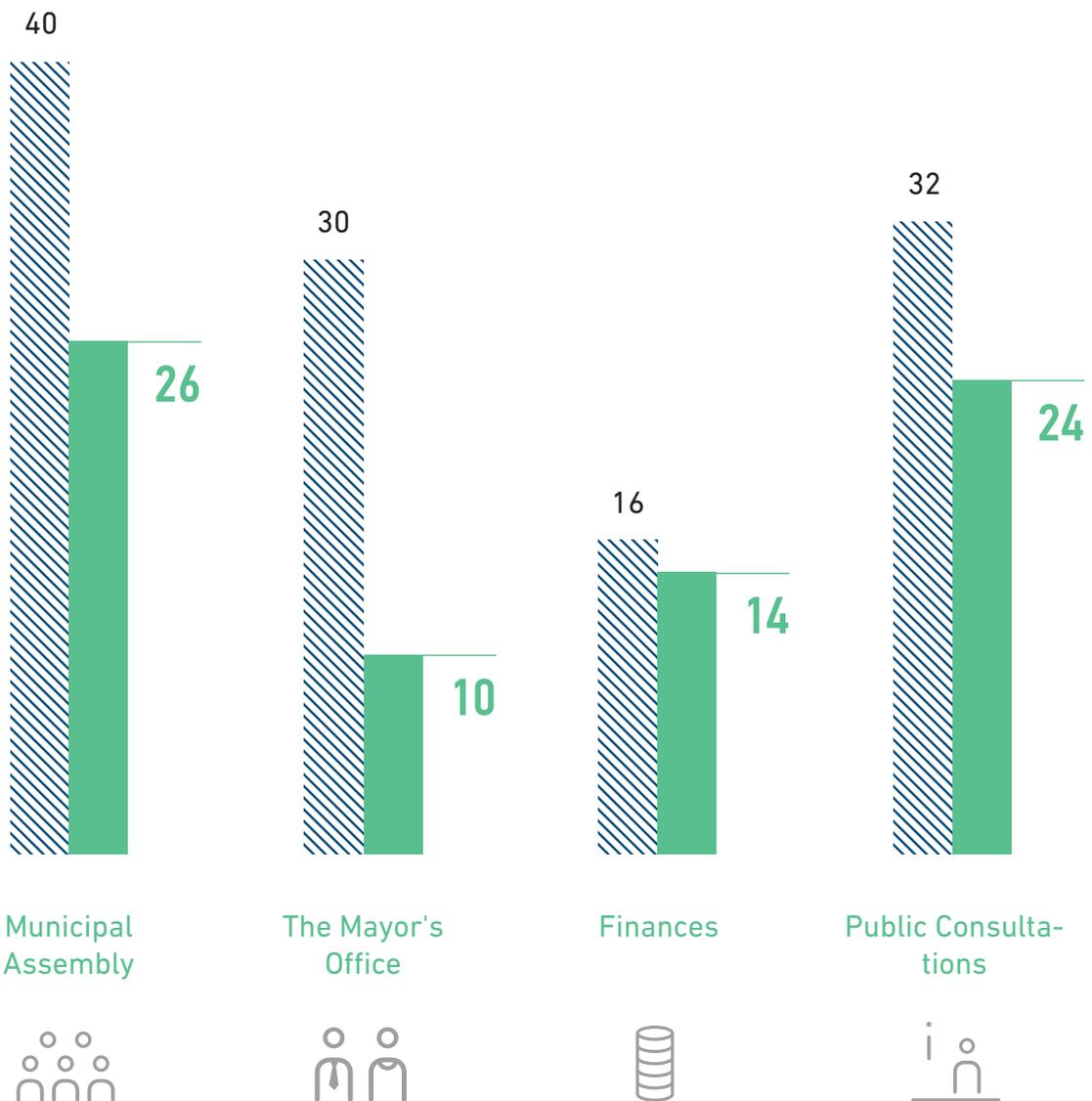
74 POINTS



62.71%



## Kamenica





### Indicators for the municipal assembly:

	POINTS
1. Are the materials required for calling the session published (minutes from the previous meeting, agenda items, material for review)?	1
2. Is there a database, mechanism for publishing or providing access to reviewed, approved regulations and voting methods?	1
3. Are biographical data, contacts and competences of members of the Municipal Assembly published?	1
4. Is there a brief history with key information on the front page of the website serving as an ID card for the Municipality?	2
5. Can information on the lawmaking, policy making, and decision making process be easily found so that citizens are informed about those processes?	2
6. Were the citizens informed about meetings scheduled in accordance with the Rules of Procedure of the Assembly, and in the specific places: public announcements in the most frequented places, media and websites.	1
7. Are committee meetings open to the public?	2
8. Can contacts and data on municipal public institutions (pre-school institutions, health centers, etc.) be easily found?	0
9. Have all regular sessions provided by law (10 of them) been held?	0
10. Is the organogram of the municipality public?	2
11. Are MA meetings monitored by civil society organizations?	2
12. Has the Assembly published the Work Plan?	2
13. Does the MA have a Transparency Action Plan and is it public?	0
14. Are video links posted after the sessions of the Assembly?	0
15. Is there access to draft regulations and MA plans?	2
16. Is there access to the minutes?	2
17. Is there access to the agenda?	2
18. Is there access to MA's regulations and decisions?	2
19. Are the sessions open to the public?	2
20. Are the sessions of the Assembly broadcast live, if so, on what platform?	0



### Indicators for the Mayor's Office

1. Are the biographical details of the Mayor and Directors (email, contact number, biography etc.) published?	2
2. Are there information on issues related to EU integrations and the impact of the process on the municipality?	0
3. Are job vacancies and job criteria published and transparent for citizens?	2
4. Is there a coordinator for access to official documents and a database with the number of requests and their handling?	0
5. Is there a tracking mechanism for registration of citizens' requests and status of their claims (is it public)?	0
6. What is the level of response to requests for access to official documents?	0
7. Are Municipal Development Plans published?	0
8. Is the Mayor's work plan public?	0
9. Has the six-month report been published?	0

10. Was the report of the Mayor submitted to the Assembly and the committees (working report twice a year)?	0
11. Are the reports of directors submitted to the Assembly and committees as foreseen?	0
12. Are there Municipal regulations on sexual harassment?	0
13. Is the website accessible in all official languages in the municipality?	2
14. Are the decisions of the Mayor public and accessible to the public?	2
15. Are there information provided from the Mayor's weekly visits?	2



### Indicators for the municipal finances

1. Is the municipal public debt and the debt of the companies to the municipality public?	2
2. Have discussions been held in the Assembly within the legal deadlines for the quarterly spending?	2
3. Is the list of leased properties by the Municipality public?	2
4. Is there a mechanism for registering citizens' proposals about the budget?	2
5. How are citizens informed for participation in the meetings of the Finance Committee?	2
6. Is there access to information about budget changes adopted by MA?	2
7. Are there information available about the municipality's responses to citizen's budget requests?	0
8. Are there data on Municipality's own source revenues?	2



### Indicators for public consultations

1. How has the addressing of citizen complaints been handled and monitored?	0
2. Are the "Open Data" statistics opened?	0
3. Are there any and how can information about the publication of memoranda with the CSOs be found?	2
4. Does the municipality use social networks on a regular basis?	2
5. Has consolidation of local communities been done and is there any public information about them?	2
6. Are the contacts of the information officer and the information office published?	2
7. Is there a direct free line for citizens?	0
8. Is there a detailed list of services that the institutions provide to the public?	2
9. Are there any accompanying materials for citizens regarding public and budget hearings?	2
10. Are the materials translated into all official languages?	2
11. Do announcements for public meetings also take place in traditional forms? If so, in what forms?	2
12. Have public meetings been organized as foreseen by law?	2
13. Are the activities published on the front page of the website?	2
14. Are transparency reports (produced for the respective municipality by other civil society actors or others) published?	2
15. Are the reports from public consultations and budget hearings published?	0
16. Are there any meetings with civil society organizations organized?	2



# Municipal Assembly

# 26

In the MA Pillar, this municipality is rated with maximum points in 11 out of 20 indicators. It received 26 points out of this pillar's total weight of 40.

## ACHIEVEMENTS

Municipality of Kamenica has done a good job in publishing regulations and decisions, as well as publishing the work plan. Assembly sessions and committee meetings are also open to the public, while observer organizations are participating in these meetings.

The municipality's organogram and history are published on the municipal website. Information on the lawmaking and decision-making process can be found easily.

## SHORTCOMINGS

In four other indicators Kamenica MA has been rated by one point each. These indicators include, the publication of the agenda with accompanying materials (pillar I, indicator 1), publication of biographical data, contacts and competences of members of the MA (pillar I, indicator 3), citizen information on public meetings (pillar I, indicator 6), database with reviewed, approved regulations (column I, index 2).

In five other indicators of this pillar, Kamenica Municipality is rated negatively, i.e. zero points. These include contact details and information on public institutions in this municipality (pillar I, indicator 8), holding all sessions foreseen by law (pillar I, indicator 9), action plan for transparency and publication of the document (pillar I, indicator 13), the publication of the links from the held meetings (pillar I, indicator 14), as well as the live broadcasting of the sessions (pillar I, indicator 20).



Municipality  
of Kamenica



## The Mayor's Office

# 10

The Mayor's Office in Kamenica has marked a low level of transparency. This pillar has only received **10 points** out of the total 30. Out of 15 indicators, this office has received maximum points in five of them, as is rated at zero points for another 10.

### ACHIEVEMENTS

The Mayor's Office in Kamenica has published the biographical details of the Mayor and directors. It is also easy to find information on the Mayor's decisions and his weekly visits.

Vacancies are made public on the municipal website. This website is accessible by all officials.

### SHORTCOMINGS

The Mayor's Office in the municipality of Kamenica received zero points on the following indicators: information on issues related to EU integration and impacts of the process in the municipality (pillar II, indicator 2); coordinator for access to public documents and information on the number of approved, rejected requests and reasoning (indicator 4); tracking mechanism for registration of citizens' requests and their status (indicator 5); information on the level of responses to requests for access to public documents (indicator 6); publication of municipal development plans (indicator 7); publication of the Mayor's work plan (indicator 8); publication of the six-month work report (indicator 9); reporting of the Mayor to Municipal Assembly and committees (indicator 10); reports of directors to the Assembly and committees (indicator (11), and the Regulation on Sexual Harassment (indicator 12).





# Finances

# 14

The finance pillar has resulted to be the most transparent one. Of the total of eight indicators, Kamenica Municipality is rated with maximum points in seven of them. Out of 16 points, this municipality has received 14 of them.

## ACHIEVEMENTS

Information on the municipal public debt can be found in the Mayor's reports, posted on the website. Information on the list of properties leased by the municipality as well as on own-source revenues can be obtained through official documents and from the publication of financial reports on the municipal website.

Through the website, citizens are informed to participate in the policy and finance committee meetings.

## SHORTCOMINGS

The financial pillar in the municipality of Kamenica has received ... points, so it is moderately rated in two indicators; mechanism for registering citizens' budget requests (pillar III, indicator 4)



Municipality  
of Kamenica



## Public Consultations

# 24

This Municipality stands well in relation to the consultations with the public. Of the total of 16 indicators on this pillar, it has received maximum points for 12 of them. For the other four it has received zero points. Otherwise, this municipality received **24 points** out of a total of 32 which is the total weight of the indicators on this pillar.

### ACHIEVEMENTS

The Municipality of Kamenica has held two public meetings as foreseen by law. Also, the accompanying materials from the meetings that the municipality holds with the public are accessible in all languages that are in use in this municipality.

The Municipality of Kamenica stands well in relation to meetings with civil society organizations and the publication of information about the memoranda with them and reports related to transparency. The Municipality of Kamenica is also active in social networks and the publication of activities on the front page of the official website of the municipality. In addition to digital methods, the municipality notifies the public about public meetings in traditional forms, as foreseen. Contacting the Information Officer is easy.

The municipality has worked on the consolidation of local communities and has provided information about this process. Also, on the website, information can be found on the services that public institutions provide to citizens.

### SHORTCOMINGS

The Municipality of Kamenica has no information on monitoring and addressing citizens' requests (pillar IV, indicator 1), it has not opened the Open Data (indicator 2), there is no direct free line for citizens (indicator 7), there is no report from public consultations and budget hearings (indicator 15)



# Recommendations for the municipality of Kamenica



This recommendation report, based on the research done for "Transparameter 2018", presents the setbacks of the municipality of Kamenica regarding transparency.

**1** This municipality, more specifically the public information office, lags immensely behind in replying to requests for access to public documents. The level of these replies leaves much to be desired, as we did not receive any document from the 9 requested documents, except written responses after 16 days. Therefore, KDI recommends improvement in returning the responses, as foreseen in the Law on Access to Public Documents, in Articles 9 and 10 on the manner and time when these responses should be returned.

**2** The Municipal Assembly of this municipality has no video of the hearings held. KDI considers that recording of hearings would increase the level of transparency, making the citizens aware of what is being discussed in the Assembly. KDI recommends that the issue of video recording of sessions of the Assembly of Kamenica be a priority.

**3** KDI also recommends that some specific important documents be published separately, such as public debt, list of leased properties and own-source revenues. This is because, if these documents are searched on the municipal website one would have to search through voluminous documents. For example, if a list of leased properties is required, then all decisions taken by the Assembly would have to be looked through. Therefore, we recommend that these documents be published separately from other documents, which would facilitate access to such documents.

**4** On the website of the municipality no contacts of public institutions could be found, such as preschool institutions, health institutions, etc. Therefore, KDI recommends that these contacts be placed on the website in order to increase transparency.

**5** In the Municipal Assembly section, publication of biographical details of MA members leaves much to be desired. The KDI believes that broad biographies and contacts of MA members should be accessible to the public. This would help them more to get acquainted with the engagements of their elected representatives. Therefore, KDI recommends that these detailed data be published, which would increase the municipal transparency.

The Municipal Assembly of this municipality has no video of the hearings held. KDI considers that recording of hearings would increase the level of transparency, making the citizens aware of what is being discussed in the Assembly.



# Shtërpca

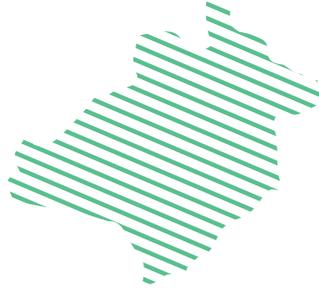
The municipality of Shtërpca was ranked the eighth from 11 municipalities that were part of Transparameter. This municipality's level of transparency is 56.78%, otherwise, out of a total of 118 points, has received 67 of them.

Below you will find the table with scoring data by pillars, as well as findings for each of the pillars where monitoring and research were conducted.

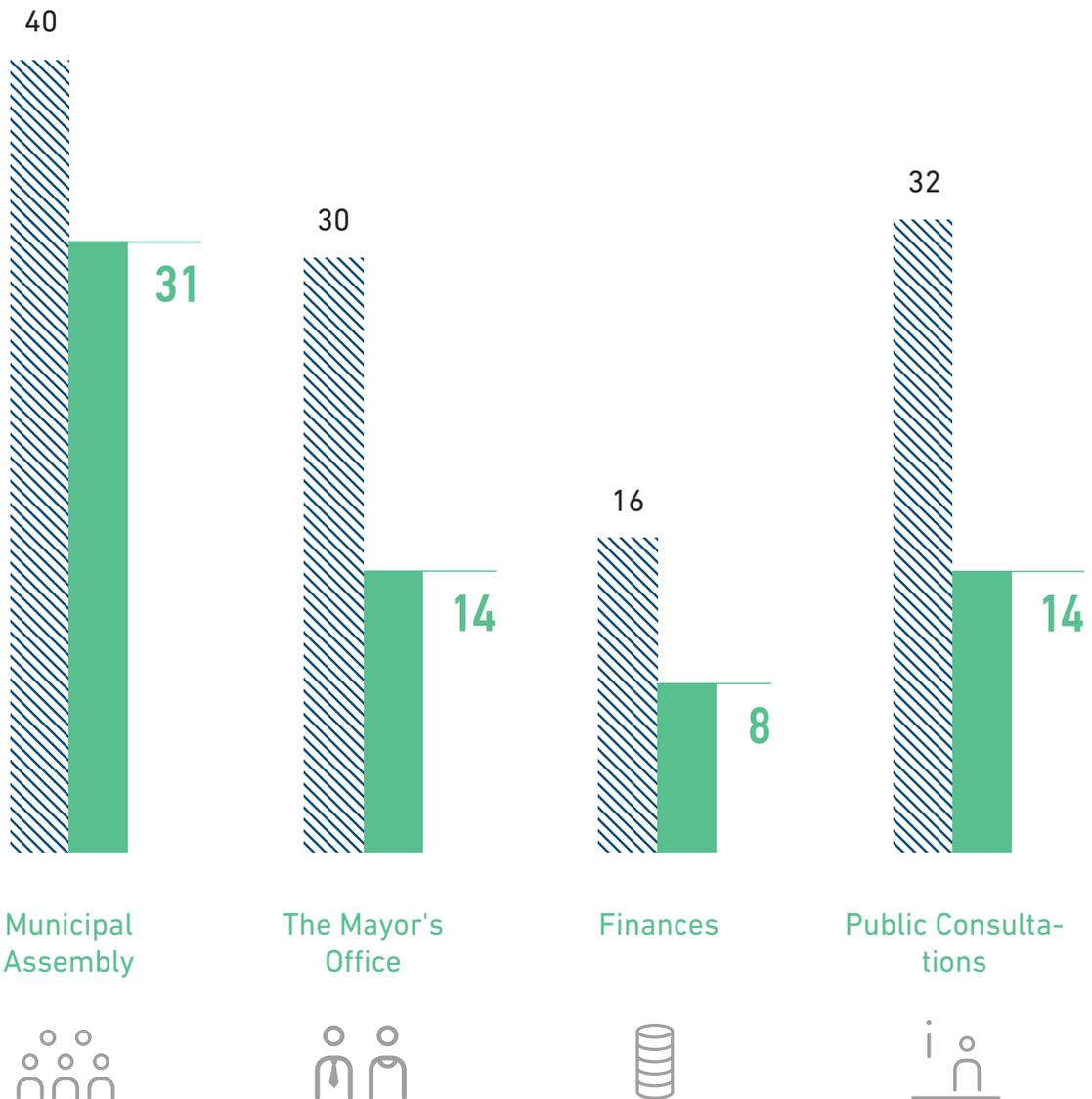
67 POINTS



56.78%



## Shtërpca





## Indicators for the municipal assembly:

	POINTS
1. Are the materials required for calling the session published (minutes from the previous meeting, agenda items, material for review)?	2
2. Is there a database, mechanism for publishing or providing access to reviewed, approved regulations and voting methods?	1
3. Are biographical data, contacts and competences of members of the Municipal Assembly published?	0
4. Is there a brief history with key information on the front page of the website serving as an ID card for the Municipality?	2
5. Can information on the lawmaking, policy making, and decision making process be easily found so that citizens are informed about those processes?	2
6. Were the citizens informed about meetings scheduled in accordance with the Rules of Procedure of the Assembly, and in the specific places: public announcements in the most frequented places, media and websites.	2
7. Are committee meetings open to the public?	2
8. Can contacts and data on municipal public institutions (pre-school institutions, health centers, etc.) be easily found?	2
9. Have all regular sessions provided by law (10 of them) been held?	2
10. Is the organogram of the municipality public?	0
11. Are MA meetings monitored by civil society organizations?	2
12. Has the Assembly published the Work Plan?	2
13. Does the MA have a Transparency Action Plan and is it public?	0
14. Are video links posted after the sessions of the Assembly?	2
15. Is there access to draft regulations and MA plans?	2
16. Is there access to the minutes?	2
17. Is there access to the agenda?	2
18. Is there access to MA's regulations and decisions?	2
19. Are the sessions open to the public?	2
20. Are the sessions of the Assembly broadcast live, if so, on what platform?	0



## Indicators for the Mayor's Office

1. Are the biographical details of the Mayor and Directors (email, contact number, biography etc.) published?	2
2. Are there information on issues related to EU integrations and the impact of the process on the municipality?	0
3. Are job vacancies and job criteria published and transparent for citizens?	2
4. Is there a coordinator for access to official documents and a database with the number of requests and their handling?	0
5. Is there a tracking mechanism for registration of citizens' requests and status of their claims (is it public)?	0
6. What is the level of response to requests for access to official documents?	0
7. Are Municipal Development Plans published?	0
8. Is the Mayor's work plan public?	0
9. Has the six-month report been published?	0

10. Was the report of the Mayor submitted to the Assembly and the committees (working report twice a year)?	2
11. Are the reports of directors submitted to the Assembly and committees as foreseen?	2
12. Are there Municipal regulations on sexual harassment?	0
13. Is the website accessible in all official languages in the municipality?	2
14. Are the decisions of the Mayor public and accessible to the public?	2
15. Are there information provided from the Mayor's weekly visits?	2



## Indicators for the municipal finances

1. Is the municipal public debt and the debt of the companies to the municipality public?	2
2. Have discussions been held in the Assembly within the legal deadlines for the quarterly spending?	2
3. Is the list of leased properties by the Municipality public?	0
4. Is there a mechanism for registering citizens' proposals about the budget?	0
5. How are citizens informed for participation in the meetings of the Finance Committee?	2
6. Is there access to information about budget changes adopted by MA?	2
7. Are there information available about the municipality's responses to citizen's budget requests?	0
8. Are there data on Municipality's own source revenues?	0



## Indicators for public consultations

1. How has the addressing of citizen complaints been handled and monitored?	0
2. Are the "Open Data" statistics opened?	0
3. Are there any and how can information about the publication of memoranda with the CSOs be found?	2
4. Does the municipality use social networks on a regular basis?	2
5. Has consolidation of local communities been done and is there any public information about them?	0
6. Are the contacts of the information officer and the information office published?	0
7. Is there a direct free line for citizens?	0
8. Is there a detailed list of services that the institutions provide to the public?	0
9. Are there any accompanying materials for citizens regarding public and budget hearings?	0
10. Are the materials translated into all official languages?	2
11. Do announcements for public meetings also take place in traditional forms? If so, in what forms?	2
12. Have public meetings been organized as foreseen by law?	2
13. Are the activities published on the front page of the website?	2
14. Are transparency reports (produced for the respective municipality by other civil society actors or others) published?	0
15. Are the reports from public consultations and budget hearings published?	0
16. Are there any meetings with civil society organizations organized?	2



## Municipal Assembly

# 31

In the pillar of the Municipal Assembly, the municipality of Shtërpce scored a maximum of 15 points from 20 indicators. In one indicator it received one point, and in four others it scored zero points. Otherwise, in this pillar, this municipality received a total of 31 points from the maximum of 40.

### ACHIEVEMENTS

The municipality of Shtërpce is transparent in timely informing the citizens about the public meetings and attaching the agenda and other necessary materials. The Municipal Assembly held all the regular sessions as provided by law. In addition, the sessions of the Assembly and the meetings of committees are open to public. The non-governmental organizations participate in order to monitor the work of this institution. The links from the sessions of the MA are posted in the webpage of the municipality. Municipality has information on the lawmaking, policy making and decision making process. The work plan of the Assembly is accessible to public, as well as draft regulations, plans, minutes, regulations and decisions.

Shtërpce has published the history of municipality. The webpage also contains the contacts and data of public institutions of the municipality.

### SHORTCOMINGS

Municipality of Shtërpce lacks a mechanism which would provide a database with reviewed and approved regulations and forms of voting. This indicator resulted in the municipality receiving only 1 point. This information can be found in the minutes.

The municipality lacks an organogram and a transparency plan. The biographical data and contacts of the members of the Assembly are not made public. In addition, the municipality of Shtërpce does not directly broadcast the sessions of the Assembly.



## The Mayor's Office

# 14

The pillar of mayor's office received a maximum number of points in 7 from 15 indicators. In one indicator it received one point, whereas in 8 others it scored zero points. Otherwise, in this pillar, the municipality of Shtërpce scored **14 points** from a total of 30.

### ACHIEVEMENTS

Mayor's office in Shtërpce is transparent regarding the information on biographical data of the mayor and directors. In addition, there is access to reporting of mayor and directors to the Assembly and committees. Information on weekly visits of the mayor and his decisions is readily accessible.

There is also transparency in the publication of job vacancies and set criteria. The webpage of the municipality has information in all official languages used in this municipality.

### SHORTCOMINGS

The municipality of Shtërpce does not have a separate regulation on sexual harassment. However, it has a separate section governing this matter under the code of conduct.

The municipality does not information on the matters related to the EU integration and the impact of this process on the municipality. It also lacks information about the coordinator for access to official documents, as well as a monitoring mechanism for the registration of citizen requests.

The municipality of Shtërpce has shortcomings in the publication of development work plans. It has not published the work plan of the Mayor and the semi-annual work report.



## Finances

8

In finance pillar, the municipality of Shtërpce received a maximum number of points in 4 of 8 measured indicators, whereas in 4 others it scored zero points. From 16 points, which were maximum points in this pillar, Shtërpce received 8 points.

### ACHIEVEMENTS

Municipality of Shtërpce has published its debts, as part of the financial statements. In addition, this municipality organized the discussion on quarterly expenses within the time limit. The municipality also published the budgetary amendments adopted by the assembly.

The citizens are informed about the participation in the meetings of finance committee through the official webpage but also through other means accessible to them.

### SHORTCOMINGS

Municipality of Shtërpce has not made public a list of properties rented by the municipality. In addition, there are no information published related to revenues.

It lacks a mechanism for the registration of proposals of citizens regarding the budget, as well as other information on the municipality's reply to such proposals.



## Public Consultations

# 14

In the fourth pillar of public consultations, this municipality received a maximum number of points, in 7 from 16 measured indicators, whereas in 9 others it scored zero points. From a total of 32 points in this pillar, municipality of Shtërpce received 14 points.

### ACHIEVEMENTS

Municipality of Shtërpce uses its social networks on regular basis, same as other traditional means to notify the citizens about public meetings.

It gathers and publishes information from meetings and memoranda signed with the organizations of civil society.

Municipality of Shtërpce organized public meetings as provided by law, namely at least twice a year.

### SHORTCOMINGS

The municipality of Shtërpce does not stand well regarding the information on addressing the citizen complaints. It does not have Open Data system. There is no public information about the contacts of press office or press officer. Municipality does not have any free phone line for citizens or any accompanying material for public sessions on budget or any report from such hearings.

The municipality of Shtërpce has not completed the process of consolidation of local communes, therefore there are no information or contact on them. This list of services provided by the institution to the public is missing.

The municipality has not published or distributed the transparency reports by the monitoring non-governmental organizations.

# Recommendations for municipality of Shtërpce/Strpce



KDI recommends that municipality of Shtërpce further increase transparency toward public.

One of the recommendations is also the update of webpage with information on development in municipality.

In addition, KDI recommends that this municipality take measures for the increase in participation of public in municipal meetings. An efficient measures in this respect is the functionalization of the local councils as a means for organizing the citizens.

One of the  
recommendations  
is also the update  
of webpage with  
information on  
development in  
municipality.



# Gračanica/ Gracanica

Municipality of Gračanica/Gracanica turned out to be the ninth most transparent municipality of all municipalities selected for transparameter. The level of its transparency is 54.24%, based on 59 selected indicators. From a total of 118 points, this municipality has received 64 of them.

Below you will find the table with scoring data by pillar, as well as findings for each pillar where monitoring and research were conducted.

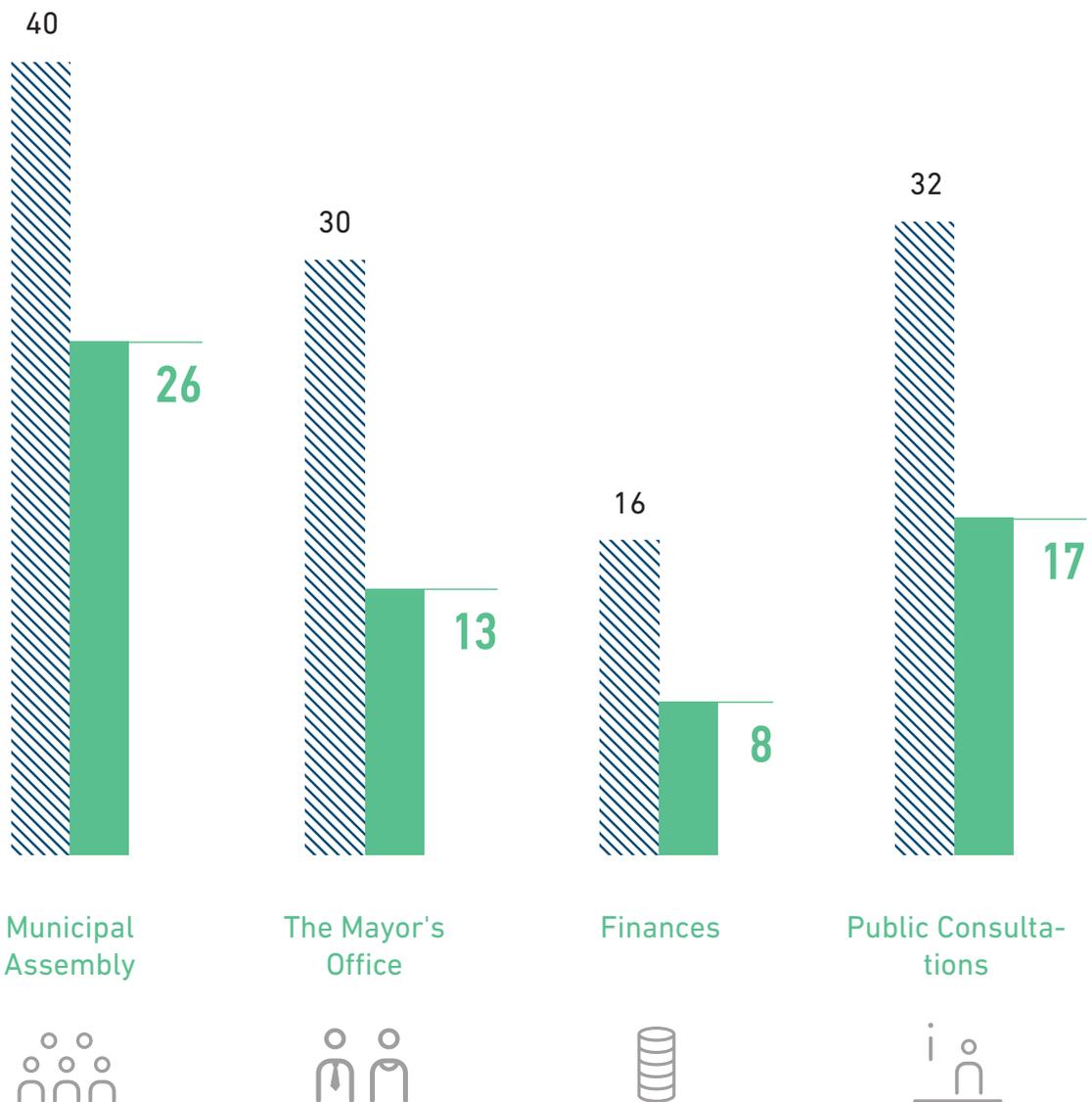
64 POINTS



54.24%



## Gračanica/Gracanica





### Indicators for the municipal assembly:

	POINTS
1. Are the materials required for calling the session published (minutes from the previous meeting, agenda items, material for review)?	2
2. Is there a database, mechanism for publishing or providing access to reviewed, approved regulations and voting methods?	0
3. Are biographical data, contacts and competences of members of the Municipal Assembly published?	0
4. Is there a brief history with key information on the front page of the website serving as an ID card for the Municipality?	2
5. Can information on the lawmaking, policy making, and decision making process be easily found so that citizens are informed about those processes?	0
6. Were the citizens informed about meetings scheduled in accordance with the Rules of Procedure of the Assembly, and in the specific places: public announcements in the most frequented places, media and websites.	2
7. Are committee meetings open to the public?	2
8. Can contacts and data on municipal public institutions (pre-school institutions, health centers, etc.) be easily found?	2
9. Have all regular sessions provided by law (10 of them) been held?	2
10. Is the organogram of the municipality public?	0
11. Are MA meetings monitored by civil society organizations?	2
12. Has the Assembly published the Work Plan?	2
13. Does the MA have a Transparency Action Plan and is it public?	0
14. Are video links posted after the sessions of the Assembly?	0
15. Is there access to draft regulations and MA plans?	2
16. Is there access to the minutes?	2
17. Is there access to the agenda?	2
18. Is there access to MA's regulations and decisions?	2
19. Are the sessions open to the public?	2
20. Are the sessions of the Assembly broadcast live, if so, on what platform?	0



### Indicators for the Mayor's Office

1. Are the biographical details of the Mayor and Directors (email, contact number, biography etc.) published?	0
2. Are there information on issues related to EU integrations and the impact of the process on the municipality?	1
3. Are job vacancies and job criteria published and transparent for citizens?	2
4. Is there a coordinator for access to official documents and a database with the number of requests and their handling?	0
5. Is there a tracking mechanism for registration of citizens' requests and status of their claims (is it public)?	0
6. What is the level of response to requests for access to official documents?	0
7. Are Municipal Development Plans published?	0
8. Is the Mayor's work plan public?	0
9. Has the six-month report been published?	0

10. Was the report of the Mayor submitted to the Assembly and the committees (working report twice a year)?	2
11. Are the reports of directors submitted to the Assembly and committees as foreseen?	2
12. Are there Municipal regulations on sexual harassment?	0
13. Is the website accessible in all official languages in the municipality?	2
14. Are the decisions of the Mayor public and accessible to the public?	2
15. Are there information provided from the Mayor's weekly visits?	2



### Indicators for the municipal finances

1. Is the municipal public debt and the debt of the companies to the municipality public?	2
2. Have discussions been held in the Assembly within the legal deadlines for the quarterly spending?	2
3. Is the list of leased properties by the Municipality public?	0
4. Is there a mechanism for registering citizens' proposals about the budget?	0
5. How are citizens informed for participation in the meetings of the Finance Committee?	2
6. Is there access to information about budget changes adopted by MA?	2
7. Are there information available about the municipality's responses to citizen's budget requests?	0
8. Are there data on Municipality's own source revenues?	0



### Indicators for public consultations

1. How has the addressing of citizen complaints been handled and monitored?	0
2. Are the "Open Data" statistics opened?	0
3. Are there any and how can information about the publication of memoranda with the CSOs be found?	2
4. Does the municipality use social networks on a regular basis?	2
5. Has consolidation of local communities been done and is there any public information about them?	1
6. Are the contacts of the information officer and the information office published?	2
7. Is there a direct free line for citizens?	0
8. Is there a detailed list of services that the institutions provide to the public?	2
9. Are there any accompanying materials for citizens regarding public and budget hearings?	0
10. Are the materials translated into all official languages?	2
11. Do announcements for public meetings also take place in traditional forms? If so, in what forms?	2
12. Have public meetings been organized as foreseen by law?	2
13. Are the activities published on the front page of the website?	2
14. Are transparency reports (produced for the respective municipality by other civil society actors or others) published?	0
15. Are the reports from public consultations and budget hearings published?	0
16. Are there any meetings with civil society organizations organized?	2



# Municipal Assembly

# 26

In the pillar of the Municipal Assembly, this municipality scored a maximum of 13 points from 20 indicators. In 7 other indicators it scored zero points. From a total of 40, which was the highest score in this pillar, Gračanica/Gracanica received 26 points.

## ACHIEVEMENTS

The municipality of Gračanica/Gracanica did a good job in timely informing the citizens about the planned meetings, as well as publishing the agenda and necessary materials. The Municipal Assembly also held regular sessions during the year. They were open to the public, as well as the meetings of committees, which were attended by monitoring organizations.

In its webpage the municipality published the history of municipality and contacts of public institutions of municipality.

It facilitated the access of citizens to draft regulations, plans of municipal assembly, minutes, agenda, as well as regulations and decisions.

## SHORTCOMINGS

In 7 indicators the municipality of Gračanica/Gracanica scored zero points due to lack of required information. These indicators include the lack of municipal organogram (pillar I, Indicator 10). In addition, the municipality did not publish the transparency plan (Indicator 13).

The biographic information of the members of municipal assembly is also missing (Indicator 3). The municipality does not have information about the lawmaking, policy making and decision making process so that citizens would be informed about such processes (Indicator 5). In addition, a database with reviewed and adopted regulations as well as information about the voting process are missing (Indicator 2).

This municipality scored zero also in Indicator 20, since the sessions of the assembly are not directly broadcast. Consequently, there are no published links of assembly meetings after they are held (Indicator 14).



Municipality of  
Gračanica/Gračanica



## The Mayor's Office

# 13

From 15 indicators in the pillar of mayor's office, the municipality of Gračanica/Gračanica received a maximum points in 7 of them. In one indicator it received 1 point, whereas in 7 others it scored zero. Otherwise, from a total of 30 points, the mayor's office in Gračanica/Gračanica received 13 points.

### ACHIEVEMENTS

Mayor's office is in good position regarding the level of transparency in the publication of vacancies and criteria used. In addition, the mayor's decisions and information about the weekly visits of mayor are public. This office is also in good position regarding the reporting of Mayor to the assembly and committees as well as reporting of directors to the assembly and committees.

The webpage of municipality is accessible in all languages used in this municipality.

### SHORTCOMINGS

This municipality was rated partially on matters related to EU integration and the impact of the process on the municipality. During the monitoring, this information was only partially obtained.

This municipality scored zero points in the biographical details of the mayor and directors, coordinator for access to official documents and information on the number of requests of citizens, monitoring mechanism for the registration of citizen requests and the status of these requests as well as lack of information on the replies of the municipality to these requests. Furthermore, the municipal development plans, mayor's work plan and the semi-annual work report are missing or not made public. Same as the vast majority of other municipalities, municipality of Gračanica/Gračanica has not drafted a regulation on sexual harassment.





# Finances

# 8

From 8 indicators that measured the transparency in the finance pillar, 4 of them received maximum points and 4 others scored zero points. From 12, which was maximum score of indicators in this pillar, Gračanica/Gracanica received six points. Out of a total of 16 points in this pillar, this municipality has received **8 points**.

## ACHIEVEMENTS

Municipality of Gračanica/Gracanica is in good position regarding the publication of municipal debts, which can be found in the financial statements. In addition, this municipality organized the discussion on quarterly expenses within the time limit. The municipality also published the budgetary amendments adopted by the assembly.

The citizens are informed about the participation in the meetings of finance committee through the official webpage but also through other means accessible to them.

## SHORTCOMINGS

Municipality of Gračanica/Gracanica has not made public a list of properties rented by the municipality. In addition, there are no information published related to revenues.

It lacks a mechanism for the registration of proposals of citizens regarding the budget, as well as other information on the municipality's reply to such proposals.



Municipality of  
Gračanica/Gracanica



## Public Consultations

# 17

From 16 indicators measures in the pillar of public consultations, municipality of Gračanica/Gracanica received maximum points in 9 of them. 7 indicators resulted negatively and scored zero points. From a total of 32 points in this pillar, this municipality received 17 points.

### ACHIEVEMENTS

Municipality of Gračanica/Gracanica is in good position regarding the use of social networks. It also received positive reviews regarding the information related to meetings with organizations of civil society and information related to the memorandums with these organizations.

Gračanica/Gracanica organized public meetings as provided by law. The official materials of this municipality are accessible in all official languages used in this municipality.

### SHORTCOMINGS

Municipality of Gračanica/Gracanica had shortcomings in the opening of statistical data Open Data. It does not provide information regarding the addressing of citizen complaints, as it does not have a free phone line for citizens. In addition, there are no information in the webpage of this municipality about the contacts of the press officer.

This municipality did not publish the reports on transparency of other organizations. It did not provide accompanying material or reports on public consultations and sessions on budget (KAB).

The municipality has not completed the process of consolidation of local communes, even though there is no public information about the previous mandate. Consequently, it received only one point on this matter.



# Recommendations for the municipality of Gračanica/Gračanica



The main recommendation of KDI for the municipality of Gračanica/Gracanica is the update of official webpage with information. The official webpage approved by the MALG should be the only official webpage so that the citizens are informed in one place and in order to avoid the possibility of misinformation.

The municipality should have a free phone line for the citizens. Considering that many citizens live in villages, where there is lack of transport, this line would facilitate the contact with the municipality and their information. Another recommendation for this municipality is the publication of the contact of the municipal officials, directors in particular.

Another recommendation for the municipality of Gračanica/Gracanica is the media coverage of the assembly meetings.

The municipality should have a free phone line for the citizens. Considering that many citizens live in villages, where there is lack of transport, this line would facilitate the contact with the municipality and their information.



# Obiliq/c

The Municipality of Obiliq/c is ranked the tenth among the municipalities selected for the Transpameter. The transparency level is 52.82%, measured by 59 selected indicators. Out of a total of 118 points, the municipality of Obiliq has received 63 of them.

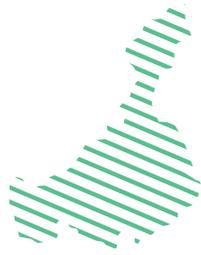
The following are separate findings for each of the pillars where monitoring and research has been conducted.

Below is a score table with pillar-based data. There are also separate findings for each of the pillars where monitoring and research has been conducted.

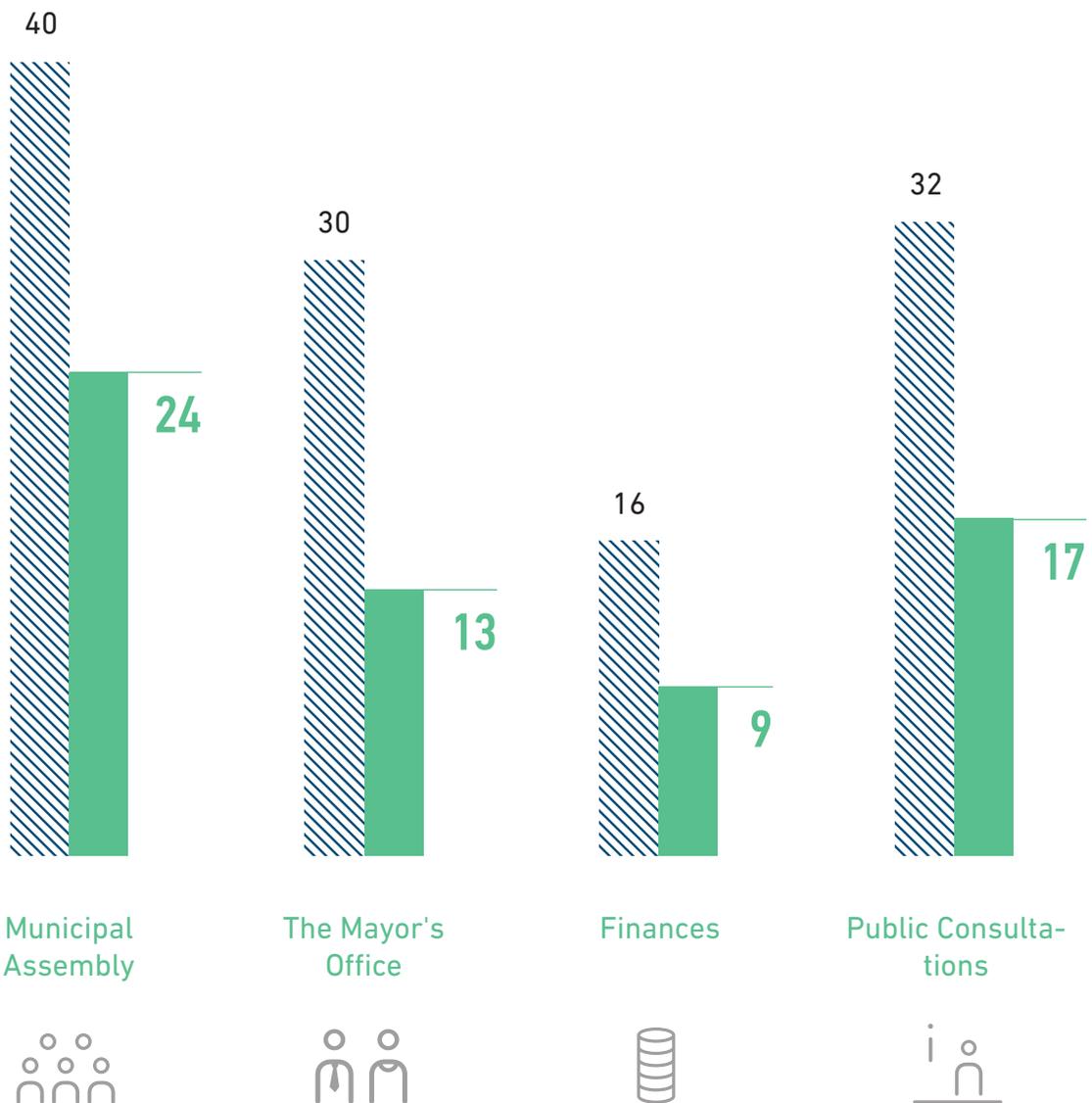
63 POINTS



53.39%



## Obiliq/c





### Indicators for the municipal assembly:

	POINTS
1. Are the materials required for calling the session published (minutes from the previous meeting, agenda items, material for review)?	1
2. Is there a database, mechanism for publishing or providing access to reviewed, approved regulations and voting methods?	1
3. Are biographical data, contacts and competences of members of the Municipal Assembly published?	1
4. Is there a brief history with key information on the front page of the website serving as an ID card for the Municipality?	0
5. Can information on the lawmaking, policy making, and decision making process be easily found so that citizens are informed about those processes?	2
6. Were the citizens informed about meetings scheduled in accordance with the Rules of Procedure of the Assembly, and in the specific places: public announcements in the most frequented places, media and websites.	1
7. Are committee meetings open to the public?	2
8. Can contacts and data on municipal public institutions (pre-school institutions, health centers, etc.) be easily found?	1
9. Have all regular sessions provided by law (10 of them) been held?	2
10. Is the organogram of the municipality public?	0
11. Are MA meetings monitored by civil society organizations?	2
12. Has the Assembly published the Work Plan?	2
13. Does the MA have a Transparency Action Plan and is it public?	0
14. Are video links posted after the sessions of the Assembly?	0
15. Is there access to draft regulations and MA plans?	2
16. Is there access to the minutes?	2
17. Is there access to the agenda?	2
18. Is there access to MA's regulations and decisions?	1
19. Are the sessions open to the public?	2
20. Are the sessions of the Assembly broadcast live, if so, on what platform?	0



### Indicators for the Mayor's Office

1. Are the biographical details of the Mayor and Directors (email, contact number, biography etc.) published?	2
2. Are there information on issues related to EU integrations and the impact of the process on the municipality?	0
3. Are job vacancies and job criteria published and transparent for citizens?	2
4. Is there a coordinator for access to official documents and a database with the number of requests and their handling?	1
5. Is there a tracking mechanism for registration of citizens' requests and status of their claims (is it public)?	0
6. What is the level of response to requests for access to official documents?	2
7. Are Municipal Development Plans published?	0
8. Is the Mayor's work plan public?	0
9. Has the six-month report been published?	2

10. Was the report of the Mayor submitted to the Assembly and the committees (working report twice a year)?	0
11. Are the reports of directors submitted to the Assembly and committees as foreseen?	0
12. Are there Municipal regulations on sexual harassment?	0
13. Is the website accessible in all official languages in the municipality?	0
14. Are the decisions of the Mayor public and accessible to the public?	2
15. Are there information provided from the Mayor's weekly visits?	2



### Indicators for the municipal finances

1. Is the municipal public debt and the debt of the companies to the municipality public?	2
2. Have discussions been held in the Assembly within the legal deadlines for the quarterly spending?	0
3. Is the list of leased properties by the Municipality public?	2
4. Is there a mechanism for registering citizens' proposals about the budget?	0
5. How are citizens informed for participation in the meetings of the Finance Committee?	2
6. Is there access to information about budget changes adopted by MA?	0
7. Are there information available about the municipality's responses to citizen's budget requests?	1
8. Are there data on Municipality's own source revenues?	2



### Indicators for public consultations

1. How has the addressing of citizen complaints been handled and monitored?	1
2. Are the "Open Data" statistics opened?	0
3. Are there any and how can information about the publication of memoranda with the CSOs be found?	2
4. Does the municipality use social networks on a regular basis?	0
5. Has consolidation of local communities been done and is there any public information about them?	1
6. Are the contacts of the information officer and the information office published?	2
7. Is there a direct free line for citizens?	0
8. Is there a detailed list of services that the institutions provide to the public?	2
9. Are there any accompanying materials for citizens regarding public and budget hearings?	2
10. Are the materials translated into all official languages?	1
11. Do announcements for public meetings also take place in traditional forms? If so, in what forms?	2
12. Have public meetings been organized as foreseen by law?	0
13. Are the activities published on the front page of the website?	2
14. Are transparency reports (produced for the respective municipality by other civil society actors or others) published?	0
15. Are the reports from public consultations and budget hearings published?	0
16. Are there any meetings with civil society organizations organized?	2



# Municipal Assembly

# 24

The Municipal Assembly of Obiliq/c was rated with maximum points in 9 out of 20 indicators that were measured. So, out of a total of 40 points that was the maximum value of these indicators, the pillar of the Municipal Assembly of Obiliq/c has scored maximum points in 24 of them.

## ACHIEVEMENTS

The Municipal Assembly of Obiliq/c has made some progress in providing easier access to information on decision-making, policy making and law-making processes.

The Municipal Assembly has published its work plan and that of the committees. Municipal Assembly sessions are open to the public and there is always a presence of monitoring NGOs.

The Municipal Assembly of Obiliq/c has held 10 regular sessions foreseen for 2018.

## SHORTCOMINGS

Municipal Assembly of Obiliq/c is rated by one point, i.e. partially to six other indicators. These six indicators relate to the full publication of meeting agendas (pillar 1, indicator 1), then with the mechanism that provides access to reviewed and approved regulations and manner of voting (pillar I, indicator 2), publication of biographical data of members of the Municipal Assembly (pillar 1, indicator 3). There is stagnation in the publication of all MA sessions (pillar 1, indicator 6). On the municipal website, contacts of public institutions (pillar 1, indicator 8) as well as regulations and decisions of the MA (pillar 1, indicator 18) can be found partially.

Five indicators have not received any points, due to the lack of a history providing data for the city (pillar 1, indicator 4), publication of organogram (pillar 1, indicator 10), transparency plan (pillar 1, indicator 13), video-links of Municipal Assembly sessions (pillar 1, indicator 14), as well as the live broadcasting of Municipal Assembly sessions (pillar 1, indicator 20).



Municipality  
of Obiliq/c



## The Mayor's Office

# 13

Of the 15 indicators, the Mayor's Office in the Obiliq/c Municipality has scored maximum points in 7 of them. More precisely, it scored **13 points** out of 30 in this pillar.

### ACHIEVEMENTS

The Mayor's Office in Obiliq/c stands well in 7 out of 15 indicators. There is progress in the publication of biographical details and contact information of the Mayor and municipal directors. Likewise, the employment criteria and the application form are published in a timely and detailed manner. The Municipality of Obiliq/c has responded to all requests for access to official documents within the legal deadline. On the website are published: the six-month work report, the decisions of the Mayor that are accessible to the public, the same also applies to the information about the Mayor's weekly visits that are posted on the website and social networks.

### SHORTCOMINGS

In eight other indicators, the Mayor's Office of Obiliq/c was assessed with minimal points. These indicators relate to the lack of information about the European Integration Office (pillar 2, indicator 2), the publication of citizens' requests (pillar 2, indicator 5), municipal development plans (pillar 2, indicator 7), Mayor's work plan (pillar 2, indicator 8), Mayor's report to the Assembly (pillar 2, indicator 10), reports of the directors to the Assembly and commissions (pillar 2, indicator 11), drafting a Regulation on Sexual Harassment (pillar 2, indicator 10) ) as well as in accessing the website in the official languages of the Municipality (pillar 2, indicator 13).





# Finances

# 9

In the financial transparency, Obiliq/c Municipality is rated with maximum points in three of the total of eight indicators. Thus it received **9 points** out of total 16. In five other indicators, this municipality has been assessed partially or negatively.

## ACHIEVEMENTS

Municipality of Obiliq/c has published the list of properties leased. Own-Source Revenue Data can be easily found. Also, there is timely information of the citizens about the meetings of the finance committee. For these indicators it is rated at maximum points.

## SHORTCOMINGS

Municipality of Obiliq/c provides partial access to municipal public debt (pillar III, indicator 1). Partially is also rated in the indicator for citizen’s budget proposals (pillar III, indicator 4). With minimal points it was rated in the discussions on quarterly spending to the Assembly (pillar III, indicator 2), information on budget changes adopted by the MA (pillar III, indicator 6), and information about municipal responses to budget requests of citizens (pillar III, indicator 7).



Municipality  
of Obiliq/c



## Public Consultations

# 17

The municipality of Obiliq/c, out of a total of 16 indicators measured on this pillar, is rated with maximum points in 8 of them. Therefore, it is rated at **17 points** out of total 32.

### ACHIEVEMENTS

The municipality has managed to address every request of the citizens to the respective directorates for review. In addition, progress has been made in the publication of information regarding the participation of civil society organizations and memoranda signed with them. In addition to the announcements on the website, the municipality also publishes the notices in traditional forms such as placement of notices in the municipal building, or in frequented places. Contact details of the Information Officer and Information Office are published. The municipality has a detailed list of services that institutions provide to the public.

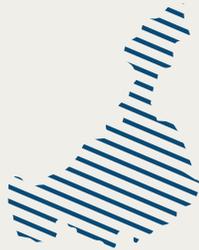
### SHORTCOMINGS

Consolidation of local communities and detailed information about this process (pillar IV, indicator 5) and translation of the materials into all official languages (pillar IV, indicator 10) are rated at one point, i.e. partially because not all materials are translated into Serbian.

Also Obiliq/c municipality received zero points due to the lack of Open Data (pillar IV, indicator 2), the use of social networks (pillar IV, indicator 4), a free telephone line for citizens (pillar IV, indicator 7), lack of reports from public hearings (pillar IV, indicator 12), lack of publication of civil society transparency reports (pillar IV, indicator 14), and lack of reports from budget hearings (pillar IV, indicator 15)



# Recommendations for the Municipality of Obiliq/c



In Obiliq/c Municipality, there is a need for a website restructuring and the way how information is posted on it. Below we summarize some necessary recommendations trying to increase the transparency of the Municipality vis-à-vis its citizens.

Titles of published decisions - decisions are only published with numbers without specific designation and this makes it difficult for the citizens to find and access those decisions.

Increased publication of information related to the work of the Municipal Assembly in general. Timely publication of calls for meetings and meeting agendas, publication of data of the members of the Assembly of this municipality as well as the lack of a platform for publishing video-links of MA meetings.

Publication of materials translated into the official languages of the Municipality, including Obiliq's minority communities, is inevitable and necessary.

Publication of materials translated into the official languages of the Municipality, including Obiliq's minority communities, is inevitable and necessary.



# Mamusha

Municipality of Mamusha turned out to be the last and the least transparent of all municipalities selected for transparameter. The level of transparency is 27.12 %, based on the 59 selected indicators. Otherwise, the municipality of Mamusha has received 32 of a total of 118 points.

Below you will find the data with scaling data by pillars, as well as findings for each pillar where monitoring and research were conducted.

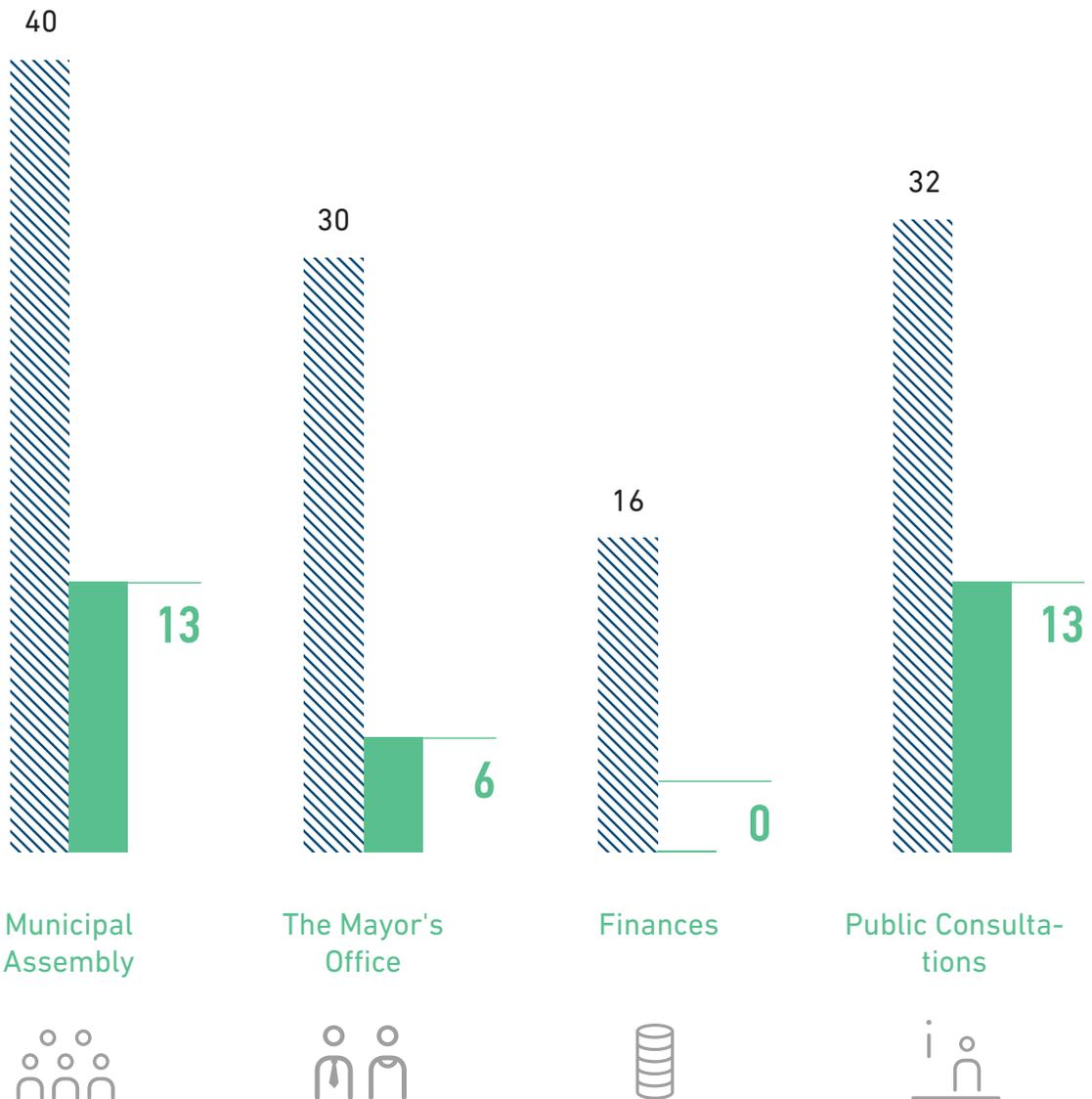
32 POINTS



27.12%



# Mamusha





### Indicators for the municipal assembly:

	POINTS
1. Are the materials required for calling the session published (minutes from the previous meeting, agenda items, material for review)?	0
2. Is there a database, mechanism for publishing or providing access to reviewed, approved regulations and voting methods?	0
3. Are biographical data, contacts and competences of members of the Municipal Assembly published?	1
4. Is there a brief history with key information on the front page of the website serving as an ID card for the Municipality?	0
5. Can information on the lawmaking, policy making, and decision making process be easily found so that citizens are informed about those processes?	0
6. Were the citizens informed about meetings scheduled in accordance with the Rules of Procedure of the Assembly, and in the specific places: public announcements in the most frequented places, media and websites.	0
7. Are committee meetings open to the public?	2
8. Can contacts and data on municipal public institutions (pre-school institutions, health centers, etc.) be easily found?	0
9. Have all regular sessions provided by law (10 of them) been held?	2
10. Is the organogram of the municipality public?	0
11. Are MA meetings monitored by civil society organizations?	2
12. Has the Assembly published the Work Plan?	0
13. Does the MA have a Transparency Action Plan and is it public?	0
14. Are video links posted after the sessions of the Assembly?	0
15. Is there access to draft regulations and MA plans?	0
16. Is there access to the minutes?	1
17. Is there access to the agenda?	1
18. Is there access to MA's regulations and decisions?	0
19. Are the sessions open to the public?	2
20. Are the sessions of the Assembly broadcast live, if so, on what platform?	2



### Indicators for the Mayor's Office

1. Are the biographical details of the Mayor and Directors (email, contact number, biography etc.) published?	1
2. Are there information on issues related to EU integrations and the impact of the process on the municipality?	0
3. Are job vacancies and job criteria published and transparent for citizens?	0
4. Is there a coordinator for access to official documents and a database with the number of requests and their handling?	1
5. Is there a tracking mechanism for registration of citizens' requests and status of their claims (is it public)?	0
6. What is the level of response to requests for access to official documents?	2
7. Are Municipal Development Plans published?	0
8. Is the Mayor's work plan public?	0
9. Has the six-month report been published?	0

10. Was the report of the Mayor submitted to the Assembly and the committees (working report twice a year)?	0
11. Are the reports of directors submitted to the Assembly and committees as foreseen?	0
12. Are there Municipal regulations on sexual harassment?	0
13. Is the website accessible in all official languages in the municipality?	0
14. Are the decisions of the Mayor public and accessible to the public?	0
15. Are there information provided from the Mayor's weekly visits?	2



### Indicators for the municipal finances

1. Is the municipal public debt and the debt of the companies to the municipality public?	0
2. Have discussions been held in the Assembly within the legal deadlines for the quarterly spending?	0
3. Is the list of leased properties by the Municipality public?	0
4. Is there a mechanism for registering citizens' proposals about the budget?	0
5. How are citizens informed for participation in the meetings of the Finance Committee?	0
6. Is there access to information about budget changes adopted by MA?	0
7. Are there information available about the municipality's responses to citizen's budget requests?	0
8. Are there data on Municipality's own source revenues?	0



### Indicators for public consultations

1. How has the addressing of citizen complaints been handled and monitored?	2
2. Are the "Open Data" statistics opened?	0
3. Are there any and how can information about the publication of memoranda with the CSOs be found?	1
4. Does the municipality use social networks on a regular basis?	2
5. Has consolidation of local communities been done and is there any public information about them?	0
6. Are the contacts of the information officer and the information office published?	0
7. Is there a direct free line for citizens?	0
8. Is there a detailed list of services that the institutions provide to the public?	0
9. Are there any accompanying materials for citizens regarding public and budget hearings?	2
10. Are the materials translated into all official languages?	0
11. Do announcements for public meetings also take place in traditional forms? If so, in what forms?	2
12. Have public meetings been organized as foreseen by law?	0
13. Are the activities published on the front page of the website?	0
14. Are transparency reports (produced for the respective municipality by other civil society actors or others) published?	2
15. Are the reports from public consultations and budget hearings published?	0
16. Are there any meetings with civil society organizations organized?	2



## Municipal Assembly

# 13

The Municipal Assembly of Mamusha, from 20 assessing indicators in this pillar, only in one of them received the maximum points, whereas in 19 of them was assessed with minimum transparency for the year 2018. In this pillar, from 40 maximum points, this municipality received a total of 13 points.

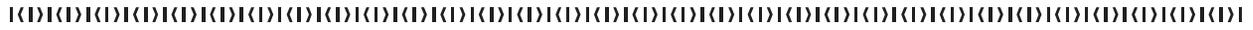
### ACHIEVEMENTS

In the Municipal Assembly of Mamusha, the sessions are followed and monitored by the organizations of civil society. They are also broadcast and monitored with telepresence by the MASG.

### SHORTCOMINGS

The Municipal Assembly of Mamusha, as the highest decision making institution has shortcomings in terms of transparency in almost all 20 assessed indicators. There are 18 indicators that have considerable shortcoming in this municipality: passivity of webpage, failure to update it with information or documents, failure to publish the preliminary agenda along with accompanying materials, which are sent to the organizations by email upon their request. There is no database, a mechanism which would publish or ensure the access to reviewed and approved regulations as well as to the mode of voting. There is no information about the biographies and contacts of the members of MA. The municipality does not have a brief history about itself in the webpage. There are no information about the lawmaking, policymaking and decision making process in order to inform the citizens about these processes. The webpage also lacks information on the meetings of municipality with the citizens, and there is no detailed information about other public institutions of the municipality. The sessions are organized in accordance with the law but there is no information about them, other than through telepresence of the MALG.

The municipality of Malisheva has not published the organogram and the work plan of the Assembly. In addition, there is no action plan on transparency. Consequently, the citizens do not have access to the draft regulations reviewed in the Assembly, regulations or minutes of meetings. They are not posted in the webpage, and hence the interested parties can access them only upon request for access to public documents.



Municipality of  
Mamusha



## The Mayor's Office

6

In this pillar, from 15 assessed indicators, the Mayor's office received 6 points from a total of 30 points.

### ACHIEVEMENTS

The office of the Mayor of municipality of Mamusha does not stand well at all regarding the measuring indicators in this pillar. From 15 assessed indicators, only two of them were assessed partially transparent: the presentation of short biography of the Mayor, contacts of deputy mayors, and two directorates as well as short news from the meeting of the Mayor with citizens that were mainly posted on Facebook.

### SHORTCOMINGS

From the 15 assessed indicators, 13 of them were assessed as completely non-transparent.

The municipality of Mamusha has an official for European integration but for the public there is no information about the relations of this office and information related to the European integrations. In addition, there is no contact of the official and no vacancy is published. Mamusha does not have a database which would register the number of requests and accompanying documents. This municipality replies to the requests for access to public documents in timely manner but there is no information to public about such requests. Therefore, the municipal development plans are missing in the webpage. The Mayor's work report has not been published. In year 2018 the Mayor did not report to the Assembly at all. This municipality does not have any drafted regulation on sexual harassment. The webpage is completely passive and without documents. The translations in official languages are completely missing





## Finances

0

From 12 maximum points, the municipality of Mamusha received **0 points** in the pillar of financial transparency. From 8 assessed indicators in this pillar, the municipality of Mamusha was completely non transparent in all assessed indicators.

### ACHIEVEMENTS

Municipality of Mamusha does not have any progress in this pillar regarding budget transparency.

### SHORTCOMINGS

The municipality of Mamusha was completely non transparent in providing information about the municipal public debt, the debt of companies (such reports are reflected in annual financial statements which are not made public in the webpage of the municipality, but which upon request the citizen can always have access to such information). In 2018 the Assembly of Mamusha did not have any public hearing, as provided by Law. This municipality has only one rented property. It was allocated for use in accordance with the legal provision and with the approval of the Assembly. However, no information was published in the webpage of the municipality about such matter. Mamusha does not have a mechanism that would register the requests of citizens about the budget (until now, there was no interested parties, based on the interview conducted with the officials for budget and finance). There is a lack of information on the webpage about the meetings of the Committee for Policies and Finance. In addition, there are no public information about the budgetary amendments due to failure to update the webpage.

The data on revenues are missing. Upon the request of the public, such information can be made available upon the request for access to public documents.

Municipality of  
Mamusha



## Public Consultations

# 13

Municipality of Mamusha is relatively good regarding public consultations. From a total of 16 indicators that were measured in this pillar, this municipality received 13 points from a total of 32.

### ACHIEVEMENTS

The municipality uses Facebook in order to share information. Municipality informs about meetings with organizations of civil society through FB. The addressing of citizen complaints is done in the helpdesk of the municipality (in 2018 there were complaints about floods that damaged the greenhouses of farmers), memorandums of understanding with organizations of civil society are usually published as news on FB. Whereas the information about the public gathering is provided by this municipality through announcement board, FB, or in frequented public areas.

### SHORTCOMINGS

From these findings it turns out that the webpage of the municipality is completely passive. It does not contain materials and information for citizens. There is no published document, or translated into official language, and it does not have the database Open Data. In addition a free phone line for citizens is missing. The data for public related to the municipal public premises are missing too. In the homepage of the webpage the information about the daily activities of the municipality is not published and neither are the various reports of the organizations of civil society.

# Recommendations for the municipality of Mamusha



- 1 Re-functionalizing the municipal webpage
- 2 Reporting the work of Mayor to the Assembly
- 3 Reporting the work of directors of directorates to the Assembly
- 4 Developing the webpage with materials and documents
- 5 Updating it with daily news from the activities of municipality
- 6 Publishing the biographical data of all officials and departments
- 7 Publishing in the municipal webpage the mechanism for monitoring the status of citizen requests and complaints
- 8 Publishing all budgetary documents along with periodical reports
- 9 Keeping citizens informed about all public meetings of municipality through the municipal webpage
- 10 Publishing in the municipal webpage the work plan and the Mayor's work report
- 11 Reporting the work of Mayor to the Assembly every 6 months
- 12 Drafting the municipal regulation on sexual harassment
- 13 Reporting the work of directors of directorates to the Municipal Assembly
- 14 Complying with the legislation on official lang at local level for the publication of information on the municipal webpage
- 15 Creating a mechanism with public access for recording the proposals of citizens on the municipal budget
- 16 Publishing the list of rented properties
- 17 Opening the Open Data system
- 18 Creating a free phone line for citizens, and
- 19 Translating materials in all official languages

Reporting the work of  
directors of directorates  
to the Municipal  
Assembly.

# RECOMMENDATIONS

A number of shortcomings identified in the municipalities turn out to be similar. Consequently, they lower the overall transparency in the institutions of local government in Kosovo. During the research the most frequent shortcomings were identified which are necessary to address so that municipalities are as transparent as possible toward public. Below we have listed some recommendations that derived from these findings:

## > Publication of specific documents with adequate titles

Under the Administrative instruction on transparency<sup>11</sup> and instruction on webpages of public institutions<sup>12</sup> municipalities are obliged to ensure the easiest access to information in official webpage. Often, inappropriate titles or publication of specific documents renders problematic the easy access to information. Hence municipalities are recommended, as specified in the administrative institution, to publish the public documents and for each document to post a specific link in order to facilitate the access of citizens to them.

## > Creation of efficient mechanisms for documenting the requests of citizens and status of such requests. This consequently contributes to the increase in accountability toward citizens

Public digital mechanisms for documenting the requests of citizens and their status would facilitate the process of addressing the needs and requests of citizens. Municipalities should take steps toward functionalizing these mechanisms within their institutional capacities. At the same time, the work of officials for monitoring this process would be made easier. This would facilitate the access of interested parties to information. All this would contribute to the increase in the level of accountability of these institutions.

## > Open Data

Digitalization of data and information for public would facilitate the work of municipalities in addressing a large number of citizen requests, be that for access to public documents or for personal needs. This way the access to information by citizens and interested parties would be made easier and faster.

## > Drafting of regulations on sexual harassment

KDI strongly encourages the municipalities to take steps toward drafting and adopting the regulations on sexual harassment. This would define and prohibit all forms of gender-based discrimination and harassments. This has a direct impact on the increase in equal gender representation in the institutions of local government.

## > The use of all official languages in public documents and communication with citizens

The municipal institutions are strongly encouraged to comply with the law on the use of official languages<sup>13</sup>. Furthermore, KDI believes that access in the language of communities increases the trust in these institutions and consequently the level of accountability.

11 Administrative Instruction (MALG) no. 01/2015 on transparency in municipalities, Article 12, item 3. <https://gzk.rks-gov.net/ActDetail.aspx?ActID=9898>

12 Administrative Instruction on webpages of public institutions, Article 6, item 1. <https://gzk.rks-gov.net/ActDocumentDetail.aspx?ActID=11007>

13 Law on the use of languages. <https://gzk.rks-gov.net/ActDocumentDetail.aspx?ActID=2440>

➤ **Municipalities should provide more information regarding the processes of country's EU integration in order to inform the citizens about how these processes affect the local level**

Considering the implications and importance of the EU integration process and other international organizations, it is important for the municipalities to regularly keep their citizens informed about the implications of these processes in the daily lives of citizens. Likewise, this helps the information and participation of citizens in the importance processes for the country.

➤ **Functionalization of local councils through a transparent process and publication of their contacts**

A good and functional organization of the councils of village would facilitate the communication of municipalities with citizens. Such organization would be helped by the full transparency in the consolidation process. Consequently, the information of citizens about these entities would contribute to the increase in the level of accountability in the institutions of local government.



KDI is a Non-Governmental Organization (NGO) committed to support the development of democracy through the inclusion of citizens in public policy making and strengthening of civil society sector with the aim to have an impact on the increase in transparency and accountability of public institutions.

For more information about KDI please visit [www.kdi-kosova.org](http://www.kdi-kosova.org)

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