Result of a Social Audit project

- Desk review & field research
- Focus Group Discussions (FGDs)
- In-Depth Interviews (IDIs)
- participatory workshop

Florina Jerliu • Regional workshop Skopje • March 19-20, 2013
Prishtina year (1970s) 2003
CITY PROFILE

Prishtina year 2012
BASIC INDICATORS (census 2011)

Population:
- 198,897 inh. – municipality
- 145,149 inh. – the city

Gender:
- 99,361 male; 99,536 female

Ethnic composition:
- Albanians: 97.77%
- Turks: 1.08%
- RAE: 0.31%
- Serbs: 0.22%
- Bosniaks: 0.2%
- Gorans: 0.10%
- Other: 0.32%

Age distribution:
- 0-14 years old: 25.84%
- 15-64 years old: 67.54%
- 65 and above: 6.62%

First (main) source of living:
- employed: 28.6%
- property/investments: 0.6%
- pension: 5.9%
- social welfare: 2.6%
- other (remittances, support): 62.3%
PRISHTINA VULNERABILITY MAP

1. The Elderly: 13,158 (6.62% of population)
2. Persons w/disabilities (long-lasting): 8,728 (4.4% of population)
3. Children / youth (0-24 years old): 85,897 (43.18% of population)
4. Women (especially unemployed)
CHALLENGES IN SERVICE DELIVERY

major causes of the difficulties in providing basic services:

- the multiple postwar transitions,
- rapid urban growth,
- a neglected infrastructure, and
- informal development interventions

Although most residents are in some way affected by the following service deficiencies, marginalized groups are the most susceptible to inefficiencies and low-quality services.

Kosovo GDP per capita: €2,368 (WB est), a challenge for citizens who cannot afford to pay for public services;

Registration of the population was carried out in 2011; there are still no substantial analyses of the socio-economic profile of the municipality (labor force participation rates, poverty levels, level of schooling, etc.);

The pace of urbanization changed rapidly after the war of 1999. Since 1999, infrastructure is overburdened due to the high densities associated with illegal construction;

The daily water supply is limited to 4-8 hours a day; periphery lack access/illegally connected;

The current sewage system discharges untreated sewages and rainwater;

Low-income families that cannot afford to pay their taxes have their power supply cut off;
Central heating is only provided in neighborhoods urbanized during the socialist regime;

The state of road infrastructure is medium to poor;

The lack of a city hospital and sufficient medical personnel results in unequal access to health services, particularly in the periphery;

Education: Primary and secondary schools have shown progress in terms of physical distribution; the challenge remains a very low number and limited access to kindergartens;

Public transportation has become more accessible due to new bus lines; yet it is still unsatisfactory in terms of distribution and quality; and unaffordable fares;

Unsatisfactory solid waste collection due to weak management by the regional company;

Poor infrastructure for youth entertainment, leisure and engagement alternatives.
CHALLENGES Identified also in the Focus Group Discussions
Based on the Constitution, public participation is regulated at both levels of governance, central and local. The challenge remains in the implementation of vital provisions that would ensure sustainable citizens’ involvement in decision making.

**Municipality of Prishtina:**

- **Statute** of Municipality of Prishtina, Chapter 3 is dedicated to public participation in decision-making, entitled “Direct participation of citizens in meetings and decision-making activities on issues of the public interest”.

- **Regulation on the work of Municipal Committees & Regulation on Transparency**

- **The Development Strategy** of the Municipality of Prishtina 2008-2011, provides citywide goals and objectives/projects/budgets. (no specific projects targeting vulnerable groups, except for providing housing for the homeless).
LOCAL GOVERNANCE CHALLENGES TO BE CONSIDERED

The political system in Kosovo offers provisions for representation in the City Council for minority communities and women.

**Minority communities**

- With one seat held by the Kosovo Democratic Turkish Party representative who also holds the position of Deputy Chairperson of the Municipal Assembly for Communities.
- Two Assembly members of the Serb community.
- In the Municipal Assembly Communities' Committee.
- Through the Municipal Community Office.

**Women**

- Hold 19 of the 51 seats in the Municipal Assembly (the role of women in decision-making remains low).

**Other marginalized groups** such as youth, persons with disabilities, and large households, are not represented.
EXISTING SOCIAL ACCOUNTABILITY PRACTICES implemented by the municipality

Municipal council meetings are open to the general public and the media.
- Focus group participants reported being unable to actively participate for a number of reasons, including lack of information.

All municipal council decisions are electronically available.

Monitoring and performance measurement of municipal service provision is not a regular practice; rather it is an *ad-hoc*, project-based process. Occasionally, NGOs conduct surveys.

The e-government platform entails digitizing and archiving documents among municipal institutions.
- Focus group participants reported that complaints are not processed adequately.

"Citizens Service Center" is operational with modern information technology. Offices operate in different neighborhoods of Prishtina and are connected to on-line documentation systems.

There is legislation establishing the rights and procedures for the access to information and official documents, and to receive an official response from government bodies.
WHY PROMOTE SOCIAL ACCOUNTABILITY IN PRISHTINA?

Neglect of complaints and inputs filed with the Municipality through official channels and growing citizen apathy; The municipality is seen as detached from its citizens.

A sense that public employees are not motivated to assist citizens, fueling distrust and increasing corruption as a result of the need to resort to informal channels to elicit action.

Citizens and members of vulnerable groups feel their interests are under-represented in city decisions; they see as well a lack of NGOs and CBOs to voice and address their needs.

Despite the aforementioned, citizens are willing to establish a communication channel with the municipality, and react to incentives that promote active participation and information exchange.

Public authorities acknowledge that the intent and actions of strategies, legislation and policies have at times failed to materialize.
WHY PROMOTE SOCIAL ACCOUNTABILITY IN PRISHTINA?

- Neglect of complaints and inputs filed with the Municipality through official channels and growing citizen apathy; The municipality is seen as detached from its citizens.

- A sense that public employees are not motivated to assist citizens, fueling distrust and increasing corruption as a result of the need to resort to informal channels to elicit action.

Citizens and members of vulnerable groups feel their interests are under-represented in city decisions; they see as well a lack of NGOs and CBOs to voice and address their needs.

Despite the aforementioned, citizens are willing to establish a communication channel with the municipality, and react to incentives that promote active participation and information exchange.

Public authorities acknowledge that the intent and actions of strategies, legislation and policies have at times failed to materialize.
Social Accountability Index

- Participation - opportunities
- Participation - engagement
- Feedback mechanisms/ monitoring
- Transparency - information access
- Transparency - information availability

The diagram shows the social accountability index for Prishtina.
STAKEHOLDER OWNERSHIP

Municipality is responsible for implementing a number of the suggested interventions, Intermediaries and the community need to play an active part and take ownership of the interventions/actions directly connected to community and vulnerable groups.
STAKEHOLDER OWNERSHIP

Municipality is responsible for implementing a number of the suggested interventions, Intermediaries and the community need to play an active part and take ownership of the interventions/actions directly connected to community and vulnerable groups.
PROPOSAL #1  INCREASED SOCIAL ACCOUNTABILITY THROUGH INTERACTIVE WEBSITE(S)

“Kosovo’s Internet connectivity is among the best in the world. ... at prices at or below those available in Western Europe and the United States” (BE in Kosovo).

**Overall Goal:**  Improved information exchange by enhancing the City’s online presence and instituting interactive features that collect and publish relevant data.

**Vision:**
User-friendly and highly functional city website provides the platform for efficient information sharing between the local government and Prishtina’s citizens.

The website becomes a reliable source of timely information that citizens consult with confidence.

It includes interactive features that allow citizens to submit questions or complaints and receive responses through the same medium.

Citizens and such intermediaries as NGOs provide grassroots-level information that alert the Municipality of specific needs at the community or individual level.

The website is used to elicit information of citizens’ satisfaction on the city’s performance (such as through online citizen satisfaction surveys).

Monitoring and feedback is incorporated into the city’s *modus operandi*. 
### PROPOSAL #1  INCREASED SOCIAL ACCOUNTABILITY THROUGH INTERACTIVE WEBSITE(S)

**“Kosovo’s Internet connectivity is among the best in the world. ... at prices at or below those available in Western Europe and the United States” (BE in Kosovo).**

<table>
<thead>
<tr>
<th><strong>Specific Actions</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>WHAT</strong></td>
</tr>
<tr>
<td><strong>HOW</strong></td>
</tr>
<tr>
<td><strong>WHO</strong></td>
</tr>
<tr>
<td><strong>WHEN</strong></td>
</tr>
<tr>
<td><strong>INDICATORS</strong></td>
</tr>
<tr>
<td><strong>COST</strong></td>
</tr>
</tbody>
</table>
PROPOSAL #1  INCREASED SOCIAL ACCOUNTABILITY THROUGH INTERACTIVE WEBSITE(S)

“Kosovo’s Internet connectivity is among the best in the world. ... at prices at or below those available in Western Europe and the United States” (BE in Kosovo).

Specific Actions:

WHAT

B) The Municipality raising citizen awareness about their rights and available online services.

HOW

The enhanced municipal web site and the newly created public services’ websites provide structured information for citizens; Information on such technology-based tools will be disseminated through public campaign & training for best use of new technologies and a dedicated desk and qualified staff to assist citizens.

WHO

Municipality; municipal public companies; private sector

WHEN

Two years

INDICATORS

Increased transparency on public services, increased awareness on available services and online services.

COST

Information dissemination, trainings on the use of online services: about 2,000.00 Euro per event, with about 20 events per year (to cover all neighborhoods and key public institutions). Setting up of the assistance desk at the municipality: two IT personnel fully employed for two years, average wage as per municipal administration criteria.
PROPOSAL #2  ENHANCED COMMUNICATION AND PARTICIPATION THROUGH CITIZENS’ CHARTER & CALENDAR OF ACTIVITIES

"one-size fits all" social accountability practices further marginalize certain groups

Overall Goal: Implementation of national-level legislation on social inclusion at the local level.

Vision: Implementation in Prishtina of the national law in Kosovo which ensures inclusion of vulnerable groups in access to information.

The City expands its communication initiatives in medium and method to ensure that relevant information is available to vulnerable groups.

Language and disability considerations increase access to information by marginalized groups.

Appropriate communication methods ensuring all citizens are aware of opportunities for participation and their civic rights and responsibilities.

Positive effects that reverberate across sectors and improve service satisfaction levels.
PROPOSAL #2  ENHANCED COMMUNICATION AND PARTICIPATION THROUGH CITIZENS’ CHARTER & CALENDAR OF ACTIVITIES

"one-size fits all" social accountability practices further marginalize certain groups

Specific Actions

WHAT  A calendar of activities and Citizen Charter using different means and forms of communication and dissemination

HOW  The Municipality and public service providers make available information about rights and responsibilities (such as a Citizen Charter) and publish an annual calendar of activities. Both the Charter and the calendar are available to all groups through multiple media (SMS, TV, Web, sign language, Braille, audio, visual).

WHO  Municipality and public service providers, special needs related NGOs, media.

WHEN  2013-2014

INDICATORS  Enhanced information/service quality for vulnerable groups; etc.

COST  Citizen Charter (preparation, publishing – soft/hard copies, including audio, Braille, etc format): tentative 25 - 30,000.00 Euro. Calendar of activities (setting up: preparation of template, publishing as above, maintenance) – tentative 5,000.00 Euro first year.
PROPOSAL #3 INCREASED INSTITUTIONAL RESPONSIVENESS THROUGH INSTITUTIONAL AND PROGRAMMATIC REFORM

Enhancement of internal monitoring is identified as the most important step the Municipality ought to initiate in relation to the responsiveness to citizens’ requests and complaints.

**Overall Goal:** A more transparent and interactive city administration that prioritizes feedback and monitoring to promote continuous growth.

**Vision:**

Actions promoting transparency and discouraging corruption match political rhetoric.

Electoral programs, and concurrently the municipal strategy, include concrete projects and actions related to feedback and monitoring mechanisms.

Institutional responsiveness to citizens’ needs.
Enhancement of internal monitoring is identified as the most important step the Municipality ought to initiate in relation to the responsiveness to citizens’ requests and complaints.

**Specific Actions:**

**WHAT**  
Prioritize institutional responsiveness to citizens’ requests and complaints in *internal and external monitoring* /auditing processes/procedures.

**HOW**  
Internal reform: Adjust the ToR for municipal officials and public service providers to assure accountability in their performance regarding citizen requests/complaints response times; internal/external evaluation: enable feedback/external monitoring by citizens and intermediaries.

**WHO**  
Municipality and public service providers, civil society, education institutions, media.

**WHEN**  
Two years

**INDICATORS**  
Enhanced comprehension of rights and responsibilities; enhanced public participation

**COST**  
Internal reform (difficult to estimate); external evaluation: 100,000.00 Euro in first year.
FALEMINDERIT
THANK YOU