


5 合同調整委員会

5.1 第1回会議議事録

**MINUTES OF MEETING
FOR
THE FIRST JOINT COORDINATING COMMITTEE
ON
THE PROJECT FOR ENHANCEMENT OF CAPACITY
FOR
WASTE MANAGEMENT
TOWARD
SOUND MATERIAL-CYCLE SOCIETY**

Pristina, 12 September, 2011


Mr. Arben CITAKU
General Secretary
Ministry of Environment and Spatial
Planning


Mr. Junji ANAI
Chief Advisor,
JICA Expert Team,
Kokusai Kogyo Co., Ltd.


Mr. Muhamet MALSIU
Project Director
Director of Environment Department,
Ministry of Environment and Spatial Planning


Mr. Hasan HASANI
Project Manager
Director of Public Services,
Municipality of Prizren

Witnessed by:


Mr. Ken YAMADA
for Resident Representative,
Japan International Cooperation Agency
(JICA)
Balkan Office

First Joint Coordinating Committee on the Project

12 September 2011, Office of General Secretary
(Government Building, Ish pallati i mediave) floor 17, Pristina, Kosovo

1. Meeting started at 11:00 a.m.
2. Attendants list of the meeting are given in Appendix 1
3. Opening of the meeting

Mr. Arben Citaku, General Secretary of Ministry of Environment and Spatial Planning (hereinafter, MESP), opened the first Joint Coordinating Committee (hereinafter, JCC) meeting by welcoming all of the participants and made an opening speech to comment on the importance of solid waste management in Kosovo and the Project for Enhancement of Capacity for Waste Management toward Sound Material-Cycle Society (hereinafter, the project), and ensured the readiness and of Kosovo side for the Project, while also informing the progress and schedule of procurement of equipments for solid waste management under the Grant Aid. Mr. Citaku then handed over the role of chairperson of this meeting to Mr. Ismail RUDARI, Director of Department for General Administration, MESP, with apologies for having to leave the meeting for other governmental commitment. All attendees introduced themselves.

4. Agreement and Confirmation

The Chief Advisor, Mr. Junji Anai, JICA Expert Team (hereinafter, JET), presented the Inception Report (hereinafter, IC/R) and reviewed matters that had been discussed between the Japan and Kosovo sides (both sides). All the attendees agreed and confirmed the following items:

(1) Members of counterpart for the Project

- Mrs. Nezakete Hakaj, Head of Environmental Protection Division, MESP, and Mr. Envev Tahiri, Head of Division for Chemical and Waste Administration, MESP, are the member of counterpart for the Project.

(2) Member of JCC

- The representatives from Ekoregioni and Pastrimi Public Companies are added as the members of JCC.
- The representatives from Ministry of Economic Development, KLMC,

WWRO are added as the advisors to the JCC.

(3) Plan of Operation

- The development work of the Master Plan on Solid Waste Management for the Municipality of Prizren would be conducted eight months earlier than planned schedule.
- The pilot project would be commenced earlier than planned schedule.
- The Plan of Operation attached in the Minutes of Meeting signed on 14th December, 2010 is amended based on the results of the above discussion as given in Appendix 2.

(4) Weekly Meeting of the project

- Weekly meeting will be held every Friday starting at 10am in the building of Prizren Municipality.
- Members of counterpart from Prizren Municipality and Ekoregjioni Public Company will attend every week, while MESP will do so when possible due to its distance from Prizren.

(5) Publicity of the project

- As soon as IC/R is approved by JCC, then MESP and Municipality of Prizren will announce the outline of the Work Plan of the Project to the citizens and concerned agencies

(6) Amendment of Project Design Matrix (hereinafter, PDM) version

- Since the terms and indexes in the PDM₀ is indefinite, PDM₀ will be amended and agreed as the PDM₁ in the 2nd JCC to be held in early 2012.

(7) Corresponding counterpart of each JET member

- JET requested to specify each counterpart member's area of expertise in order to identify corresponding counterpart of each JET member. Kosovo side agreed to do so.

5. Conclusion

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Chairperson, Mr. RUDARI concluded the first JCC meeting as:

- Inception Report attached was endorsed as a “Work Plan” by the JCC.

6. Closing of the meeting

Mr. Ken YAMADA, Deputy Resident Representative of JICA Balkan Office, congratulated the commencement of the first technical cooperation project in Kosovo and expressed his expectation that the outcome of the Project would be exemplified to the entire country at the end of the Project, while calling for motivation and ownership from Kosovo side for the Project..

Meeting closed at 12:15 a.m.

Appendix 1: List of Attendants

Appendix 2: Plan of Operation



Handwritten signatures and initials, including a large signature at the top, and initials 'K.M.', 'A.G.', and 'N.H.' below.

Appendix 1: List of Attendants

Ministry of Environment and Spatial Planning

Mr. Arben CITAKU	Secretary General,
Mr. Ismail RUDARI	Director, Department for General Administration
Mrs. Nezakete HAKAJ	Head of Environmental Protection Division, MESP
Mr. Enver TAHIRI	Head of Division for chemical and Waste Administration

Municipality of Prizren

Mr. Hasan HASANI	Director, Public Services
Mr. Ramadan TAFALLARI	Environment Coordinator
Ms. Laura Suka	Technical Staff

Ekoregjioni Public Company

Mr. Shaban VESELI	Operation Manager
Mr. Gëzim BERISHA	Chief Manager of Prizren Unit

Pastrimi Public Company


Mr. Feim SALIHU	Chief Executive
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JICA Expert Team (JET)

Mr. Junji ANAI	Chief Advisor
Mr. Hiroshi FUJITA	Deputy Chief Advisor
Ms. Chiaki NISHI	Environment Education/Capacity Assessment
Mr. Masayuki TAKAZAWA	Analysis of Waste Composition
Mr. Gantumur BURNEEBAATAR	Technical Assistant of JET
Mr. Nehat BOJAXHIU	Local Assistant of JET

JICA Balkan Office

Mr. Ken YAMADA	Deputy Resident Representative
Ms. Yumi YASUDA	ODA Advisor/JICA Expert
Ms. Arbërore ROZA	Technical Coordinator



Handwritten signatures and initials: A large signature with a diagonal slash, 'Ky', 'A.G.', and 'N.H.'.

Appendix 1: Plan of Operation

Name of Project: The Project for Enhancement of Capacity for Waste Management toward Sound Material-Cycle Society	2011			2012			2013			2014			
	1st year (A)			2nd year (B)			3rd year (C)						
	8	9	10	11	12	1	2	3	4	5	6	7	8
Term of Cooperation: Three years and two months													
Project Area: Prizren municipality													
Target Group: Ministry of Environment and Spatial Planning (MESP), Prizren municipality, and EcoRegion													
Outputs and Activities													
Output 1: The current situation and problems on solid waste management in Prizren municipality is analysed.													
1-1 To review the current administrative framework for solid waste management in national and municipality level	[Gantt chart showing work in R/D from 2011.10 to 2011.12]												
1-2 To conduct a baseline survey on entire solid waste management system	[Gantt chart showing work in R/D from 2011.10 to 2011.12]												
1-3 To analyze the collected data and information to draw possible improvement plan	[Gantt chart showing work in R/D from 2011.10 to 2011.12]												
Output 2: The draft solid waste management plan and pilot project activities in Prizren municipality are prepared.													
2-1 To select area(s) for pilot project	[Gantt chart showing work in R/D from 2011.10 to 2011.12]												
2-2 To draft a solid waste management plan for the pilot area(s) based on the data analyzed.	[Gantt chart showing work in R/D from 2011.10 to 2011.12]												
Output 3: The feasibility of solid waste management plan is confirmed.													
3-1 To implement the above draft solid waste management plan in the selected pilot area	[Gantt chart showing work in IC/R from 2012.01 to 2012.03]												
3-2 To revise the above implemented draft solid waste management plan through the pilot project activities	[Gantt chart showing work in IC/R from 2012.01 to 2012.03]												
3-3 To hold series of seminars and workshops to share the lessons learned through the pilot project activities as a preparation for drafting national solid waste management plan	[Gantt chart showing work in IC/R from 2012.01 to 2012.03]												
Output 4: Public awareness in solid waste management is improved in Prizren.													
4-1 To carry out awareness raising event at local community level	[Gantt chart showing work in IC/R from 2012.01 to 2012.03]												
4-2 To carry out awareness raising event at municipality level	[Gantt chart showing work in IC/R from 2012.01 to 2012.03]												
4-3 To plan awareness raising event for national level	[Gantt chart showing work in IC/R from 2012.01 to 2012.03]												

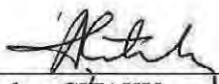
■ : Planned work in R/D ■ : Proposed work in IC/R

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5.2 第2回会議議事録


MINUTES OF MEETING
FOR
THE SECOND JOINT COORDINATING COMMITTEE
ON
THE PROJECT FOR ENHANCEMENT OF CAPACITY
FOR
WASTE MANAGEMENT
TOWARD
SOUND MATERIAL-CYCLE SOCIETY

Prizren, 9 February, 2012


Mr. Arben CITAKU
General Secretary
Ministry of Environment and Spatial
Planning


Mr. Junji ANAI
Chief Advisor,
JICA Expert Team,
Kokusai Kogyo Co., Ltd.


Mr. Muhamet MALSIU
Project Director
Director,
Environment Department,
Ministry of Environment and Spatial
Planning


Mr. Hasan HASANI
Project Manager
Director of Public Services,
Municipality of Prizren

Witnessed by:


Mr. Ken YAMADA
for Resident Representative,
Japan International Cooperation Agency
(JICA)
Balkan Office

**Second Joint Coordinating Committee on the Project
9 February 2012, Office of Municipality of Prizren**

1. Meeting started at 10:00 a.m.
2. Attendants list of the meeting are given in Appendix 1
3. Opening of the meeting

Mr. Arben CITAKU, General Secretary of Ministry of Environment and Spatial Planning (hereinafter, MESP), opened the Second Joint Coordinating Committee (hereinafter, JCC) meeting by welcoming all of the participants and made an opening speech to comment on the importance of solid waste management in Kosovo and the Project for Enhancement of Capacity for Waste Management toward Sound Material-Cycle Society (hereinafter, the project).

All attendees introduced themselves.

4. Agreement and Confirmation

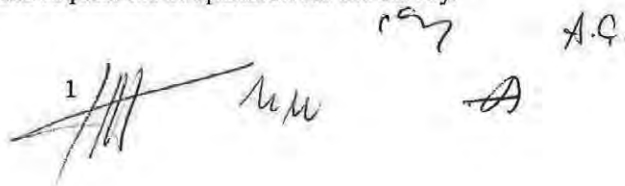
The Chief Advisor, Mr. Junji Anai, JICA Expert Team (hereinafter, JET), presented the progress of the Project, the summary of the interim results of baseline survey and framework of the Solid Waste Management master plan, amendment of PDM, plan of operation for the second half of 1st year and the results of first capacity assessment. Subsequently, Mr. Ramadan Tallari, Environment coordinator, municipality of Prozren, presented the policy of the municipality and Ekoregjioni public company for implementation of the Project. All the attendants agreed and confirmed the following items:

(1) Progress of the Project

- The project has been conducted as scheduled. (Refer Appendix 2: PO)

(2) Interim results of the baseline survey

- All attendants acknowledged that waste flow was very useful to understand the current waste management and request JET to finalize the survey results based on the survey in winter season.
- JET promised to do so and request the cooperation for the survey.

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- Mr. Hasani, Director of Department of Public Service, Municipality of Prizren agreed this request and said that the municipality will fully assign a staff of department to involve this survey to understand the methodology of survey.

(3) Framework of the SWM master Plan

- All attendants understood the methodology of the waste generation forecast and agreed the target year of the SWM master plan and to use 2.148% for 2011-2015, 2.058% for 2016 – 2020 of population growth rate and 4.8% for 2011 – 2016 and 2.0% for 2016 – 2020 of GDP growth rate proposed by JET for development of the SWM master plan.

(4) Amendment of Project Design Matrix (hereinafter, PDM)

- PDM₀ will be amended after development of the draft SWM master plan to set more appropriate indicator.

(5) Plan of Operation for the second half of the first year

- All attendants agreed the plan of operation explained by JET.

(6) Results of the first capacity assessment

- All attendants understand the results of assessment and acknowledged the Project should enhance the lack of capacity for establishment of sound SWM system in the municipality of Prizren.

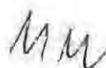
(7) Establishment of SWM unit in the Department of Public Service

- All attendants acknowledged that motivation of the municipality of Prizren was very high and welcomed the establishment of new unit.

(8) Business plan for Ekoregjioni public company

- JET clarified that the development of the business plan for Ekoregjioni PC is not included in the scope of the Project.
- Mr. Hasinu explained the necessity of the business plan as a member of board of directors of Ekoregjioni and requested JICA to develop the

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business plan in the Project.

- JET responded to convey this request to JICA headquarters.

5. Conclusion

Chairperson, Mr. Arben CITAKU concluded the second JCC meeting as:

- Based on the results of JCC meeting, the Progress Report (1) attached was endorsed by the JCC.
- Development of the business plan for Ekoregjioni public company in this Project will be discussed continuously considering the JICA's opinion.
- The operation plan of the second half of the 1st year of the Project was accepted by the JCC.

6. Closing of the meeting

Mr. Ken YAMADA, Deputy Resident Representative of JICA Balkan Office, said that the capacity of solid waste management in the municipality of Prizren should be strengthened as expected for successful achievement of the project purpose.

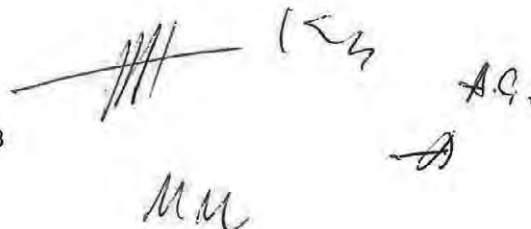
Meeting was closed at 11:45 a.m.

Appendix 1: List of Attendants

Appendix 2: Plan of Operation

Appendix 3: Progress Report (1)

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Appendix 1: List of Attendants

Ministry of Environment and Spatial Planning

Mr. Arben CITAKU Secretary General,
Mr. Muhamet MALSIU Director,
Environment Department, MESP
Mrs. Nezakete Hakaj Head of Environmental Protection
Division, MESP

Embassy of Japan

Mr. Tatsuhiko ICHIHARA Second Secretary

Municipality of Prizren

Mr. Hasan HASANI Director, Dept. of Public Services
Mr. Feisal HOTI Deputy Director, Dept. of Public
Service
Environment Coordinator
Mr. Ramadan TAFALLARI
Ms. Laura SUKA Technical Staff (Architecture)
Mr. Muhamet BASRAMI Technical Staff (Architecture)
Mr. Galip BELALLARI Municipal staff (Public education)

Ekoregjioni Public Company

Mr. Xhemali HAXHIMUSTAFA Managing Director
Mr. Shaban VESELI Operation Manager
Mr. Gëzim Berisha Chief Manager of Prizren Unit
Mr. Festim KRASNICI Supervisor
Mr. Berat XHOXHAIJ Mechanic

Pastrimi Public Company

Mr. Feim SALIHU Chief Executive

JICA Expert Team (JET)

Mr. Junji ANAI Chief Advisor
Mr. Hiroshi FUJITA Deputy Chief Advisor
Mr. Masayuki TAKAZAWA Analysis of Waste Composition

Mr. Gantumur BURNEEBAATAR Technical assistant of JET
Mr. Nehat BOJAXHIU Local assistant of JET
Mrs. Mimoza KELE Local assistant of JET

JICA Balkan Office

Mr. Ken YAMADA Deputy Resident Representative
Ms. Arbërore RIZA Technical Coordinator


5.3 第3回会議議事録

MINUTES OF MEETING
FOR
THE THIRD JOINT COORDINATING COMMITTEE
ON
THE PROJECT FOR ENHANCEMENT OF CAPACITY
FOR
WASTE MANAGEMENT
TOWARD
SOUND MATERIAL-CYCLE SOCIETY

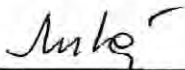
Prizren, 28 June, 2012



Mr. Arben CITAKU
General Secretary
Ministry of Environment and Spatial
Planning



Mr. Junji ANAI
Chief Advisor,
JICA Expert Team,
Kokusai Kogyo Co., Ltd.



Mr. Muhamet MALSIU
Project Director
Director,
Environment Department,
Ministry of Environment and Spatial
Planning



Mr. Hasan HASANI
Project Manager
Director of Public Services,
Municipality of Prizren

Witnessed by:



Mr. Ken YAMADA
for Resident Representative,
Japan International Cooperation Agency
(JICA)
Balkan Office

**Third Joint Coordinating Committee on the Project
28 June 2012, Office of Municipality of Prizren**

1. Meeting started at 10:30 a.m.
2. Attendants list of the meeting are given in Appendix 1
3. Opening of the meeting

Mr. Arben CITAKU, General Secretary of Ministry of Environment and Spatial Planning (hereinafter, MESP), opened the Third Joint Coordinating Committee (hereinafter, JCC) meeting by welcoming all of the participants and made an opening speech to comment on the importance of solid waste management in Kosovo and the Project for Enhancement of Capacity for Waste Management toward Sound Material-Cycle Society (hereinafter, the project).

All attendees introduced themselves.

4. Agreement and Confirmation

The Chief Advisor, Mr. Junji Anai, JICA Expert Team (hereinafter, JET), presented the progress of the Project and the First Draft Solid Waste Management (SWM) Plan for the Municipality of Prizren, and Mr. Ramadan Tafallari, Environment coordinator, municipality of Prizren, presented the work progress of the municipality. Subsequently the deputy chief advisor, Mr. Hiroshi Fujita, presented the plan of pilot projects proposed for the second year Project, and Mr. Anai proposed amendment of the indicators and activities of PDM₀ which had been agreed on the 14th of December 2010 considering the work plan approved in the first JCC. And the reviewed and proposed matters were discussed between the Kosovo and Japan sides (both sides). All the attendees agreed and confirmed the following items:

All the attendees agreed and confirmed the following items:

- (1) Work progress of the Project in the second half of the first year.
 - The project has been conducted on scheduled. (Refer Progress report (2))
- (2) First draft SWM Plan for the municipality of Prizren

MM
A.G.


- JET was asked the relation between the SWM plan and the new waste law which was now under deliberation in the national assembly.
- Mr. Anai clarified that the first draft SWM plan had been developed on the assumption that the revised waste law (New Waste Law) would be enforced from the beginning of 2014 and main change of the revision was the right of waste fee collection would be transferred to the municipality from the waste collection service providers.

(3) Pilot Project Plan

- JET requested Kosovo side to prepare fund for expansion of the waste collection service in 2012 because the existing service provider would not be able to bear the initial cost.
- Mr. Hasan HASANI who was the Project Manager and Director of Department of Public Service responded that the municipality of Prizren would prepare it for the pilot project for expansion of waste collection service.

(4) Amendment of Project Design Matrix (hereinafter PDM₀)

- Since the terms and indicators in the PDM₀ are indefinite, proposed PDM was agreed as the PDM₁.

(5) Amendment of Plan of Operation (hereinafter PO)

- According to the amendment of PDM₁, Work Plan and Pilot Project Plan, PO was revised.

(6) Work Plan of the second year of the Project

- All attendees acknowledged that the activities for public awareness-raising would be carried out in collaboration with the activities for improvement of waste collection improvement.
- All attendees understood the necessity of pilot projects proposed and Kosovo side should play an important role.

(7) Establishment of SWM section in the Department of Public Service

M. Anai
A.G.
[Signature]

- JET was asked the relation between the SWM plan and the new waste law which was now under deliberation in the national assembly.
- Mr. Anai clarified that the first draft SWM plan had been developed on the assumption that the revised waste law (New Waste Law) would be enforced from the beginning of 2014 and main change of the revision was the right of waste fee collection would be transferred to the municipality from the waste collection service providers.

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(6) Work Plan of the second year of the Project

- All attendees acknowledged that the activities for public awareness-raising would be carried out in collaboration with the activities for improvement of waste collection improvement.
- All attendees understood the necessity of pilot projects proposed and Kosovo side should play an important role.

(7) Establishment of SWM section in the Department of Public Service

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- Mr. HASANI, introduced Mr. Muhamet BAJRAMI as a responsible person of the Project in the municipality of Prizren.

5. Conclusion

JCC approved the progress of the Project in the second half of the 1st year, the first draft SWM Plan as well as the Pilot Project Plan, PDM₁, PO and the activities proposed for the 2nd year.

Also, JCC decided to hold the 4th JCC meeting in February 2013 to confirm the progress of the pilot projects.

6. Closing of the meeting

Mr. Ito, Assistant Resident Representative of JICA Balkan Office, mentioned that future assistance of JICA would be totally depending on this project's successful results. He suggested Kosovo side to make maximum use of Japanese assistance in order to develop sufficient capacity for future leadership of the municipality for better society.

Meeting was closed at 12: 30 p.m.

- Appendix 1: List of Attendants
Appendix 2: PDM₁
Appendix 3: Plan of Operation
Appendix 4: Progress Report (2)

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Appendix 1: List of Attendants

Ministry of Environment and Spatial Planning

Mr. Arben CITAËU Secretary General,
Mr. Muhamet MALSIU Director,
Environment Department, MESP
Mrs. Nezakete Hakaj Head of Environmental Protection
Division, MESP
Mr. Enver TAHIRI Head of Division for chemical and
Waste Administration

Municipality of Prizren

Mr. Hasan HASANI Director, Dept. of Public Services
Mr. Ramadan TAFALLARI Environment Coordinator
Mr. Muhamet BASRAMI WM section chief
Ms. Laura SUKA Technical Staff (Architecture)
Mr. Galip BELALLARI Municipal staff (Public education)
Mr. Bajron BERISHA Environmental inspector

Ekoregjioni Public Company

Mr. Nehat BASHA Managing Director
Mr. Shaban VESELI Operation Manager

Japanese Expert Team (JET)

Mr. Junji ANAI Chief Advisor
Mr. Hiroshi FUJITA Deputy Chief Advisor
Mr. Hideo SATO Landfill management plan
Mr. Nehat BOJAXHIU Local assistant of JET
Mrs. Mimoza KELE Local assistant of JET

JICA Balkan Office

Mr. Ryuichi ITO Assistant Resident Representative
Ms. Kanako TERUJ ODA advisor

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AA AG.
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Appendix 2: PDM₁

Project Design Matrix (PDM₁)

Project Name: The Project for Enhancement of the Capacity for Solid Waste Management toward sound Material-Cycle Society
 Duration of the Project: 3 years (tentatively 2011. Sep – 2014. Aug)
 Target group: Ministry of Environment and Spatial Planning (MESP), Municipality of the Prizren
 Target Area: Prizren Municipality
 Version 0: 28 June 2012

Narrative Summary	Objectively Verifiable Indicators	Means of Verification	Important Assumptions
Overall Goal			
The capacity for solid waste management of municipality level in Kosovo will be enhanced, and thus the waste management issue in Kosovo will be improved.	<ul style="list-style-type: none"> Local government develops SWM plan increases. 	<ul style="list-style-type: none"> SWM plan of the other municipality 	
Project Purpose			
The capacity of solid waste management in Prizren municipality will be strengthened.	<ul style="list-style-type: none"> Staff of waste management performs according to the SWM Plan. Complaints concerning with solid waste from the citizens decrease. 	<ul style="list-style-type: none"> Project progress report Record of complaints brought from the citizens 	The political trend of decentralization in Kosovo won't change.
Outputs			
1. The current situation and problems on solid waste management in Prizren municipality is analyzed.	<ul style="list-style-type: none"> The current situation and problem on solid waste management is summarized in the report. 	<ul style="list-style-type: none"> Report of baseline surveys 	
2. The draft solid waste management plan and pilot activities in Prizren municipality are prepared	<ul style="list-style-type: none"> Long and mid-term target on solid waste management for the municipality of Prizren is set. Strategy, implementation plan and financial plan to achieve the target are developed. Pilot activity plan is materialized. 	<ul style="list-style-type: none"> Draft Solid Waste Management Plan Pilot Project Plan 	
3. The feasibility of solid waste management plan is confirmed.	<ul style="list-style-type: none"> Feasibility of the waste collection system proposed in the solid waste management plan is verified technically. Feasibility of the waste collection system proposed in the solid waste management plan is verified financially. 	<ul style="list-style-type: none"> Progress report <ul style="list-style-type: none"> ➢ Technical evaluation of the pilot project ➢ Financial evaluation of the pilot project 	

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<p>4. Public awareness in solid waste management is improved in Prizren</p>	<ul style="list-style-type: none"> Waste amount taken away from the illegal dump reduces. Waste discharge rule is disseminated and waste collection activity is carried out efficiently. 	<ul style="list-style-type: none"> Record of waste amount of illegal dump removal carried out by Ekoregjioni Report of Time and Motion survey 	
Activities	Inputs		External conditions
<p>1-1 To Acquire baseline 1-1-1 To observe the current waste management administration 1-1-2 To implement baseline surveys 1-2 To clarify waste flow 1-3 To identify issues through waste flow</p>	<p>1. Japanese side</p> <p>(1) Dispatch of the Expert on the following expertises</p> <ul style="list-style-type: none"> Solid waste management / leader Planning of waste collection and transportation / Deputy leader analysis of quantity and quality of waste planning of landfill site environmental education/enlightening for residents Equipment maintenance and operation <p>(2) local consultants (including translator)</p> <p>(3) expenses of the related activities for the Project</p> <p>(4) counterpart training in Japan</p> <p>(5) equipments for the related activities for the Project</p>		<p>The waste management service currently provided by state-owned company or municipality will not be privatized during the project is in operation.</p>
<p>2-1 To develop framework of draft SWM plan 2-2 To develop the draft SWM plan 2-3 To plan the pilot project 2-4 To select the pilot project sites 2-5 To prepare the pilot project plan</p>	<p>Kosovo Side</p> <p>(1) assignment of counterparts personnel (C/Ps) identifying the name and position of the Project manager</p> <p>(2) office space and facilities necessary for Japanese experts</p> <p>(3) the expenses for the activities</p> <p>1) Salaries and other allowances for government officials</p> <p>2) Expenses for utility such as electricity, water supply, and gas fuel.</p>		<p>Pre-conditions</p> <p>The public company of waste management in Prizren will agree to take part in the project.</p>
<p>3-1 To implement pilot projects and do monitoring of their progress 3-2 To development final draft SWM plan based on the results of pilot projects 3-3 To hold series of seminars to share the lessons learned through development of SWM plan with the other municipalities.</p>			
<p>4-1 To prepare activity plan for raising community awareness on environment 4-2 To prepare community awareness program, 4-3 To implement improvement of community based awareness 4-4 To implement environmental education for pupils 4-5 To plan awareness raising event for national level</p>			
<p>5-1 To carry out monitoring of landfill volume and water quality 5-2 To improve equipment management and maintenance</p>			

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Appendix 3: Plan of Operation (ver.1)

Plan of Operation for the Project for Enhancement of the Capacity for Waste management toward Sound Material-Cycle Society

Name of Project: The Project for Enhancement of Capacity for Waste Management toward Sound Material-Cycle Society	2011												2012												2013												2014											
	1st Year [A]												2nd Year [B]												3rd Year [C]																							
	Year	2011			2012			2013			2014			2015			2016			2017			2018			2019			2020																			
Months	8	9	10	11	12	1	2	3	4	5	6	7	8	9	10	11	12	1	2	3	4	5	6	7	8	9	10	11	12	1	2	3	4	5	6	7	8	9										
Terms of Cooperation: Three years and two months	Project term																																															
Project Area: Prizren municipal jurisdiction	JOC																																															
Target Group: Ministry of Environment and Spatial Planning (MESP), Prizren municipality, and Ekoregions	Evaluation																																															
Output and Activities																																																
Output 1: The current situation and problems on SWM in Prizren municipality is analyzed.																																																
1-1 To Acquire baseline	[Gantt chart showing activity from Oct 2011 to Feb 2012]																																															
1-1-1 To observe the current waste management administration	[Gantt chart showing activity from Oct 2011 to Feb 2012]																																															
1-1-2 To implement baseline surveys	[Gantt chart showing activity from Oct 2011 to Feb 2012]																																															
1-2 To clarify waste flow	[Gantt chart showing activity from Feb 2012 to Apr 2012]																																															
1-3 To identify issues through waste flow	[Gantt chart showing activity from Apr 2012 to May 2012]																																															
Output 2: The draft SWM Plan and pilot project activities in Prizren are prepared.																																																
2-1 To develop framework of draft SWM plan	[Gantt chart showing activity from May 2012 to Jun 2012]																																															
2-2 To develop the draft SWM plan	[Gantt chart showing activity from Jun 2012 to Jul 2012]																																															
2-3 To plan the pilot project	[Gantt chart showing activity from Jun 2012 to Jul 2012]																																															
2-4 To select the pilot project sites	[Gantt chart showing activity from Jul 2012 to Aug 2012]																																															
2-5 To prepare the pilot project plan	[Gantt chart showing activity from Aug 2012 to Sep 2012]																																															
Output 3: The feasibility of SWM plan is confirmed.																																																
3-1 To implement pilot projects and do monitoring of their progress	[Gantt chart showing activity from Sep 2012 to Dec 2013]																																															
3-2 To development final draft SWM plan based on the results of pilot projects	[Gantt chart showing activity from Dec 2013 to Jan 2014]																																															
3-3 To hold series of seminars to share the lessons learned through development of SWM plan with the other municipalities.	[Gantt chart showing activity from Dec 2013 to Jan 2014]																																															
Output 4: Public awareness in SWM is improved in Prizren.																																																
4-1 To prepare activity plan for raising community awareness on environment	[Gantt chart showing activity from May 2012 to Jun 2012]																																															
4-2 To prepare community awareness program	[Gantt chart showing activity from Jun 2012 to Jul 2012]																																															
4-3 To implement improvement of community based awareness	[Gantt chart showing activity from Jun 2012 to Dec 2013]																																															
4-4 To implement environmental education for pupils	[Gantt chart showing activity from Jun 2012 to Dec 2013]																																															
4-5 To plan awareness raising event for national level	[Gantt chart showing activity from Jun 2012 to Dec 2013]																																															
Other activities																																																
5-1 To carry out monitoring of landfill volume and water quality	[Gantt chart showing activity from May 2012 to Dec 2013]																																															
5-2 To improve equipment management and maintenance	[Gantt chart showing activity from Jun 2012 to Dec 2013]																																															

Handwritten signatures and initials: A.C., M.M., and other illegible marks.

Legend: [Grey bar] Original Work Plan, [Black bar] Work completed, [Hatched bar] Works conducted in the second half of the First Year

Japan International Cooperation Agency (JICA)
The Republic of Kosovo

The Project for enhancement of capacity
For Waste Management toward sound
Material-Cycle Society
IN
THE REPUBLIC OF KOSOVO

PROGRESS REPORT

No. 2

(Main Report)

June 2012

JICA Expert team
(Kokusai Kogyo Co., Ltd.)

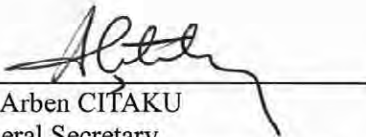
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W.M.
A.G.
AA *Q*

5.4 第4回会議議事録

MINUTES OF MEETING
FOR
THE FOURTH JOINT COORDINATING COMMITTEE
ON
THE PROJECT FOR ENHANCEMENT OF CAPACITY
FOR
WASTE MANAGEMENT
TOWARD
SOUND MATERIAL-CYCLE SOCIETY

Prizren, 28 June, 2013



Mr. Arben CITAKU
General Secretary
Ministry of Environment and Spatial
Planning



Mr. Junji ANAI
Chief Advisor,
JICA Expert Team,
Kokusai Kogyo Co., Ltd.

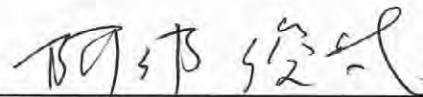


Mr. Muhamet MALSIU
Project Director
Director of Environment Department,
Ministry of Environment and Spatial Planning



Mr. Hasan HASANI
Project Manager
Director of Public Services,
Municipality of Prizren

Witnessed by:



Mr. Toshiya ABE
Resident Representative,
Japan International Cooperation Agency
(JICA)
Balkan Office

Fourth Joint Coordinating Committee on the Project
28 June 2013, Office of Municipality of Prizren

1. Meeting started at 10:00 a.m.
2. Attendants list of the meeting are given in Appendix 1

Mr. Arben ÇITAKU, General Secretary of the Ministry of Environment and Spatial Planning (hereinafter, MESP), opened the fourth Joint Coordinating Committee (hereinafter, JCC) meeting by welcoming all of the participants and made an opening speech.

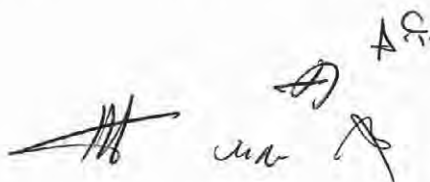
Successively, all attendees introduced themselves.

3. Agreement and confirmation

The Chief Advisor, Mr. Junji Anai, JICA Expert Team (hereinafter, JET), briefed the progress report (4) (hereinafter, PR/R-4). All the attendees were in agreement on and confirmed the following items:

(1) Progress in the latter half of the 2nd year of the Project

- The entire pilot projects were carried out as planned, and it has been verified that change of collection routes and service frequency could improve the efficiency of waste collection and bell collection system was effective.
- Meanwhile, all attendees recognized that public cooperation was indispensable to improve collection efficiency and eliminate non-serviced area, also acknowledged the importance of public awareness raising by MoP.
- Waste collection service has been expanded to the non-serviced area and the number of citizens who could receive the service became 97.5% of total population as of June 2013. Improving the quality of service is expected in the next phase.
- Since the capacity of Ekoregjioni is still limited to the activities in the pilot project sites, further continuous support of JET on technical and institutional aspects to improve the quality of the service to be provided in the whole service area is necessary.



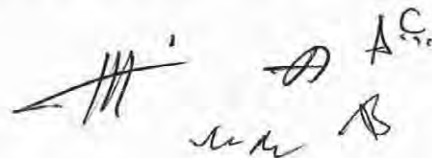
- As a reform of institutional arrangement of MoP is halfway to establish waste management system conforming to the waste law, the support of JET in this field is still required.
- The city is planning to entrust waste collection services to the service providers, however, it has been verified through implementation of the pilot projects that dissemination of discharge rule and its full implementation is essential to realize a proper waste collection system. Therefore, in order to disseminate waste discharge rule for all citizens, the support of JET in this field is still required.

(2) Amendment of Project Design Matrix (hereinafter, PDM)

- JET proposed to amend the PDM₁ based on the results of the progress report.
 1. Additional activities
 - To support operational improvement of waste collection for Ekoregjioni
 - To support institutional arrangement of MoP
 - To support dissemination of discharge rule to the entire municipal area
 2. Additional expert
 - Expert in charge of waste collection planning to support operational improvement for Ekoregjioni.
- All attendees acknowledged that these would be necessary to achieve the expected outputs of the Project, and agreed to this proposal as PMD₂.

(3) Plan of Operation (PO) of the 3rd year Project

- JET presented PO for the third year of the Project including the proposed additional activities as above mentioned.
- JET requested MESP to secure the working space in MESP's office for JET, and MoP and Ekoregjioni to secure the budget and human resources necessary to implement the activities.
- All attendees agreed to this PO (ver.3) for the third year of the Project.

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- The counterparts agreed with the request of JET for implementation of the activities.

4. Further discussion

Regarding the conclusions confirmed between Kosovo side and JICA Consultative Mission on the 13th of February 2013, the following were discussed.

- The national policy is not to increase the officials until the end of 2014. Although, MoP does not have any plans to employ new personnel in accordance with this policy, it will strive to strengthen the human resources of the waste management section.
- MESP intends to develop a concrete plan to share the experiences obtained through implementation of the Project to the other municipalities with the support of JET in the 3rd year.

5. Conclusion

Chairperson, Mr. Arben CITAKU concluded the fourth JCC meeting as:


- JCC approved the fourth Progress Report attached.
- JCC accepted the proposal for additional activities and an additional expert for the third year of the Project, and agreed JET would convey this conclusion to JICA headquarters.

6. Closing of the meeting

Mrs. Kanako TERUI, project formulation advisor of JICA Kosovo office, made a closing speech from three points of views.

(1) Recognition of current situation

Mrs. TERUI thanked the counterparts for their efforts in relation to this Project, and presented JICA had understood that the capacity for waste management of Prizren was improved steadily with public cooperation. Mrs. TERUI also expressed JICA's expectation that the counterparts would disseminate the knowledge obtained through the Project to other municipalities.

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(2) Direction of the Project

JICA will continue the cooperation for this Project which is to be an advanced model of proper waste management. JICA would like to share the knowledge obtained through this Project with neighboring countries.

(3) Request to the Kosovo side

Mrs. TERUI said that JICA would be watching the course of problems on the final disposal site, and JICA was also expecting the central government would find concrete solutions for this issue and would improve the current situation.

Meeting closed at 12:00 a.m.

Appendix 1: List of Attendants

Appendix 2: Project Design Matrix (ver.2)

Appendix 3: Plan of Operation (ver.3)

Appendix 4: Work Flow Chart

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Handwritten signatures and initials
A.C.
Handwritten initials

Appendix 1: List of Attendants

Ministry of Environment and Spatial Planning

Mr. Arben CITAKU	Secretary General,
Mrs. Nezakete HAKAJ	Head of Environmental Protection Division, MESP
Mr. Enver TAHIRI	Head of Division for chemical and Waste Administration

Municipality of Prizren

Mr. Hasan HASANI	Director, Public Services
Mr. Muhamet BAJRAMI	Chief of Waste Management Section
Mr. Ramadan TAFALLARI	Environment Coordinator
Mrs. Laura SUKA	Technical Staff
Mr. Galip BELALLARI	Professional partner for Environment/Public Education, Environmental Inspector,
Mr. Bajram BERISHA	
Mrs. Lendita TAHIRI	Waste Management Section

Ekoregjioni Public Company

Mr. Nehat BASHA	Managing Director
Mr. Shaban VESELI	Operation Manager

Pastrimi Public Company

Mr. Feim SALIHU	Chief Executive of Pastrimi
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Embassy of Japan

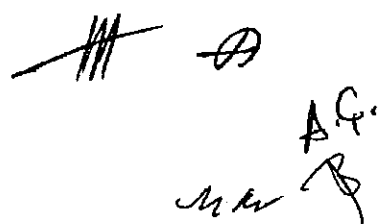
Mr. Eiichi ITO	First Secretary
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JICA Expert Team (JET)

Mr. Junji ANAI	Chief Advisor
Mr. Hiroshi FUJITA	Deputy Chief Advisor
Mr. Hideo SATO	Final Disposal Plan
Mr. Nehat BOJAXHIU	Local assistant of JET
Ms. Ines DEMIRI	Local assistant of JET

JICA Balkan Office

Ms. Kanako TERUI	ODA Advisor/JICA Expert
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Appendix 2: Project Design Matrix (ver.2)

Proposed Project Design Matrix (PDM₂)

Project Name: The Project for Enhancement of the Capacity for Solid Waste Management toward sound Material-Cycle Society

Duration of the Project: 3 years (tentatively Sep. 2011 – Aug. 2014)

Target group: Ministry of Environment and Spatial Planning (MESP), Municipality of the Prizren

Target Area: Prizren Municipality

Version 2: 28 June 2013

Narrative Summary	Objectively Verifiable Indicators	Means of Verification	Important Assumptions
Overall Goal			
The capacity for solid waste management of municipality level in Kosovo will be enhanced, and thus the waste management issue in Kosovo will be improved.	<ul style="list-style-type: none"> Local government develops SWM plan increases. 	<ul style="list-style-type: none"> SWM plan of the other municipality 	<ul style="list-style-type: none">
Project Purpose			
The capacity of solid waste management in Prizren municipality will be strengthened.	<ul style="list-style-type: none"> Staff of waste management performs according to the SWM Plan. Complaints concerning with solid waste from the citizens decrease. 	<ul style="list-style-type: none"> Project progress report Record of complaints brought from the citizens 	The political trend of decentralization in Kosovo won't change.
Outputs			
1. The current situation and problems on solid waste management in Prizren municipality is analysed.	<ul style="list-style-type: none"> The current situation and problem on solid waste management is summarized in the report. 	<ul style="list-style-type: none"> Report of baseline surveys 	
2. The draft solid waste management plan and pilot activities in Prizren municipality are prepared	<ul style="list-style-type: none"> Long and mid-term target on solid waste management for the municipality of Prizren is set. Strategy, implementation plan and financial plan to achieve the target are developed. Pilot activity plan is materialized. 	<ul style="list-style-type: none"> Draft Solid Waste Management Plan Pilot Project Plan 	
3. The feasibility of solid waste management plan is confirmed.	<ul style="list-style-type: none"> Feasibility of the waste collection system proposed in the solid waste management plan is verified technically. Feasibility of the waste collection system proposed in the solid waste management plan is verified financially. 	<ul style="list-style-type: none"> Progress report <ul style="list-style-type: none"> Technical evaluation of the pilot project Financial evaluation of the pilot project 	
4. Public awareness in solid waste management is improved in Prizren	<ul style="list-style-type: none"> Waste amount taken away from the illegal dump reduces. Waste discharge rule is disseminated and waste collection activity is carried out efficiently. 	<ul style="list-style-type: none"> Record of waste amount of illegal dump removal carried out by Ekoregioni Report of Time and Motion survey 	

Activities	Inputs	External conditions
1-1 To Acquire baseline 1-1-1 To observe the current waste management administration 1-1-2 To implement baseline surveys 1-2 To clarify waste flow 1-3 To identify issues through waste flow	1. Japanese side (1) Dispatch of the Expert on the following expertise - Solid waste management / leader - Planning of waste collection and transportation / Deputy leader - analysis of quantity and quality of waste - planning of landfill site - environmental education/enlightening for residents - Equipment maintenance and operation - Planning of waste collection 2 (2) local consultants (including translator) (3) expenses of the related activities for the Project (4) counterpart training in Japan (5) equipment for the related activities for the Project Kosovo Side (1) assignment of counterparts personnel (C/Ps) identifying the name and position of the Project manager (2) office space and facilities necessary for Japanese experts (3) the expenses for the activities 1) Salaries and other allowances for government officials 2) Expenses for utility such as electricity, water supply, and gas fuel.	The waste management service currently provided by state-owned company or municipality will not be privatized during the project is in operation.
2-1 To develop framework of draft SWM plan 2-2 To develop the draft SWM plan 2-3 To plan the pilot project 2-4 To select the pilot project sites 2-5 To prepare the pilot project plan		Pre-conditions
3-1 To implement pilot projects and do monitoring of their progress 3-2 To development final draft SWM plan based on the results of pilot projects 3-3 To hold series of seminars to share the lessons learned through development of SWM plan with the other municipalities. 3-4 To support institutional arrangement of MOP 3-5 To support operational improvement of waste collection for Ekoregjioni PC		The public company of waste management in Prizren will agree to take part in the project.
4-1 To prepare activity plan for raising community awareness on environment 4-2 To prepare community awareness program, 4-3 To implement improvement of community based awareness 4-4 To implement environmental education for pupils 4-5 To plan awareness raising event for national level 4-6 To support dissemination of discharge rule to the entire municipal area		
5-1 To carry out monitoring of landfill volume and water quality 5-2 To improve equipment management and maintenance		

Note: Characters that enclosed in a box are proposed amendments.

Appendix 3: Plan of Operation (ver.3)

Plan of Operation for the Project for Enhancement of the Capacity for Waste management toward Sound Material-Cycle Society
Version 3: 25 June 2013

Name of Project: The Project for Enhancement of Capacity for Waste Management toward Sound Material-Cycle Society	JFY	2011												2012												2013												2014											
		1st Year (A)												2nd Year (B)												3rd Year (C)												4th Year (D)											
Year	Month	8	9	10	11	12	1	2	3	4	5	6	7	8	9	10	11	12	1	2	3	4	5	6	7	8	9	10	11	12	1	2	3	4	5	6	7	8	9										
Terms of Cooperation: Three years and six months	Project term	[Bar chart showing project term from 2011.8 to 2014.6]																																															
Project Area: Pitzen municipal jurisdiction	JQJ	[Bar chart showing project area from 2011.8 to 2014.6]																																															
Target Group: Ministry of Environment and Spatial Planning (MESP), Pitzen municipality, and Biorregion	Evaluation	[Bar chart showing target group from 2011.8 to 2014.6]																																															
Output 1: The current situation and problems on SWM in Pitzen municipality is analyzed.																																																	
1-1 To Acquire baseline																																																	
1-1-1 To observe the current waste management administration																																																	
1-1-2 To implement baseline surveys																																																	
1-2 To clarify waste flow																																																	
1-3 To identify issues through waste flow																																																	
Output 2: The draft SWM Plan and pilot project activities in Pitzen are prepared.																																																	
2-1 To develop framework of draft SWM plan																																																	
2-2 To develop the draft SWM plan																																																	
2-3 To plan the pilot project																																																	
2-4 To select the pilot project sites																																																	
2-5 To prepare the pilot project plan																																																	
Output 3: The feasibility of SWM plan is confirmed.																																																	
3-1 To implement pilot projects and do monitoring of their progress																																																	
3-2 To development final draft SWM plan based on the results of pilot projects																																																	
3-3 To hold series of seminars to share the lessons learned through development of SWM plan with the other municipalities.																																																	
3-4 To support institutional arrangement of MBP																																																	
3-5 To support operational improvements on waste collection of Biorregion																																																	
Output 4: Public awareness in SWM is improved in Pitzen.																																																	
4-1 To prepare activity plan for raising community awareness on environment.																																																	
4-2 To prepare community awareness program.																																																	
4-3 To implement improvement of community based awareness																																																	
4-4 To implement environmental education for people																																																	
4-5 To plan awareness raising event for national level																																																	
4-6 To support dissemination of discharge rule to entire municipal area																																																	
Other activities																																																	
5-1 To carry out monitoring of landfill volume and water quality																																																	
5-2 To improve equipment management and maintenance																																																	

Original Work Plan Work completed Works conducted in this period

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5.5 第5回会議議事録

MINUTES OF MEETING
FOR
THE FIFTH JOINT COORDINATING COMMITTEE
ON
THE PROJECT FOR ENHANCEMENT OF CAPACITY
FOR
WASTE MANAGEMENT
TOWARD
SOUND MATERIAL-CYCLE SOCIETY

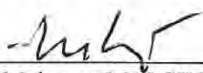
Pristina, 21 October, 2013



Mr. Arben CITAKU
General Secretary
Ministry of Environment and Spatial
Planning



Mr. Junji ANAI
Chief Advisor,
JICA Expert Team,
Kokusai Kogyo Co., Ltd.



Mr. Muhamet MAI.SIJ
Project Director
Director of Environment Department,
Ministry of Environment and Spatial Planning



Mr. Hasan HASANI
Project Manager
Director of Public Services,
Municipality of Prizren

Witnessed by:



Mr. Ryuichi ITO
Assistant Resident Representative,
Japan International Cooperation Agency
(JICA)
Balkan Office

Fifth Joint Coordinating Committee on the Project

21 October 2013, Office of Ministry of Environment and Spatial Planning

1. Meeting started at 14:00 p.m.
2. Attendants list of the meeting is given in Appendix 1

The chairman, Mr. Arben ÇITAKU, General Secretary of the Ministry of Environment and Spatial Planning (hereinafter, MESP), asked the attendees to regard this meeting which has been held irregularly at a request of JICA Expert Team (hereinafter, JET) as the fifth JCC meeting because the subject, amendment of Project Design Matrix (hereinafter, PDM), was important for operation of the Project. All attendees agreed to regard this meeting as the fifth JCC meeting.

Then the chairman opened the fifth JCC meeting.

3. Agreement and confirmation

Mr. Junji ANAI, chief advisor of the Project, explained necessity to amend the PDM, meaning of strengthening the capacity of solid waste management (hereinafter, SWM), and indicators proposed to confirm the achievement of project purpose and outputs, while interweaving description of progress.

All the attendees confirmed the amended parts which were printed in red of the PDM₃ and agreed proposed amendments.

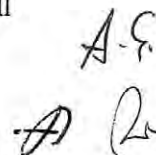
4. Conclusion

Chairman, Mr. Arben ÇITAKU concluded that JCC approved the PDM₃ attached in Appendix 2.

5. Closing of the meeting

Mr. Ryuich ITO, assistant resident representative of JICA Balkan Office, made a closing speech from the four points of views.

- Since activities to be conducted became clearer by this amendment of PDM, further challenging for strengthening capacity of the SWM would be expected toward the end of the Project.
- Dissemination of the experience and knowledge obtained through the Project to the other municipalities was important issue to tackle the achievement of overall



goal under leadership of MESP.

- Human resources and fund were indispensable for sustainable development of the Project, therefore, MESP would be requested to support municipality continuously, under its leadership.
- Since the problem on final disposal has not been solved yet, MESP was requested to make effort to solve this issue continuously.

Meeting closed at 15:30 p.m.

Appendix 1: List of Attendants

Appendix 2: Project Design Matrix (ver.3)

[Handwritten signatures and initials]
A.C.
A
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Appendix 1: List of Attendants

Ministry of Environment and Spatial Planning

Mr. Arben CITAKU	Secretary General,
Mr. Muhamet MALSIU	Director, Environment Department, MESP
Mrs. Nezakete HAKAJ	Head of Environmental Protection Division, MESP
Mr. Enver TAHIRI	Head of Division for chemical and Waste Administration

Municipality of Prizren

Mr. Hasan HASANI	Director, Public Services
Mr. Muhamet BAJRAMI	Chief of Waste Management Section

Ekoregjioni Public Company

Mr. Nehat BASHA	Managing Director
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JICA Expert Team (JET)

Mr. Junji ANAI	Chief Advisor
Mr. Hiroshi FUJITA	Deputy Chief Advisor

JICA Balkan Office

Mr. Ryuichi ITO	Assistant Resident Representative, JICA Balkan Office
Mrs. Kanako TERUI	ODA Advisor/JICA Expert

A.F.
SM *SM* *R*

5.6 第6回会議議事録

MINUTES OF MEETING
FOR
THE SIXTH JOINT COORDINATING COMMITTEE
ON
THE PROJECT FOR ENHANCEMENT OF CAPACITY
FOR
WASTE MANAGEMENT
TOWARD
SOUND MATERIAL-CYCLE SOCIETY


Pristina, 20 February, 2014



Mr. Arben CITAKU
General Secretary
Ministry of Environment and Spatial
Planning



Mr. Junji ANAI
Chief Advisor,
JICA Expert Team,
Kokusai Kogyo Co., Ltd.



Mr. Muhamet MALSIU
Project Director
Director of Environment Department,
Ministry of Environment and Spatial Planning



Mr. Hasan HASANI
Project Manager
Director of Public Services,
Municipality of Prizren

Witnessed by:



Mr. Ryuichi ITO
Assistant Resident Representative,
Japan International Cooperation Agency
(JICA)
Balkan Office

Sixth Joint Coordinating Committee on the Project
20th February 2014, Office of Ministry of Environment and Spatial Planning

1. Meeting started at 14:00 p.m.
2. Attendants list of the meeting is given in Appendix 1
3. Opening of the meeting

Mr. Muhamet MALSIU, Director of Environment Department, the Ministry of Environment and Spatial Planning (hereinafter, MESP), opened the Sixth Joint Coordinating Committee (hereinafter, JCC) meeting by welcoming all of the participants and made an opening speech.

Successively, all attendees introduced themselves.

4. Agreement and confirmation

(1) Progress in the first half of the third year of the Project

The Chief Advisor, Mr. Junji Anai, JICA Expert Team (hereinafter, JET), briefed the progress report (5) (hereinafter, PR/R-5). All the attendees acknowledged that the project had been performed as scheduled, and confirmed the following activities to be done in the second half of third year of the Project.

- Pilot project of bulky waste collection in spring will be carried out in late April or in early May 2014.
- Two seminars on solid waste management master plan will be held in June and July respectively, aiming to disseminate experiences and knowledge obtained through implementation of the Project.
- Activities for public awareness raising, the effectiveness of which had been confirmed, would be introduced in the abovementioned seminar.

(2) Terminal Evaluation Report

The Joint Terminal Evaluation Team (hereinafter, the Team), headed by Mr. Ichiro ADACHI, presented the results of the Terminal Evaluation Report (attached as Appendix 2) to the JCC members. The JCC members approved its contents.

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5. Further discussions

Regarding the Terminal Evaluation Report that was confirmed between the Kosovo side and JICA, the following were discussed.

- The chief of waste management section of MOP distributed the proposed PDM₄ to the attendees, and requested JICA to extend the period of the Project until achievement of the project purpose could be confirmed.
- The Team answered that they would convey this request to JICA HQ.

6. Conclusion

Chairperson, Mr. Arben CITAKU concluded the fourth JCC meeting, confirming that:

- JCC approved the sixth Progress Report.
- JCC acknowledged the minutes of meeting of the Terminal Evaluation Report had been signed by representatives of the Joint Terminal Evaluation Team.
- JCC supports the request for extension of the Project proposed by MOP.

7. Closing of the meeting

Mr. Ryuichi ITO, Deputy Resident Representative of JICA Balkan Office, expressed his expectation as follows:

- The waste management section will be soon established as one of official entity in the municipality in accordance with Solid Waste Management Plan and municipal regulation on waste management.
- MOP will perform the municipality's commitment to work with citizens for improving the environment from now on, and become a model of participatory SWM.
- MESP will have a strong leadership to achieve the goal we jointly set.

And Mr. Ito proposed to accelerate improving the situation of landfill sites which the Kosovo government's ongoing by introducing PPP.

Meeting closed at 16:00 p.m.

Handwritten signatures and initials, including "A.G.", "A", and "Ds".

- Appendix 1: List of Attendants
- Appendix 2: Terminal Evaluation Report
- Appendix 3: Proposed Project Design Matrix (Draft PDM₄)

AG.
A
M
su
Qu

Appendix 1: List of Attendants

Ministry of Environment and Spatial Planning

Mr. Arben CITAKU Secretary General,
Mr. Muhamet MALSIU Director,
Environment Department, MESP
Mrs. Nezakete HAKAJ Head of Environmental Protection
Division, MESP
Mr. Enver TAHIRI Head of Division for chemical and
Waste Administration

Municipality of Prizren

Mr. Hasan HASANI Director, Public Services
Mr. Muhamet BAJRAMI Chief of Waste Management Section

Ekoregjioni Regional Waste Company

Mr. Nehat BASHA Managing Director

JICA Expert Team (JET)

Mr. Junji ANAI Chief Advisor
Mr. Hiroshi FUJITA Deputy Chief Advisor
Mr. Nehat BOJAXHIU Local assistant of JET

JICA Head Quarter

Mr. Ichiro ADACHI Director of Terminal Evaluation Team,
Head of Environmental Management
Division 2, Global Environment
Department, JICA
Mr. Ryohei ANZAI Environmental Management Division
2, Global Environment Department,
JICA
Mr. Makoto TANAKA Member of Terminal Evaluation Team

JICA Balkan Office

Mr. Ryuichi ITO Assistant Resident Representative,
JICA Balkan Office
Ms. Kanako TERUI ODA Advisor/JICA Expert

Ministry of European integration

Ms. Adea GASHI Representative of MoEI (JICA project)

Pastrimi Regional Waste Company

Ms. Arbrora ADEMI Secretary of Executive director

PAMKOS

Ms. Lirijana DEMAJ Administrative assistant

AA AG.
raku J

Appendix 2: Terminal Evaluation Report

A J.C.
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Appendix 1: Proposed PDM₄

Proposed Project Design Matrix (PDM₄)

Project Name: The Project for Enhancement of the Capacity for Solid Waste Management toward sound Material-Cycle Society
 Duration of the Project: 4 years (tentatively Sep. 2011 – Aug. 2015)
 Target group: Ministry of Environment and Spatial Planning (MESP), Municipality of the Prizren
 Target Area: Prizren Municipality
 Version 4: 20 February 2014

Narrative Summary	Objectively Verifiable Indicators	Means of Verification	Important Assumptions
Overall Goal			
The capacity for solid waste management of municipality level in Kosovo will be enhanced, and thus the waste management issue in Kosovo will be improved.	• Local governments that develop SWM plans increases.	• SWM plans of other municipalities • Action plan prepared by MESP	•
Project Purpose			
The capacity of solid waste management in Prizren municipality will be strengthened.	• Municipality of Prizren becomes able to secure funding to sustainably implement the five-year Solid Waste Management Plan by the end of the Project. • Dissemination of experience and knowledge obtained in the project to other local governments is ready by the end of the project.	• Budgetary plan of municipality of Prizren • Dissemination plan of experience and knowledge obtained through the Project	The political trend of decentralization in Kosovo won't change.
Outputs			
1. The current situation and problems on solid waste management in Prizren municipality is analyzed.	• The current situation and problems on solid waste management is summarized in the report.	• Progress report (1), (2) • Draft master plan on Solid Waste Management for Municipality of Prizren	
2. The draft solid waste management plan and pilot activities in Prizren municipality are prepared	• Draft master plan on solid waste management for Municipality of Prizren is developed in accordance with the waste law. • Draft five-year solid waste management plan for municipality of Prizren is submitted to the municipal assembly. • Draft municipal regulation on solid waste management is submitted to the municipal assembly. • Plan of pilot projects is prepared.	• Draft master plan on SWM • Draft Five-year SWM plan/ Public notice on municipal assembly meeting concerned with Five-year SEM plan • Draft municipal regulation on solid waste management/ Public notice on municipal regulation on waste management (incl. establishment of waste management section, introduction of waste tax) • Plan of pilot projects	

7

A.C.

<p>3-1 To implement pilot projects and do monitoring of their progress 3-1-1 To improve the current waste collection system 3-1-2 To introduce a bell collection system 3-1-3 To expand waste collection services (together with introduction of home composters) 3-1-4 To improve community awareness 3-1-5 To give school students environmental education 3-1-6 To introduce bulky waste collection 3-1-7 To conduct experimental separate collection of recyclables 3-2 To develop a final draft SWM plan based on the results of pilot projects 3-3 To hold series of seminars to share the lessons learned through development of SWM plan with the other municipalities. 3-4 To support the Municipality of Prizren in undertaking institutional and policy reforms 3-5 To give guidance for operational improvement of waste collection for Ekoregioni RC 3-6 To support MESP to prepare dissemination plan of experience and knowledge obtained through the Project</p>	<p>- Waste collection plan 2 - Institutional management 2 (2) Local consultants (including translator) (3) Expenses of the related activities for the Project (4) counterpart training in Japan (5) equipment for the related activities for the Project</p> <p>Kosovo Side (1) assignment of counterparts personnel (C/Ps) identifying the name and position of the Project manager (2) office space and facilities necessary for Japanese experts (3) the expenses for the activities 1) Salaries and other allowances for government officials 2) Expenses for utility such as electricity, water supply, and gas fuel.</p>	
<p>4-1 To prepare activity plan for raising community awareness on environment 4-2 To prepare community awareness program 4-3 To improve community awareness using home composters as a tool 4-4 To give school students environmental education 4-5 To plan awareness raising event for national level 4-6 To support dissemination of waste discharge rule in the whole municipal area</p>		<p>Pre-conditions The public company of waste management in Prizren will agree to take part in the project.</p>
<p>5-1 Support for institutional and regulatory reform (1) To raise the rate of collection of waste tax (2) To discuss the coordination between outsourcing waste collection and related laws and regulations (3) To prepare the procedures to outsource waste collection (4) To monitor the collection of waste taxes and financial processes concerning SWM (5) To report the budget and results in SWM (6) To clarify the details of demand of budget in SWM 5-2 Public awareness raising (1) To implement activities to make the public aware of paying waste tax</p>		
<p>6-1 To carry out monitoring of landfill volume and water quality 6-2 To improve equipment management and maintenance</p>		

5.7 第7回会議議事録

MINUTES OF MEETING
FOR
THE SEVENTH JOINT COORDINATING COMMITTEE
ON
THE PROJECT FOR ENHANCEMENT OF CAPACITY
FOR
WASTE MANAGEMENT
TOWARD
SOUND MATERIAL-CYCLE SOCIETY

Prizren, 24 July 2014



Mr. Arben CİTAKU
General Secretary
Ministry of Environment and Spatial
Planning



Mr. Junji ANAI
Chief Advisor,
JICA Expert Team,
Kokusai Kogyo Co., Ltd.



Mr. Muhamet MALSIU
Project Director
Director of Environment Department,
Ministry of Environment and Spatial Planning



Mr. Hasan HASANI
Project Manager
Director of Public Services,
Municipality of Prizren

Witnessed by:



for

Mr. Toshiya ABE
Resident Representative,
Japan International Cooperation Agency
(JICA)
Balkan Office

Seventh Joint Coordinating Committee on the Project
24 July 2014, Conference room of Municipality of Prizren

1. Meeting started at 10:00 a.m.
2. Attendants list of the meeting are given in Appendix 1

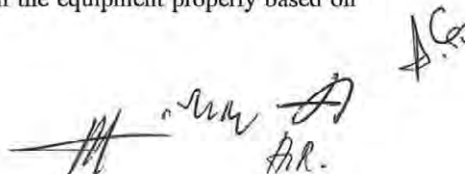
Mr. Arben ÇITAKU, General Secretary of the Ministry of Environment and Spatial Planning (hereinafter, MESP), opened the seventh Joint Coordinating Committee (hereinafter, JCC) meeting by welcoming all of the participants and made an opening speech.

3. Agreement and confirmation

The Chief Advisor, Mr. Junji ANAI, JICA Expert Team (hereinafter, JET), briefed the progress of the Project. Thereafter, Mr. Muhamet BAJRAMI, who is the chief of the Waste Management Section of MOP, explained the work progress of the municipality of Prizren and Mr. Besnik KRASINIQI, who is the chief of operation unit of Ekoregjioni RWC, summarized the progress of Ekoregjioni's activities. All the attendees acknowledged and confirmed the following items:

(1) Progress in the second half of the 3rd year of the Project

- Expected outputs were almost achieved but the followings issues would be completed by reflecting the lessons to be obtained through commencement of the new waste management system.
 - Second SWM plan (2014 – 2023) will be completed by the end of February 2015.
 - Institutional arrangement of MOP will be completed through implementation of the new SWM system.
 - Dissemination plan of experience and knowledge obtained through the Project, which will be prepared by MESP, will be prepared by the end of February 2015.
 - The plan of awareness raising event will be presented in the seminar on SWM for the municipalities of the whole country.
- Staff of MOP will continue to monitor the water quality in the area surrounding of the disposal site and the landfill volume.
- Ekoregjioni RWC became able to maintain the equipment properly based on



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the training and know-how obtained through the Project.

(2) Extension of the Project

- Mr. CITAKU informed the attendees that JICA and Kosovar side would have a meeting for extension of the Project period shortly.
- In succession, Mr. ANAI explained the plan of operation (PO) for the third year phase two of the Project. Mr. ANAI also advised that the PO might be modified according to the results of discussions held between JICA and Kosovar side shortly.
- All attendees acknowledged that the PO presented was tentative.

4. Conclusion

Chairperson, Mr. CITAKU concluded the sixth JCC meeting as follows:

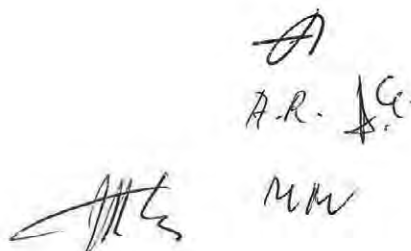
- JCC approved the sixth Progress Report attached.
- JCC approved tentatively the plan of operation proposed for the third year phase two of the Project by JET.

5. Closing of the meeting

Mr. Hasan HASANI, project manager of the Project, expressed his gratefulness to JICA for extension of the Project period. He expressed his commitment to working hard to ensure the success of this project because it is the first challenge for Kosovo to comply with the Waste Law.

Appendix 1: List of Attendants

Appendix 2: Progress Report 6

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Appendix 1: List of Attendants

Ministry of Environment and Spatial Planning

Mr. Arben CITAKU	Secretary General,
Mr. Muhamet MALSIU	Director,
Mrs. Nezakete HAKAJ	Environment Department, MESP
Mr. Enver TAHIRI	Head of Environmental Protection Division, MESP
	Head of Division for chemical and Waste Administration

Municipality of Prizren

Mr. Hasan HASANI	Director, Public Services
Mr. Muhamet BAJRAMI	Chief of Waste Management Section
Mr. Nezir REXHEPI	Waste Management Section
Mrs. Laura SUKA	Waste Management Section
Mr. Ramadan TAFALLARI	Chief of Environmental Protection Section

Ekoregjioni Public Company

Mr. Nehat BASHA	Managing Director
Mr. Besnik KRASINIQI	Chief of Operation unit
Mr. Rizan PONIK	Staff of Operation unit

JICA Expert Team (JET)

Mr. Junji ANAI	Chief Advisor
Mr. Hiroshi FUJITA	Deputy Chief Advisor
Mr. Nehat BOJAXHIU	Chief Local Assistant of JET
Mrs. Nilifer CAPARI	Local Assistant (Translator)

JICA Balkan Office

Mrs. Arberore RIZA	Technical coordinator, JICA Kosovo Office
--------------------	--

Appendix 2: Progress Report (6)

Japan International Cooperation Agency (JICA)
The Republic of Kosovo

The Project for enhancement of capacity
for Waste Management toward sound
Material-Cycle Society
IN
THE REPUBLIC OF KOSOVO

PROGRESS REPORT

No. 6

(Main Report)

July 2014

JICA Expert team
(Kokusai Kogyo Co., Ltd.)

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P.R.
A.C.
M.W.
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5.8 第8回会議議事録

MINUTES OF MEETING
FOR
THE EIGHTH JOINT COORDINATING COMMITTEE
ON
THE PROJECT FOR ENHANCEMENT OF CAPACITY
FOR
WASTE MANAGEMENT
TOWARD
SOUND MATERIAL-CYCLE SOCIETY

Prizren, 17 March 2015




Mr. Arben CITAKU
Permanent Secretary
Ministry of Environment and Spatial
Planning



Mr. Junji ANAI
Chief Advisor,
JICA Expert Team,
Kokusai Kogyo Co., Ltd.



Mr. Muhamet MALSIU
Project Director
Director of Environment Department,
Ministry of Environment and Spatial Planning



Mr. Hasan HASANI
Project Manager
Director of Public Services,
Municipality of Prizren

Witnessed by:



Mr. Toshiya ABE
Resident Representative,
Japan International Cooperation Agency
(JICA)
Balkan Office

Eighth Joint Coordinating Committee on the Project

17 March 2015, Conference room of Mayor of Prizren

1. Meeting started at 10:00 a.m.
2. Attendants list of the meeting is given in Appendix 1

Mr. Arben ÇITAKU, Permanent Secretary of the Ministry of Environment and Spatial Planning (hereinafter, MESP), opened the eighth Joint Coordinating Committee (hereinafter, JCC) meeting. Dr. Ramadan MUJA, Mayor of the municipality of Prizren, delivered a welcoming speech.

3. Agreement and confirmation

The Chief Advisor, Mr. Junji ANAI, JICA Expert Team (hereinafter, JET), briefed about the progress of the Project. Thereafter, Mr. Muhamet BAJRAMI, the chief of the Waste Management Section of MOP, explained the work progress of the municipality of Prizren. All attendees acknowledged and confirmed the following items:

(1) Progress in the first half of the 3rd year (2nd phase) of the Project:

- All preparation works for commencement of the new waste management system proposed in the Five-year SWM plan was completed as scheduled. And the new system started in January 2015 smoothly.
- Based on the decision of the Municipality of Prizren, Prizren unit of Ekoregjioni RWC will be separated and be independent from its main RWC as a municipal public enterprise named “N.P.K. Higjiena Prizren”. MOP applied for establishment of Higjiena Prizren to the Ministry of Economic and Development. This request of MOP has been already approved by the five-ministers committee on January 16, 2015, and is now waiting for the final approval of the prime minister.
- Development of the plan of management, administration, finance and operation for the new public enterprise has been completed, and the Prizren unit is ready to be established.
- The development of the second SWM plan (2014 – 2023), which was initially had been expected to be completed by the end of February 2015, will be reached at the end of June 2015, incorporating the feedbacks on the SWM



newly implemented in the beginning of January 2015.

- Expected outputs of the Project were almost achieved except for the aspects mentioned above.

(2) Amendment of the PDM₄

- Mr. ANAI proposed to amend the objectively verifiable indicators of the Output 5 of PDM₄ as shown in Appendix because the waste tax collection rate would not be proved during the Project implementation period.
- All attendees acknowledged that the necessity of amendment and agreed the proposed PDM₅.

4. Conclusion

Chairperson, Mr. CITAKU concluded the eighth JCC meeting as follows:

- JCC approved the seventh Progress Report as attached.
- JCC approved the plan of operation proposed for the second half of the third year 2nd phase of the Project.
- JCC agreed and approved the amendment to PDM₄ as reflected on PDM₅.

5. Closing of the meeting

Mr. Toshiya ABE, Resident Representative of JICA Balkan Office, congratulated the commencement of the new SWM system in Prizren and expressed his appreciation to the counterparts of MOP for working closely with JET.

Appendix 1: List of Attendants

Appendix 2: Progress Report 7

Appendix 3: Proposed amendment of PDM₄



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Appendix 1: List of Attendants

Ministry of Environment and Spatial Planning

Mr. Arben CITAKU	Secretary General,
Mrs. Nezakete HAKAJ	Head of Environmental Protection Division, MESP
Mr. Enver TAHIRI	Head of Waste and Chemical Management Division
Mr. Nazui	Waste and Chemical Management Division

Municipality of Prizren

Dr. Ramadan MUJA	Mayor of Municipality of Prizren
Mr. Hasan HASANI	Director, Dept. of Public Services
Mr. Muhamet BAJRAMI	Chief of Waste Management Section
Mr. Nezir REXHEPI	Waste Management Section
Mrs. Laura SUKA	Waste Management Section
Mr. Galip BELALLARI	Professional partner for Environment /Public Education

Pastrim Public Company

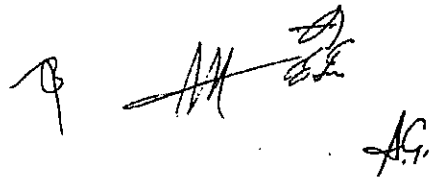
Mr. Feim SALIHU	Managing Director
Ms. Iliriana Demoj	Secretary of PAMKOS

JICA Expert Team (JET)

Mr. Junji ANAI	Chief Advisor
Mr. Hiroshi FUJITA	Deputy Chief Advisor
Ms. Chiaki NISHI	Public Awareness
Mr. Gantumur Bumeebaatar	Institutional management (2)
Mr. Nehat BOJAXHIU	Chief Local Assistant of JET
Mrs. Nilyfer CAPARI	Local Assistant (Translator)

JICA Balkan Office

Mr. Toshiya ABE	Resident Representative
Mr. Tomoyuki TATSUMI	Assistant Representative
Mrs. Kanako TERUI	Project Formulation Advisor



Appendix 2: Progress Report (7)

Japan International Cooperation Agency (JICA)
The Republic of Kosovo

The Project for enhancement of capacity

For Waste Management toward sound

Material-Cycle Society

IN

THE REPUBLIC OF KOSOVO

PROGRESS REPORT

No. 7

(Main Report)

March 2015

JICA Expert team

(Kokusai Kogyo Co., Ltd.)

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Appendix 3: Amendment of PDM₄

Proposed amendment of PDM₄

Narrative Summary	Objectively Verifiable Indicators	Means of Verification
Overall Summary		
The Capacity for solid waste management of municipal level in Kosovo will be enhanced, and thus the waste management issue in Kosovo will be improved.		
Project Purpose		
The capacity of solid waste management in Prizren municipality will be strengthened.		
Out outs		
6. SWM Five-year Plan of Prizren Municipality is implemented	<ul style="list-style-type: none"> Financial resources that have been reserved for solid waste management of Prizren municipality is used properly. Commissioned waste collection system in Prizren municipality is functioned properly. Waste tax collection rate become more than XX% by the end of Project. Accumulated amount of waste tax collected until the end of the Project is more than 40% of total waste collection commissioning expenses in 2015. 	<ul style="list-style-type: none"> Accounting report of SWM Minutes of Advisory committee meeting / Record of final disposal amount Output data at the end of June of waste tax data management system


Abede : Proposal of delete

abede : Proposal of additional indicator and means of verifications

5.9 第9回会議議事録

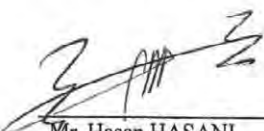
MINUTES OF MEETING
FOR
THE NINETH JOINT COORDINATING COMMITTEE
ON
THE PROJECT FOR ENHANCEMENT OF CAPACITY
FOR
WASTE MANAGEMENT
TOWARD
SOUND MATERIAL-CYCLE SOCIETY

Prizren, 21 July 2015


Mr. Arben CITAKU
General Secretary
Ministry of Environment and Spatial
Planning


Mr. Junji ANAI
Chief Advisor,
JICA Expert Team,
Kokusai Kogyo Co., Ltd.


Mr. Muhamet MALSIU
Project Director
Director of Environment Department,
Ministry of Environment and Spatial Planning


Mr. Hasan HASANI
Project Manager
Director of Public Services,
Municipality of Prizren

Witnessed by:


Mr. Tomoyuki TATSUMI
Project Formulation Adviser
Japan International Cooperation Agency
(JICA)
Balkan Office

Ninth Joint Coordinating Committee Meeting on the Project

21 July 2015 – Conference Room, 17 F, Governmental Building (Ishi Pallati I Mediave)

1. Meeting started at 10:00 a.m.
2. Attendants' list of the meeting is given in Appendix 1
3. Opening of the meeting

Mr. Arben CITAKU, General Secretary of MESP and the chairperson of the meeting, opened the ninth Joint Coordinating Committee (hereinafter to be referred as *JCC*) by welcoming all the participants.

4. Agreement and Confirmation

4.1 Completion of the Project

Mr. Junji Anai, Chief Advisor of JICA Experts' Team (hereinafter to be referred as *JET*), presented the outline of the completion report of the Project. And Mr. Muhamet Bajrami, chief of Waste Management Section, Department of Public Services, the Municipality of Prizren presented the outline of the Solid Waste Management Master Plan (hereinafter to be referred as *SWM M/P*).

Completion report (draft final) and revised *SWM M/P* had been discussed between the Japanese and Kosovar sides. All the attendees agreed and confirmed the following items:

(1) Achievement of the Outputs

All the outputs were achieved.

(2) Achievement of Project purpose

The capacity of solid waste management of the municipality of Prizren has increased drastically.

(3) Overall Goal

All attendees recognized that the Project has successfully achieved the Project purpose, and expected that the effects generated by this Project should be succeeded to disseminate to other municipalities.



5. Comments and Suggestions

The contents of the discussions and the suggestions raised during the meeting were the following:

- About Approval of the SWM M/P

Mr. Hasan expressed that MOP would approve the SWM M/P in September or October of 2015. In addition to this, Municipal Regulation of SWM in Prizren Municipality will also be amended at the same time with the approval of the plan.

All activities including 3Rs related ones planned in the SWM M/P such as home composting and introduction of source separation will be implemented in accordance with the plan in the future.

- About Establishment of Higjiëna Prizren Municipal Company

Mr. Anai emphasized that one of major problems in strengthening Higjiëna Prizren (Prizren Unit of Ekoregjioni Regional Company) is non-existence of official bank account under the name “Higjiëna Prizren” since it has not been established officially. In relation with the indication, Mr. Arben expressed that MESP supported the idea of separation of Prizren Unit.

- Remaining Challenges

The following are tasks or challenges for the further improvement are (1) improvement of tax collection rate and (2) improvement of database related with tax payment.

6. Conclusion

The JCC made the following conclusions:

- The JCC confirmed that all activities had been planned were conducted completely and agreed all the outputs were achieved and approved the draft completion report of the Project.
- The JCC approved the final draft of SWM M/P for the municipality of Prizren as attached in annex 2 and requested MOP to submit this to the municipal assembly.



7. Closing of the meeting

Chairperson closed the meeting at 12:00 a.m.

Appendix 1: List of Attendants

Appendix 2: Final Draft of Solid Waste Management Master Plan

AG, man
me HB (A)

Appendix 1: List of Attendees

Ministry of Environment and Spatial Planning

Mr. Arben CİTAKU	Secretary General,
Mr. Muhamet MALSIU	Director, Environment Department, MESP
Mrs. Nezakete HAKAJ	Head of Environmental Protection Division, MESP
Mr. Enver TAHIRI	Head of Division for chemical and Waste Administration

Municipality of Prizren

Mr. Hasan HASANI	Director, Public Services
Mr. Muhamet BAJRAMI	Chief of Waste Management Section
Mr. Nezir REXHEPI	Waste Management Section
Mrs. Laura SUKA	Waste Management Section

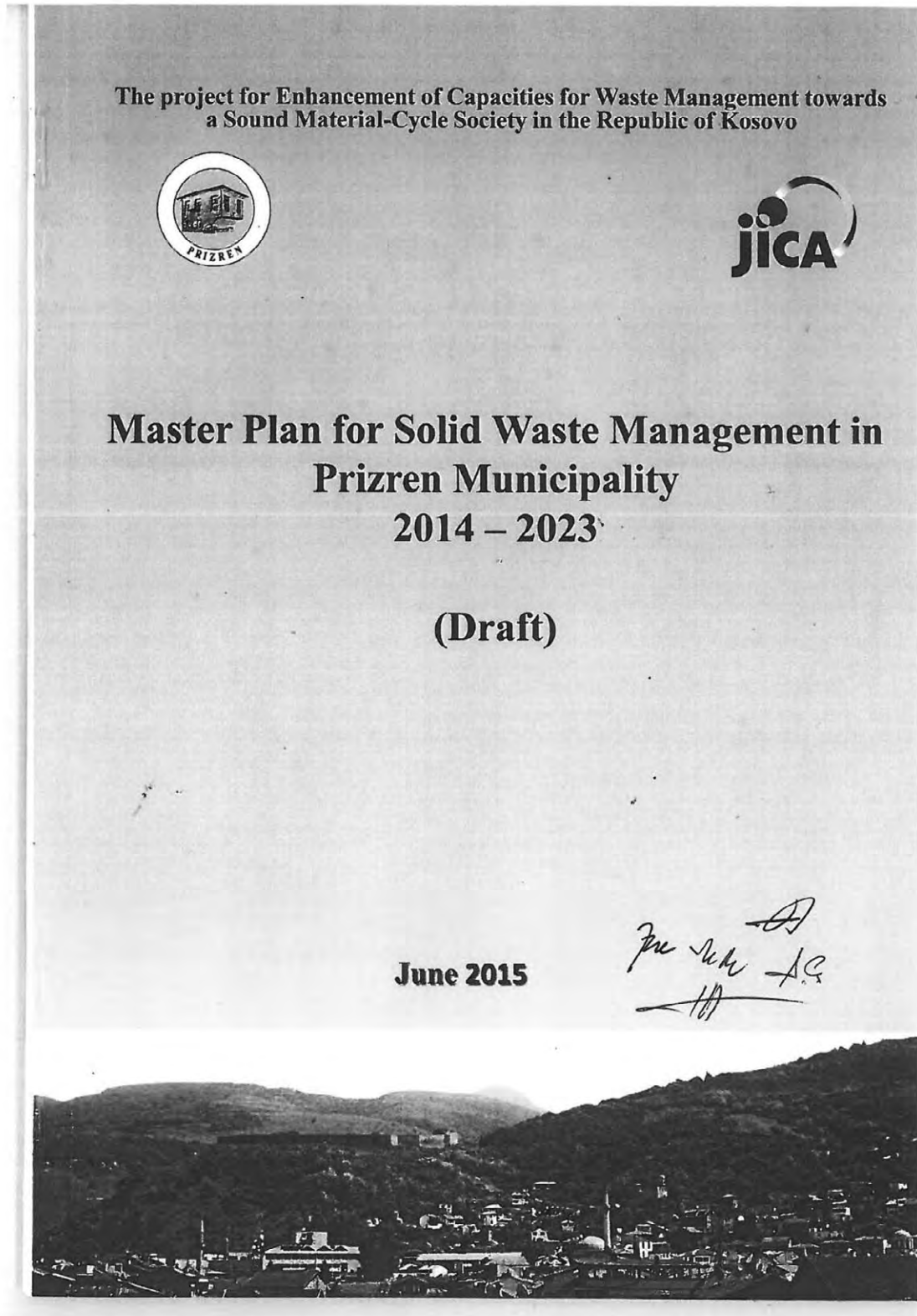
JICA Expert Team (JET)

Mr. Junji ANAI	Chief Advisor
Mr. Gantumur Bumeebaatar	Waste collection plan 2 / Institutional management 2
Mrs. Nilifer CAPARI	Local Assistant (Translator)

JICA Balkan Office

Mr. Tomoyuki TATSUMI	Project Formulation Adviser JICA Balkan Office
Mrs. Kanako TERUI	ODA Advisor/JICA Expert JICA Kosovo Office

Handwritten signatures and initials:
JICA
AG.
A



6 その他

6.1 廃棄物管理計画(最終案)

The Project for Enhancement of Capacity for Waste Management
Toward a Sound Material-Cycle Society in the Republic of Kosovo

**Master Plan
for
Solid Waste Management
of
Municipality of Prizren**

2014 - 2023

June 2015

Waste Management Section
Department of Public Services
Municipality of Prizren

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Abbreviations

C/P	Counterpart
CA	Capacity Assessment
CAS	Capacity Assessment Survey
CI	Capacity Inventory
DF/R	Draft Final Report
DOCUST	International Documentary and Short Film Festival
Ekoregjioni RWC	Ekoregjioni Regional Waste Company
F/R	Final Report
GTZ (GIZ)	Gesellschaft für Technische Zusammenarbeit
IC/R	Inception Report
JCC	Joint Coordinating Committee
JICA	Japan International Cooperation Agency
KLMC	Kosovo Landfill Management Community
MEI	Ministry of European Integration
MESP	Ministry of Environment and Spatial Planning
M/P	Master Plan
P/R	Progress Report
Pastrimi PC	Pastrimi Public Company
PDM	Project Design Matrix
PO	Plan of Operation
POS	Public Opinion Survey
SDC	Swiss Agency for Development and Cooperation
SWM	Solid Waste Management
T&M Survey	Time and Motion Survey
USAid	United States Agency for International Development
W/P	Work Plan
WACS	Waste Amount and Composition Survey
WWRO	Water and Waste Regulatory Office

1 Purpose of Solid Waste Management Plan

1.1 Background of SWM M/P (Solid Waste Management Master Plan)

The Waste Law of Kosovo was revised and enforced in June, 2012. This law states clearly that the local government shall take the responsibility of management of the waste generated in its own jurisdiction based on the policy of decentralization.

The Municipality of Prizren (hereinafter referred to as “MOP”) began “The Project for enhancement of the capacity for solid waste management toward a sound material-cycle society” (hereafter referred to as “the Project”) in cooperation with JICA in September 2011. The project has conducted the baseline surveys from September 2011 until March 2012, which clarified the problems of the current waste management. Next, the first draft of the solid waste management master plan (2012-2020) was made including a proposal to solve the problems, and also the pilot project plan was prepared to verify the effectiveness of the proposed technical system. MOP made the first 5-year Solid Waste Management (SWM) Plan according to the Law on Waste (Law No. 04/L-060; hereinafter referred to as the “waste law”) based on the first draft SWM Master Plan (M/P) and the experience of pilot projects consisting of the introduction of bell collection and the expansion of waste collection service. It was approved in the assembly in July 2013. The first 5-year SWM Plan includes the establishment of a waste management section, the introduction of a waste tax, the commissioning of waste collection service and the formation of an advisory committee to supervise the waste collection service which is provided by the contractors. Furthermore, these systems were unprecedented in Kosovo. Since the institutional arrangement was necessary for implementation of the 5-year SWM plan, MOP prepared the municipal regulation for waste management in September 2013.

MOP has commenced the new solid waste management (waste tax, commissioning of waste collection service, and supervision by an advisory committee) in January 2015 based on the first 5-year SWM plan.

This Solid Waste Management Master Plan (hereinafter referred to as “SWM M/P”) has been made by revising the first draft of the SWM plan based on the results of pilot projects and experience obtained through implementation of the Project. This SWM master plan has been made as a long-term waste management plan of MOP, taking into account the second 5-year SWM plan (2019-2023).

1.2 Position of SWM M/P within Kosovar legal system

This SWM M/P indicates a long-term strategy for appropriate solid waste management of MOP until 2023 based on the national waste management strategy according to the stipulation of Article 17 of the Waste Law.

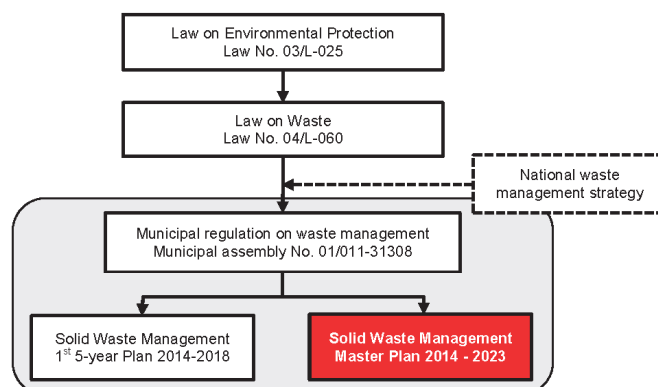


Figure 1: Legal situation of the SWM master plan

2 Current Situation and Problems of Solid Waste Management (SWM) in the Municipality of Prizren

To understand the current situation of solid waste management in Prizren, the Japanese Expert Team (hereinafter referred to as “JET”) of the Project conducted baseline surveys. Based on these results JET has made a waste flow, and identified the problems of current waste management.

Table 1: Baseline surveys conducted

Surveys	Implementation period
Waste amount & composition survey	Summer: 28 Sep. – 5 Oct. 2011 Winter: 6 Mar. – 13 Mar. 2012
Time & motion survey	13 Oct. – 3 Nov. 2011
Public/business establishment opinion survey	Mid. Oct. – Mid. Dec. 2011
Recycle survey	14 Oct. – 8 Nov. 2011
Compost market survey	Mid. Oct. – Mid. Nov. 2011

The data used in this SWM M/P is what has been forecasted based on the values obtained in the baseline surveys.

2.1 Waste amount and composition

2.1.1 Waste amount

Waste amount is estimated by multiplying the number of waste generation sources to the waste generation rate.

The waste generation rate was obtained from the results of the waste amount and composition survey (WACS). On the other hand, the number of generation sources is usually obtained from the statistic data. MOP was not able to accurately determine the number of business generation sources because even if a business has ceased operations its records remain recorded within the business registration system. Therefore, MOP, in cooperation with JET, estimated the number of sources in 2011 by comparing the records in the business registration system with property tax data.

The waste generation amount in 2011 was estimated as 112.6 tons per day. Consequently, the municipal waste generation rate is estimated as 626 g per person per day.

Table 2: Waste generation amount in 2011

Category	Generation rate	Generation sources	Generation amount
Households (urban)	366 g/person/day	95,893 person	35.6 ton/day
Households (rural)	381 g/person/day	81,367 person	31.5 ton/day
Restaurants	11,910 g/restaurant/day	1,186 restaurant	14.1 ton/day
Other shops	1,770 g/shop/day	4,749 shop	8.4 ton/day
Grocer's shops	2,795 g/shop/day	904 shop	2.5 ton/day
Shopping centers	68 g/m ² /day	32,690 m ²	2.2 ton/day
Offices	1,061 g/office/day	1,337 office	1.4 ton/day
Schools	52 g/student/day	44,500 student	2.3 ton/day
Hotels	1,132 g/hotel/day	34 hotel	0.1 ton/day
Market stalls	12,008 g/stall/day	657 stall	7.9 ton/day
Regional hospital ^{*1}	6,000 kg/hospital/day	1 hospital	6.0 ton/day
Streets & parks	7 g/m ² /day	74,350 m ²	0.5 ton/day
Total			112.6 ton/day

*1: Assuming the scale of the regional hospital will not change, the municipal waste amount generated in this hospital will remain the same. Note, only the hospital's generation rate unit is in kilograms per day.

The change in the amount of waste generated from 2011 to 2014 is shown in the figure below.

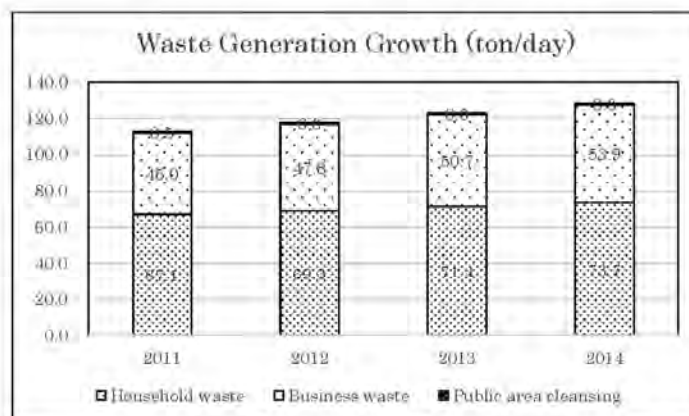


Figure 2: Waste generation amount from 2011 to 2014

The table below shows the comparison of increase in the amount of the waste generation and the population from 2011 to 2014. In these three years the rate of population increase was 2.1%, but the municipal waste generation amount increase was 13.8%. This indicates that the change of citizens' life styles is becoming more Europeanized, and consumption is increasing rapidly.

Table 3: Comparison of increase of waste generation amount and population

	2011	2012	2013	2014
Waste generation amount (ton/year)	41,092	42,928	44,791	46,782
Ratio against 2013 value	-	4.5%	9.0%	13.8%
Population	179,869	181,256	182,480	183,595
Ratio against 2013 value	-	0.8%	1.5%	2.1%

2.1.2 Waste composition

The waste composition from 2012 to 2014 is forecasted based on the information from 2011 obtained by the Waste Amount and Composition Survey (WACS) as shown below.

According to the above forecast, in these three years, organic waste, which is compostable, is slightly increasing, recyclable waste is increasing, and the residual waste is decreasing.

The proportion of organic garbage in waste is about 45%. The Project introduced 90 home composters to confirm the practicability of kitchen waste composting at the

generation source in 2013, and verified its effectiveness. Based on this experience, MOP procured 500 home composters to promote the composting of organic waste, and distributed it to the citizens free of charge in 2014. Composting organic waste contributes to decreasing not only waste management expenses but also methane gas, which has a high greenhouse effect. Composting of organic waste—and therefore reducing the amount going to the final disposal site—also helps to mitigate the deterioration of the water quality from leachate in the final disposal site. Considering these factors, it is necessary to continue the dissemination and promotion of home composters.

Table 4: Waste Composition

Types of Waste	2011	2012	2013	2014
Kitchen waste	41.1%	41.4%	41.7%	42.0%
Grass/Wood	2.8%	2.8%	2.8%	2.8%
Compostable waste	43.8%	44.2%	44.5%	44.8%
Paper	13.7%	13.9%	14.2%	14.4%
Plastics	12.5%	12.7%	12.8%	13.0%
Metal	1.6%	1.6%	1.6%	1.7%
Glass/Bottles	5.9%	6.0%	6.0%	6.1%
Recyclable waste	33.7%	34.2%	34.7%	35.1%
Textile	1.8%	1.8%	1.8%	1.8%
Rubber/Leather	0.3%	0.4%	0.4%	0.4%
Ceramics/Stone	0.6%	0.6%	0.6%	0.6%
Earth/Ash	12.1%	12.0%	11.9%	11.9%
Others	7.7%	7.0%	6.3%	5.6%
Residual waste	22.5%	21.7%	20.9%	20.1%
Total	100.0%	100.0%	100.0%	100.0%

The proportion of reusable and recyclable waste is about 35% of the total waste. However, the recycling rate as of 2011 was low at 5.5%. Since the current recycling activities have been performed by the informal sectors such as waste pickers, a mechanism which incorporates and encourages citizen participation is needed in order to establish a more efficient recycling system.

2.2 Household waste and business waste

The proportion of household waste, business waste, and public cleaning waste in the municipal waste as of 2011 was 59.6%, 39.9%, and 0.5% respectively, and it can be said that most of the municipal waste is household and business waste. The waste composition of household waste and business waste is greatly different. Organic and

recyclable contents of the former are 53% and 22.6%, and the latter are 36.2% and 50.7%. Therefore, it can be said that recycling of organic waste such as composting is effective for reducing household waste, and recycling of recyclable waste is effective for business waste.

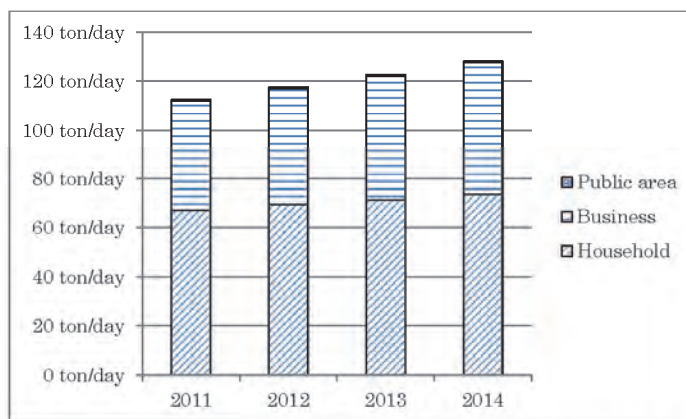


Figure 3: Household waste and business waste

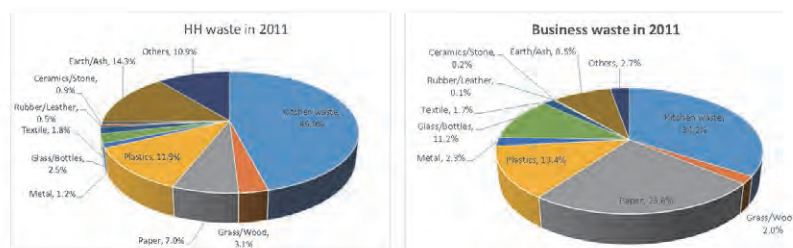


Figure 4: Composition of household waste and business waste as of 2011

2.3 Waste collection and transportation

The generated waste in Prizren had been collected and transported to the Landovica disposal site by the Ekoregjioni regional waste company and three private companies, which were collecting waste fees from their customers (citizens), until the end of 2014. Because the waste fee collection rate was low at 50% to 60%, Ekoregjioni RWC could not provide satisfactory waste collection services. Moreover, the private companies were providing the waste collection services only for the customers who had paid the waste fee. Therefore, the citizens who could not receive the waste collection service faced difficulty with waste treatment. Thus, some have burned or buried their waste, but most of the citizens have discharged the waste to a vacant lot

and/or the roadside illegally. MOP had removed the waste discharged to vacant lots of the urban area as much as possible; however, MOP had no choice but to leave the waste that had been discharged to the roadside (steep valley) in the rural area. Part of the waste on the slope flowed into the river during the rainfall and scattered on the riverbank downstream, and the waste left on the slope accumulates yearly ruining the beautiful natural scenery.

The waste law of Kosovo was revised in May 2012. Accordingly to this law, MOP has become responsible for managing the waste which had been treated by the Ekoregjioni RWC and private companies. Moreover, the persons who treat the waste must acquire a license from the Ministry of the Environment and Spatial Planning according to their intended method of waste treatment.

In such a situation, MOP decided to implement the 5-year SWM Plan, and in January 2015 commissioned the waste collection business so that every citizen can enjoy the waste collection service equally.

2.4 Waste disposal

The final disposal amount of MOP from 2011 to 2014 obtained from KLMC (Kosovo Landfill Management Community) is shown in the table below. According to the Ekoregjioni RWC, the final disposal amount before 2012 presented by the KLMC seems to be excessive but there is no basis to verify this.

The waste collection vehicles granted by Japan in October 2012 were put into practical operation in January 2013. Because the basic data (weight and capacity) of the newly introduced vehicles are accurate (the Ekoregjioni RWC is confirming the weighing values one by one) the data of the final disposal amount after 2013 is reliable.

Table 5: Change of Final Disposal Amount

Year	2011	2012	2013	2014
Disposal amount (ton/year)	40,039	33,106	32,527	40,361

Data source: Kosovo Landfill Management Company (KLMC)

The remaining capacity of the Landovica disposal site was estimated in the Project which the MOP and JICA had implemented. As shown in the figure below, the total capacity of the Landovica disposal site was estimated as 1.2 million m³. It was projected that the disposal site would be filled in 2021 when the specific gravity of the landfilled waste was assumed to be 1.2 ton per m³.

A vast area is needed for the construction of the new disposal site; however, it may be extremely difficult to obtain the residents' agreement to select a new site. Therefore, it is important to use the existing disposal site as long as possible and it is essential to reduce the disposal amount.

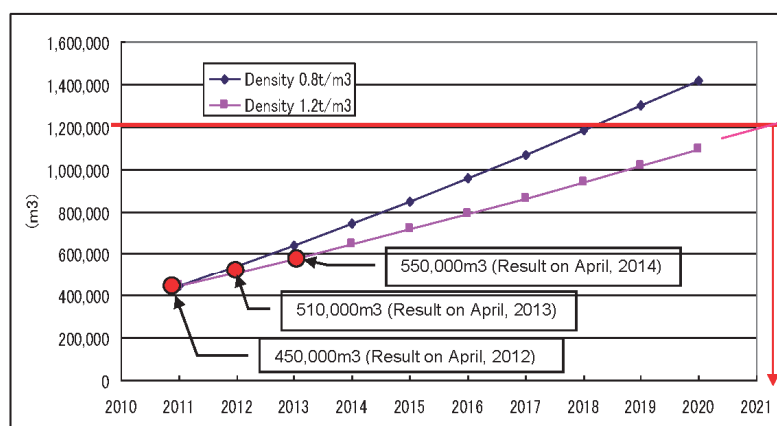


Figure 5: Trial calculation of remaining life of Landovica disposal site

2.5 Waste Flow

Development of a waste flow is remarkably effective to grasp the current solid waste management system. JET has developed a waste flow for the Project based on the results of baseline surveys.

The waste flow was developed based on the following conditions:

- Household waste: The generation amount is estimated by multiplying the population obtained from the Census carried out in 2011 and a generation rate obtained by the Waste Amount and Composition Survey (hereinafter referred as “WACS”). The generation rate is the average of the ratios in summer and winter. However, the difference between the generation rate in the urban and rural areas is considerable; therefore, the generation amount of household waste was calculated for each area respectively.
- Waste from business establishments: Based on the WACS, this was estimated by the sum of waste generated from restaurants, shops and hotels, etc. The number of generation sources was obtained from the data of business licenses, etc., in 2011 provided by the municipality of Prizren. The generation amount is estimated by the generation rates given in the WACS and the number of the generation sources.
- Waste from public areas: The generation amount is estimated based on the results of the final disposal amount data of incoming waste recorded by KLIMC at the Landovica disposal site.
- Recycle rate: Three recycling methods are considered. The first one is recycling at the generation source, known as “On-site recycling” such as kitchen waste composting by traditional methods. The second is the separation

of recyclables from the waste discharged, known as “Recyclable collection” including activities carried out by the waste collection workers and waste pickers. The last one is recyclable sorting as an intermediate treatment, known as “Off-site recycling” which is being carried out by a private collection company to reduce the disposal amount. The recycled amount of each activity was estimated based on the results of the public opinion survey.

- Rate of self-disposal: Self-disposal means burying and/or burning the waste at the generation source. The self-disposal amount of households and business establishments are estimated as 0.2 ton per day in urban areas and 0.4ton per day in rural areas respectively based on the results of a questionnaire survey carried out in the WACS and Public Opinion Survey (POS).

As there was a considerable difference between the urban and rural areas; three waste flows were developed, namely for, the entire area, the urban area, and the rural area.

According to these waste flows, it is understood that the waste collection rates in the urban area and the rural area were 78.7% and 58.5% respectively as of 2011. Moreover, the residents of the rural areas are known to have brought waste to the urban area, and dumped it in the waste containers.



Waste overflowing from skip bins and so on in urban areas has a serious negative impacted on scenery and living environment, namely through bad odors and flies.

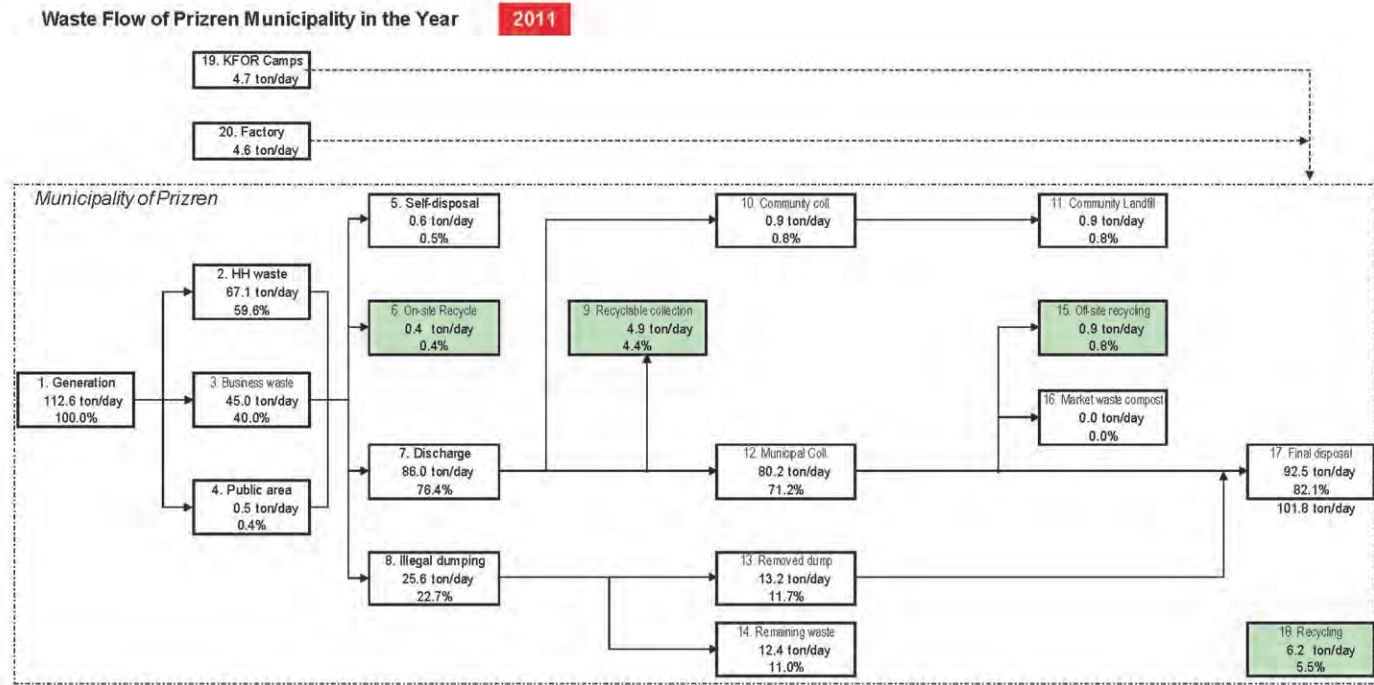


Figure 6: Waste Flow of Entire Municipal Area in 2011

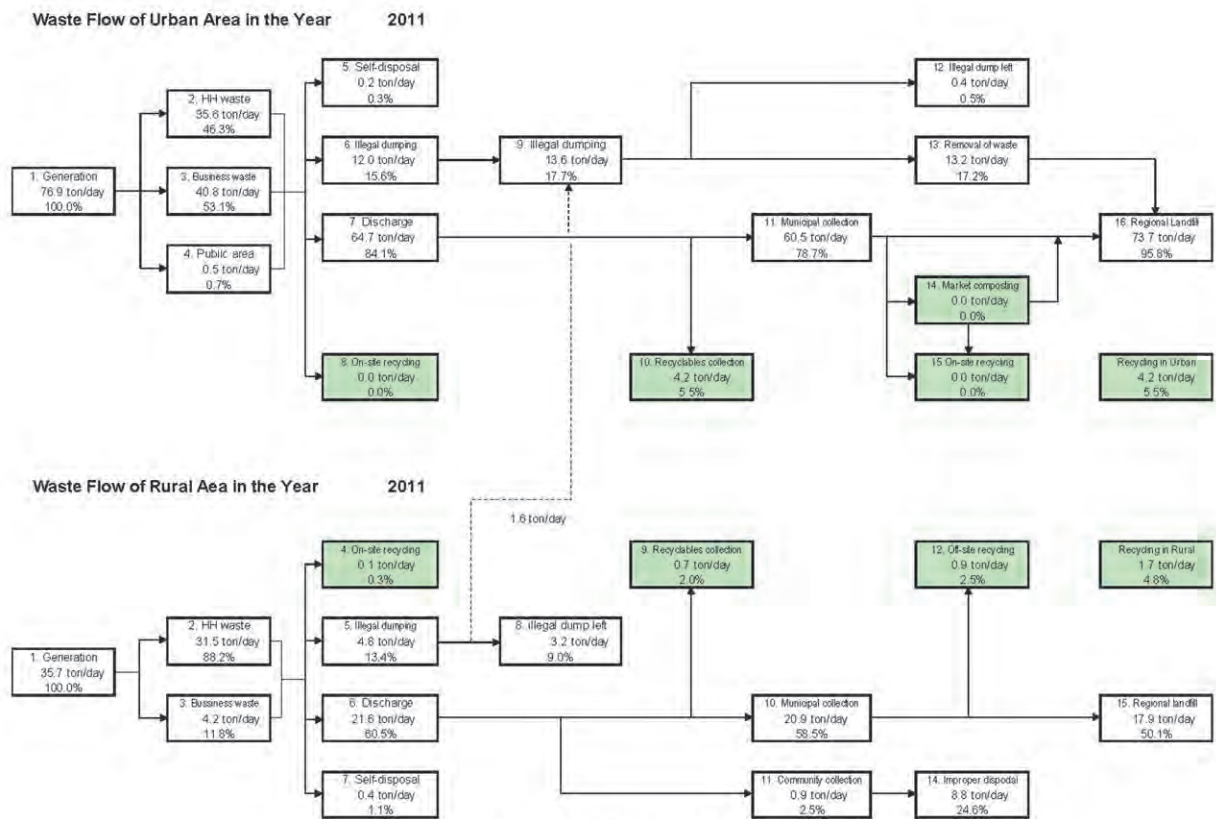


Figure 7: Waste Flow of Urban and Rural Area in 2011

2.6 Problems of SWM in Prizren

2.6.1 Unclear responsibilities

The SWM system of Prizren City until the end of 2014 is summarized as shown in the figure below.

MOP consigned the cleaning of the public area (roads and parks) to the Ekoregjioni RWC and two private companies, and MOP supervised the cleaning activities of these contractors. However, the municipal waste discharged by the households and the business establishments was left to be collected and treated by a public company and private companies, and MOP had never took part in it. Therefore, the waste which was dumped illegally in the urban area was removed as part of the public area cleansing, but illegal dumps in the rural area were left, because the responsibility of the treatment of such waste was not clear.

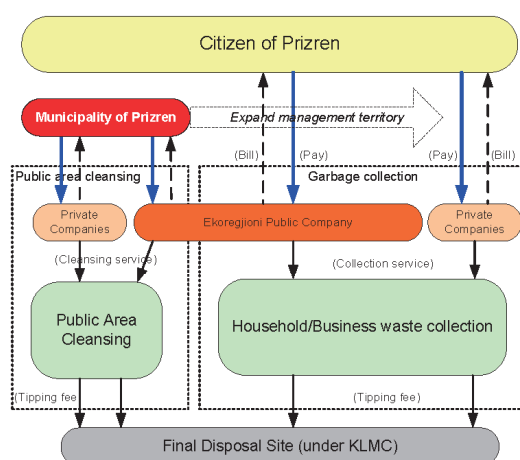


Figure 8: Waste Management System Until the End of 2014

2.6.2 Low public awareness

Since Kosovo had been thrown into confusion for a long time, it seems that thoughtfulness and keeping an eye on neighbors, which was a part of life for everyone before, has been lost. It has been observed that some citizens keep their own house clean but do not seem concerned about throwing their waste in nearby vacant land. And no one says anything about these manners. Moreover, most of the citizens do not know where the waste they have discharged is transported, and are indifferent to what is happening at the disposal site.

Not only Kosovar people but also a lot of foreigners visit Prizren which is a historical city for sightseeing. However, regardless of age or sex, the people in Prizren City are

littering. It is important for all citizens to contribute to making a clean and beautiful city with the awareness of “Prizren is my city just like my own house”.

2.6.3 Rapid increase of discharged waste amount

As mentioned above, the population has increased by 2.1% in these three years from 2011 to 2014, the amount of waste also increased 13.1 percent. It is forecast that the generation amount of waste will increase by about 40% in ten years and become 57,000 tons per year if this tendency continues.

If no action is taken, waste management costs will also increase by 40% or more compared to the current situation and it is clear that a new final disposal site would need to be constructed.

2.6.4 Difficulty of securing financial resources

The municipal budgets in 2013 and 2014 of MOP are shown in the table below. Eighty percent or more of the municipal budget is a subsidy from the central government, and its own income such as property tax, etc., is only 20% or less. The budget allocated for road maintenance and public services such as water supply and sewerage was about 25% of the total municipal budget, and the waste management budget had been only about 2% until 2013. The budget of waste management was secured only for the public area cleansing. Therefore, MOP had no budget for the urban waste management in the municipality because urban waste management had been entrusted to the Ekoregjioni RWC and private companies.

Since the local government had to manage its own urban waste when the waste law was amended, MOP had decided to execute the first five-year solid waste management plan and enacted the waste management ordinance in September 2013. In the newly introduced waste management system, MOP manages the consignment of the waste collection service so that the citizens can enjoy the service equally. MOP secured 1.0 million euros as the waste management budget for the consignment waste collection service in the fiscal year 2014. Implementation of the plan was postponed one year under the influence of the local elections which had been carried out at the end of the same year. Therefore, MOP used a part of the 2014 budget only for the procurement of home composters and provision of environmental education.

Table 6: Municipal budgets of 2013 and 2014

Items	2013	2014
Total Income	33,628,746 (100%)	35,877,659 (100%)
Own revenue	6,119,080 (18.2%)	6,425,034 (17.9%)
Subsidy from national Gov.	27,509,666 (81.8%)	29,452,625 (82.1%)
Budget for Dept of Public Services	8,400,899 (25.0%)	9,167,743 (25.6%)
Waste management	670,000 (2.0%)	1,700,000 (4.7%)
Street sweeping	670,000 (2.0%)	700,000 (2.0%)
Admin. for waste management	0 (0.0%)	1,000,000 (2.8%)

Population	182,480	183,595
Municipal budget/person	184.29 €/person	195.42 €/person
Waste management budget/person	3.67 €/person	9.26 €/person

Eighty percent or more of the municipal budget is covered by a subsidy from the central government as previously stated. However, the subsidy receipt period is not defined due to the monetary situation of the central government. A large amount of money is necessary for the collection and the disposal of the municipal waste, so if the payment to the service providers is delayed, their financial situation will become dire. This in turn, can lead to a deterioration in the garbage collection services for the citizens. Therefore, the city decided to introduce the waste tax to secure its own source of income at the same time as consigning (outsourcing) the waste collection service business to private companies provide a consistent and high-quality waste collection service for all the citizens.

Because the waste tax is collected throughout the year, the city secures one million Euros from the central government subsidy in order to cover the immediate consignment expense. MOP aims to be able to continue the waste management only with the waste tax without relying on subsidies from the central government.

Master Plan of Solid Waste Management

1 Basic Policies of Waste Management

Municipality of Prizren (MOP) will establish a sustainable and sound solid waste management system by 2018, and strive to establish a model environmental city which the government, in cooperation with the citizens and business entities promote the 3Rs, and create a material-recycling society by 2023. In this way, MOP will strive to establish a financially sustainable, sound and solid waste management system.

MOP will establish the SWM system consisting of an introduction of waste tax and starting in 2015, MOP will consign waste collection services to a private company(s), which will be the first time such a system has been introduced in Kosovo. This will be a sustainably developing system by the end of 2018, and will provide a complete waste collection service which every citizen can enjoy equally.

MOP will promote the 3Rs to minimize waste as an advanced SWM model city in Kosovo which citizens, businesses and government work together.

Waste tax collected from the citizens is invested into waste management without wasting money, and will return a comfortable living environment to society.

MOP will strive to secure transparency through releasing the technical and financial details of the SWM by publishing a white paper every year.

2 Target of plan

2.1 Planning period

The period of the SWM master plan is ten years from January 2014 to December 2023, and this period is divided into two terms:

2014 - 2018: Establishment of sound waste management system

2018 – 2023: Challenge to establish material-recycling society by 3Rs promotion

Of these two periods, MOP has already approved the first 5-year SWM plan from 2014 to 2018. Based on a considerably brighter outlook for both ensuring financial resources through the waste tax and the consignment of waste collection services under the first five-year plan, this master plan investigates methods and strategies for further reducing the amount of waste needing to be landfilled.

2.2 Vision of the solid waste management

To pass on a sanitary, clean environment to the children in the future, MOP describes the following vision from the viewpoint of the waste administration, and will strive to achieve it.

1. Prizren has become a clean and beautiful city.

To create a sanitary and beautiful city everyone can take pride in, MOP will work in a system of citizen participation and strive to uphold the waste discharge rule and execute the activities of beautification of the city. Citizen participation can also help to stop littering, and illegal dumping.

2. Prizren has become a livable city where none of the citizens have any issues with waste management.

MOP will strive to take action against the issues by looking at things from the residents' standpoint to correspond to the change of social structure and various citizens' needs. Consequently, problems that relate closely to the daily lives of citizens like waste discharge and discharge points, etc. will have been solved.

Moreover, under the appropriate and fair roles of the community and administration, a sustainable mechanism for waste measures will have been established.

3. All citizens are practicing the 3R activities.

The citizens will plan to refrain from generating waste as much as possible at home, and business entities will purchase and sell products which generate no waste or as little waste as possible. Each citizen will be tackling waste reduction in these ways.

The generated garbage is separated into organic waste and inorganic waste at the generation source and collected. The organic waste is recycled as compost, and recyclable materials are sorted from the inorganic waste and sent to the recycling factory and returned to the logistics again as a product.

4. The waste residue is properly processed and disposed.

Although the waste minimization through 3Rs (Reduce, Reuse and Recycle) activities are performed, residues are still generated. These residues are properly collected and treated, and then finally landfilled by a method that contains the environmental impact as much as possible.

2.3 Numerical targets

Table 7: Numerical target of the SWM Master Plan

Items	2011	2014	2018	2023
-------	------	------	------	------

1. Waste collection rate	75.7%	87.7%	100.0%	100.0%
2. Elimination of illegal dumping	22.7%	11.4%	0.0%	0.0%
3. Decrease of final disposal rate	93.7%	93.0%	68.2%	41.5%
4. Recycle rate	5.7%	6.6%	32.9%	62.5%

1. Waste collection

MOP will collect all the waste discharged in 2018.

2. Elimination of illegal dumping

MOP will strive to abolish illegal dumping from the municipal area by the end of 2018.

3. Reduction of the final disposal amount

MOP aims to cut the percentage of the final disposal amount for waste generation to half or more in the next 10 years through promotion of the 3Rs which is mentioned below.

4. 3Rs promotion

MOP will strive to promote the 3Rs for reduction of waste, and aim to achieve a 60% recycling rate, which is the percentage of waste generation that is recycled over the next 10 years.

Estimate of future waste generation amount

Though it is forecasted that the population will increase by 4.6% in ten years from 2014, the waste generation amount will increase by 22.5% in the same period. This rapid increase is due to the expansion of consumption by citizens due to improving living standards. If we leave the situation as it is, not only will a new disposal site have to be developed at an early stage, but there will be a strong adverse effect on the environment in the existing disposal site due to an increase of methane gas generation and pollution of underground water caused by leakage of leachate. Therefore, MOP will maintain a better living environment by striving to minimize waste in the next ten years.

Table 8: Future waste generation amount forecasted

	unit	2014	2018	2023
Population		183,595	187,736	192,105
Waste generation amount	ton/year	46,766	51,859	57,304

3 Role of citizens, enterprises and administration

MOP introduced the collection and transportation system of the municipal solid waste

shown in the figure below in January 2015 as previously stated. To continuously develop this system, the citizens, the enterprises, and the government should each play their roles..

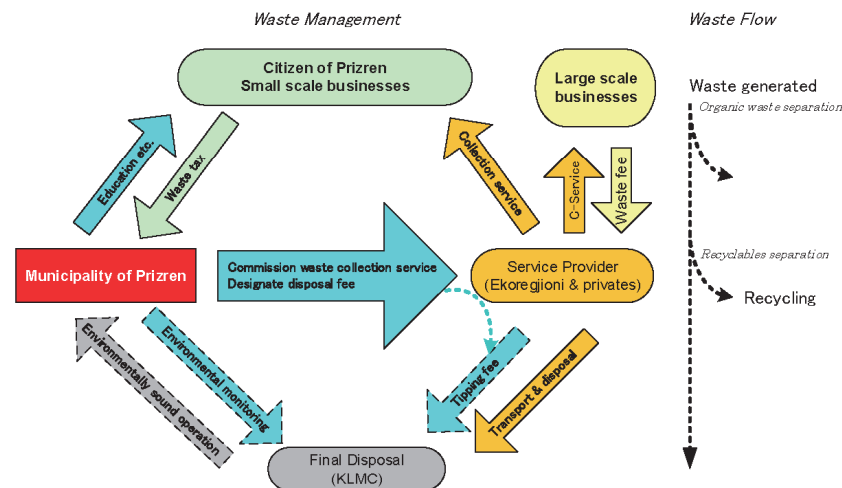


Figure 9: Waste collection and transportation system introduced in 2015

3.1 The citizens

The citizens will have an understanding and concern for the waste and environmental problems, and work on 3Rs activities independently and practice the minimization and recycling of the waste and the beautification campaign of the city. Consequently they will create a city where they can live sanitarly and healthily by themselves.

When the citizens are selecting a purchase, priority should be given to less packaging, and reusable, durable and/or reprocessed goods. Consumers should strive to use products as long as possible by repairing damaged goods to reduce the amount of waste they themselves discharge. Also, citizens are requested to cooperate in separating their waste properly according to the categories for waste collection set by local government in order to encourage appropriate recycling.

Concrete efforts

- The citizens are willing to select and buy environmentally friendly products.
- The citizens use the goods carefully for a long period of time, and do not receive unnecessary goods that will become waste.

- The citizens are conscious of the cost to treat the waste they discard, and clearly separate the waste.
- The citizens will pro-actively join the activities of waste minimization, recycling and beautification campaign, and shoulder their responsibilities.

3.2 Business entities

Business entities, as organizations discharging waste, practice environmentally conscious activities. The business entities will strive to create a desirable environmental and economic cycle by producing environmentally-friendly goods and selling them, and providing service with a low environmental load.

The business entities are responsible for the disposal of waste generated during the process of their activities. When the business entities need to select raw materials by reconfiguring their manufacturing process, it should give consideration to the waste discharge reduction and the appropriate recycling and reuse. Once efforts have been made for waste reduction, reuse or recycling, the business entities should secure the appropriate treatment methods for the waste residue to be properly disposed.

Also, concerning the manufacture, processing and sale of products, the business entities should strive to simplify products and their containers and packaging, produce and sell reusable, durable products and improve product repair services. In addition, businesses should also provide information necessary for reducing the discharge amount and the implementation of recycling, reuse and treatment.

Concrete efforts

- The business entities promote the complete separation of garbage and active recycling, and process the residue properly.
- The business entities actively use recycled resources as a product material.
- The business entities will advance an approach that doesn't generate waste of manufacturing and produces a product that lasts a long time, simplifying the container wrapping, and maintaining the repairing system, etc.
- The business entities will positively provide information on environmentally-conscious products so that the citizens may select 3Rs activity-related products.

MOP will strive to rouse the citizens and business entities to be interested in the environmental problems caused by waste and to take concrete steps through promoting information service, environmental education, raising public awareness, and developing the mechanism of 3Rs so that citizens and business entities' desires may be realised.

3.3 The administration

MOP will encourage voluntary activities for citizens to reduce discharge of SWM within our jurisdiction through raising awareness, information services, and environmental education, etc. MOP will also make efforts to minimize the disposal amount of MSW by promoting separate collection and recycling activities.

MOP will conduct cost analysis on waste management and information services and strive to make waste management efficient based on the socio-economic aspects revealed through its analysis. When MOP introduces a new SWM system, or alters the existing SWM system through changing the categories of separate collection and/or disposal methods, they will strive to explain the necessity and environmental/economical merits of the new or revised system to the citizens and business entities.

Concrete efforts

- MOP will develop the 3Rs mechanism which the citizens and the business entities can participate in.
- MOP will promote information service, environmental education and public awareness to support independent activity of the citizens and business entities.

4 Review of the Waste Flow

The waste flow shown in Chapter 2.5 is the one that was made as a result of the baseline survey and is as much as possible in conformity with the actual flow of waste.

MOP has started the new SWM system from January 2015 according to the first 5-year SWM plan so that all the citizens may benefit from the waste collection service. As a result, it is expected that illegal dumping in the areas where waste collection service has not been provided as well as the waste in the urban area which has been brought from the rural area will be eliminated.

Through the Project with JICA, it is learned that the Landovica disposal site would be filled up with the waste by the end of 2021 if the waste discharge amount continue to increase with the status quo. Since developing the new disposal site takes a long time because there are a lot of difficulties like public consensus building, etc., MOP will

actively promote 3Rs activities and work on the reduction of waste for using the existing disposal site as long as possible.

Though waste separation is indispensable to the waste reduction through 3Rs activities, the waste flow explaining the actual situation shown in the preceding clause is not suitable to explain the future waste management including promotion of waste minimization by 3Rs activities. Therefore, MOP has revised the waste flow as shown in the next page.

The waste is separated to organic or inorganic at the discharge source, and MOP collects this waste separately on different days and transports it to the intermediate treatment facilities. The numerical target of the waste minimization when the intermediate treatment facilities are introduced is described later.

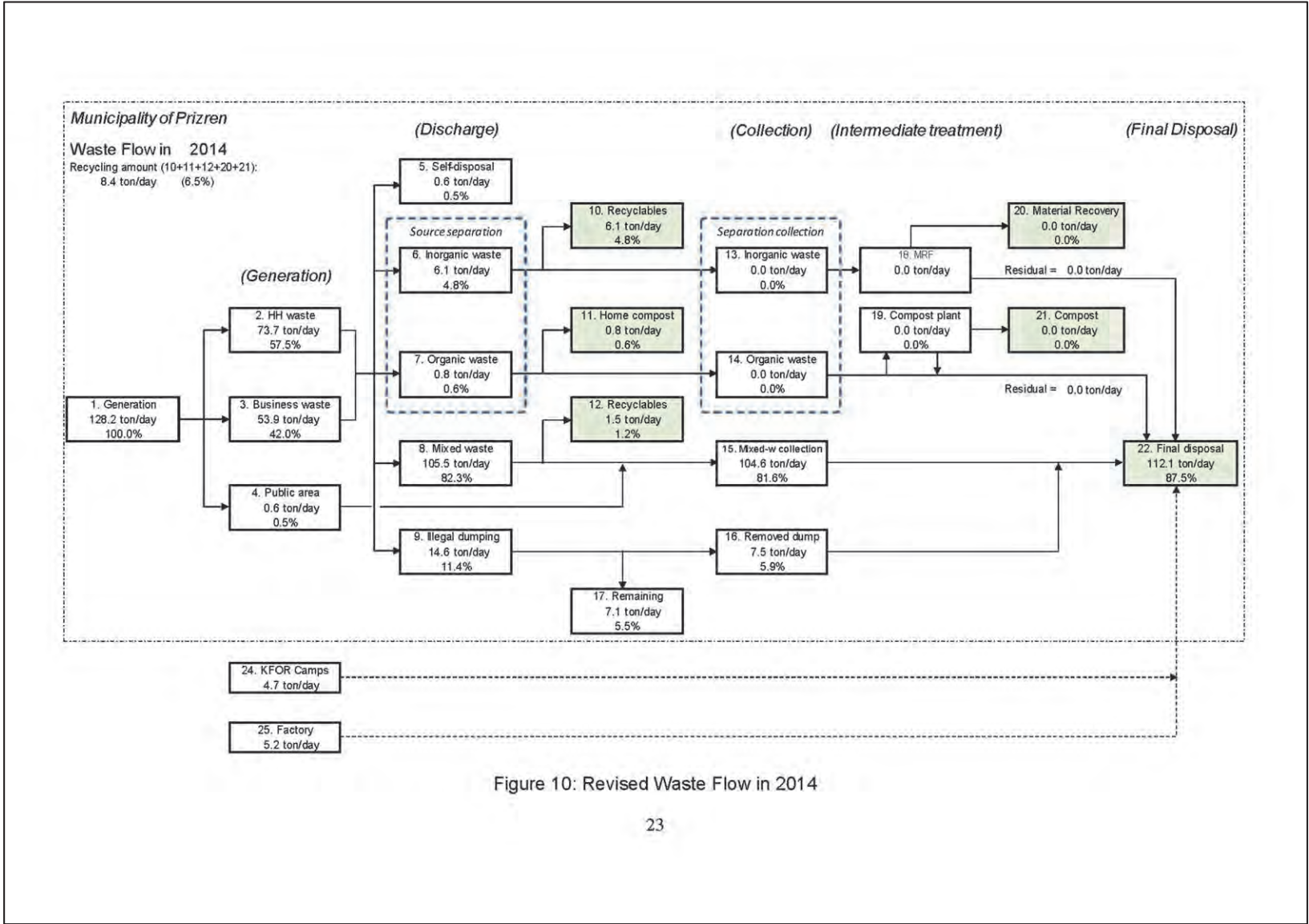


Figure 10: Revised Waste Flow in 2014

5 Strategies to implementing the vision

Vision	Strategies
5.1 Clean and beautiful city is realized.	5.1.1 Promotion of community development in collaboration with the citizens, business entities and MOP which are conscious of their roles on waste management.
5.2 Prizren becomes a livable city where the citizens do not have trouble with garbage.	5.2.1 Improvement of the new waste management system that had been started in 2015
	5.2.2 Establishment of appropriate treatment of industrial waste and medical waste
5.3 All citizens are carrying out 3Rs activities.	5.3.1 Introduction of the source separation and separate collection of the waste
	5.3.2 Introduction of the intermediate treatment facilities for reduction of the waste disposal amount
	5.3.3 Revision of municipal ordinance for waste management
5.4 The residuc is properly treated and disposed.	5.4.1 Monitoring of existing disposal site
	5.4.2 Establishment of sustainable final disposal management

5.1 Clean and Beautiful City

5.1.1 Raise awareness so that the citizens, businesses and government become aware of their own roles and build a community by supporting each other

To raise awareness so the citizens, businesses and government become conscious of their own roles and build up the community by supporting each other, MOP will strive to continuously carry out the following activities:

Implementation schedule of main activities

Activities	2014	2015	2016	2017	2018	2019	2020	2021	2022	2023
1. To provide information on waste management and environmental issues		■	■	■	■	■	■	■	■	■
2. To carry out environmental education (school, general public)	■	■	■	■	■	■	■	■	■	■
3. To promote public participation (Adopt program, my street, etc.)		■	■	■	■	■	■	■	■	■
4. To promote common-knowledge and enlightenment activities for elimination of littering and illegal dumping		■	■	■	■	■	■	■	■	■

1. Information service on waste management

Waste management can be a sustainable system where the citizens, business entities and MOP practice their own roles mentioned in the previous paragraph. To advance

the creation of a clean and beautiful city and material-cycle society, MOP will strive to execute the items listed below. Moreover, MOP will publish the data based on the statistics and analysis, which will show the effectiveness of 3Rs activities and the cost required for the waste treatment, so that the citizens and business entities are able to find the meaning of their activities.

The information sent to the public will be the methods of waste separation and discharge, etc. MOP will strive to raise an environmental consciousness of the citizens and business entities by clearly providing necessary information corresponding to the needs of the target.

Items	Activities
<ul style="list-style-type: none"> • Effective provision of information by using several opportunities and media 	<ul style="list-style-type: none"> • MOP strives to provide information which the citizens can easily receive by using the following: <ul style="list-style-type: none"> · Mass media such as TV, radio · Website, gazette, etc.
<ul style="list-style-type: none"> • Provides accurate and easy-to-understand information 	<ul style="list-style-type: none"> • MOP strives to provide the information below which is accurate and easy-to-understand based on the statistical data and analysis. <ul style="list-style-type: none"> · Waste generation amount forecasted · Waste disposal amount recorded · Data regarding 3Rs: Installation of home composters, recycled amount, compost amount, etc. · Financial information (waste collection cost, waste disposal cost, etc.)

2. Implementation of environmental education

MOP will strive to improve the materials for public awareness and environmental education, and utilize these positively in communities and schools.

Items	Activities
<ul style="list-style-type: none"> • Public education 	<ul style="list-style-type: none"> • To develop 3Rs promotion materials (2016 ~) • To initiate source separation at institutions (2017 ~)
<ul style="list-style-type: none"> • Environmental education at school 	<ul style="list-style-type: none"> • To develop various educational materials in accordance with the grade • To conduct teachers training • To organize an “Ecological Group” (2014 ~) • To organize Clean Competition among schools (2016 ~)

3. Promotion of public participation

MOP is aiming to establish a participatory waste management system. It should be comfortable, clean, and have a rich natural environment because Prizren is a place where many people live. Such a living space cannot be made by MOP alone. However, if each citizen sweeps up fallen leaves, removes waste on open areas and

refrains from littering, such living space can be created.

Since it might be difficult for an individual to do these activities, MOP is seeking methods that the residents, who are living along the street or using the park, can use to keep their living space clean by working together.

Moreover, MOP will conduct a public opinion survey regularly to understand the citizens' feelings on their living space and the citizens' opinion of how to take action, to make the next action plan.

Items	Activities
<ul style="list-style-type: none"> • Public participation 	<ul style="list-style-type: none"> • To promote my street • To promote adopt program <ul style="list-style-type: none"> · determination of public parks/streets to be targeted for the program • To conduct public opinion surveys periodically

4. Promotion of common-knowledge and raising awareness for elimination of littering and illegal dumping

Everyone knows that littering and illegal dumping are bad acts. However, the person who tosses the candy wrappings and the cigarette, etc. while walking, continues this action. Not only the citizens but also tourists are doing similar things. Why?

MOP will strive to notify everyone what actions to refrain from. .

Items	Activities
<ul style="list-style-type: none"> • Raising of morals 	<ul style="list-style-type: none"> • To advertise Logo and Slogan for prevention of littering • To implement clean campaign periodically
<ul style="list-style-type: none"> • Information service to the tourists 	<ul style="list-style-type: none"> • To install signboards • To print the logo and slogan on the travel guide, etc.

5.2 No trouble on the waste

5.2.1 Improvement of the SWM system which started from the beginning of 2015

As everyone knows, MOP has enabled all the citizens to receive the waste collection service equally by consigning the municipal waste collection in January 2015. The municipal waste is defined as follows by the waste law:

Municipal waste: the waste from households, as well as waste from other activities which, because of their nature and composition, are similar to those of household waste.

In order for the citizens to avoid trouble on waste-related problems, it is required that the citizens discharge the waste according to the rules and the service providers,

which are contracted out by MOP, and collect the waste in a suitable way. MOP will maintain such rules to function smoothly. Since financial resources are indispensable to operate the system, MOP will review and improve the taxation system every year, so that the waste tax will be levied fairly. Moreover, MOP will improve the content of the consignment to the service providers by reflecting the citizens' opinions.

Implementation schedule of main activities

Activities	2014	2015	2016	2017	2018	2019	2020	2021	2022	2023
1. Update the data of waste tax payers										
2. Revise waste tax rate										
3. Revise specifications for waste collection service and contract prices										
4. Improve monitoring system of waste treatment										

1. Update the data of waste taxpayers

The data of citizens and business entities of which MOP had in January 2015, when the waste taxation system was introduced, was old and inaccurate. Therefore, the bill of the waste tax was often delivered to a former business entity which had already closed and a former owner of a house. MOP had assumed such confusion would occur to some degree since it was the first year. However, to ensure the citizens can equally enjoy public service, it is needless to say that MOP should accurately grasp the real conditions of the citizens and the business entities in its jurisdiction.

MOP will accurately record the information of the citizens and the business entities being confirmed when the tax is paid and will update the data every year. MOP will strive to fulfill the public services to be provided to each citizen based on this data.

Items	Activities
<ul style="list-style-type: none"> Waste taxpayers data 	<ul style="list-style-type: none"> List of households who pay waste taxes (households) List of businesses who pay waste taxes (business) List of families who receive public assistance
<ul style="list-style-type: none"> Non waste taxpayers 	<ul style="list-style-type: none"> List of businesses having individual contract with a service provider <ul style="list-style-type: none"> Name of business entity Service contents (collection method, service frequency, etc.) Discharge amount

2. Review of waste tax rate

The waste tax will cover the funds necessary to implement the five-year SWM plan that MOP has approved. If the tax collection rate becomes high, the revenue increases and covers the funds needed, and a surplus may be generated. But if the waste tax collection rate becomes low, the funds for the SWM plan will be insufficient. In such

a case, MOP should make up for the deficiency by reducing the budget for other public services such as road and sewerage maintenance.

MOP applied the waste fee that had been used at the end of 2014 as the rate of waste tax because MOP did not know how to assess the collection rate when the waste tax was introduced. So the revenue from waste tax should be used only for waste management. Therefore, such a tax rate where a surplus is generated should be reduced. In case of insufficient revenue, MOP will be unable to provide waste collection service that is satisfactory for the citizens. Thus, MOP analyzes the status of the tax collection rate of the previous year once every two years, and calculates the tax rate from the following year.

Further, MOP will strive to release the information on revenues and expenses for the SWM annually, and secure the transparency of financial affairs.

Items	Activities
• Collection of waste tax	• Collection amount of waste tax • Tax collection ratio
• Expenditure of waste management	• Contract amount for commissioning of waste collection service • Expenses of environmental education etc. • Expenses for other waste management activities
• Review of waste tax rate	• Analysis of income and expenditure • Study on waste tax rate based on the results of analysis

3. Revision of specification for waste collection services and contract prices

Regarding the consigning of waste collection business, MOP will review the consignment specifications of the next year based on results of the former year. Moreover, the biannual bulky waste collection service was included in the consignment agreement which started from January 2015, but MOP will improve the frequency and timing of this service taking into consideration the results of public opinion service mentioned above.

Items	Activities
• General waste collection	• Analysis of waste amount collected • Grasp of real situation of small scale businesses • Recalculation of reasonable prices
• Bulky waste collection	• Confirmation of effectiveness of the bulky waste collection service • Improvement of the bulky waste collection system (frequency, timing, etc.) • Treatment of bulky waste after collection • Recalculation of reasonable price of the bulky waste collection service
• Evaluation of the service	• Improvement of evaluation system of the waste collection services

4. Improvement of the monitoring system

When the waste collection business was consigned, MOP organized an advisory committee consisting of ten members to monitor the performance of the contractors. MOP will aim to enhance the monitoring system by involving more citizens.

Items	Activities
• Monitoring by advisory committee member	• Improvement of the monitoring system (monitoring system of waste collection service, information system, and information sharing system)
• Monitoring by citizens	• Share complaints from citizens • Share compliments from citizens

5.2.2 Establishment of proper treatment of industrial and medical waste

Aside from municipal waste, there is construction waste and bones from slaughterhouses, so-called industrial waste, and the medical waste generated in hospitals and clinics. Since this waste is generated from outside of the citizen's general life, and considering it is usually released in large quantities and/or can be hazardous, it should be treated separately from the municipal waste.

Such waste should be treated under the responsibility of the generator according to the "polluter pays principle". But most of this waste seems to be dumped illegally because there is no treatment facility in Kosovo. The city will work to find the appropriate treatment of such waste in cooperation with the Ministry of the Environment as follows:

Implementation schedule of main activities

Activities	2014	2015	2016	2017	2018	2019	2020	2021	2022	2023
1. Establish a proper management system of construction waste										
2. Establish a proper management system of slaughterhouse waste										
3. Establish a proper management system of medical waste										

1. Establishment of proper management of construction waste

Construction debris is scattered all over the city and has become a traffic obstacle. In addition, it noticeably obstructs scenery in the city. MOP will first conduct an investigation of construction waste to grasp the generation amount, contents and mechanism of illegal dumping and clarify the problems.

Next, MOP will study the mitigation measures to solve the problems, and propose this to the Ministry of the Environment. After indicating the treatment methods of the construction waste, MOP will prepare municipal regulation to force the generators of construction waste to follow the indicated methods.

Items	Activities
• Actual condition survey	<ul style="list-style-type: none"> • Grasp of generation amount of construction waste • Grasp of illegal dumping of construction waste • Grasp of construction waste reuse
• Study on a proper management method	<ul style="list-style-type: none"> • Review of disposal site for construction waste • Possibility of reuse of construction waste • Instruction method for dischargers of construction waste
• Recommendation to the MESP	<ul style="list-style-type: none"> • Preparation of legal system for industrial waste • Preparation of punishment for illegal dumping

2. Establishment of proper management of slaughterhouse waste (bones)

The treatment of the bones generated in the slaughterhouse and the butcher is a problem in Kosovo, and Prizren is not an exception. MOP has investigated the actual situation regarding problems with bones with a JICA expert in 2014. MOP will examine the treatment and disposal methods of bones based on the result of the survey and find a solution in cooperation with MESP.

Items	Activities
• Study on proper management	<ul style="list-style-type: none"> • Cost reduction of landfilling of bones • Study on treatment other than landfill method • Collaboration with agricultural department

3. Establishment of proper management of medical waste

Since medical waste has a risk of infection through the pathogen, it should first be strictly separated, isolated and treated at the source (incineration, etc.). Therefore, in order to understand the actual situation of the treatment and disposal of the medical waste being generated within the jurisdiction, MOP will firstly investigate the amount and content of the medical waste being generated in the city.

Next, MOP will examine solutions for the problem in cooperation with MESP, the Department of Health, and the hospital, etc. Moreover, MOP will prepare the legal system necessary for the treatment and disposal of medical waste conforming to the laws concerned.

Items	Activities
• Factual investigation	<ul style="list-style-type: none"> • Grasp of generation amount of medical waste • Grasp of actual situation of medical waste discharged
• Thoroughness of proper management	• Study on medical waste management system in cooperation with medical institutions in the city
• Recommendation to the Ministry of Health	• Preparation of legal system for medical waste management

5.2.3 Revision of municipal regulation on waste management as the need arises

MOP approved the first five-year SWM plan targeting 2014-2018 in 2012, and enacted the municipal regulation for waste management to execute this plan in the same year. Since this waste management plan is the first plan corresponding to the waste law in Kosovo, we have to implement through trial and error and revise the regulation to conform to the plan.

Implementation schedule of main activities

Activities	2014	2015	2016	2017	2018	2019	2020	2021	2022	2023
1. Adjust to the revision of waste management system		■			■					■

1. Revision of municipal regulation on waste management

First of all, MOP will revise the regulation based on the experience of implementing waste taxation, consignment of waste collection business, and monitoring of waste collection services, etc., which were introduced in January 2015.

Then, MOP will revise the regulation necessary for 3Rs promotion considering this SWM master plan.

Items	Activities
<ul style="list-style-type: none"> Revision with the improvement of the SWM system 	<ul style="list-style-type: none"> To revise relevant provisions, reflecting the improvement of the solid waste management system introduced in 2015
<ul style="list-style-type: none"> Addition of the article for 3Rs promotion 	<ul style="list-style-type: none"> To express provision of obligation of citizens, business and government for waste minimization <ul style="list-style-type: none"> Discharger's obligation for separation To prepare an institutional system for separate discharge and separate collection To clarify the roles of service provider

5.3 3Rs Promotion

As mentioned above, the Landovica disposal site may be full of waste in 2020. Since nobody wants a disposal site constructed nearby, the development project will likely face many difficulties. MOP acknowledges that it will take a long time to start operations of the new disposal site. Therefore, MOP will have to reduce the waste through 3Rs promotion to use the existing disposal site as long as possible.

3Rs is a word comprised of the initials Reduce, Reuse and Recycle and is the keyword to spur



Figure 11: Waste hierarchy

waste minimization all over the world.

"Reduce activities" is the first of the 3Rs. This means do not make, do not buy, and do not use goods that will become waste. The waste generated after the reduce activities will be reused and/or recycled as much as possible. This is the basics of 3Rs activities.

MOP will strive to raise awareness to deepen the understanding of citizens and businesses about the 3Rs, and to disseminate home composters to compost organic waste at the generation source. MOP will promote source separation of the waste and start a separate collection for collecting recyclables effectively, and strive to introduce the intermediate treatment facilities which will be able to extract recyclable materials on a large scale.

5.3.1 Introduction of source separation and separate collection of waste

In the 3Rs activities aiming towards a material-cycle society, it is said, "It is a resource if it is separated, but it is a waste if it is mixed". Accordingly, MOP will introduce the source separation system so that the waste is classified into organic waste and inorganic waste before these are mixed at the generation source. MOP will also introduce a separate collection system of compostable materials and recyclables.

Implementation schedule of main activities

Activities	2014	2015	2016	2017	2018	2019	2020	2021	2022	2023
1. DTo disseminate home composters										
2. Introduce source separation and separate collection										

1. Promotion of home composter

Items	Activities
<ul style="list-style-type: none"> Promotion of home composting 	<ul style="list-style-type: none"> To advertise the effectiveness of home composting To prepare a strategic plan for dissemination of home composting based on the actual performance To procure home composting based on the strategic plan

Waste generation per household in 2015 is estimated at 2.49 kg per day. Kitchen waste and grass/wood is 1.26kg per day and accounts for 50.7% of generation amount. If many households use home composting, it can reduce not only the waste discharge amount but also the environmental impact caused by methane gas and leachate which are generated through decomposition of organic waste under anaerobic conditions at the landfill site.

MOP will strive to spread home composters to 4,000 homes (12.5% of total households) by 2023. If the target is met, this will lead to a reduction of 1,916 tons of

waste annually.

Table 9: Home composter distribution plan

	Unit	2014	2015	2016	2017	2018	2019	2020	2021	2022	2023
Total number of composters	set	586	1,086	1,434	1,786	2,140	2,498	2,859	3,220	3,588	3,956
Planned dissemination rate	%	1.94	3.57	4.69	5.81	6.92	8.04	9.16	10.27	11.39	12.50
Total composted amount	ton/day	0.65	1.27	1.71	2.16	2.63	3.13	3.63	4.15	4.69	5.25
	ton/year	238.4	463.1	623.8	789.7	961.8	1,140.7	1,325.3	1,515.3	1,713.6	1,916.1

2. Introduction of source separation and separate collection

Items	Activities
<ul style="list-style-type: none"> • Source separation and separate collection 	<ul style="list-style-type: none"> • To develop leaflets <ul style="list-style-type: none"> - Separation at generation source (Organic waste and inorganic waste) - Separate discharge (discharge method, container or plastic bag, etc.)
<ul style="list-style-type: none"> • Separate collection 	<ul style="list-style-type: none"> • To prepare separate collection system <ul style="list-style-type: none"> - Study of collection method and frequency, etc.) - Cost analysis for separate collection • To introduce separate collection <ul style="list-style-type: none"> - Verification of practicability of separate collection to be carried out in half of the urban area (2017) - Expansion of separate collection service to the whole urban area (2018) - Expansion of separate collection service to the whole municipal area (2019--)

To recycle materials, the most important thing is not to mix impurities. For example, water or juice containers are made of plastic. But the cap, label and bottle are made from different plastics. A PET bottle is recycled as a bottle or clothes. If impurities are being mixed with PET, it will not be recycled as a PET bottle or clothes.

The current waste collection is being carried out on the condition that kitchen waste and recyclables are mixed. Extraction of recyclables from the mixed waste is not easy. Even if the recyclables are extracted, there is no value as a material unless it is rinsed. It is also likely to cause water pollution by washing.

5.3.2 Introduction of intermediate treatment facilities to promote waste minimization

Implementation schedule of main activities

Activities	2014	2015	2016	2017	2018	2019	2020	2021	2022	2023
1. Introduce Material Recovery Facility (MRF) positively										
2. Introduce intermediate treatment facilities for organic waste										

1. Introduction of Material Recovery Facility

Material Recovery Facility (MRF) is the facility that sorts the recyclable materials from the inorganic waste being collected separately. Since the MRF needs a large initial investment and special know-how for operation, MOP will utilize the private-sector initiative for the construction and operation of this facility. MOP will publish the data of waste amount and composition forecasted so that the private-sector may examine the investment by analysing the recyclable amount expected.

To introduce MRF, the private-sector is responsible for carrying out an Environmental Impact Assessment (EIA) which is necessary to obtain permission.

Items	Activities
• Material Recovery Facility	<ul style="list-style-type: none"> • Estimate planning treatment amount • Consideration of private development • Environmental Impact Assessment • Treatment of residual waste

The resource recovery rate in MRF has set the targeted value shown in the table below.

Table 10: Target rates of material recycling

	2011-2015	2016	2017	2018	2019-2023
Paper	19.0%	19.0%	50.0%	60.0%	80.0%
Plastic	13.0%	13.0%	50.0%	60.0%	80.0%
Metal	62.1%	62.1%	70.0%	80.0%	80.0%
Glass	7.8%	7.8%	40.0%	50.0%	80.0%

2. Introduction of organic waste treatment facilities

MOP will strive to promote home composting. Even if it advances according to the plan, the composted amount will only be 5.25 ton per day (7.2% of total organic waste). The remaining 92.8% of organic waste is landfilled at a disposal site, and

generates methane gas (a greenhouse gas) and deteriorates the water quality of leachate.

Then, MOP will examine how to treat the organic waste through an anaerobic digestion plant and generate electricity by using the methane gas being generated in this plant, and use the residue as a compost for agricultural purposes.

Items	Activities
• Treatment of organic waste	<ul style="list-style-type: none"> • Estimate planning treatment amount • Study appropriate treatment method • Look into private development • Conduct Environmental Impact Assessment

There is an option advancing this plan at the same time as MRF is being introduced, but the simultaneous introduction seems to be risky because neither system has sufficient results in Kosovo. Therefore, MOP will advance the large-scale treatment of organic waste after making MRF sustainable.

Table 11: Target rates of organic waste treatment

	2011-2015	2016	2017	2018	2023
Treatment rate of organic waste	0.0%	0.0%	0.0%	30.0%	50.0%

5.4 Establishment of Appropriate Final Disposal Management

Implementation schedule of main activities

The Landovica disposal site is a final disposal site where KLMC, the central government public enterprise, is managing the landfill operation. Therefore, MOP doesn't have the right to landfill operations. However, since the Landovica disposal site is located in the municipal jurisdiction, MOP has to strictly block the influence on surface and underground water by leachate. Therefore, MOP will continuously execute water quality monitoring which started from 2011 under JICA's technical support.

Moreover, MOP will continue monitoring the surplus capacity to ascertain the remaining time, because the next disposal site will definitely be needed in the near future.

Activities	2014	2015	2016	2017	2018	2019	2020	2021	2022	2023
1. To continue water quality monitoring in the surrounding area of the Landovica disposal site										
2. To continue the remaining landfill capacity of the Landovica disposal site										

5.4.1 Continuation of existing disposal site monitoring

1. Continuation of water quality monitoring in surrounding areas of the Landovica disposal site

MOP continues to monitor the water quality (EC: Electrical Conductivity, ORP: Oxidation-reduction Potential, pH: Hydrogen ion concentration, Water temperature) at seven selected points surrounding the existing disposal site by using the portable water quality meter donated by JICA. When the abnormal value is measured by the portable water quality meter, MOP takes the water from the sampling point where the abnormal value is confirmed, and sends it to the laboratory for a detailed water quality analysis to look into the causes of the abnormal value. Then MOP reports the results to MESP, and takes countermeasures.

Items	Activities
<ul style="list-style-type: none"> • Monitoring of water quality 	<ul style="list-style-type: none"> • To continue the simplified water quality monitoring introduced by JICA • To implement the corresponding steps in the case of detecting an abnormal value • To periodically submit reports of the monitoring results to MESP

2. Continuation of monitoring remaining landfill capacity of the Landovica disposal site

MOP will estimate the landfilled amount and remaining capacity of the existing disposal site by using the method which was mastered by the JICA project, and strive to secure a sustainable final disposal management system.

Items	Activities
<ul style="list-style-type: none"> • Periodical survey of remaining capacity 	<ul style="list-style-type: none"> • To continue the survey of landfilled volume by using GPS • To grasp remaining capacity
<ul style="list-style-type: none"> • Monitoring of landfill operation 	<ul style="list-style-type: none"> • To monitor for proper landfill operation • To report the results of monitoring to MESP

5.4.2 Establishment of sustainable final disposal management

As mentioned before, the Landovica disposal site will be full in 2021 under the condition that any measures for waste minimization are not taken. Therefore, it is necessary to conduct a basic investigation by the end of 2018, and to complete the site selection, the rough estimate of the construction cost, and EIA, etc. MOP will prepare the scenario to select the construction company through tender in 2019 based on the results of this investigation and construct the new disposal site from 2020 to 2021, then, when the Landovica disposal site is full, the landfill operation of the new disposal site will be commenced.

Implementation schedule of main activities

Activities	2014	2015	2016	2017	2018	2019	2020	2021	2022	2023
1. Implement the feasibility study on development of the new disposal site					■	■				
2. Develop the new disposal site						■	■	■	■	

1. Conduct feasibility study on the new disposal site development

Items	Activities
<ul style="list-style-type: none"> • Feasibility Study (F/S) of the new disposal site development 	<ul style="list-style-type: none"> • To examine the prolongation of the remaining life of the Landovica disposal site by introduction of intermediate treatment facilities • To prepare a plan to switch the final disposal management from Landovica to the new disposal site • To select candidate sites for the new disposal site • To conduct initial environmental impact assessment • To carry out preliminary design of the new disposal site, cost estimation, operational system and F/S • To conduct environmental impact assessment • To build public consensus for the development • To obtain approval of the municipal assembly

2. Development of the new disposal site

Items	Activities
<ul style="list-style-type: none"> • Development of the new disposal site 	<ul style="list-style-type: none"> • To secure the funds for the new development • To prepare tender documents for construction of the new disposal site • To procure the contractor, and implement construction
<ul style="list-style-type: none"> • Operation of the new disposal site 	<ul style="list-style-type: none"> • To establish landfill management system (municipal company or private company) • To procure landfill equipment • To estimate landfill cost • To organize monitoring system for landfill operation (water quality, air pollution, landfill volume, etc.)

6 Budget measures

The total budget needed to execute the master plan is 27.2 million Euros, and the municipal waste maintenance cost is estimated to be 18.8 million Euros among these. MOP is planning to conduct the pilot project to introduce the source separation and separate collection in the last two years of the first Five-year SWM plan (2014 - 2018) according to the abovementioned strategies.

Moreover, because separate collection will be executed in the whole municipal area to reduce the waste amount by 3Rs promotion in the second five-year SWM plan, the budgets will need to be increased 66.6% more than the first five-year plan.

Table 12: Required budget for waste management from 2014 to 2023 (unit: 1,000€)

Items	1 st 5 years (2014-2018)	2 nd 5 years (2019-2023)	2014-2023
1. Waste management	7,058.2	11,757.9	18,816.1
(1) Waste collection service	6,300.2	11,144.0	17,444.2
(2) Monitoring	79.2	99.0	178.2
(3) Removal of illegal dump	114.8	0.0	114.8
(4) Recycling promotion	147.2	122.6	269.8
(5) Raising public awareness	307.1	392.3	699.4
(6) Software maintenance	19.7	0.0	19.7
(7) Pilot project for separate collection	50.0	0.0	50.0
(8) Study on intermediate treatment	40.0	0.0	40.0
2. Public area cleansing	4,106.4	4,232.5	8,338.8
Total	11,164.5	15,990.4	27,154.9

The current ratio of the waste budget occupies 0.1% of the entire city budget in 2014. This will be increased to 5.5% in the second 5-year plan to ensure the citizens avoid trouble concerning waste.

The cleaning expense for the public area is assumed to be covered by the subsidy of the central government as in the past, and the revenue source of the municipal waste management is basically covered by the waste tax. MOP will strive to improve the waste tax collection rate and avoid putting extra burden on the citizens' life, so that every citizen may fairly bear responsibility.

ANNEX

ANNEX 1:

7 Situation and problems of SWM as of 2011

Items	Current situation	Aspects																									
1. Technical system																											
1.1 Waste generation	<ul style="list-style-type: none"> Population in 2011 (census): <ul style="list-style-type: none"> Whole: 179,869 Urban areas: 97,304 Rural areas: 82,565 Municipal area: 63,871.68ha Waste generation <table border="1"> <thead> <tr> <th>Items</th> <th>unit</th> <th>Whole</th> <th>Urban</th> <th>Rural</th> </tr> </thead> <tbody> <tr> <td>MSW generation</td> <td>ton/day</td> <td>112.6</td> <td>76.9</td> <td>35.7</td> </tr> <tr> <td>MSW rate</td> <td>g/p/day</td> <td>626</td> <td>797</td> <td>433</td> </tr> <tr> <td>HH waste generation</td> <td>ton/day</td> <td>67.1</td> <td>35.5</td> <td>31.5</td> </tr> <tr> <td>HH waste rate</td> <td>g/p/day</td> <td>373</td> <td>365</td> <td>381</td> </tr> </tbody> </table> 	Items	unit	Whole	Urban	Rural	MSW generation	ton/day	112.6	76.9	35.7	MSW rate	g/p/day	626	797	433	HH waste generation	ton/day	67.1	35.5	31.5	HH waste rate	g/p/day	373	365	381	<ul style="list-style-type: none"> 99.4% of waste generated is discharged without source separation
Items	unit	Whole	Urban	Rural																							
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HH waste generation	ton/day	67.1	35.5	31.5																							
HH waste rate	g/p/day	373	365	381																							
1.2 Waste composition	<ul style="list-style-type: none"> Municipal waste: Kitchen waste (41.0%), recyclables¹ (29.3%), other wastes (39.7%), HH waste (urban): Kitchen waste (56.6%), recyclables (23.2%), other wastes (20.2%) HH waste (rural): Kitchen waste (34.2%), recyclables (21.8%), other wastes (44.0%) 	<ul style="list-style-type: none"> Kitchen waste composition of 41.0% is highest of all MSW. The recyclables composition of, 29.3% of MSW. 																									
1.3 Storage & discharge	<ul style="list-style-type: none"> 48% of households store the waste in a plastic or paper bag and 34% in a container. About 65% of the households discharge waste once a week but 26% discharge more than twice. 17.6% of business establishments discharge waste once a week and remaining more than twice. Waste is brought in from other areas Bulky waste is discharged with garbage. 	<ul style="list-style-type: none"> Half of residents require increase of collection frequency. The discharge manner is poor. Waste is scattered around containers Garbage is discharged after waste collection service Some residents discharge their waste at other discharge points. 																									
1.4 Collection & transportation	<ul style="list-style-type: none"> Waste collection rate² is 70.6% in the whole municipal area, 78.9% in urban areas and 52.6% in rural areas. 15.1% of the waste generated is disposed illegally and 11.8% of this is removed by Ekoregjioni. Collection services for households and business establishments are provided by one public company (Ekoregjioni) and five private companies. Service quality of Ekoregjioni is not sufficient due to the lack of income. On the other hand, the private companies provide service only to clients that have paid the waste fee. One private company other than the above five is collecting the waste generated in KFOR. Curb side/door-to-door collection is provided to the individual household area. Communal container collection is provided in the high-rise apartment area. Container collection is also provided for business establishments. Collection frequency for curb side collection is once a week, for communal containers is every day 	<ul style="list-style-type: none"> Although the waste collection covered all urban areas, there is illegal dumping. A lot of illegal dumping is apparent along the streets out to the villages. Collection work takes time due to containers damaged (without repair). Collection work takes time because the worker has to clean around the containers. Waste collector collects bulky waste additionally. 																									

	<ul style="list-style-type: none"> Waste collection along the ring road is provided three times a day by Ekoregjioni. Waste fee is approved by VVWRO every year according to the estimation prepared by Fkoregjioni <p style="text-align: center;">Residential Customers/Households</p> <table border="1" style="margin-left: auto; margin-right: auto;"> <thead> <tr> <th rowspan="2">Customers</th> <th rowspan="2">unit</th> <th colspan="2">Tariff</th> </tr> <tr> <th>Door to door</th> <th>Communal container</th> </tr> </thead> <tbody> <tr> <td>Household</td> <td>€/month</td> <td>3.88</td> <td>3.88</td> </tr> </tbody> </table> <p style="text-align: center;">Commercial/Industrial customers</p> <table border="1" style="margin-left: auto; margin-right: auto;"> <thead> <tr> <th rowspan="2">Customers</th> <th rowspan="2">unit</th> <th colspan="3">Tariff</th> </tr> <tr> <th>small</th> <th>medium</th> <th>Large</th> </tr> </thead> <tbody> <tr> <td>Commercial/industrial</td> <td>€/month</td> <td>4.48</td> <td>10.47</td> <td>18.50</td> </tr> <tr> <td>Assigned container</td> <td>€/trip</td> <td>(1 1m³) 9.74</td> <td>(7 0m³) 40.52</td> <td>-</td> </tr> </tbody> </table>	Customers	unit	Tariff		Door to door	Communal container	Household	€/month	3.88	3.88	Customers	unit	Tariff			small	medium	Large	Commercial/industrial	€/month	4.48	10.47	18.50	Assigned container	€/trip	(1 1m ³) 9.74	(7 0m ³) 40.52	-	
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Assigned container	€/trip	(1 1m ³) 9.74	(7 0m ³) 40.52	-																										
1.5 Public area cleansing	<ul style="list-style-type: none"> Public areas such as streets and parks belonging to the municipality are divided into three areas and its cleansing works are commissioned to the Ekoregjioni and two private companies. The service providers are selected every December and the contract period is January to December. Removal of illegal dumps in the urban area is included in the contract with Ekoregjioni. Total contract amount is €484,000 in 2011. 	<ul style="list-style-type: none"> Waste is thrown away in the rivers. Waste is scattered in the small parks in the high-rise housing estates. Waste overflows from the trash boxes installed in the parks. 																												
1.6 Recycling	<ul style="list-style-type: none"> Recycling rate to the total generation amount is 5.0%. Recycling activities are carried out by informal sectors. In rural areas, composting of organic waste is done but it is extremely limited. Recyclables are separated by the collection workers during collection work. One private waste collection company has a recyclable sorting yard and takes out 0.9ton/day of recyclables by manual sorting. 	<ul style="list-style-type: none"> Recycling activities are performed by informal sector. MoP does not carry out recycling promotion activity. 																												
1.7 Final disposal	<ul style="list-style-type: none"> A regional disposal site was developed as a sanitary landfill with an area of 25 ha and design capacity of 26million m³, funded by FAR in Landovica in 2004. Landovica disposal site is operated by Kosovo Landfill Management Company (KLMC). Daily disposal amount was 176.9ton/day (112.8ton/day from Prizren, 64.1 ton/day is from areas besides Prizren) in 2011 Tipping fee defined by KLMC: 6.10€/ton 	<ul style="list-style-type: none"> The remaining capacity is unknown. Landovica disposal site is not operated as scheduled due to the lack of income (Eko RVVC is not able to fully afford tipping fee) Landovica disposal site is closed sometimes because Ekoregjioni does not pay a tipping fee 																												
1.8 Equipment maintenance	<p>Equipment belonging to Prizren Unit of Ekoregjioni as of 2011 are listed as follows:</p> <table border="1" style="margin-left: auto; margin-right: auto;"> <thead> <tr> <th>Equipment</th> <th>Quantity</th> </tr> </thead> <tbody> <tr> <td>Compactor truck</td> <td>7 units</td> </tr> <tr> <td>Skip loader</td> <td>5 units</td> </tr> <tr> <td>Wheel excavator</td> <td>1 unit</td> </tr> <tr> <td>Water tanker</td> <td>1 unit</td> </tr> <tr> <td>Tractor</td> <td>10 units</td> </tr> <tr> <td>Sump truck</td> <td>1 unit</td> </tr> </tbody> </table>	Equipment	Quantity	Compactor truck	7 units	Skip loader	5 units	Wheel excavator	1 unit	Water tanker	1 unit	Tractor	10 units	Sump truck	1 unit	<ul style="list-style-type: none"> Equipment breaks down frequently meaning that a punctual collection service is not provided. Most of the communal containers placed in the town area are damaged and undergo no maintenance. 														
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2. Institutional system																																												
2.1 Law & regulation	<p>1. National government</p> <ul style="list-style-type: none"> Waste law was promulgated in May 2006 National Waste Management Strategy 2011 – 2020 (Draft) <p>2. Municipality of Prizren</p> <ul style="list-style-type: none"> Municipal decision for arrangement of town and public services (Nov. 2004) Prizren Local Environment Action Plan (draft) June 2011 	<ul style="list-style-type: none"> NWM Strategy is not approved yet. Municipality has no SWM plan. New waste law is under discussion in the national assembly. In the current legal system, responsibility and duty of the municipality are vague. 																																										
2.2 Administration & management system	<ul style="list-style-type: none"> Municipality controls only public area cleansing. Dept. of Public Services is responsible for the public area cleansing but there is no particular organization in charge of waste management. 	<ul style="list-style-type: none"> A locus of responsibility of SWM is not clear. 																																										
2.3 Financial situation	<p>1. Municipality of Prizren</p> <ul style="list-style-type: none"> More than 60% of municipal budget is subsidized by the national government. Municipality uses only 1.7% of its budget for waste management. <p>Municipal budget in 2011 (unit: €1,000)</p> <table border="1"> <thead> <tr> <th>Items</th> <th>2010</th> <th>2011</th> </tr> </thead> <tbody> <tr> <td>Total municipal budget</td> <td>30,876</td> <td>28,022</td> </tr> <tr> <td>Own revenue</td> <td>4,904 (16.0%)</td> <td>5,122 (18.3%)</td> </tr> <tr> <td>Subsidy from national gov.</td> <td>25,912 (84.0%)</td> <td>22,900 (81.7%)</td> </tr> <tr> <td>Dept. of Public Service</td> <td>8,552 (21.2%)</td> <td>7,567 (27.0%)</td> </tr> <tr> <td>Public area cleansing</td> <td></td> <td>494 (1.7%)</td> </tr> <tr> <td>Municipal budget per capita</td> <td></td> <td>158 €/person</td> </tr> </tbody> </table> <ul style="list-style-type: none"> The waste fee is set for waste collection; however service providers do not have a right to enforce the residents to pay it. Waste fee collected is only half of billing amount. <table border="1"> <thead> <tr> <th>Items</th> <th>unit</th> <th>Amount</th> </tr> </thead> <tbody> <tr> <td>Budget for Prizren Unit</td> <td>€</td> <td>997,979</td> </tr> <tr> <td>Waste fee collected</td> <td>€</td> <td>497,979</td> </tr> <tr> <td>Commission fee for p/a cleansing</td> <td>€</td> <td>105,000</td> </tr> <tr> <td>Waste amount collected</td> <td>ton/year</td> <td>31,042</td> </tr> <tr> <td>Unit collection cost</td> <td>€/ton</td> <td>29.4</td> </tr> <tr> <td>Tipping fee paid</td> <td>€/ton</td> <td>2.7</td> </tr> </tbody> </table>	Items	2010	2011	Total municipal budget	30,876	28,022	Own revenue	4,904 (16.0%)	5,122 (18.3%)	Subsidy from national gov.	25,912 (84.0%)	22,900 (81.7%)	Dept. of Public Service	8,552 (21.2%)	7,567 (27.0%)	Public area cleansing		494 (1.7%)	Municipal budget per capita		158 €/person	Items	unit	Amount	Budget for Prizren Unit	€	997,979	Waste fee collected	€	497,979	Commission fee for p/a cleansing	€	105,000	Waste amount collected	ton/year	31,042	Unit collection cost	€/ton	29.4	Tipping fee paid	€/ton	2.7	<ul style="list-style-type: none"> Prizren's own income is restricted meaning that the budget for waste management is also limited. As citizens do not pay the waste fee, the expense necessary for collection service is chronically short. Waste collection service is not sufficient due to a chronic lack of income.
Items	2010	2011																																										
Total municipal budget	30,876	28,022																																										
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2.4 Public education and cooperation	<ul style="list-style-type: none"> Several annual environmental events are organized. Ex. Earth Day (April), Best Garden Contest (May-June), Let's Clean Kosovo (May). Beautification of town (maintenance of green oasis etc., by planting trees and flowers) At the national level, the inter-ministerial strategy for public health for 2008 - 2017 has been adopted by Min. of Health, Education, and Environment. Under the strategy, a set of environmental education materials (prepared by REC) was distributed to all public primary schools in Kosovo, with one teacher per school trained with the materials. Secondary school textbooks discuss some environmental issues on the subject of 	<ul style="list-style-type: none"> Beautification events are not directly connected with the daily waste collection. Prevention of illegal dumping has not been a topic of the awareness programs. Daily discharge manner has not been a topic of the awareness programs. School based environmental activities are not implemented in a manner corresponding to the services provided in the city. Schools are left with a lot of 																																										

	environmental studies.	waste scattered in their premises • Not many citizens are aware of the benefits of separation or recycling of waste.
--	------------------------	---

*1: Recyclables: includes paper, plastic, metal and glass/bottle.

*2: Waste collection rate

ANNEX2: Planning Framework

2 Assumption for planning

2.1 Population and economic growth rate

a. Population growth rate

The population growth until 2020 is estimated based on the census data of 2011 and using the following population growth rate forecasts made in the Prizren Municipal Development Plan 2025 (August 2010) approved by MoP.

2011 – 2015: 2.148%

2016 – 2020: 2.058%

These growth rates were used to forecast the population, as per the table below.

Table 2: Population Forecast

Year	Total	Urban	Rural
2011	179,869	97,304	82,565
2012	181,256	98,055	83,201
2013	182,460	98,717	83,763
2014	183,595	99,320	84,275
2015	184,640	99,885	84,755
2016	185,625	100,418	85,207
2017	186,702	101,001	85,701
2018	187,736	101,560	86,176
2019	188,709	102,087	86,622
2020	189,594	102,565	87,029
2021	190,357	102,978	87,379
2022	191,265	103,480	87,805
2023	192,105	103,924	88,181

b. GDP growth rate

Gross Domestic Product (GDP) per capita in 2011 is estimated to be US\$2,750 by the International Monetary Fund (IMF) and US\$3,750 by the Ministry of Economy and Finance of Kosovo (MEF). The World Bank (WB) estimated GDP per capita in 2007 at 1,850 Euros, therefore this plan adopts the more moderate estimate for 2011 GDP per capita by the IMF.

Table 3: GDP per Capita

	IMF	WB	MEF of Kosovo
GDP per Capita in 2011	US\$2,750	€1,850 in 2007	US\$3,750
Growth rate in 2011	4.4%	5.4%(1999-2009)	4.8%

IMF: International Monetary Fund

WB: World Bank

MEF: Ministry of Economic and Finance, Republic of Kosovo

Because there have been no predictions made on long-term economic growth rates, the estimated growth rates listed in エラー! 参照元が見つかりません。 were used to estimate the following rates adopted for this project.

Economic growth rate from 2011 to 2015 adopts the figure 4.8% which the Ministry of Finance of Kosovo has estimated, and the growth rate from 2016 to 2023 adopts the figure 2.0% in consideration with the rate from 1.6 to 1.9% which the IMF and WB have estimated for the EU countries.

2011 – 2015: 4.8%

2016 – 2023: 2.0%

Table 4: Economic Growth Rates estimated by IMF, W/B and MEF

Year	IMF		WB		MEF Kosovo
	World	Euro area	World	Euro area	
2010	5.0%	1.7%	3.8%	1.7%	
2011	4.4%	1.6%	2.2%	1.7%	
2012	4.5%	1.8%	3.6%	1.8%	4.8%
2013			3.6%	1.9%	

2.2 Future waste amount and composition

2.2.1 Waste generation amount

Formula of forecast:

The Future Waste Generation Amount (WG_{Ax}) is calculated by multiplying the future Number of Waste Generation Sources (NGS_x) and the future waste Generation Rate (GR_x).

$$WGx = GRx \times NGSx$$

Future number of Waste Generation Sources (NGSx):

The future number of NGSx for household waste, namely the population, is forecasted based on the population forecast in the Project (エラー! 参照元が見つかりません。). The future number of NGSx for school waste, namely the number of school students, is relative to the figure of the population forecast. Apart from household and school waste, the future number of NGSx such as restaurants and shops will increase in proportion with the economic growth rate.

Future waste Generation Rate (GRx):

The future waste GRx is deemed to increase in proportion with economic growth. In order to forecast the future generation rate, it is necessary to examine the relationship between the changes in Gross National Product (GNP) and GDP or GRDP and the waste generation amount. The Japanese statistics, which were recorded from 1963 to 1988 (since 1990 the generation rate has been constant, about 1.1 kg per person per day due to the promotion of the 3Rs) and are the only data of its kind in the world, shows the trend of the rate due to the development of the economy as follows:

- At the time of developing economy (1963-1970):

Increase of GRx = 55% of GDP growth rate

- At the time of developed economy (1975-1988):

Increase of GRx = 29% of GDP growth rate

Considering the current condition of Kosovo, the relationship between the growth of the country's GDP and waste generation can be assumed to be the same as that in the period when Japan was a developing economy. Therefore, the waste generation rate in Kosovo was assumed to increase by 55% of its GDP growth rate.

In addition, the annual increase in the waste generation rate shown above will not apply to public area cleansing services (road sweeping), but their amount will be implicitly increased in accordance with population growth, expansion of the city, etc. Consequently, when forecasting, the following assumptions were adopted based on the above statistics and past experiences:

- Generation rate of ash and public area cleaning waste will not change in the future.
- Generation rate of waste other than ash will increase by 2.64 % (4.8 % x 0.55 = 2.64 %) annually until 2015 and by 1.1 % (2.0 % x 0.55 = 1.1 %) annually from 2015 to 2020.

Table 5: Future waste generation rate

Category	Unit	2011	2014	2018	2023
Urban households	g/person/day	366	394	415	438
Rural households	g/person/day	381	410	433	455
Restaurants	g/restaurant/day	11,910	12,878	13,658	14,391
Other shops	g/shop/day	1,770	1,885	1,977	2,068
Grocer's shops	g/shop/day	2,795	3,023	3,206	3,387
Shopping centers	g/m ² /day	68	75	80	85
Offices	g/office/day	1,061	1,135	1,194	1,251
Schools	g/student/day	52	52	52	52
Hotels	g/hotel/day	1,132	1,224	1,298	1,369
Market stall	g/stall/day	12,008	12,979	13,763	14,494
Regional hospital ¹	kg/hospital/day	6,000	6,000	6,000	6,000
Streets and parks	g/m ² /day	7	7	7	7

*1: Assuming the scale of the regional hospital does not change, the municipal waste amount generated in this hospital will remain the same. Note, only the hospital's unit is in kilograms per day.

Table 6: Future waste generation sources

Category	Unit	2011	2014	2018	2023
Urban households	person	97,304	99,320	101,560	103,924
Rural households	person	82,565	84,275	86,176	88,181
Restaurants	restaurant	1,186	1,366	1,520	1,678
Other shops	shop	4,749	5,466	6,079	6,713
Grocer's shops	shop	904	1,040	1,157	1,278
Shopping centers	m ² (of floor)	32,690	37,626	41,846	46,202
Offices	office	1,337	1,538	1,711	1,889
Schools	student	44,500	45,422	46,446	47,528
Hotels	hotel	34	40	45	50
Market stall	stall	657	757	842	930
Regional hospital	hospital	1	1	1	1
Streets and parks	m ²	74,350	85,579	95,177	99,023

Table 7: Future waste generation amount

Category	Unit	2011	2014	2018	2023
Urban households	ton/day	35.6	39.1	42.2	45.5
Rural households	ton/day	31.5	34.6	37.3	40.1
Restaurants	ton/day	14.1	17.6	20.8	24.2
Other shops	ton/day	8.4	10.3	12.0	13.9
Grocer's shops	ton/day	2.5	3.1	3.7	4.3
Shopping centers	ton/day	2.2	2.8	3.4	3.9
Offices	ton/day	1.4	1.8	2.0	2.4
Schools	ton/day	2.3	2.4	2.4	2.5
Hotels	ton/day	0.1	0.1	0.1	0.1
Market stall	ton/day	7.9	9.8	11.6	13.5
Regional hospital	ton/day	0.5	0.6	0.7	0.7
Streets and parks	ton/day	6.0	6.0	6.0	6.0
Total	ton/day	112.6	128.2	142.1	157.0

2.2.2 Future waste composition

Future waste composition is forecast by comparing the results of the WACS with the waste data on other countries. The forecast is mainly based on the following assumptions:

- The generation amount of waste derived from containers and packaging of goods (e.g., paper, plastic, metal, bottle and glass) and kitchen waste is assumed to increase in accordance with economic growth. Thus, the generation rate of that waste will increase by the same rate mentioned in the waste generation rate.
- The generation amount of textiles, rubbers and leather (of which the discharge rate is severely low) are assumed to increase in accordance with economic growth but less than the above types of waste. Therefore, the generation rates of these types of waste will increase half of the above per annum.
- The generation amount of grass, woods, ceramics, stones, earths, ashes and other waste are assumed not to increase in accordance with economic growth. Therefore, the generation rate of those types of waste will not increase.

Based on these assumptions, future waste composition is estimated as outlined

in the following table.

Table 8: Future Waste Composition

Composition	2011	2014	2018	2023
Kitchen waste	41.06%	41.99%	42.67%	43.32%
Paper	13.68%	14.40%	14.94%	15.43%
Textile	1.78%	1.76%	1.75%	1.75%
Plastic	12.51%	13.00%	13.40%	13.80%
Grass and wood (Green waste)	2.77%	2.78%	2.78%	2.77%
Rubber and leather	0.34%	0.36%	0.37%	0.38%
Metal	1.59%	1.67%	1.73%	1.79%
Glass bottle	5.93%	6.07%	6.18%	6.28%
Ceramics and stone	0.59%	0.57%	0.56%	0.55%
Ash and earth	12.07%	11.85%	11.70%	11.54%
Others	7.67%	5.55%	3.92%	2.38%
Total	100.00%	100.00%	100.00%	100.00%

6.2 国全体で実施できる意識向上のためのイベントの企画案

(Draft) Planning Proposal
for
“Eco Ambassador School”

Submitted to Ministry of Environment and Spatial Planning
April 2015

The Project for Enhancement of Capacity for Waste Management
toward Sound Material-Cycle Society in Kosovo

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1 Background

1.1 National Goal

The National Waste Management Strategy aims to establish the “sound material-cycling society” which *The Project for Enhancement of Capacity for Waste Management toward Sound Material-Cycle Society* has also aimed at. 3R (Reduce, Reuse, Recycle), or 4R in more advanced regions is a method to achieve this goal. The Project has found out the current status of the communities in Kosovo require still a few steps toward 3R-society, and needs firstly to keep the environment clean by keeping the wastes off the streets, in the designated waste containers, and in the designated place of disposal, while paving their paths to 3R. The MESP has a role at the national level to fill in this gap by placing the stepping-stones for the community and for LGUs to reach to the 3R-society.

1.2 “Awareness”

An awareness campaign is an activity conducted to bring about changes in behaviors of the people living in the society. *When will you dare to change your behavior?*

A person will change their behavior only when he/she has changed the way of thinking. Then, when will you change your of thinking? When you are convinced enough and think it is better to change. How can you be convinced? – When you are provided with sufficient information and think about them well, and when you have an experience(s) that provide you with good insights.

The awareness once gained through such experiences needs reinforcement to be developed in to their behaviors. “Reinforcement” requires repeated inputs of messages or repeated experiences.

2 Key Elements in Strategy for the National Level Awareness Program

2.1 Continuity of “message”

Currently, a few initiatives are implemented at the National level to promote clean environment in Kosovo, such as “Let’s Clean Kosovo”, “Earth Day”, “International Day of Environment” and many cleaning activities are conducted on such occasions in almost every municipality.

As described in the section above, however, to improve awareness of the people need more “doses” of message, and continuation of activities with more frequency. However, same kind of activities of cleaning may bore the people and lose their attentions. It is necessary to think of how to deliver the same message of “keep the Kosovo clean” continuously in different ways over a period of time.

2.2 Relevancy to the current situation at the community level

The Project also has found that the society of Kosovo still has very limited market for recyclable materials, and few manufacturers or dealers to deal with recycling business. Therefore in most of the municipalities, separation of waste and recycling do not take place. In such

circumstances, even if you try to convince the people to separate wastes for recycling, the people will question “Why is necessary to separate when all the wastes end up in one place any way?” The change that the society firstly need is to make their own action to keep their living environment clean.

2.3 Coordination with LGU-level activities

The new Law on Wastes has designated the authority of waste management to municipalities, and the municipalities are expected to develop their waste management plan, which shall be in accordance with the National Plan of Waste Management. A national-level activity is expected to be broken down to particles which can be implanted at the municipality-level. “Let’s Clean Kosovo”, for example, is coordinated at the national level, and the cleaning activities are organized and conducted at the municipality level.

It is also possible to take up the municipality level of activities which are conducted now independently, or implemented by several different NGOs and donors, and coordinate at the National Level to summarize the messages from such activities as the national one.

3 Possible Nationally-organized activity

3.1 Eco Ambassador School

3.1.1 Concept

Many schools in Kosovo have environmental groups in various forms: some are supported by some NGOs, other work on the school director’s or teacher’s initiatives and the children who are learning in such environmental groups can be the messengers of environment, delivering environmental message to their families and community.

The activities that have been tried out by the Prizren municipality with the Project provide many learning experiences where the children will have direct experiences, feeling and thinking with their own minds. (Similar activities have been introduced by the MESP earlier through REC in the form of Green Pack.)

What the students have learned from the activities conducted over one calendar year will give many insights about the environment, which can be shared with their cohorts in the school, the adults in their own community. The message that is delivered by their own children will be listened to better by the adults. If the students summarize their findings in to a form of “Newsletter” and share it with their school and their community, it will bring the attention of the community.

3.1.2 Time schedule of activities

The schedule is planned in such a way that will allow students to be actively explore in outside environment, and bring highlights on environmental issues during winter time, when a community usually will not hear or talk about such topics.

Timing	Activity	
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3.1.4 Composition of the "Environmental Newsletter"

The following items may be considered as the contents of the Newsletter which is to be developed by students.

- Students' insights of their community's (or school's) environment.
- Their original works such as students' poem and drawings related to environment.
- Message to the community / school friends for better environment.



3.1.5 Criteria for selection

The selection of the "Eco Ambassador School" shall include the following aspects:

- If the students have participated well in the activities
- If there is involvement of community
- If the message to the community is clear/ encouraging them to take any actions

3.1.6 Media publicity of competition

In order to make the maximum effects of the activities, the municipality level competition as well as the national level competition shall be given enough media attentions, including regional and national TVs, radios, and newspapers. For the children as well as their parents and teachers, the recognition of the society itself will be a great reward and encouragement.

It will also be important that the municipality and the MESP will continue monitoring the selected ambassador schools and see how the community will react to the recognition and respond to the call from their own children.

3.1.7 Implementing bodies

The following offices and institutions shall be involved in planning and implementation of the program.

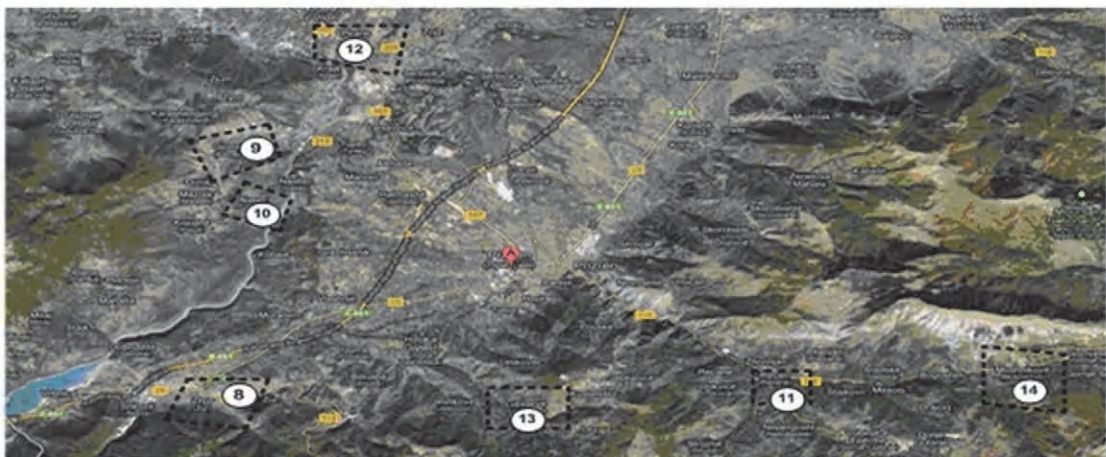
- Ministry of Environment and Spatial Planning
- Ministry of Education
- Municipalities: Public Service Directorate/department (or the directorate in charge of waste management), any directorate/departments in charge of community activities,
- Education Department in each municipality
- Primary and Secondary Schools which have Environmental Group in any forms.

6.3 住民・事業意識調査

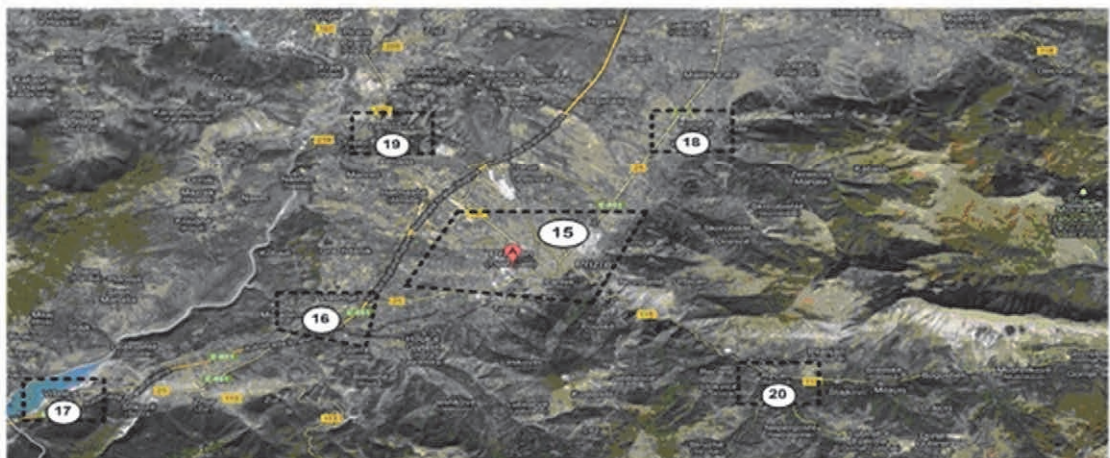
Prizren Municipality Households and Business entities target areas for Public Opinion Survey



Prizren City Map, 1-Nenkala, 2-Ortokoll, 3-Kurilla, 4-Lubizhda, 5-Tusuz, 6-Dushanova, 7-Jaglenica



Villages Map, 8-Zhur, 9-Gjonaj, 10-Nashec, 11-Recan, 12-Pirana, 13-Lubiqeva, 14-Mushnikova



Business establishments, 15-Prizren, 16-Vlashnja, 17-Vermica, 18-Korisha, 19-Landovica, 20-Recan

図 6.1 プリズレン市内調査対象地区（出典:Google Maps）

6.3.1 概要

2015 年住民意識調査は、新たに始まったプリズレン市の廃棄物管理制度について市民のフィードバックを得るために実施した。いくつかの質問は、新制度の効果を測るべく 2014 年に実施した調査結果と比較した。

調査はプリズレン市内の 400 世帯の一般世帯と 100 事業者をサンプルとし、原則的に 2012 年の調査時と同じサンプル対して聞き取りを行い変化をみられるようにした。

今回の住民意識調査は事業者に対しては 3 月 21～25 日、一般世帯については 3 月 26 日～4 月 19 日にかけて実施した。一般世帯については請求書の配達の遅れを考慮し調査時期を遅らせた。調査チームには 3 月に請求書の発送が開始される旨、通知していたが、市役所から郵便サービス側の混乱で遅れが出ているとの知らせがあった。よって、調査チームは 4 月に入って配達を確認されるまで、都市部での一般世帯に対する調査を待たねばならなかった。

6.3.2 調査方法

a. 調査デザイン

都市部・村落部の一般世帯に対する調査と事業者に対する調査はそれぞれ別の質問票を使って実施された。

一般世帯については、プリズレン市内の村落部の 7 村に分散する 160 世帯と都市部の 7 地区に分散する 240 世帯を対象に実施した。事業者については、村落部・都市部にあるさまざまな業種、規模からなる 100 サンプルに対し調査した。

1. 調査方法: 事前に作成した質問票を基にした面談によるインタビュー

2. 調査対象:

(a) 一般世帯 : 各対象世帯から 18 歳以上の成人 1 名

(b) 事業者 : 村落部・都市部にあるさまざまな業種、規模の事業者から 1 名。

3. サンプル数:

(a) 一般世帯 : 都市部 240 サンプル、村落部 160 サンプル、計 400 サンプル (有効サンプル数)

(b) 事業者 : 100 サンプル (有効サンプル数)

4. 対象地区: プリズレン市全区

5. 質問数:

(a) 一般世帯: 多肢選択方式 41 問

(b) 事業者 : 多肢選択方式 44 問

6. 質問票の内容: (1) ごみの状況に関する一般的な質問

(2) 新しい廃棄物管理制度に関する知識

(3) 家庭でのコンポストに関する知識

(4) 自身の世帯 (事業) に関する情報

b. 質問票の準備

調査期間の前に英語版の質問票を JET が準備したが、2012 年の住民（事業者）意識調査に使用した質問票を基に変更を加え、新廃棄物制度により焦点をおいたものとした。さらにアルバニア語版への翻訳も JET が担当し、英語・アルバニア語を揃えて調査チームへ渡した。

c. サンプル方法

原則的に 2012 年に対象としたサンプルに再訪した。2012 年のサンプルが転居したり廃業している場合は、同地区内で別のサンプルを選択し訪問した。サンプルの内訳は以下のとおりである。

c.1 一般世帯

Urban Area				
Name of zone	Type of zone	Target HH		Actual No. of Samples
		No.	%	
Ortakoll	apartments	15,511	89.15%	61
Tusuz	Hilly area			50
Kurilla	Hilly area			39
Jaglenica	New town			33
Nenkala	Old town			29
Dushanova	Urban area	1459	8.39%	21
Lubizhda	Urban area	429	2.47%	7
Total		17,395	100.00%	240
Rural Area				
Name of Village	Type of Village	Target HH		Actual No. of Samples
		No.	%	
Zhur	communiting area biggest	840	32.74%	53
Gjonaj	exture of education level mostly bakers	526	20.50%	32
Pirana	border village between other	343	13.37%	22
Nashec	mixture of two religious population	177	6.90%	11
Mushnikova	Zupa area(water source to town)	240	9.35%	15
Recan	Bosnian majority area	214	8.34%	13
Lubiqeva	hilly area, with poor access & infrastructure	226	8.81%	14
Total		2566	100.00%	160

c.2 事業主

Category	Shops	Restaurant	Hotel	Public & Private Offices	Market	Others	Total
Sample number	35	26	5	21	9	4	100

6.3.3 調査結果

a. 一般世帯

a.1.1 ごみに関する一般的な質問

自身の生活環境の中でごみに関する問題を感じている住民が 2014 年と比べて大きく減少した。特に都市部では 2015 年では 8%以下の住民しか問題があると感じていない (Q1)。

まだ問題があると感じている住民は、道路に散乱するごみやそうしたごみから発生する悪臭を指摘している。村落部では不満を感じる住民がやや都市部よりも多く、特にごみが小動物を引き寄せていることを問題に関している。収集活動そのものに劇的な変化が起きているわけではないため、一部の住民は不満を感じている可能性もある (Q.2)。

表 6.1 [Q1.]自身の近隣で、制御できていないごみによって起きている問題はありますか？

年	地域	1. Yes	2. No	3. I do not know	Total
2014	都市部	21.4	78.2	0.4	100.0
	村落部	34.6	64.1	1.3	100.0
	市全域	26.7	72.5	0.8	100.0
2015	都市部	7.9	90.8	1.3	100.0
	村落部	13.75	83.75	2.50	100.0
	市全域	10.25	88.00	1.75	100.0

表 6.2: Q2. ごみに関して今ある問題はどのような問題ですか？

	地区	問題の種類									
		1. A lot of wastes are scattered on streets.	2. Wastes on the street are scavenged by animals.	3. Wastes left on the street cause offensive odor.	4. Wastes left on the street attract rats and flies.	5. Dumped wastes in canal block drainage systems and cause flood in rainy season.	6. Dumped wastes in canal pollute water and cause skin diseases and diarrhea.	7. Fire at the final disposal site cause emission of polluted gases.	8. Waste at the final disposal site pollutes ground water.	9. The current dumpsite is almost full.	10. Others
2014	都市部	66.7	35.3	41.2	27.5	21.6	13.7	7.8	5.9	5.9	7.8
	村落部	69.1	36.4	36.4	25.5	10.9	12.7	5.5	1.8	1.8	10.9
	市全域	67.9	35.8	38.7	26.4	16.0	13.2	6.6	3.8	3.8	9.4
2015	都市部	84.2	26.3	36.8	10.5	10.5	15.8	5.3	5.3	.0	5.3
	村落部	81.9	45.5	27.3	22.7	18.2	36.4	13.6	4.5	.0	9.1
	市全域	35.8	15.8	13.7	7.4	6.3	11.6	4.2	2.1	.0	3.2

(* % は Q1 に対し “yes” と回答したサンプル数に対して算出)

a.1.2 新廃棄物制度に関する認識

表 6.3: 2015年1月からプリズレン市の各世帯は、ごみ収集業者に毎月の料金を支払う代わりに市役所に”ごみ税“を支払わなければならないことを知っていますか？

地区		1. Yes, I do.	2. No, I do not know.
都市部	Ortakoll	47	14
		(77.0)	(23.0)
	Tusuz	35	15
		(70.0)	(30.0)
	Kurilla	30	9
		(76.9)	(23.1)
	Jaglenica	20	13
		(60.6)	(39.4)
Nenkala	15	14	
	(51.7)	(48.3)	
Dushanova	12	9	
	(57.1)	(42.9)	
Lubizhda	7	0	
	(100.0)	(.0)	
Total		166	74
		(69.2)	(30.8)
村落部	Gjonaj	17	15
		(53.1)	(46.9)
	Zhur	23	30
		(43.4)	(56.6)
	Lubiqeve	10	4
		(71.4)	(28.6)
	Nashec	10	1
		(90.9)	(9.1)
Pirane	9	13	
	(40.9)	(59.1)	
Recane	9	4	
	(69.2)	(30.8)	
Mushnikove	7	8	
	(46.7)	(53.3)	
Total		85	75
		(53.1)	(46.9)
市全域	Total	251	149
		(62.8)	(37.3)

都市部、村落部共に半数以上の住民がプリズレン市で新しく導入されたごみ税について知っているとは回答した(表 6.3)。しかし、村落部は(53.1%) 都市部 (74.7%)よりも認知度が低

い。調査実施のタイミグ自体が結果に影響している可能性もあるが、一方で村落部で話されているボスニア語メディアでの広報が3月まで遅れたことも一因と考えられる。これについては廃棄物に関する諮問委員会で3月初めに指摘があり、市役所はすぐに対策をとるべく行動したが調査時期よりも後となった。

一方で新制度について知っているという回答した市民に、どの媒体から情報を得たか尋ねたところ、多くが「市役所からのリーフレット」と回答した(Q.4)。リーフレットでの情報提供の確実さが証明されることとなった。

表 6.4: ごみ税についてどのようにして知りましたか？

Area		1. I received a leaflet from the municipality.	2. I saw news/ a program about it on TV	3. I heard from my friend/neighbors /family.	4. I read the municipal newsletter.	5. Other	Total
Urban	Ortakoll	33	4	9	1	0	47
		(70.2)	(8.5)	(19.2)	(2.1)	(.0)	(100.0)
	Tusuz	26	0	9	0	0	35
		(74.3)	(.0)	(25.7)	(.0)	(.0)	(100.0)
	Kurilla	25	0	4	1	0	30
		(83.4)	(.0)	(13.3)	(3.3)	(.0)	(100.0)
	Jaglenica	16	2	1	0	1	20
		(80.0)	(10.0)	(5.0)	(.0)	(5.0)	(100.0)
	Nenkala	12	2	1	0	0	15
(80.0)		(13.3)	(6.7)	(.0)	(.0)	(100.0)	
Dushanova	10	1	1	0	0	12	
	(83.4)	(8.33)	(8.33)	(.00)	(.0)	(100.0)	
Lubizhda	2	1	4	0	0	7	
	(28.6)	(14.3)	(57.1)	(.0)	(.0)	(100.0)	
Total		124	10	29	2	1	166
%		(74.7)	(6.0)	(17.5)	(1.2)	(.6)	(100.0)
Rural	Gjonaj	13	2	1	0	1	17
		(76.5)	(11.8)	(5.9)	(.0)	(5.9)	(100.0)
	Zhur	17	3	2	0	1	23
		(73.9)	(13.0)	(8.7)	(.0)	(4.3)	(100.0)
	Lubiqeve	10	0	0	0	0	10
		(100.0)	(.0)	(.0)	(.0)	(.0)	(100.0)
	Nashec	10	0	0	0	0	10
(100.0)		(.0)	(.0)	(.0)	(.0)	(100.0)	
Pirane	3	1	1	4	0	9	
	(33.3)	(11.1)	(11.1)	(44.4)	(.0)	(100.0)	
Recane	1	3	3	2	0	9	
	(11.1)	(33.3)	(33.3)	(22.2)	(.0)	(100.0)	

	Mushnikove	1 (14.3)	0 (.0)	6 (85.7)	0 (.0)	0 (.0)	7 (100.0)
	Total (%)	55 (64.7)	9 (10.6)	13 (15.3)	6 (7.1)	2 (2.3)	85 (100.0)
Municipality	Total %	179 (71.3)	19 (7.6)	42 (16.7)	8 (3.2)	3 (1.1)	251 (99.9)

廃棄物税の請求書を受け取った率は当初期待されていたよりも低くなった。都市部では 84.3% に届いているが、村落部では 67.1% に留まった(Q.5)。これは請求書配達 の遅延によるところが大きいと推測され、結果的に調査実施時期が早すぎる こととなってしまった。遅延は請求書の印刷・発送を委託した郵便局との契約手続きに時間がかかったことが一因であり、さらに独立以前から使われている住所表記にも原因があった。プリズレンのあちこちで、一つの通りの名前が広大な地区を指していることがあり、その中にはいくつもの脇道が存在し、番地のない家も多くある。複数の同姓同名の住民がおなじ“通り”にいた場合、すべての請求書がそのうち一人の家に行ってしまう、正しい宛先にはその人の善意によって届けられる、ということになっている。

この状況はしかし、来年には改善される見込みである。こうして市役所の公共サービス部（その中に廃棄物管理課がある）が住所表記による問題の大きさに気付いたからには、改善策を講じるつもりをしている。その上で、また遅延が出る場合には、市役所は請求書送付方法について考え直さなければならぬだろう（オンラインでチェックできるようにする等）。一方で、調査員からは、請求書を受け取ったことを認めると、支払い義務があることを認めることになるので、受け取っていないと回答している可能性も否定できないという意見も寄せられた。

請求書を受け取った人たちは概ね、この変化を肯定的に受け止めている。（都市部・村落部共に 85%、市全域でみると 80.5%）。

表 6.5: [Q5.] 市役所からの廃棄物税請求書が届きましたか？

Area		1. Yes, I have.	2. No, I have not.	Total
Urban	Ortakoll	43	4	47
		(91.5)	(8.5)	(100.0)
	Tusuz	32	3	35
		(91.4)	(8.6)	(100.0)
	Kurilla	18	12	30
		(60.0)	(40.0)	(100.0)
	Jaglenica	18	2	20
		(90.0)	(10.0)	(100.0)
Nenkala	14	1	15	
	(93.3)	(6.7)	(100.0)	
Dushanova	10	2	12	
	(83.3)	(16.7)	(100.0)	
Lubizhda	5	2	7	

		(71.4)	(28.6)	(100.0)
	Total	140	26	166
	%	(84.3)	(15.7)	(100.0)
Rural	Gjonaj	12	5	17
		(70.6)	(29.4)	(100.0)
	Zhur	13	10	23
		(56.5)	(43.5)	(100.0)
	Lubiqeve	3	7	10
		(30.0)	(70.0)	(100.0)
	Nashec	10	0	10
		(100.0)	(.0)	(100.0)
	Pirane	5	4	9
		(55.6)	(44.4)	(100.0)
Recane	9	0	9	
	(100.0)	(.0)	(100.0)	
Mushnikove	5	2	7	
	(71.4)	(28.6)	(100.0)	
	Total	57	28	85
	%	(67.1)	(32.9)	(100.0)
Municipality	Total	197	54	251
	%	(78.5)	(21.5)	(100.0)

表 6.6: [Q6.] 現在の料金制度についてどう思いますか? (複数回答)

Area		1. convenient.	2. easy to understand.	3. reliable.	4. inconvenient.	5. complicated.	6. unreliable.	7. Other	Total
Urban	Ortakoll	28	11	2	2	7	1	0	47
		(59.6)	(23.4)	(4.3)	(4.3)	(14.9)	(2.1)	(.0)	
	Tusuz	26	6	0	1	4	0	0	35
		(74.3)	(17.1)	(.0)	(2.9)	(11.4)	(.0)	(.0)	
	Kurilla	13	7	2	3	4	1	1	30
		(43.3)	(23.3)	(6.7)	(10.0)	(13.3)	(3.3)	(3.3)	
	Jaglenica	16	1	0	0	1	0	2	20
		(80.0)	(5.0)	(.0)	(.0)	(5.0)	(.0)	(10.0)	
	Nenkala	11	0	0	0	2	0	2	15
		(73.3)	(.0)	(.0)	(.0)	(13.3)	(.0)	(13.3)	
	Dushanova	9	2	2	0	1	0	0	12
		(75.0)	(16.7)	(16.7)	(.0)	(8.3)	(.0)	(.0)	
	Lubizhda	4	0	4	1	4	0	0	7
		(57.1)	(.0)	(57.1)	(14.3)	(57.1)	(.0)	(.0)	

		Total	107	27	10	7	23	2	5	166
		%	(64.5)	(16.3)	(6.0)	(4.2)	(13.9)	(1.2)	(3.0)	
Rural	Gjonaj	15	0	0	0	1	1	0	17	
		(88.2)	(.0)	(.0)	(.0)	(5.9)	(5.9)	(.0)		
	Zhur	14	3	0	2	4	0	0	23	
		(60.9)	(13.0)	(.0)	(.1)	(17.4)	(.0)	(.0)		
	Lubiqeve	3	0	0	0	2	0	5	10	
		(30.0)	(.0)	(.0)	(.0)	(20.0)	(.0)	(50.0)		
	Nashec	6	2	0	0	1	1	0	10	
		(60.0)	(20.0)	(.0)	(.0)	(10.0)	(10.0)	(.0)		
	Pirane	4	2	0	1	2	0	0	9	
		(44.4)	(22.2)	(.0)	(11.1)	(22.2)	(.0)	(.0)		
Recane	6	6	0	0	0	0	0	9		
	(66.7)	(66.7)	(.0)	(.0)	(.0)	(.0)	(.0)			
Mushnikov e	7	0	0	0	0	0	0	7		
	(100.0)	(.0)	(.0)	(.0)	(.0)	(.0)	(.0)			
Total		55	13	0	3	10	2	5	85	
%		(64.7)	(15.3)	(.0)	(3.5)	(11.8)	(2.4)	(5.9)		
Municipality	Total	162	40	10	10	33	4	10	251	
	%	(64.5)	(15.9)	(.0)	(4.0)	(13.1)	(1.6)	(4.0)		

(% は Q3 で “yes” と回答した人数に対して算出。)

表 6.7: [Q.7] ごみ税(料金)を払っていますか？またどれくらいの頻度で払っていますか？

Area		1. Yes, I pay monthly.	2. Yes, I pay quarterly.	3. Yes, I pay annually.	4. Yes, I pay but irregularly.	5. No, I do not pay.	
Urban	Ortakoll	46	6	0	4	5	61
		(75.4)	(9.8)	(.0)	(6.6)	(8.2)	(100.0)
	Tusuz	24	8	0	5	13	50
		(48.0)	(16.0)	(.0)	(10.0)	(26.0)	(100.0)
	Kurilla	11	8	2	10	8	39
		(28.2)	(20.5)	(5.1)	(25.7)	(20.5)	(100.1)
	Jaglenica	29	2	1	1	0	33
		(87.9)	(6.1)	(3.0)	(3.0)	(.0)	(100.0)
	Nenkala	12	4	1	4	8	29
		(41.4)	(13.8)	(3.4)	(13.8)	(27.6)	(100.0)
	Dushanova	18	1	2	0	0	21
		(85.7)	(4.8)	(9.5)	(.0)	(.0)	(100.0)

	Lubizhda	7 (100.0)	0 (.0)	0 (.0)	0 (.0)	0 (.0)	7 (100.0)
	Total	147	29	6	24	34	240
	%	(61.2)	(12.1)	(2.5)	(10.0)	(14.2)	(100.0)
Rural	Gjonaj	26 (81.3)	0 (.0)	1 (3.1)	0 (.0)	5 (15.6)	32 (100.0)
		Zhur	46 (86.8)	1 (1.9)	0 (.0)	2 (3.8)	4 (7.5)
	Lubiqeve		11 (78.6)	3 (21.4)	0 (.0)	0 (.0)	0 (.0)
		Nashec	8 (72.7)	3 (27.3)	0 (.0)	0 (.0)	0 (.0)
	Pirane		18 (81.8)	0 (.0)	0 (.0)	1 (4.6)	3 (13.6)
		Recane	9 (69.2)	2 (15.4)	0 (.0)	2 (15.4)	0 (.0)
	Mushnikov e		2 (13.3)	1 (6.7)	0 (.0)	9 (60.0)	3 (20.0)
		Total	120	10	1	14	15
	%	(75.0)	(6.2)	(.6)	(8.8)	(9.4)	(100.0)
	Municipality	Total	267	39	7	38	49
%		(66.8)	(9.7)	(1.8)	(9.5)	(12.3)	(100.0)

ごみ料金の支払いについては、現在これは2014年に比べるとかなり減少しているものの、市全体で多くの人々が毎月払いを選択している（表 6.7 と表 6.8）。市役所内にある支払い窓口では1度に10ユーロ以上の支払いを受け付けていないが、新廃棄物税制度は支払い回数を選択肢として、毎月（4.5 euro）、3か月に一度（13.5 euro）、年に一度（53 euro）の選択肢しか設けていない。よって、3か月ごとや1年ごとの支払いを希望する人は、銀行へ行って支払いをせねばならず、さらにそこでは手数料を請求される。市役所は隔月の支払い（9 euro）を選択肢に加えること、市役所内に郵便局による支払い受付窓口を設置を検討している。郵便局窓口は手数料抜きで10ユーロ以上の支払いを受け付けられる。こうした改善は来年度に取り入れられることとなるが、支払いの便利さが向上することが期待できる。

さらに、こうした廃棄物税のために取り入れられる改善策は、市役所全体の料金制度の改善にもつながっているといえる。

表 6.8: どれくらいの頻度で支払っていますか？ (2014)

		1. Yes, I pay the waste fee monthly.	2. Yes, I pay the waste fee sometimes.	3. No, I do not pay the waste fee.	Total Number of Sample
Eko	Urban	92.75%	4.83%	2.42%	(207)
	Rural	87.50%	2.27%	10.23%	(88)
	Total	91.19%	4.07%	4.75%	(295)
Sherbimi	Urban	100.00%	0.00%	0.00%	(1)
	Rural	100.00%	0.00%	0.00%	(26)
	Total	100.00%	0.00%	0.00%	(27)
IS	Urban	50.00%	0.00%	50.00%	(2)
	Rural	90.48%	4.76%	4.76%	(21)
	Total	86.96%	4.35%	8.70%	(23)
Xhaferi	Urban	85.71%	0.00%	14.29%	(7)
	Rural	0.00%	0.00%	0.00%	(0)
	Total	85.71%	0.00%	14.29%	(7)
Total	Urban	92.17%	4.61%	3.23%	(217)
	Rural	90.37%	2.22%	7.41%	(135)
	Total	91.48%	3.69%	4.83%	(352)

誰に支払っているかという質問については、調査時期が影響した可能性もあり、都市部と村落部で大きな差が表れた。都市部ではほぼ90%の人が市役所で支払っているが、村落部では60%以上の人はまだ収集業者に支払っている（表 6.9）。市民には2015年1月以降は収集業者への支払いはしないように通知してあったが、一方で廃棄物税の請求書の到着が遅れてしまった。この時間差が住民を混乱させた可能性がある。

料金についてはほぼすべての人が4.5ユーロ支払っていると回答しており、これは市役所が規定している料金と同じである（表 6.7）。収集業者へ支払い続けている人たちはいるが、料金については徹底されている。そして、約10%の人はこの金額が高いと感じてはいるが、大多数はこの金額について適切で公平な額だとして肯定的に受け入れている（表 6.11）。

また、大多数の人がごみ税支払いに伴ってごみ収集サービスを受ける権利があることを理解しており（表 6.12）、つまりは市による収集サービスに対する満足が高ければ（自らの権利が満たされれば）ごみ税の支払いも増加する可能性があり、満足度が低ければ支払いは下がってしまうことを示唆している。

表 6.9: [Q 8.] だれにごみ税(ごみ料金)を支払っていますか?

Area		1. I pay to the municipality at the municipality counter.	2. I pay to the municipality through a bank.	3. I pay to the collection company.	4. Other	Total (= Those paying for the service)
Urban	Ortakoll	55	0	0	1	56
		(98.2)	(.0)	(.0)	(1.8)	(100.0)
	Tusuz	37	0	0	0	37
		(100.0)	(.0)	(.0)	(.0)	(100.0)
Kurilla	26	0	1	4	31	
	(83.9)	(.0)	(3.2)	(12.9)	(100.0)	
Jaglenica	25	0	7	1	33	

		(75.8)	(.0)	(21.2)	(3.0)	(100.0)
	Nenkala	18	0	0	3	21
		(85.7)	(.0)	(.0)	(14.3)	(100.0)
	Dushanov	16	0	5	0	21
	a	(76.2)	(.0)	(23.8)	(.0)	(100.0)
	Lubizhda	7	0	0	0	7
		(100.0)	(.0)	(.0)	(.0)	(100.0)
	Total	184	0	13	9	206
	%	(89.3)	(.0)	(6.3)	(4.4)	(100.0)
Rural	Gjonaj	9	0	18	0	27
		(33.3)	(.0)	(66.7)	(.0)	(100.0)
	Zhur	8	0	41	0	49
		(16.3)	(.0)	(83.7)	(.0)	(100.0)
	Lubiqeve	3	0	11	0	14
		(21.4)	(.0)	(78.6)	(.0)	(100.0)
	Nashec	7	0	4	0	11
		(63.6)	(.0)	(36.4)	(.0)	(100.0)
	Pirane	1	1	17	0	19
		(5.3)	(5.3)	(89.4)	(.0)	(99.9)
	Recane	12	1	0	0	13
		(92.3)	(7.7)	(.0)	(.0)	(100.0)
	Mushnikove	7	0	5	0	12
		(58.3)	(.0)	(41.7)	(.0)	(100.0)
	Total	47	2	96	0	145
	%	(32.4)	(1.4)	(66.2)	(.0)	(100.0)
Municipality	Total	231	2	109	9	351
	%	(65.8)	(.6)	(31.1)	(2.6)	(100.0)

表 6.10: [Q 9.] いくら支払っていますか?

Village name		1. 4.5 € / month	2. Less than 4.5 € / month	3. More than 4.5 € / month	Total (= Those paying for the service)
Urban	Ortakoll	56	0	0	56
		(100.0)	(.0)	(.0)	(100.0)
	Tusuz	37	0	0	37
		(100.0)	(.0)	(.0)	(100.0)
	Kurilla	30	0	1	31
		(96.8)	(.0)	(3.2)	(100.0)
	Jaglenica	33	0	0	33
		(100.0)	(.0)	(.0)	(100.0)

	Nenkala	21	0	0	21
		(100.0)	(.0)	(.0)	(100.0)
	Dushanova	21	0	0	21
		(100.0)	(.0)	(.0)	(100.0)
	Lubizhda	7	0	0	7
		(100.0)	(.0)	(.0)	(100.0)
Total	205	0	1	206	
%	(99.5)	(.0)	(.5)	(100.0)	
Rural	Gjonaj	27	0	0	27
		(100.0)	(.0)	(.0)	(100.0)
	Zhur	48	0	1	49
		(98.0)	(.0)	(2.0)	(100.0)
	Lubiqeve	14	0	0	14
		(100.0)	(.0)	(.0)	(100.0)
	Nashec	11	0	0	11
		(100.0)	(.0)	(.0)	(100.0)
	Pirane	19	0	0	19
		(100.0)	(.0)	(.0)	(100.0)
Recane	13	0	0	13	
	(100.0)	(.0)	(.0)	(100.0)	
Mushnikove	11	0	1	12	
	(91.7)	(.0)	(8.3)	(100.0)	
Total	143	0	2	145	
%	(98.6)	(.0)	(1.4)	(100.0)	
Municipality	Total	348	0	3	351
	%	(99.1)	(.0)	(.9)	(100.0)

表 6.11: [Q.10.] 現在のごみ税額についてどう思いますか?

Area		1. appropriate.	2. fair.	3. too expensive.	4. unfair.	5. cheap.	6. Other	Total
Urban	Ortakoll	39	11	6	0	0	0	56
		(69.6)	(19.7)	(10.7)	(.0)	(.0)	(.0)	(100.0)
	Tusuz	24	11	1	1	0	0	37
		(64.9)	(29.7)	(2.7)	(2.7)	(.0)	(.0)	(100.0)
	Kurilla	17	8	6	0	0	0	31
		(54.8)	(25.8)	(19.4)	(.0)	(.0)	(.0)	(100.0)
Jaglenica	27	4	0	2	0	0	33	
	(81.8)	(12.1)	(.0)	(6.1)	(.0)	(.0)	(100.0)	
Nenkala	17	4	0	0	0	0	21	

		(81.0)	(19.0)	(.0)	(.0)	(.0)	(.0)	(100.0)
	Dushanov	17	3	1	0	0	0	21
	a	(80.9)	(14.3)	(4.8)	(.0)	(.0)	(.0)	(100.00)
	Lubizhd	1	0	4	2	0	0	7
	a	(14.3)	(.0)	(57.1)	(28.6)	(.0)	(.0)	(100.0)
	Total	142	41	18	5	0	0	206
	%	(68.9)	(19.9)	(8.8)	(2.4)	(.0)	(.0)	(100.0)
Rural	Gjonaj	22	5	0	0	0	0	27
		(81.5)	(18.5)	(.0)	(.0)	(.0)	(.0)	(100.0)
	Zhur	34	9	5	1	0	0	49
		(69.4)	(18.4)	(10.2)	(2.0)	(.0)	(.0)	(100.0)
	Lubiqev	10	3	0	1	0	0	14
		(71.4)	(21.4)	(.0)	(7.2)	(.0)	(.0)	(100.1)
	Nashec	8	2	1	0	0	0	11
		(72.7)	(18.2)	(9.1)	(.0)	(.0)	(.0)	(100.0)
	Pirane	12	5	2	0	0	0	19
		(63.2)	(26.3)	(10.5)	(.0)	(.0)	(.0)	(100.0)
	Recane	4	3	6	0	0	0	13
		(30.8)	(23.1)	(46.1)	(.0)	(.0)	(.0)	(99.9)
	Mushnikove	7	0	5	0	0	0	12
		(58.3)	(.0)	(41.7)	(.0)	(.0)	(.0)	(100.0)
Total %	97	27	19	2	0	0	145	
	(66.9)	(18.6)	(13.1)	(1.4)	(.0)	(.0)	(100.0)	
Municipality	Total %	239	68	37	7	0	0	351
		(68.1)	(19.4)	(10.5)	(2.0)	(.0)	(.0)	(100.0)

表 6.12: [Q 11.] ごみ税を支払えばごみ収集サービスを受ける権利があるということを知っていますか？

Area		1. Yes, I do.	2. No, I don't know.	Total
Urban	Ortakoll	61	0	61
		(100.0)	(.0)	(100.0)
	Tusuz	49	1	50
		(98.0)	(2.0)	(100.0)
	Kurilla	35	4	39
		(89.7)	(10.3)	(100.0)
	Jaglenica	29	4	33
		(87.9)	(12.1)	(100.0)
	Nenkala	28	1	29
		(96.6)	(3.4)	(100.0)

	Dushanova	19	2	21
		(90.5)	(9.5)	(100.0)
	Lubizhda	6	1	7
		(85.7)	(14.3)	(100.0)
	Total	227	13	240
%	(94.6)	(5.4)	(100.0)	
Rural	Gjonaj	30	2	32
		(93.8)	(6.2)	(100.0)
	Zhur	51	2	53
		(96.2)	(3.8)	(100.0)
	Lubiqeve	13	1	14
		(92.9)	(7.1)	(100.0)
	Nashec	11	0	11
		(100.0)	(.0)	(100.0)
	Pirane	22	0	22
		(100.0)	(.0)	(100.0)
	Recane	11	2	13
		(84.6)	(15.4)	(100.0)
	Mushnikove	14	1	15
		(93.3)	(6.7)	(100.0)
Total	152	8	160	
%	(95.0)	(5.0)	(100.0)	
Municipality	Total	379	21	400
	%	(94.8)	(5.3)	(100.0)

表 6.13: [Q.12.] 現在収集サービスを受けて/利用していますか？

Area		1. Yes	2. No	Total
Urban	Ortakoll	59	2	61
		(96.7)	(3.3)	(100.0)
	Tusuz	50	0	50
		(100.0)	(.0)	(100.0)
	Kurilla	37	2	39
		(94.9)	(5.1)	(100.0)
Jaglenica	33	0	33	
	(100.0)	(.0)	(100.0)	
Nenkala	29	0	29	
	(100.0)	(.0)	(100.0)	
Dushanova	21	0	21	
	(100.0)	(.0)	(100.0)	

	Lubizhda	6 (85.7)	1 (14.3)	7 (100.0)
	Total	235	5	240
	%	(97.9)	(2.1)	(100.0)
Rural	Gjonaj	31 (96.9)	1 (3.1)	32 (100.0)
		Zhur	52 (98.1)	1 (1.9)
	Lubiqeve		14 (100.0)	0 (.0)
		Nashec	11 (100.0)	0 (.0)
	Pirane		21 (95.5)	1 (4.5)
		Recane	10 (76.9)	3 (23.1)
	Mushnikove		4 (26.7)	11 (73.3)
		Total	143	17
	%	(89.4)	(10.6)	(100.0)
Municipality	Total	378	22	400
	%	(94.5)	(5.5)	(100.0)

市内のほとんどの地区の圧倒的多数の人が収集サービスを受けていると回答している一方で、Mushniove 村では「収集サービスを受けていない」という回答が多くなっているが(表 6.13)、この地区には制度上はサービスが実施されている。また同村では「現在のごみ料金は高すぎる」(表 6.11)という回答が、他地区に比べて多くなっており、この村での収集サービスが満足なレベルには達しておらず、4.5 ユーロを支払ってサービスを受けるに値しないと感じられていることが伺える。

表 6.14: [Q 13.] 現在どういうごみ収集サービスを受けて(利用して)いますか？

Area		1. Collection from individual house	2. Collection from a street corner in my own neighborhood.	3. Communal container.	4. Others	5. I do not know.	Total
Urban	Ortakoll	18	1	40	0	0	59
		(30.5)	(1.7)	(67.8)	(.0)	(.0)	(100.0)

	Tusuz	49	1	0	0	0	50
		(98.0)	(2.0)	(.0)	(.0)	(.0)	(100.0)
	Kurilla	32	3	2	0	0	37
		(86.5)	(8.1)	(5.4)	(.0)	(.0)	(100.0)
	Jaglenica	31	2	0	0	0	33
		(93.9)	(6.1)	(.0)	(.0)	(.0)	(100.0)
	Nenkala	28	0	1	0	0	29
		(96.6)	(.0)	(3.4)	(.0)	(.0)	(100.0)
	Dushanova	20	1	0	0	0	21
		(95.2)	(4.8)	(.0)	(.0)	(.0)	(100.0)
Lubizhda	4	2	0	0	0	6	
	(66.7)	(33.3)	(.0)	(.0)	(.0)	(100.0)	
	Total	182	10	43	0	0	235
	%	(77.4)	(4.3)	(18.3)	(.0)	(.0)	(100.0)
Rural	Gjonaj	27	4	0	0	0	31
		(87.1)	(12.9)	(.0)	(.0)	(.0)	(100.0)
	Zhur	46	5	1	0	0	52
		(88.5)	(9.6)	(1.9)	(.0)	(.0)	(100.0)
	Lubiqeve	12	2	0	0	0	14
		(85.7)	(14.3)	(.0)	(.0)	(.0)	(100.0)
	Nashec	11	0	0	0	0	11
		(100.0)	(.0)	(.0)	(.0)	(.0)	(100.0)
	Pirane	21	0	0	0	0	21
		(100.0)	(.0)	(.0)	(.0)	(.0)	(100.0)
Recane	1	9	0	0	0	10	
	(10.0)	(90.0)	(.0)	(.0)	(.0)	(100.0)	
Mushnikove	1	3	0	0	0	4	
	(25.0)	(75.0)	(.0)	(.0)	(.0)	(100.0)	
	Total	119	23	1	0	0	143
		(83.2)	(16.1)	(.7)	(.0)	(.0)	(100.0)
Municipality	Total	301	33	44	0	0	378
		(79.6)	(8.7)	(11.6)	(.0)	(.0)	(100.0)

表 6.15:[Q 14.](1)現在受けているごみ収集サービスの頻度は? (コンテナサービス以外の収集サービスをけている人に質問)

Area		1. Every day	2. Once a week	3. Twice a week	4. Others	5. Irregular	6. I don't know.	Total
Urban	Ortaoll	3	16	0	0	0	0	19
		(15.8)	(84.2)	(.0)	(.0)	(.0)	(.0)	(100.0)

	Tusuz	0 (.0)	50 (100.0)	0 (.0)	0 (.0)	0 (.0)	0 (.0)	50 (100.0)
	Kurilla	2 (5.7)	33 (94.3)	0 (.0)	0 (.0)	0 (.0)	0 (.0)	35 (100.0)
	Jaglenica	0 (.0)	33 (100.0)	0 (.0)	0 (.0)	0 (.0)	0 (.0)	33 (100.0)
	Nenkala	1 (3.6)	18 (64.3)	9 (32.1)	0 (.0)	0 (.0)	0 (.0)	28 (100.0)
	Dushanova	0 (.0)	21 (100.0)	0 (.0)	0 (.0)	0 (.0)	0 (.0)	21 (100.0)
	Lubizhda	0 (.0)	6 (100.0)	0 (.0)	0 (.0)	0 (.0)	0 (.0)	6 (100.0)
	Total	6	177	9	0	0	0	192
	%	(3.1)	(92.2)	(4.7)	(.0)	(.0)	(.0)	(100.0)
Rural	Gjonaj	0 (.0)	30 (96.8)	1 (3.2)	0 (.0)	0 (.0)	0 (.0)	31 (100.0)
	Zhur	2 (3.9)	49 (96.1)	0 (.0)	0 (.0)	0 (.0)	0 (.0)	51 (100.0)
	Lubiqeve	0 (.0)	14 (100.0)	0 (.0)	0 (.0)	0 (.0)	0 (.0)	14 (100.0)
	Nashec	1 (9.1)	10 (90.9)	0 (.0)	0 (.0)	0 (.0)	0 (.0)	11 (100.0)
	Pirane	0 (.0)	21 (100.0)	0 (.0)	0 (.0)	0 (.0)	0 (.0)	21 (100.0)
	Recane	0 (.0)	10 (100.0)	0 (.0)	0 (.0)	0 (.0)	0 (.0)	10 (100.0)
	Mushnikov e	0 (.0)	4 (100.0)	0 (.0)	0 (.0)	0 (.0)	0 (.0)	4 (100.0)
	Total	3	138	1	0	0	0	142
	%	(2.1)	(97.2)	(.7)	(.0)	(.0)	(.0)	(100.0)
municipality	Total	9	315	10	0	0	0	334
	%	(2.7)	(94.3)	(3.0)	(.0)	(.0)	(.0)	(100.0)

プリズレン市内の標準的な収集サービスは週に1度であり（小さな地区ではあるが、2013年に試験的に週2回の収集サービスを開始した地区がある。）、住民は概ねそのスケジュールを理解しているが、ほんの一部の住民はコンテナ利用者ではないにも関わらず「毎日」サービスを受けている（利用している）と回答している。一部地区ではコンテナ収集に毎日回る車両が、大通り沿いに出ている家庭ごみを回収しているため、これを反映していると思われる。これに関する回答は2014年よりあまり変化しておらず、サービスが定着して

きているといえる (表 6.16)。

表 6.16: 現在受けているごみ収集サービスの頻度は? (2014)

Urban	1. Everyday	2. Once a week	3. twice a week	4. Others	5. Irregular	6. I don't know
Bell Collection	8.33%	83.33%	8.33%	0.00%	0.00%	0.00%
Curb	83.33%	16.67%	0.00%	0.00%	0.00%	0.00%
Communal	91.89%	5.41%	2.70%	0.00%	0.00%	0.00%
Door to door	0.00%	94.23%	5.13%	0.64%	0.00%	0.00%
Except for communal	4.04%	89.90%	5.56%	0.51%	0.00%	0.00%
Total	17.87%	76.60%	5.11%	0.43%	0.00%	0.00%
Rural						
Bell Collection	6.25%	93.75%	0.00%	0.00%	0.00%	0.00%
Curb	0.00%	100.00%	0.00%	0.00%	0.00%	0.00%
Communal	0.00%	55.17%	44.83%	0.00%	0.00%	0.00%
Door to door	1.82%	96.36%	1.82%	0.00%	0.00%	0.00%
Except for communal	2.34%	96.09%	1.56%	0.00%	0.00%	0.00%
Total	1.91%	88.54%	9.55%	0.00%	0.00%	0.00%
Total Except for com	3.37%	92.33%	3.99%	0.31%	0.00%	0.00%
Grand Total	11.48%	81.38%	6.89%	0.26%	0.00%	0.00%

表 6.17: [Q14.(2)] 収集サービスの日時を知っていますか?

Area		1. Yes, I do.	2. No, I don't.	
Urban	Ortakoll	18	1	19
		(94.7)	(5.3)	(100.0)
	Tusuz	50	0	50
		(100.0)	(.0)	(100.0)
	Kurilla	34	1	35
		(97.1)	(2.9)	(100.0)
	Jaglenica	33	0	33
		(100.0)	(.0)	(100.0)
	Nenkala	28	0	28
		(100.0)	(.0)	(100.0)
Dushanova	21	0	21	
	(100.0)	(.0)	(100.0)	
Lubizhda	6	0	6	
	(100.0)	(.0)	(100.0)	
	Total	190	2	192
	%	(99.0)	(1.0)	(100.0)
Rural	Gjonaj	30	1	31
		(96.8)	(3.2)	(100.0)
	Zhur	51	0	51
		(100.0)	(.0)	(100.0)
Lubiqeve	14	0	14	

		(100.0)	(.0)	(100.0)
	Nashec	11	0	11
		(100.0)	(.0)	(100.0)
	Pirane	21	0	21
		(100.0)	(.0)	(100.0)
	Recane	10	0	10
		(100.0)	(.0)	(100.0)
	Mushnikove	4	0	4
		(100.0)	(.0)	
	Total	141	1	142
	%	(99.3)	(.7)	(100.0)
Municipality	Total	252	1	253
	%	(99.6)	(.4)	(100.0)

収集スケジュールに関して、2014 年は具体的にサービスのタイミングを尋ね今年度は単純にスケジュールを知っているか否かを尋ねた。「スケジュールを知らない」と回答した人は極少数に留まっており（表 6.17）、スケジュールが計画通りに守られており混乱が生じていないことが伺える(表 6.18)。

表 6.18: 収集サービスはいつ来ていますか？(2014 年)

	1. In the morning	2. In the afternoon	3. In the evening	4. At night	5. Irregular	6. I do not know
Urban						
Bell Collection	97.22%	2.78%	0.00%	0.00%	0.00%	0.00%
Curb	83.33%	0.00%	16.67%	0.00%	0.00%	0.00%
Communal	29.73%	21.62%	10.81%	5.41%	29.73%	2.70%
Door to door	97.44%	2.56%	0.00%	0.00%	0.00%	0.00%
Total	82.86%	5.31%	2.04%	0.82%	4.49%	0.41%
Rural						
Bell Collection	100.00%	0.00%	0.00%	0.00%	0.00%	0.00%
Curb	50.00%	0.00%	0.00%	0.00%	50.00%	0.00%
Communal	93.10%	3.45%	0.00%	0.00%	3.45%	0.00%
Door to door	76.36%	23.64%	0.00%	0.00%	0.00%	0.00%
Total	81.53%	17.20%	0.00%	0.00%	1.27%	0.00%

2015 年 1 月から市役所はすべての収集サービス業者にプロジェクトによって導入された統一のメロディ（いわゆる“ベル”）を鳴らしてサービスを行うことを義務付けた。しかし、Nenkala, Gjonaj そして Pirane 村ではベル収集は行われていないと回答している(表 6.19)。これは、単に業者がメロディを非常に小さい音量でかけている可能性もあるが(ある町内ではベル収集の音を騒音だと苦情を言われたこともあったため)、市役所は実態を調査し必要に応じて収集業者へ指導を行う必要がある。

表 6.19: [Q 14. (3)] あなたの地区の収集サービスは“ベル”を鳴らして来ますか？

Area		1. Yes, it always comes with bell.	2. Yes, the bell is played sometimes.	3. No, it is supposed to come with bell, but it does not play the bell.	4. No, our area does not have the "bell" collection service.	Total = Those receiving collection services
Urban	Ortaoll	16	2	0	1	19
		(84.2)	(10.5)	(.0)	(5.3)	(100.0)
	Tusuz	41	3	0	6	50
		(82.0)	(6.0)	(.0)	(12.0)	(100.0)
	Kurilla	32	1	0	2	35
		(91.4)	(2.9)	(.0)	(5.7)	(100.0)
	Jaglenica	32	1	0	0	33
		(97.0)	(3.0)	(.0)	(.0)	(100.0)
Nenkala	11	0	0	17	28	
	(39.3)	(.0)	(.0)	(60.7)	(100.0)	
Dushanova	21	0	0	0	21	
	(100.0)	(.0)	(.0)	(.0)	(100.0)	
Lubizhda	4	2	0	0	6	
	(66.7)	(33.3)	(.0)	(.0)	(100.0)	
Total		157	9	0	26	192
		(81.8)	(4.7)	(.0)	(13.5)	(100.0)
Rural	Gjonaj	24	2	0	5	31
		(77.4)	(6.5)	(.0)	(16.1)	(100.0)
	Zhur	51	0	0	0	51
		(100.0)	(.0)	(.0)	(.0)	(100.0)
	Lubiqeve	14	0	0	0	14
		(100.0)	(.0)	(.0)	(.0)	(100.0)
	Nashec	10	0	0	1	11
		(90.9)	(.0)	(.0)	(9.1)	(100.0)
Pirane	12	4	0	5	21	
	(57.1)	(19.1)	(.0)	(23.8)	(100.1)	
Recane	4	6	0	0	10	
	(40.0)	(60.0)	(.0)	(.0)	(100.0)	
Mushnikove	4	0	0	0	4	
	(100.0)	(.0)	(.0)	(.0)	(100.0)	
Total		119	12	0	11	142

		(83.8)	(8.5)	(.0)	(7.7)	(100.0)
Municipality	Total	276	21	0	37	334
		(82.6)	(6.3)	(.0)	(11.1)	(100.0)

収集ポイントへ排出する人が 2014 年と比較してかなり減少しており (Table 20)、代わって自宅前の収集車両が通る道に排出する人が増加している。収集スケジュールがよりよく把握されるようになったために、家から離れたところへわざわざおきに行く必要がなくなったのではと考えられる。

ほぼすべての回答者が収集日以外の日には排出しないと回答しているが、収集日以外に排出する必要のある人もいる。Q17にあるように、都市部では収集頻度が足りないために、排出日以外に排出しており、村落部では自宅内にごみを貯め置きたくないために排出している (表 6.22)。いずれの場合も収集日以外は近隣のコンテナへ排出しているとしている (表 6.23)。

表 6.20: [Q 15.] 収集日にどこに家庭ごみを出していますか? (Q13 で “3” (コンテナ収集) 以外の回答者)

		1. At a designated collection point in my neighborhood.		2. Along the street in front of my house, where a collection vehicle		3. In the alley, where a collection vehicle itself does not pass but a worker can		4. Any place I want.		5. I don't know		6. Others (Please specify:		Total	
Area		2014	2015	2014	2015	2014	2015	2014	2015	2014	2015	2014	2015	2014	2015
Urban	Ortaoll	77.3	15.8	11.4	68.4	0.0	10.5	0.0	0.0	2.3	0.0	9.1	5.3	100	100
	Tusuz	100.0	46.0	0.0	48.0	0.0	6.0	0.0	0.0	0.0	0.0	0.0	0.0	100	100
	Kurilla	63.6	42.9	27.3	42.9	9.1	2.8	0.0	0.0	0.0	11.4	0.0	0.0	100	100
	Jaglenica	100	27	0	52	0	21	0	0	0	0	0	0	100	100
	Nenkala	100.0	32.1	0.0	64.3	0.0	3.6	0.0	0.0	0.0	0.0	0.0	0.0	100	100
	Dushanova	62.5	38.1	12.5	61.9	12.5	0.0	0.0	0.0	0.0	0.0	12.5	0.0	100	100
	Lubizhda	0.0	16.7	0.0	83.3	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0	100
	%	78.8	35.4	11.3	54.7	2.5	7.3	0.0	0.0	1.3	2.1	6.3	0.5	100	100
Rural	Gjonaj	25.0	64.5	37.5	16.1	37.5	16.1	0.0	3.3	0.0	0.0	0.0	0.0	100	100
	Zhur	28.6	35.3	64.3	54.9	7.1	9.8	0.0	0.0	0.0	0.0	0.0	0.0	100	100
	Lubiqeve	87.5	57.1	12.5	28.6	0.0	14.3	0.0	0.0	0.0	0.0	0.0	0.0	100	100
	Nashec	0.0	9.1	100.0	90.9	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	100	100
	Pirane	100.0	76.2	0.0	23.8	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	100	100
	Recane	0.0	0.0	0.0	100.0	100.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	100	100
	Mushnikove	0.0	100.0	0.0	0.0	0.0	0.0	0.0	0.0	100.0	0.0	0.0	0.0	100	100
	%	55.3	47.2	29.8	43.6	12.8	8.5	0.0	0.7	2.1	0.0	0.0	0.0	0.0	100
Municipality	%	70.1	40.4	18.1	50	6.3	7.8	0.0	1.5	1.6	0	3.9	0.3	100	100

表 6.21: [Q 16.] 収集日以外に自宅のごみを排出する必要がこれまでにありましたか？ (Q13
で“3”(コンテナ収集)以外の回答者)

Area		1. Yes, I have discharged the wastes on the day/time other than the scheduled time.	2. No, I have never discharged my waste on other days/time than schedule.	3. Others	Total
Urban	Ortakoll	2	17	0	19
		(10.5)	(89.5)	(.0)	(100.0)
	Tusuz	0	50	0	50
		(.0)	(100.0)	(.0)	(100.0)
	Kurilla	0	34	1	35
		(.0)	(97.1)	(2.9)	(100.0)
	Jaglenica	1	32	0	33
		(3.0)	(97.0)	(.0)	(100.0)
	Nenkala	1	27	0	28
		(3.6)	(96.4)	(.0)	(100.0)
	Dushanova	0	21	0	21
		(.0)	(100.0)	(.0)	(100.0)
Lubizhda	0	6	0	6	
	(.0)	(100.0)	(.0)	(100.0)	
Total		4	187	1	192
%		(2.1)	(97.4)	(.5)	(100.0)
Rural	Gjonaj	0	31	0	31
		(.0)	(100.0)	(.0)	(100.0)
	Zhur	0	51	0	51
		(.0)	(100.0)	(.0)	(100.0)
	Lubiqeve	0	14	0	14
		(.0)	(100.0)	(.0)	(100.0)
	Nashec	0	11	0	11
		(.0)	(100.0)	(.0)	(100.0)
	Pirane	1	20	0	21
		(4.8)	(95.2)	(.0)	(100.0)
	Recane	0	10	0	10
		(.0)	(100.0)	(.0)	(100.0)
Mushnikove	2	2	0	4	
	(50.0)	(50.0)	(.0)	(100.0)	

	Total	3	139	0	142
	%	(2.1)	(97.9)	(.0)	(100.0)
Municipality	Total	7	326	1	334
	%	(2.0)	(98.0)	(.00)	(100.0)

表 6.22: [Q 17.]収集日以外の日に排出しなければいけない理由は？ (Q16 で“1” と回答した人)

Area		1. The frequency of collection is too low.	2. No one is at home at collection time.	3. I do not want to keep the waste long and want to discharge it as soon as possible.	4. The collection is not on schedule.	5. I do not know collection schedule.	6. Others (Please specify):	Total
Urban	Ortaoll	1	0	1	0	0	0	2
		(50.0)	(.0)	(50.0)	(.0)	(.0)	(.0)	(100.0)
	Jaglenica	1	0	0	0	0	0	1
		(100.0)	(.0)	(.0)	(.0)	(.0)	(.0)	(100.0)
	Nenkala	1	0	0	0	0	0	1
		(100.0)	(.0)	(.0)	(.0)	(.0)	(.0)	(100.0)
Total	3	0	1	0	0	0	4	
%	(75.0)	(.0)	(25.0)	(.0)	(.0)	(.0)	(100.0)	
Rural	Pirane	0	0	1	0	0	0	1
		(.0)	(.0)	(100.0)	(.0)	(.0)	(.0)	(100.0)
	Mushnikove	1	0	1	0	0	0	2
		(50.0)	(.0)	(50.0)	(.0)	(.0)	(.0)	(100.0)
	Total	1	0	2	0	0	0	3
%	(33.3)	(.0)	(66.7)	(.0)	(.0)	(.0)	(100.0)	
Municipality	Total	4	0	3	0	0	0	7
	%	(57.1)	(.0)	(42.9)	(.0)	(.0)	(.0)	(100.0)

表 6.23: [Q 18.] 収集日以外にはどこに排出していますか？ (Q16 で“1” と回答した人)

Area		1. I discharge my wastes in front of my house.	2. I discharge my wastes in other neighborhood where the collection is provided on the day.	3. I discharge to a communal container.	4. I throw my waste in the canal/ river.	5. Others	Total
Urban	Ortakoll	0	0	2	0	0	2
		(.0)	(.0)	(100.0)	(.0)	(.0)	(100.0)

	Jaglenica	1	0	0	0	0	1
		(100.0)	(.0)	(.0)	(.0)	(.0)	(100.0)
	Nenkala	0	0	1	0	0	1
		(.0)	(.0)	(100.0)	(.0)	(.0)	(100.0)
	Total	1	0	3	0	0	4
%	(25.0)	(.0)	(75.0)	(.0)	(.0)	(100.0)	
Rural	Pirane	0	0	1	0	0	1
		(.0)	(.0)	(100.0)	(.0)	(.0)	(100.0)
	Mushnikove	1	0	1	0	0	2
		(50.0)	(.0)	(50.0)	(.0)	(.0)	(100.0)
	Total	1	0	2	0	0	3
%	(33.3)	(.0)	(66.7)	(.0)	(.0)	(100.0)	
Municipality	Total	2	0	5	0	0	7
	%	(28.6)	(.0)	(71.4)	(.0)	(.0)	(100.0)

a.1.3 For all those who use/receive collection service

表 6.24: [Q 19.] ごみ収集業者はだれですか? (Q12 で”1” (収集を受けている) と回答) 及び [Q 20.] 収集サービスに満足していますか?

area	Satisfaction Collection company	Satisfaction					Total (Collection company)
		1. Very much	2. Yes, to some extent	3. Not much	4. Not at all.	5. I don't know.	
Urban	1. Higjinena	181	36	6	0	1	224
		80.8	16.1	2.7	0.0	0.4	95.3
	2. Sherbimmi	0	0	0	0	0	0
		0.0	0.0	0.0	0.0	0.0	0.0
	3. IS company	5	2	0	0	0	7
		71.4	28.6	0.0	0.0	0.0	3.0
	4. Other private company	0	0	1	0	0	1
0.0		0.0	100.0	0.0	0.0	0.4	
5. I don't know	2	1	0	0	0	3	
	66.7	33.3	0.0	0.0	0.0	1.3	
Total	188	39	7	0	1	235	
		80.0	16.6	3.0	0.0	0.4	100.0
Rural	1. Higjinena	60	23	2	0	0	85
		70.6	27.1	2.4	0.0	0.0	59.4
	2. Sherbimmi	27	5	0	0	0	32

		84.4	15.6	0.0	0.0	0.0	22.4	
	3. IS company	16	4	0	0	0	20	
		80.0	20.0	0.0	0.0	0.0	14.0	
	4. Other private company	0	0	0	0	0	0	
		0.0	0.0	0.0	0.0	0.0	0.0	
	5. I don't know	5	1	0	0	0	6	
		83.3	16.7	0.0	0.0	0.0	4.2	
	Total	108	33	2	0	0	143	
		75.5	23.1	1.4	0.0	0.0	100.0	
Municipality	1. Higjinena	241	59	8	0	1	309	
		78.0	19.1	2.6	0.0	0.3	81.7	
	2. Sherbimmi	27	5	0	0	0	32	
		84.4	15.6	0.0	0.0	0.0	8.5	
	3. IS company	21	6	0	0	0	27	
		77.8	22.2	0.0	0.0	0.0	7.1	
	4. Other private company	0	0	1	0	0	1	
		0.0	0.0	100.0	0.0	0.0	0.3	
	5. I don't know	7	2	0	0	0	9	
		77.8	22.2	0.0	0.0	0.0	2.4	
		Total	296	72	9	0	1	378
		(Satisfaction)	78.3	19.0	2.4	0.0	0.3	100.0

現在市民が受けている収集サービスに対する満足度は、収集会社に関わらず全体的に高く、自宅へのサービス業者を特定できていなくてもサービスには満足はしている(表 6.24)。2014年の結果と比較数と、村落部での満足度は全般的に上がっているが、都市部では減少している(表 6.25)。

表 6.25: 収集サービスに満足していますか？(2014年、2015年比較)

	1. Yes, very much.		2. Yes, to some extent.		3. Not much.		4. Not at all.		5. I do not know.	
	2014	2015	2014	2015	2014	2015	2014	2015	2014	2015
Urban	76.3	80.0	21.6	16.6	2.1	3.0	0.0	0.0	0.0	0.4
Rural	65.0	75.5	24.8	23.1	3.2	1.4	0.0	0.0	0.0	0.0
Total	71.8	78.3	22.9	19.0	2.5	2.4	0.0	0.0	0.0	0.0

Q20 で見たように多くの人が収集サービスに満足はしているが(表 6.26)、サービスの頻度を週1回から週2回に上げてほしいと希望する人もいる(表 6.28)。しかし、この数値(市全域で3.4%)は2014年に比べると(16.4%)大きく減少しており(表 6.27)、その一方でやはり少数ではあるが「収集場所がきれいになっていない」ことを問題とする人は根強くいる。

表 6.26: [Q 21.] 収集サービスに関して問題と感じていることはなんですか？

Areas		1. Frequency of collection is too low.	2. The collection is not on schedule.	3. Collection time is not appropriate.	4. A lot of wastes are left on the streets where	5. Collection point is far away from my house.	6. Attitudes of collection workers are not good.	7. collection point is left unclean after collection.	8. No problem.	9. Others	Total
Urban	Ortakoll	0	0	0	1	2	0	2	53	1	0
		(.0)	(.0)	(.0)	(1.7)	(3.4)	(.0)	(3.4)	(89.8)	(1.7)	(.0)
	Tusuz	1	0	0	0	0	0	1	48	0	1
		(2.0)	(.0)	(.0)	(.0)	(.0)	(.0)	(2.0)	(96.0)	(.0)	(2.0)
	Kurilla	4	0	0	0	0	0	0	33	0	4
		(10.8)	(.0)	(.0)	(.0)	(.0)	(.0)	(.0)	(89.2)	(.0)	(10.8)
	Jaglenica	0	0	0	0	0	0	0	33	0	0
		(.0)	(.0)	(.0)	(.0)	(.0)	(.0)	(.0)	(100.0)	(.0)	(.0)
	Nenkala	6	1	0	0	0	0	0	22	0	6
		(20.7)	(3.4)	(.0)	(.0)	(.0)	(.0)	(.0)	(75.9)	(.0)	(20.7)
Dushanova	0	0	0	0	0	0	0	20	1	0	
	(.0)	(.0)	(.0)	(.0)	(.0)	(.0)	(.0)	(95.2)	(4.8)	(.0)	
Lubizhda	0	1	3	1	1	0	0	0	0	0	
	(.0)	(16.7)	(50.0)	(16.7)	(16.7)	(.0)	(.0)	(.0)	(.0)	(.0)	
Total		11	2	3	2	3	0	3	209	2	235
%		(4.68)	(.85)	(1.28)	(.80)	(1.28)	(.00)	(1.28)	(88.94)	(.80)	(100.0)
Rural	Gjonaj	2	0	0	0	0	0	0	29	0	31
		(6.5)	(.0)	(.0)	(.0)	(.0)	(.0)	(.0)	(93.5)	(.0)	(100.0)
	Zhur	0	0	0	0	0	1	1	50	1	53
		(.0)	(.0)	(.0)	(.0)	(.0)	(1.9)	(1.9)	(94.3)	(1.9)	(100.0)
	Lubiqeve	0	0	0	0	0	0	0	14	0	14
		(.0)	(.0)	(.0)	(.0)	(.0)	(.0)	(.0)	(100.0)	(.0)	(100.0)
	Nashec	0	0	0	0	0	0	0	11	0	11
		(.0)	(.0)	(.0)	(.0)	(.0)	(.0)	(.0)	(100.0)	(.0)	(100.0)
	Pirane	0	0	0	0	0	0	0	21	0	21
(.0)		(.0)	(.0)	(.0)	(.0)	(.0)	(.0)	(100.0)	(.0)	(100.0)	
Recane	0	0	0	0	1	1	2	5	1	10	
	(.0)	(.0)	(.0)	(.0)	(10.0)	(10.0)	(20.0)	(50.0)	(10.0)	(100.0)	
Mushnikove	0	0	0	1	0	0	1	1	0	3	
	(.0)	(.0)	(.0)	(33.3)	(.0)	(.0)	(33.3)	(33.3)	(.0)	(100.0)	
Total		2	0	0	1	1	2	4	131	2	143
%		(1.4)	(.0)	(.0)	(.7)	(.7)	(1.4)	(2.8)	(91.6)	(1.4)	(100.0)
Municipal	Total	13	2	3	3	4	2	7	340	4	378

Total	(34)	(5)	(8)	(8)	(1.1)	(5)	(1.9)	(89.9)	(1.1)	(100.0)
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表 6.27: [Q 21.] 収集サービスに関して問題と感じていることはなんですか?(2014 年)

Area	1. Frequency of collection is too low	2. The collection is not on schedule	3. Collection time is not appropriate	4. A lot of wastes are left on the streets.	5. A lot of wastes are left on the streets.	6. Collection points are full of waste and dirty.	7. Others (including "No problem")	Total
urban	34	13	12	14	6	2	169	250
	13.6	5.2	4.8	5.6	2.4	0.8	67.6	100
Village	36	7	13	8	11	1	102	178
	20.2	3.9	7.3	4.5	6.2	0.6	57.3	100
Municipality	70	20	25	22	17	3	271	428
	16.4	4.7	5.8	5.1	4.0	0.7	63.3	100

表 6.28: [Q 22.] 望ましい収集サービス頻度は? (Q21 で"1"(収集頻度が低い)と回答した人)

Area		1. Once a week	2. Twice a week	3. Every other day	4. Every day
Urban	Tusuz	1 (100.0)	0 (.0)	0 (.0)	0 (.0)
	Kurilla	0 (.0)	3 (75.0)	1 (25.0)	0 (.0)
	Nenkala	1 (16.7)	4 (66.6)	1 (16.7)	0 (.0)
	Total	2 (18.2)	7 (63.6)	2 (18.2)	0 (.0)
	%				
Rural	Gjonaj	0 (.0)	1 (100.0)	0 (.0)	0 (.0)
	Mushnikove	0 (.0)	0 (.0)	1 (100.0)	0 (.0)
	Total	0 (.0)	1 (50.0)	1 (50.0)	0 (.0)
Municipal Total	Total	2 (15.4)	8 (61.5)	3 (23.1)	0 (.0)

廃棄物管理課の設立後に発行された市役所からのごみに関するリーフレットはすべて廃棄物管理課の電話番号を記載しているが、人々はまだごみ収集に問題のある時に廃棄物管理課へ連絡してきてはいない(表 6.29)。しかし、配達されたごみ税の請求書は多くの市民に廃棄物管理課へと向かわせる結果となっており、担当課があることが市民に認知される日

は近いだろう。

一方で、収集業者は市民との直接的に毎日接するコンタクトであり続けており、それは否定できるものではない。廃棄物管理課は今後も収集業者と定期的かつオープンなコミュニケーションを維持し、市民から彼らが直接聞く意見を収集していくことを強く勧めたい。

表 6.29: ごみ収集に関する苦情は誰に言いますか? (Q12 で”1”と回答)

Area		1. To the waste management section of the Prizren municipality	2. To a municipal official at the municipal counter.	3. To a member of Advisory Committee appointed by the municipality	4. To a municipal assembly member.	5. To someone who works at the municipality.	6. To the collection company/ collection worker.	7. I don't tell to anyone.	8. Other	Total
Urban	Ortakoll	3	0	1	0	15	14	11	15	59
		(5.1)	(.0)	(1.7)	(.0)	(25.4)	(23.7)	(18.7)	(25.4)	(100.0)
	Tusuz	0	0	0	0	10	11	14	15	50
		(.0)	(.0)	(.0)	(.0)	(20.0)	(22.0)	(28.0)	(30.0)	(100.0)
	Kurilla	0	0	0	0	5	7	10	15	37
		(.0)	(.0)	(.0)	(.0)	(13.5)	(18.9)	(27.0)	(40.6)	(100.0)
	Jaglenica	3	0	0	0	8	7	7	8	33
		(9.0)	(.0)	(.0)	(.0)	(24.3)	(21.2)	(21.2)	(24.3)	(100.0)
	Nenkala	0	0	0	0	12	7	1	9	29
		(.0)	(.0)	(.0)	(.0)	(41.4)	(24.1)	(3.5)	(31.0)	(100.0)
Dushanova	0	0	0	1	6	5	5	4	21	
	(.0)	(.0)	(.0)	(4.8)	(28.6)	(23.8)	(23.8)	(19.0)	(100.0)	
Lubizhda	0	0	0	0	0	0	6	0	6	
	(.0)	(.0)	(.0)	(.0)	(.0)	(.0)	(100.0)	(.0)	(100.0)	
Total	6	0	1	1	56	51	54	66	235	
%	(2.6)	(.0)	(.4)	(.4)	(23.8)	(21.7)	(23.0)	(28.1)	(100.0)	
Rural	Gjonaj	1	0	0	1	4	1	14	10	31
		(3.2)	(.0)	(.0)	(3.2)	(12.9)	(3.2)	(45.2)	(32.3)	(100.0)
	Zhur	1	0	0	0	7	10	11	23	52
		(1.9)	(.0)	(.0)	(.0)	(13.5)	(19.2)	(21.2)	(44.2)	(100.0)
	Lubiqeve	0	0	0	0	1	4	7	2	14
		(.0)	(.0)	(.0)	(.0)	(7.1)	(28.6)	(50.0)	(14.3)	(100.0)
	Nashec	0	0	0	0	7	0	2	2	11
		(.0)	(.0)	(.0)	(.0)	(63.6)	(.0)	(18.2)	(18.2)	(100.0)
	Pirane	0	0	0	0	0	8	3	10	21
		(.0)	(.0)	(.0)	(.0)	(.0)	(38.1)	(14.3)	(47.6)	(100.0)

	Recane	3	0	0	0	1	0	6	0	10
		(30.0)	(.0)	(.0)	(.0)	(10.0)	(.0)	(60.0)	(.0)	(100.0)
	Mushnikov e	1	0	0	0	1	1	1	0	4
		(25.0)	(.0)	(.0)	(.0)	(25.0)	(25.0)	(25.0)	(.0)	(100.0)
	Total	6	0	0	1	21	24	44	47	143
%	(4.2)	(.0)	(.0)	(.7)	(14.7)	(16.8)	(30.7)	(32.9)	(100.0)	
Municipal Total	Total	12	0	1	2	77	75	98	113	378
	%	(3.2)	(.0)	(.3)	(.5)	(20.4)	(19.8)	(25.9)	(29.9)	(100.0)

ほぼすべての回答者が地域に関わらず、自身の土地内でごみを処理することはないと回答したが、村落部では都市部よりもやや多い回答者が自家処理すると回答した。都市部で一般的に利用できる土地を考えるとこの傾向は理解でき得る一方で、ごみ収集サービスがしっかりとその役割を果たしているともいえる。

自家処理している人たちは、ごみを燃やすか埋めるかしており（表 6.31）、より環境に考慮した方法ともいえる家畜のえさやコンポストといった方法はとっていない。

表 6.30: [Q 24.] 自宅の土地内でごみをいくらか処理していますか？

area		1. Yes.	2. No.	Total
Urban	Ortakoll	0	59	59
		(.0)	(100.0)	(100.0)
	Tusuz	0	50	50
		(.0)	(100.0)	(100.0)
	Kurilla	0	37	37
		(.0)	(100.0)	(100.0)
	Jaglenica	0	33	33
		(.0)	(100.0)	(100.0)
	Nenkala	0	29	29
		(.0)	(100.0)	(100.0)
Dushanova	0	21	21	
	(.0)	(100.0)	(100.0)	
Lubizhda	1	5	6	
	(16.7)	(83.3)	(100.0)	
Total	1	234	235	
%	(.4)	(99.6)	(100.0)	
Rural	Gjonaj	1	30	31
		(3.2)	(96.8)	(100.0)
	Zhur	0	52	52
		(.0)	(100.0)	(100.0)
Lubiqeve	0	14	14	

		(.0)	(100.0)	(100.0)
	Nashec	0	11	11
		(.0)	(100.0)	(100.0)
	Pirane	0	21	21
		(.0)	(100.0)	(100.0)
	Recane	1	9	10
		(10.0)	(90.0)	(100.0)
	Mushnikove	1	3	4
		(25.0)	(75.0)	(100.0)
	Total	3	140	143
	%	(2.1)	(97.9)	(100.0)
Municipality	Total	4	374	378
Total	%	(1.1)	(98.9)	(100.0)

表 6.31: [Q 25.] 自分の土地でどのようにごみを処理していますか？(複数選択)

area		1. I burn it in my premises.	2. I bury it in my premises.	3 I compost it in my premises.	4. I feed it to animals.	5. Other	Total
Urban	Lubizhda	1	0	0	0	0	1
		(100.0)	(.0)	(.0)	(.0)	(.0)	(100.0)
	Total	1	0	0	0	0	1
		(100.0)	(.0)	(.0)	(.0)	(.0)	(100.0)
Rural	Gjonaj	1	0	0	0	0	1
		(100.0)	(.0)	(.0)	(.0)	(.0)	(100.0)
	Recane	0	1	0	0	0	1
		(.0)	(100.0)	(.0)	(.0)	(.0)	(100.0)
	Mushnikove	1	0	0	0	0	1
		(100.0)	(.0)	(.0)	(.0)	(.0)	(100.0)
Total	2	1	0	0	0	3	
		(66.7)	(33.3)	(.0)	(.0)	(.0)	(100.0)
Municipality	Total	3	1	0	0	0	4
Total			(75.0)	(25.0)	(.0)	(.0)	(.0)

a.1.4 ごみ収集サービスを受けていない人への質問:

「ごみ収集サービスを受けていない」とする回答者も、動物の餌にしたりコンポストにすることは無い。彼らは自宅のごみを収集サービスのあるコンテナまで運んで行って廃棄している。.

表 6.32: [Q 26.] ごみをどのように処理していますか? (複数回答) (収集を受けていない回答者)

Area		1. I dump it on streets, in the canal or open land.	2. I burn it in my premises.	3. I bury it in my premises.	4. I compost it in my premises.	5. I transport it to a collection point in other areas where the service is provided.	6. I feed it to animals.	7. Others	
Urban	Ortakoll	0	0	0	0	2	0	0	2
		(.0)	(.0)	(.0)	(.0)	(100.0)	(.0)	(.0)	(100.0)
	Tusuz	0	0	0	0	0	0	0	0
		(.0)	(.0)	(.0)	(.0)	(.0)	(.0)	(.0)	(.0)
	Kurilla	0	0	0	0	0	0	2	2
		(.0)	(.0)	(.0)	(.0)	(.0)	(.0)	(100.0)	(100.0)
	Lubizhda	0	1	0	0	0	0	0	1
(.0)		(100.0)	(.0)	(.0)	(.0)	(.0)	(.0)	(100.0)	
Total	0	1	0	0	2	0	2	5	
%	(.0)	(20.0)	(.0)	(.0)	(40.0)	(.0)	(40.0)	(100.0)	
Rural	Gjonaj	1	0	0	0	0	0	0	1
		(100.0)	(.0)	(.0)	(.0)	(.0)	(.0)	(.0)	(100.0)
	Zhur	0	0	0	0	1	0	0	1
		(.0)	(.0)	(.0)	(.0)	(100.0)	(.0)	(.0)	(100.0)
	Pirane	0	0	0	0	0	0	1	1
		(.0)	(.0)	(.0)	(.0)	(.0)	(.0)	(100.0)	(100.0)
	Recane	0	0	0	0	3	0	0	3
		(.0)	(.0)	(.0)	(.0)	(100.0)	(.0)	(.0)	(100.0)
	Mushnikove	1	3	1	0	5	0	1	11
		(9.1)	(27.2)	(9.1)	(.0)	(45.5)	(.0)	(9.1)	(100.0)
	Total	2	3	1	0	9	0	2	17
%	(11.8)	(17.6)	(5.9)	(.0)	(52.9)	(.0)	(11.8)	(100.0)	
Municipal	Total	2	4	1	0	11	0	4	22
Total	%	(9.1)	(18.2)	(4.5)	(.0)	(50.0)	(.0)	(18.2)	(100.0)

a.1.5 家庭用コンポスト

コンポストについての認知度はまだ調査団や市役所の期待するほどには上がっていないが、2014年には10%程度だった認知度が24.3%、約4分の1の人々に知られるようになった(表6.33)。コンポストについて知っている人は、テレビコマーシャル(特に都市部で多い)や実際の利用者から知ったと回答している(表6.34)。このことは、プリズレン市役所が計画しているように今後も村落部や各地区でのプロモーションを継続すれば、コンポストに

ついでに噂は確実に広がるということを示しており、速度を緩めることなく配布計画を実行していくことが望まれる。

表 6.33: [Q 27] "コンポスト"という言葉を知ったことがありますか？

Area		1. Yes.	2. No.	Total
Urban	Ortakoll	23	38	61
		(37.7)	(62.3)	(100.0)
	Tusuz	20	30	50
		(40.0)	(60.0)	(100.0)
	Kurilla	10	29	39
		(25.6)	(74.4)	(100.0)
	Jaglenica	5	28	33
		(15.2)	(84.8)	(100.0)
	Nenkala	10	19	29
		(34.5)	(65.5)	(100.0)
Dushanova	2	19	21	
	(9.5)	(90.5)	(100.0)	
Lubizhda	0	7	7	
	(.0)	(100.0)	(100.0)	
	Total	70	170	240
	%	(29.2)	(70.8)	(100.0)
Rural	Gjonaj	5	27	32
		(15.6)	(84.4)	(100.0)
	Zhur	13	40	53
		(24.5)	(75.5)	(100.0)
	Lubiqeve	0	14	14
		(.0)	(100.0)	(100.0)
	Nashec	2	9	11
		(18.2)	(81.8)	(100.0)
	Pirane	5	17	22
		(22.7)	(77.3)	(100.0)
Recane	2	11	13	
	(15.4)	(84.6)	(100.0)	
Mushnikove	0	15	15	
	(.0)	(100.0)	(100.0)	
	Total	27	133	160
		(16.9)	(83.1)	(100.0)
Municipal	Total	97	303	400

Total		(24.3)	(75.8)	(100.0)
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表 6.34: [Q 28.] “コンポスト”についてどうやって知りましたか？

Area		1. TV program on compost	2. TV advertisement	3. Radio	4. Poster at a supermarket	5. From friends/neighbors/relatives who use a composter	6. Municipal newsletter	7. Municipal website	8. Other	Total
Urban	Ortakoll	0	3	0	1	17	0	0	2	23
		(.0)	(13.1)	(.0)	(4.3)	(73.9)	(.0)	(.0)	(8.7)	(100.0)
	Tusuz	0	5	0	1	13	0	0	1	20
		(.0)	(25.0)	(.0)	(5.0)	(65.0)	(.0)	(.0)	(5.0)	(100.0)
	Kurilla	1	1	0	0	6	2	0	0	10
		(10.0)	(10.0)	(.0)	(.0)	(60.0)	(20.0)	(.0)	(.0)	(100.0)
	Jaglenica	0	2	0	0	3	0	0	0	5
		(.0)	(40.0)	(.0)	(.0)	(60.0)	(.0)	(.0)	(.0)	(100.0)
Nenkala	0	3	0	1	6	0	0	0	10	
	(.0)	(30.0)	(.0)	(10.0)	(60.0)	(.0)	(.0)	(.0)	(100.0)	
Dushanova	0	1	0	0	1	0	0	0	2	
	(.0)	(50.0)	(.0)	(.0)	(50.0)	(.0)	(.0)	(.0)	(100.0)	
Lubizhda	0	0	0	0	0	0	0	0	0	
	(.0)	(.0)	(.0)	(.0)	(.0)	(.0)	(.0)	(.0)	(.0)	
Total %	1	15	0	3	46	2	0	3	70	
	(1.4)	(21.4)	(.0)	(4.3)	(65.7)	(2.9)	(.0)	(4.3)	(100.0)	
Rural	Gjonaj	0	3	0	0	2	0	0	0	5
		(.0)	(60.0)	(.0)	(.0)	(40.0)	(.0)	(.0)	(.0)	(100.0)
	Zhur	0	7	0	0	5	1	0	0	13
		(.0)	(53.8)	(.0)	(.0)	(38.5)	(7.7)	(.0)	(.0)	(100.0)
	Lubiqeve	0	0	0	0	0	0	0	0	0
		(.0)	(.0)	(.0)	(.0)	(.0)	(.0)	(.0)	(.0)	(.0)
	Nashec	0	0	0	0	2	0	0	0	2
		(.0)	(.0)	(.0)	(.0)	(100.0)	(.0)	(.0)	(.0)	(100.0)
Pirane	0	2	0	0	3	0	0	0	5	
	(.0)	(40.0)	(.0)	(.0)	(60.0)	(.0)	(.0)	(.0)	(100.0)	
Recane	0	1	0	0	0	0	0	1	2	
	(.0)	(50.0)	(.0)	(.0)	(.0)	(.0)	(.0)	(50.0)	(100.0)	
Mushnikove	0	0	0	0	0	0	0	0	0	
	(.0)	(.0)	(.0)	(.0)	(.0)	(.0)	(.0)	(.0)	(.0)	
Total %	0	13	0	0	12	1		1	27	
	()	(48.2)	(.0)	(.0)	(44.4)	(3.7)	(.0)	(3.7)	(100)	
Municipal Total %	1	28	0	3	58	3	0	4	97	
	()	(28.9)	(.0)	(.0)	(59.8)	(3.1)	(.0)	(4.1)	(96)	

本調査では、実際のコンポスト利用者はあまり増加していないように見受けられるが（表

6.35)、市役所によりこれまでに全市に配布された台数(590基)と市場にコンポスターが出回っていないという点を考えると、急激な増加は望めない。
実際にごみのコンポスト化を行っている数名のうち、市役所が配布したコンポスターを利用している人が多いが(表 6.36)、幾人かは“地面に埋める”ことで独自にコンポスト化を行っている。

表 6.35: [Q 29.] 自身の土地内で厨芥ゴミや庭ごみをコンポストしたことはありますか？

Area name		1. Yes.	2. No.	Total
Urban	Ortaoll	1	22	23
		(4.3)	(95.7)	(100.0)
	Tusuz	1	19	20
		(5.0)	(95.0)	(100.0)
	Kurilla	0	10	10
		(.0)	(100.0)	(100.0)
	Jaglenica	0	5	5
		(.0)	(100.0)	(100.0)
	Nenkala	1	9	10
(10.0)		(90.0)	(100.0)	
Dushanova	0	2	2	
	(.0)	(100.0)	(100.0)	
Lubizhda	0	0	0	
	(.0)	(.0)	(.0)	
Total		3	67	70
%		(4.3)	(95.7)	(100.0)
Rural	Gjonaj	0	5	5
		(.0)	(100.0)	(100.0)
	Zhur	3	10	13
		(23.1)	(76.9)	(100.0)
	Lubiqeve	0	0	0
		(.0)	(.0)	(.0)
	Nashec	0	2	2
		(.0)	(100.0)	(100.0)
	Pirane	3	2	5
(60.0)		(40.0)	(100.0)	
Recane	1	1	2	
	(50.0)	(50.0)	(100.0)	
Mushnikove	0	0	0	
	(.0)	(.0)	(.0)	
Total		7	20	27
%		(25.9)	(74.1)	(100.0)
Municipal	Total	10	87	97
Total	%	(10.3)	(89.7)	(100.0)

表 6.36: [Q 30] 市役所が配布しているコンポスターを使っていますか？

Area name		1. Yes.	2. No.	
Urban	Ortakoll	1	0	1
		(100.0)	(.0)	(100.0)
	Tusuz	1	0	1
		(100.0)	(.0)	(100.0)
	Kurilla	0	0	0
		(.0)	(.0)	(.0)
	Jaglenica	0	0	0
		(.0)	(.0)	(.0)
	Nenkala	0	1	1
		(.0)	(100.0)	(100.0)
Dushanova	0	0	0	
	(.0)	(.0)	(.0)	
Lubizhda	0	0	0	
	(.0)	(.0)	(.0)	
Total		2	1	3
%		(66.7)	(33.3)	(100.0)
Rural	Gjonaj	0	0	0
		(.0)	(.0)	(.0)
	Zhur	3	0	3
		(100.0)	(.0)	(100.0)
	Lubiqeve	0	0	0
		(.0)	(.0)	(.0)
	Nashec	0	0	0
		(.0)	(.0)	(.0)
	Pirane	2	1	3
(66.7)		(33.3)	(100.0)	
Recane	0	1	1	
	(.0)	(100.0)	(100.0)	
Mushnikove	0	0	0	
	(.0)	(.0)	(.0)	
Total		5	2	7
%		(71.4)	(28.6)	(100.0)
Municipal	Total	7	3	10
Total	%	(70.0)	(30.0)	(100.0)

プリズレン市役所はフェイスブック・ページ (Komposterit Shtepiak, ホーム・コンポスター) を開設し、コンポスター利用者への情報提供と利用者間の交流を支援しようと試みている。ページについては、市役所がコンポストに関する集会等で配布するリーフレットに記載されており、また利用者宅へのモニタリング訪問時に伝えている。

“コンポスト” について耳にいたことがある人に対しこのページをチェックしたことがあるか尋ねたところ、大多数の人が無いと回答した (表 6.37)。さらに、チェックしたこ

とがあると回答した少数の人についても、その“友だち”になった人はほとんどいない（表 6.38）。チェックしたことのある人たちには改善策についても尋ねたところ、“もっとコンポスターの管理方法についての情報がほしい” が最も多かった（表 6.39）。

これまでのところ利用者は限られているが、当初の目的に立ち戻って、コンポスター利用者がよりうまくコンポストを使えるようにページに季節に合ったアドバイスや情報を載せていくことが望まれる。現時点ではそういった情報はほとんど見られず、これは市役所スタッフがコンポスターの日々の変化を直接的に目にしていないことにもよると思われる。

表 6.37: [Q 32.] フェイスブックの Komposterit Shtepiak のページをチェックしたことがありますか? (Q27 で“yes” と回答した(“コンポスト”という言葉聞いたことがある)人)

Village name		1. Yes.	2. No.	Total
Urban	Ortakoll	1	22	23
		(4.3)	(95.7)	(100.0)
	Tusuz	3	17	20
		(15.0)	(85.0)	(100.0)
	Kurilla	2	8	10
		(20.0)	(80.0)	(100.0)
	Jaglenica	0	5	5
		(.0)	(100.0)	(100.0)
	Nenkala	0	10	10
(.0)		(100.0)	(100.0)	
Dushanova	0	2	2	
	(.0)	(100.0)	(100.0)	
Lubizhda	0	0	0	
	(.0)	(.0)	(.0)	
Total %	6	64	70	
	(8.6)	(91.4)	(100.0)	
Rural	Gjonaj	0	0	0
		(.0)	(.0)	(.0)
	Zhur	0	3	3
		(.0)	(100.0)	(100.0)
	Lubiqeve	0	0	0
		(.0)	(.0)	(.0)
	Nashec	0	0	0
		(.0)	(.0)	(.0)
	Pirane	0	3	3
(.0)		(100.0)	(100.0)	
Recane	0	1	1	
	(.0)	(100.0)	(100.0)	
Mushnikove	0	0	0	
	(.0)	(.0)	(.0)	
Total %	0	7	7	
	(.0)	(100.0)	(100.0)	

Municipal Total	Total %	6 (7.8)	71 (92.2)	77 (100.0)
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表 6.38: [Q 33.] フェイスブックページの“友だち”になりましたか?

Area		1. Yes.	2. No.	Total
Urban	Ortakoll	0	1	1
		(.0)	(100.0)	(100.0)
	Tusuz	0	3	3
		(.0)	(100.0)	(100.0)
	Kurilla	1	1	2
		(50.0)	(50.0)	(100.0)
	Jaglenica	0	0	0
		(.0)	(.0)	(.0)
Nenkala	0	0	0	
	(.0)	(.0)	(.0)	
Dushanova	0	0	0	
	(.0)	(.0)	(.0)	
Lubizhda	0	0	0	
	(.0)	(.0)	(.0)	
Total %		1 (16.7)	5 (83.3)	6 (100.0)
Rural	Total %	0 (.0)	0 (.0)	0 (.0)
Municipal Total	Total %	1 (16.7)	5 (83.3)	6 (100.0)

表 6.39: [Q 34.] どうすればもっと便利・面白くなるでしょうか?

Area		1. I want more information of how to maintain it.	2. I want to see how other composters are doing.	3. I want to know how the produced compost is used.	4. Other	Total
Urban	Ortakoll	1	0	0	0	1
		(100.0)	(.0)	(.0)	(.0)	(100.0)
	Tusuz	2	1	0	0	3
		(66.7)	(33.3)	(.0)	(.0)	(100.0)
	Kurilla	1	1	0	0	2
		(50.0)	(50.0)	(.0)	(.0)	(100.0)
Jaglenica	0	0	0	0	0	
	(.0)	(.0)	(.0)	(.0)	(.0)	
Nenkala	0	0	0	0	0	
	(.0)	(.0)	(.0)	(.0)	(.0)	
Dushanova	0	0	0	0	0	

		(.0)	(.0)	(.0)	(.0)	(.0)
	Lubizhda	0	0	0	0	0
		(.0)	(.0)	(.0)	(.0)	(.0)
	Total %	4	2	0	0	6
		(66.7)	(33.3)	(.0)	(.0)	(100.0)
Rural	Total %	0	0	0	0	0
		(.0)	(.0)	(.0)	(.0)	(.0)
Municipal	Total %	4	2	0	0	6
Total		(66.7)	(33.3)	(.0)	(.0)	(100.0)

厨芥ゴミの家庭での処理について

厨芥ゴミの処理について、コンポストという言葉を知っている人と知らない人に別々に聞いた。いずれのグループでも、厨芥ゴミを他のごみと一緒に普段の収集サービス時に排出しているという回答が圧倒的に多かった（表 6.40 と表 6.41）。

表 6.40: [Q 31.] 厨芥(有機)ゴミをどのように処理していますか？ (Q29 で“2”と回答した人 (コンポストという言葉は知っているがやっていない人)が回答)

area name		1. I discharge with other wastes.	2. I feed them to our animals.	3. I burn them in our premises.	4. I bury them in our premises.	5 Other	Total
Urban	Ortakoll	22	0	0	0	0	22
		(100.0)	(.0)	(.0)	(.0)	(.0)	(100.0)
	Tusuz	16	3	0	0	0	19
		(84.2)	(15.8)	(.0)	(.0)	(.0)	(100.0)
	Kurilla	7	3	0	0	0	10
		(70.0)	(30.0)	(.0)	(.0)	(.0)	(100.0)
	Jaglenica	3	2	0	0	0	5
		(60.0)	(40.0)	(.0)	(.0)	(.0)	(100.0)
Nenkala	9	0	0	0	0	9	
	(100.0)	(.0)	(.0)	(.0)	(.0)	(100.0)	
Dushanov	2	0	0	0	0	2	
	(100.0)	(.0)	(.0)	(.0)	(.0)	(100.0)	
Lubizhda	0	0	0	0	0	0	
	(.0)	(.0)	(.0)	(.0)	(.0)	(.0)	
Total %	59	8	0	0	0	67	
	(88.1)	(11.9)	(.0)	(.0)	(.0)	(100.0)	
Rural	Gjonaj	1	4	0	0	0	5
		(20.0)	(80.0)	(.0)	(.0)	(.0)	(100.0)
	Zhur	9	1	0	0	0	10
		(90.0)	(10.0)	(.0)	(.0)	(.0)	(100.0)

	Lubiqeve	0 (.0)	0 (.0)	0 (.0)	0 (.0)	0 (.0)	0 (.0)
	Nashec	2 (100.0)	0 (.0)	0 (.0)	0 (.0)	0 (.0)	2 (100.0)
	Pirane	1 (50.0)	1 (50.0)	0 (.0)	0 (.0)	0 (.0)	2 (100.0)
	Recane	1 (100.0)	0 (.0)	0 (.0)	0 (.0)	0 (.0)	1 (100.0)
	Mushnikove	0 (.0)	0 (.0)	0 (.0)	0 (.0)	0 (.0)	0 (.0)
	Total	14 (70.0)	6 (30.0)	0 (.0)	0 (.0)	0 (.0)	20 (100.0)
	%						
Municipal Total	Total	73 (83.9)	14 (16.1)	0 (.0)	0 (.0)	0 (.0)	87 (100.0)

表 6.41: [Q 35.] 現在どのように厨芥ごみを処理していますか? (Q27 で”No”と回答した(“コンポスト”という言葉聞いたことがない)人への質問)

Area		1. I discharge other wastes.	2. I feed them to our animals.	3. I burn them in our premises.	4. I bury them in our premises.	5. Other	Total
Urban	Ortakoll	38 (100.0)	0 (.0)	0 (.0)	0 (.0)	0 (.0)	38 (100.0)
		Tusuz	30 (100.0)	0 (.0)	0 (.0)	0 (.0)	0 (.0)
	Kurilla		26 (89.7)	2 (6.9)	1 (3.4)	0 (.0)	0 (.0)
		Jaglenica	28 (100.0)	0 (.0)	0 (.0)	0 (.0)	0 (.0)
	Nenkala		19 (100.0)	0 (.0)	0 (.0)	0 (.0)	0 (.0)
		Dushanova	18 (94.7)	1 (5.3)	0 (.0)	0 (.0)	0 (.0)
	Lubizhda		1 (14.3)	6 (85.7)	0 (.0)	0 (.0)	0 (.0)
		Total %	160 (94.1)	9 (5.3)	1 (.6)	0 (.0)	0 (.0)
	Rural		Gjonaj	22 (73.3)	8 (26.7)	0 (.0)	0 (.0)
Zhur		32 (84.2)		6 (15.8)	0 (.0)	0 (.0)	0 (.0)
		Lubiqeve	13 (100.0)	0 (.0)	0 (.0)	0 (.0)	0 (.0)

	Nashec	9	0	0	0	0	9
		(100.0)	(.0)	(.0)	(.0)	(.0)	(100.0)
	Pirane	14	2	0	0	1	17
		(82.3)	(11.8)	(.0)	(.0)	(5.9)	(100.00)
	Recane	11	0	0	0	0	11
(100.0)		(.0)	(.0)	(.0)	(.0)	(100.0)	
Mushnikove	0	15	0	0	0	15	
	(.0)	(100.0)	(.0)	(.0)	(.0)	(100.0)	
Total %	101	31	0	0	1	133	
	(75.9)	(23.3)	(.0)	(.0)	(.8)	(100.0)	
Municipal Total	Total	261	40	1	0	1	303
	%	(86.1)	(13.2)	(.3)	(.0)	(.3)	(100.0)

b. 事業者

b.1 ごみに関する一般的な質問

事業者でも2014年に比べると近隣にごみに関連する問題があると回答した人が減少しましたが、問題として挙げられてくるものは昨年と同様に「道路にごみが散乱している」が最も多く、次いで「放置されたごみが悪臭を放っている」が挙げられている。

表 6.42: [Q 2.] あなたの近隣で、管理されていないごみが原因となっている問題はありますか？

Business category	1. Yes	2. No	3. I do not know	Total
1. Shops	10	25	0	35
	28.6	71.4	0.0	100.0
2. Restaurant	4	22	0	26
	15.4	84.6	0.0	100.0
3. Hotel	0	5	0	5
	0.0	100.0	0.0	100.0
4. Public and Private Offices	6	14	1	21
	28.6	66.7	4.8	100.0
5. Market	3	6	0	9
	33.3	66.7	0.0	100.0
6. Others	0	4	0	4
	0.0	100.0	0.0	100.0
Total	23	76	1	100
	23.0	76.0	1.0	100.0

表 6.43: あなたの近隣で、管理されていないごみが原因となっている問題はありますか？
(2014年)

	1. Yes	2. No	3. I do not know	Total

Number	32	68	0	100
%	32.0	68.0	.0	100.0

表 6.44: [Q 3.] 現在、ごみに関してどういった問題がありますか? (複数回答) (Q.2で“1. Yes”の回答者に対し)

Business category	1. A lot of wastes are scattered on streets.	2. Wastes on the street are scavenged by animals.	3. Wastes left on the street cause offensive odor.	4. Wastes left on the street attract rats and flies.	5. Dumped wastes in canal block drainage systems and cause flood in rainy season.	6. Dumped wastes in canal pollute water and cause skin diseases and diarrhea.	7. Fire at the final disposal site cause emission of polluted gases.	8. Waste at the final disposal site pollutes ground water.	9. The current dumpsite is almost full.	10. Others
1. Shops	9	6	8	5	4	4	2	4	0	2
2. Restaurant	3	3	2	2	1	1	2	2	0	1
3. Hotel	0	0	0	0	0	0	0	0	0	0
4. Public and Private Offices	3	2	3	1	0	2	0	0	0	2
5. Market	3	3	3	3	2	2	1	2	1	0
6. Others	0	0	0	0	0	0	0	0	0	0
Total	18	14	16	11	7	9	5	8	1	5
% out of those who answered Yes to Q2*	78	61	70	48	30	39	22	35	4	22
Order	1	3	2	4	7	5	8	6	10	9

表 6.45: What kinds of problems related to waste are there now? (Check all answers you observe.) (2014)

	1. A lot of wastes are scattered on streets.	2. Wastes on the street are scavenged by animals.	3. Wastes left on the street cause offensive odor.	4. Wastes left on the street attract rats and flies.	5. Dumped wastes in drain/canal block drainage systems and cause flood in	6. Dumped wastes in drain/canal pollute water and cause skin diseases and	7. Fires at the final disposal site cause emission of polluted gases.	8. Waste at the final disposal site pollutes ground water.	9. The current dumpsite is almost full.	10. Others
Number	29	4	13	5	4	4	1	0	0	3
% out of "yes"	90.6	12.5	40.6	15.6	12.5	12.5	3.1	0.0	0.0	9.4
ranking	1	4	2	3	4	4	8	9	9	7

b.2 新廃棄物管理制度への認識

一般世帯に比べて、プリズレン市の事業者は廃棄物管理の変更についてあまり知らされておらず、知っていた人は 44%に留まった(表 6.46)。事業者は通常、ごみ収集業者と個別に契約を結んでおり、その契約に基づいて支払い請求を受けている。新廃棄物管理制度の導入により、市役所の持つ登録事業者データベースに基づいてすべての事業者に請求書が送付されることとなり、多くの事業者が 2 つの請求書を受け取る可能性があることを指していた。したがってプリズレン市役所はどのように処理し、事業者やごみ収集業者にどのように通知するかを整理する必要があった。こうした問題と事業者からの徴収額を議論している間、事業者に対する新制度についての周知は待たねばならず、遅れが生じた。こうした詳細情報は、詳細を説明したリーフレットを受け取った一般世帯とは異なり、最終的には発送された請求書に印刷されるとともにいくつかのメディアで発表された。「市役所からのリーフレットで変更について知った」と回答している事業者もいるが、これはおそらく一般家庭向けに発行されたリーフレットを指していると思われる。

表 6.46: [Q 4.] 2015 年 1 月から各事業者は”ごみ税“を市役所に納税するか収集業者へ支払わなければならないことを知っていますか？

Business category	1. Yes, I do.	2. No, I do not know.
1. Shops	20	15
2. Restaurant	7	19
3. Hotel	1	4
4. Public and Private Offices	12	9
5. Market	3	6
6. Others	1	3
Total	44	56
%	44.0	56.0

表 6.47: [Q 5.] How did you come to know about the waste tax? [Those who answered “1. Yes” to Q4.]

Business category	1. I received a leaflet from the municipality.	2. I saw news/ a program about it on TV	3. I heard from my friend/ neighbors/ family.	4. I read the municipal newsletter.	5. The waste collection company informed me.	6. Other
1. Shops	8	3	2	1	5	1
2. Restaurant	3	1	1	0	1	0
3. Hotel	0	0	1	0	0	0
4. Public and Private Offices	4	3	1	1	3	0
5. Market	2	0	0	0	0	1
6. Others	1	0	0	0	0	0

Total	18	7	5	2	9	2
% out of those who answered "yes" to Q4.*	41.8	16.3	11.6	4.7	20.9	4.7

この変更について知っていた事業者には、すでに請求書を受け取ったか、だれから受け取ったのかを尋ねた。調査時には、市役所と収集業者の双方から請求書を受け取った人はいなかった。一方で、調査員は既に事業者への請求書配達は完了しているという情報を得ていたが、まだ請求書を受け取っていない事業者もいた。（“Others(その他)”と回答した人は、事業者ではなく雇用者であったことから受け取ったかどうか知らなかった。）。全体としては、事業者にも概ね肯定的に受け止められている(表 6.49)。

これまでの制度と比較すると(表 6.50)、“便利”と評価している人が増加している。一方で、現在の制度を“複雑”と感じている人も増加した。事業者に対しても、一般世帯に対して行ったように明確な説明を行う必要があるようだ。

表 6.48: [Q 6.]事業ごみに関する請求書は誰から受け取りましたか？

Business category	1. From the municipality apart from the bill for my household.	2. From my waste collection company.	3. From both the municipality and the waste company.	4. I have not received any bills for business waste.	5. Others
1. Shops	6	11	0	2	1
2. Restaurant	2	4	0	0	0
3. Hotel	0	1	0	0	0
4. Public and Private Offices	4	8	0	0	0
5. Market	1	2	0	0	0
6. Others	1	0	0	0	0
Total	14	26	0	2	1
%	32.6	60.5	0.0	4.7	2.3

表 6.49: [Q 8.] 現在の請求書・支払い制度についてどう思いますか? (複数回答) (“yes”でQ4の回答者)

Business category	1. Convenient.	2. easy to understand.	3. Reliable.	4. Inconvenient.	5. Complicated.	6. Unreliable.	7. Others
1. Shops	14	1	0	1	3	1	0
2. Restaurant	5	1	0	0	0	0	0

3. Hotel	1	0	0	0	0	0	0
4. Public and Private Offices	11	1	1	0	0	0	1
5. Market	3	0	0	0	0	0	0
6. Others	1	0	0	0	0	0	0
Total	35	3	1	1	3	1	1
% out of those who answered "yes" to Q4.*	79.5	6.8	2.3	2.3	6.8	2.3	2.3

表 6.50: 現在の請求書・支払い制度についてどう思いますか? (2014)

	1. Convenient.	2. easy to understand.	3. Reliable.	4. Inconvenient.	5. Complicated.	6. Unreliable.	7. Other
Total	43	11	17	4	3	3	10
% out of those receiving services	47.2	12.1	18.7	4.4	3.3	3.3	11.0

多くの小規模店舗などが家庭ごみ税とは別に事業者用ごみ料金（税）を支払っていないのではという懸念もあったが、90%以上の事業者がきちんと別々に両方の支払いを行っているという回答した。プリズレン市役所には事業と家庭との双方に請求書が発行されることに対する苦情が寄せられてはいるが、ほとんどの事業者はその責任を理解しているようである。

表 6.51: [Q 9.] 事業に対するごみ税(ごみ料金)を支払っていますか?

Business category	1. Yes, I pay for collection of business waste (either to the municipality or to the collection company), in addition to the household waste tax.	2. No, I do not pay anyone for business waste separately (including the case of paying only for household waste).
1. Shops	30	5
2. Restaurant	25	1
3. Hotel	5	0
4. Public and Private Offices	19	2
5. Market	9	0
6. Others	4	0
Total	92	8
%	92.0%	8.0%

表 6.52: [Q 10.] 誰に支払っていますか? [Q.9で“Yes”の回答者.]

Business category	1. I pay to the municipality at	2. I pay to the municipality	3. I pay to the collection	4. Other
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	the municipality counter.	through a bank.	company.	
1. Shops	6	0	24	0
2. Restaurant	4	0	21	0
3. Hotel	2	0	3	0
4. Public and Private Offices	5	1	13	0
5. Market	2	0	7	0
6. Others	0	0	4	0
Total	19	1	72	0
% out of those who answered "Yes" to Q.9*	20.6%	1.1%	78.3%	0.0%

理由を推測するのは困難だが（前回の調査時からサンプルが変更になっている部分もあるが（事業の閉鎖、移転による））、5.5ユーロ（市役所が物件の面積に応じて設定している事業者に対する最低金額）以下を支払っている事業者が大幅に増加している(表 6.53 と表 6.54)。

表 6.53: [Q 11.] いくら支払っていますか？ (月額)

Business category	less than 5.5 euro	more than 5.5, less than 12.5	more than 12.5, less than 20	more than 20, less than 50	more than 50, less than 100	more than 100, less than 200	more than 200	don't know	no answer	Total
	1. Shops	11 35.5%	8 25.8%	5 16.1%	2 6.5%	4 12.9%	1 3.2%	0 0.0%	0 0.0%	0 0.0%
2. Restaurant	2 8.0%	4 16.0%	3 12.0%	8 32.0%	4 16.0%	1 4.0%	0 0.0%	1 4.0%	2 8.0%	25 100.0%
3. Hotel	1 20.0%	0 0.0%	1 20.0%	2 40.0%	0 0.0%	0 0.0%	0 0.0%	1 20.0%	0 0.0%	5 100.0%
4. Public and Private Offices	4 21.1%	2 10.5%	0 0.0%	4 21.1%	4 21.1%	3 15.8%	0 0.0%	0 0.0%	2 10.5%	19 100.0%
5. Market	3 33.3%	1 11.1%	0 0.0%	2 22.2%	0 0.0%	1 11.1%	0 0.0%	0 0.0%	2 22.2%	9 100.0%
6. Others	0 0.0%	2 66.7%	0 0.0%	1 33.3%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	3 100.0%
Total	21	17	9	19	12	6	0	2	6	92
	22.8	18.4	9.8	20.7	13.0	6.5	0.0	2.2	6.5	100.0

表 6.54: いくら支払っていますか？ (2014)

Amount of payment	less than 5.5 euro	more than 5.5 less than 12.5	more than 12.5, less than 20	more than 20, less than 50	more than 50, less than 100	more than 100, less than 200	more than 200	"I don't know"	no answer	Total
Total	31	17	9	10	6	7	1	8	2	91
%	34.1	18.7	9.9	11.0	6.6	7.7	1.1	8.8	2.2	100.0

5.5 ユーロ以下の支払い者が増加している一方で、2014 年に比べると現在の金額が妥当だと感じている事業者が減少している。経済状況の悪化の影響もあるかもしれないが、市役所による金額設定への初期反応とも考えられる。市役所設定の料金は、市のデータベースに登録されている事業者の物件面積によるものであるが、収集業者による料金設定はごみの排出量によりごみ箱の数を数えて設定している。

表 6.55: [Q 12.] 現在のごみ税額についてどう思いますか？

Business category	1. appropriate	2. fair.	3. too expensive.	4. unfair.	5. cheap.	6. Other
1. Shops	15	4	6	4	0	1
2. Restaurant	8	11	5	1	0	0
3. Hotel	2	1	2	0	0	0
4. Public and Private Offices	12	4	1	1	1	0
5. Market	4	1	3	0	0	1
6. Others	0	2	2	0	0	0
Total	41	23	19	6	1	2
%	44.6	25.0	20.6	6.5	1.1	2.2

表 6.56: 現在のサービス料金についてどう思いますか？ (2014)

	3. Appropriate	2. Expensive	1. Too expensive	4. Cheap	5. Too cheap	6. I do not know
Total	58	9	14	0	0	10
%	63.7	9.9	15.4	0.0	0.0	11.0

一方で、大多数の事業者は、料金を支払えばサービスを受ける権利があることを理解して

いる。幾人かの事業者は権利は理解しながらも、一般世帯用の支払いとは別に事業について支払うことはしていない(表 6.57)。さらには、権利は知っていないながらも、収集サービスは受けていないようである(表 6.58)。収集サービスを受けている・利用している事業者の中でも、50%以上の事業者がコンテナを利用して事業からのごみを廃棄していると回答している(表 6.59)。2014 年に比べて非常に増加しており、一般世帯への収集サービスを適切に実施するためにも、市役所はこの事業者のコンテナ利用について真剣に取り組む必要がある(表 6.60)。

表 6.57: [Q 11.] ごみ税を支払えばごみ収集を受ける権利があることを知っていますか？

Business category	1. Yes, I do.	2. No, I don't know.
1. Shops	32	3
2. Restaurant	23	3
3. Hotel	5	0
4. Public and Private Offices	20	1
5. Market	8	1
6. Others	4	0
Total	92	8
%	92.0	8.0

表 6.58: 現在収集サービスを受けて／利用していますか？

Business category	1. Yes	2. No
1. Shops	29	6
2. Restaurant	23	3
3. Hotel	4	1
4. Public and Private Offices	18	3
5. Market	6	3
6. Others	4	0
Total	84	16
%	84.0	16.0

表 6.59: [Q 15.] どういった収集サービスを受けていますか？(Q.14で“Yes”の回答者、現在収集を受けている事業者)

Business category	1. Collection directly from your business	2. Collection from a street corner in my business's neighborhood.	3. Communal container.	4. Others	5. I do not know.
1. Shops	9	7	13	0	0
2. Restaurant	5	6	11	1	0

3. Hotel	0	1	3	0	0
4. Public and Private Offices	6	1	11	0	0
5. Market	1	2	3	0	0
6. Others	0	1	3	0	0
Total	21	18	44	1	0
%	25.0%	21.4%	52.4%	1.2%	0.0%

表 6.60: どの種類のサービスを受けていますか？(2014)

Type of collection	1. Bell collection	2. Curbside collection	3. Communal collection	4. Door to door collection	5. Others	6. I do not know.
Total	0	20	20	49	0	0
%	0.0	22.5	22.5	55.1	0.0	0.0

自身の事業所からのごみを収集してもらっているところは、週に1度の収集を受けている傾向があり、沿道に排出している事業者は毎日収集サービスを受けている。これは現在の市役所による収集サービスの形態を反映している。焦点の多く集中する Ring Road 沿いでは、毎日収集サービスが行われており、Ring Road 沿いとその近辺の事業者、一般世帯はこれを利用している。

表 6.61: [Q 16.(1)] あなたの地域ではごみ収集サービスがどの頻度で行われていますか？
(共有コンテナを利用する回答者が含まれていない)

Type of Collection	1. Collection directly from your business				2. Collection from a street corner in my business's neighborhood. →				4. Others			
	1. Everyday	2. 1 in week	3. 2 in week	4. Others	1. Everyday	2. 1 in week	3. 2 in week	4. Others	1. Everyday	2. 1 in week	3. 2 in week	4. Others
1. Shops	2	6	0	1	6	1	0	0	0	0	0	0
2. Restaurant	2	3	0	0	4	2	0	0	1	0	0	0
3. Hotel	0	0	0	0	0	0	1	0	0	0	0	0
4. Public and Private Offices	1	3	1	1	1	0	0	0	0	0	0	0
5. Market	0	1	0	0	0	2	0	0	0	0	0	0
6. Others	0	0	0	0	0	1	0	0	0	0	0	0
Total	5	13	1	2	11	6	1	0	1	0	0	0
(%)	23.8	61.9	4.8	9.5	61.1	33.3	5.6	0.0	100	0.0	0.0	0.0

ほとんどの事業者 (97.5%)が、収集サービスの時間を把握しており(表 6.62) 収集ポイントへ自身の事業所のごみを排出している (表 6.63)。しかし、収集日以外の日にごみを排出する必要がある事業者もおり (表 6.64)、その割合は一般世帯で見られるよりも多い。その理

由としては、収集頻度が足りないおと、そして事業所内にごみを保管しておけないことをあげている(表 6.65)。彼らは、そのごみを排出したい日に収集サービスのある地域へ持って行って排出している(表 6.66)。

表 6.62: [Q 16. (2)] 何曜日の何時に収集サービスがあるか知っていますか?

Business category	1. Yes, I do.	2. No, I don't.
1. Shops	16	0
2. Restaurant	11	1
3. Hotel	1	0
4. Public and Private Offices	7	0
5. Market	3	0
6. Others	1	0
Total	39	1
%	97.5	2.5

表 6.63: [Q 17.] 収集日にはどこに事業所のごみを排出しますか?

Type of Collection	1. Collection directly from your business				2. Collection from a street corner in my business's neighborhood. →				4. Others			
	1. at a designated collection point in my neighborhood.	2. along the street in front of my business, where a collection vehicle passes	3. I bring the waste to the collection vehicle and hand it over to the collection worker.	4. Others	1. at a designated collection point in my neighborhood.	2. along the street in front of my business, where a collection vehicle passes	3. I bring the waste to the collection vehicle and hand it over to the collection worker.	4. Others	1. at a designated collection point in my neighborhood.	2. along the street in front of my business, where a collection vehicle passes	3. I bring the waste to the collection vehicle and hand it over to the collection worker.	4. Others
Business category												
1. Shops	7	2	0	0	5	1	1	0	0	0	0	0
2. Restaurant	4	1	0	0	5	1	0	0	0	0	0	1
3. Hotel	0	0	0	0	1	0	0	0	0	0	0	0
4. Public and Private Offices	3	2	0	1	1	0	0	0	0	0	0	0
5. Market	1	0	0	0	2	0	0	0	0	0	0	0
6. Others	0	0	0	0	1	0	0	0	0	0	0	0
Total	15	5	0	1	15	2	1	0	0	0	0	1
%	71.4	23.8	0.0	4.8	83.3	11.1	5.6	0.0	0.0	0.0	0.0	100.

表 6.64: [Q 18.] 収集スケジュール以外の日にごみを排出しなかったことはありますか?

Type of Collection	1. Collection directly from your business	2. Collection from a street corner in my business's neighborhood. →	4. Others
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Business category	1. Yes, discharged wastes on other than schedule.			2. never discharged business waste on other than schedule.			3. Others		
	1.	2.	3.	1.	2.	3.	1.	2.	3.
1. Shops	0	9	0	1	6	0	0	0	0
2. Restaurant	1	3	1	2	4	0	0	1	0
3. Hotel	0	0	0	0	1	0	0	0	0
4. Public and Private Offices	1	5	0	0	1	0	0	0	0
5. Market	0	1	0	0	2	0	0	0	0
6. Others	0	0	0	1	0	0	0	0	0
Total	2	18	1	4	14	0	0	1	0
%	9.5%	85.7%	4.8%	22.2%	77.8%	0.0%	0.0%	100.0%	0.0%
(Total)	21			18			1		

表 6.65: [Q 19.] なぜ収集日以外に排出が必要なのでしょう？

1. The frequency of collection is too low.	2. The collection comes when no one from my business is around.	3. I do not want to keep the waste for long time and want to discharge it as soon as possible.	4. The collection is not on schedule.	5. I do not know the collection schedule.	6. Others
2	0	2	0	0	2

表 6.66: [Q 20.] 収集のない日にはどこに排出しますか？

1. I discharge my wastes in front of my house.	2. I discharge my wastes in other neighborhood where the collection is provided on the	3. I discharge to a communal container.	4. I throw my waste in the canal/ river.	5. Others
0	3	1	0	2

事業者たちのごみサービスに対する満足度は、概して肯定的ではあるが、一般世帯ほどは高くない。収集業者別にみると、Higjena/ EkoRegjioni の事業者顧客は 2014 年よりも満足度を下げている一方で、IS company の顧客は昨年よりも満足度が高い。収集サービスに関し

と感じている問題として、2014年の調査で“others（その他）”に含まれているほとんどが“no problem(問題なし)”となっており、その割合は2015年の調査でも“no problem”とほぼ同じで比較的高水準ではある。一方で、問題があると感じている顧客が最も問題としているのは「収集頻度の低さ」である(表 6.69 と表 6.70)。

b.3 ごみ収集サービスを受けているすべての事業者に対する質問

表 6.67: [Q 21.] 収集サービス業者はだれですか? 及び [Q 22.] 現在の収集サービスに満足していますか?

Collection company	1. Higjiena					2. Sherbimi					3. IS company					4. Other private company					5. I don't know					Total				
	1. Yes, very much.	2. Yes, to some extent.	3. Not much.	4. Not at all.	5. I do not know.	1. Yes, very much.	2. Yes, to some extent.	3. Not much.	4. Not at all.	5. I do not know.	1. Yes, very much.	2. Yes, to some extent.	3. Not much.	4. Not at all.	5. I do not know.	1. Yes, very much.	2. Yes, to some extent.	3. Not much.	4. Not at all.	5. I do not know.	1. Yes, very much.	2. Yes, to some extent.	3. Not much.	4. Not at all.	5. I do not know.	1. Yes, very much.	2. Yes, to some extent.	3. Not much.	4. Not at all.	5. I do not know.
Shop	13	9	1	0	0	0	0	0	0	0	4	1	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0
Restaurant	13	7	0	1	0	0	0	0	0	0	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Hotel	3	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Offices	14	2	1	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Market	3	1	0	0	0	0	0	0	0	0	1	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Others	3	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
total	49	20	2	1	0	1	0	0	0	0	8	1	1	0	0	0	0	0	0	0	0	1	0	0	0	58	22	3	1	0
%	68.1	27.8	2.8	1.4	0.0	100.0	0.0	0.0	0.0	0.0	80.0	10.0	10.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	100.0	0.0	0.0	0.0	69.0	26.2	3.6	1.2	0.0

表 6.68: “収集サービス業者はだれですか?”及び“現在の収集サービスに満足していますか?”(2014)

	1. Very much	2. Yes, to some extent	3. Not much	4. Not at all.	5. I don't know	Total
1. EkoRegjioni	59	12	6	0	0	77
	76.6	15.6	7.8	0.0	0.0	100
2. Sherbimi	0	0	0	0	0	0
	0.0	0.0	0.0	0.0	0.0	0
3. IS company	8	1	1	1	0	11
	72.7	9.1	9.1	9.1	0.0	100
4. Xhaferi	0	0	0	0	0	0
	0.0	0.0	0.0	0.0	0.0	0
5. Other private company	2	0	0	0	0	2
	100.0	0.0	0.0	0.0	0.0	100
Total	69	13	7	1	0	90
%	76.7	14.4	7.8	1.1	0.0	100

表 6.69: [Q 23] 収集サービスに関してどんな問題がありますか? (収集業者別)

Collection company	1. Higjiena									2. Sherbimi									3. IS company									TOTAL									
	1	2	3	4	5	6	7	8	9	1	2	3	4	5	6	7	8	9	1	2	3	4	5	6	7	8	9	1	2	3	4	5	6	7	8	9	
shop	1	0	0	0	1	0	1	19	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	5	0	1	0	0	0	1	0	1	24	1
restaurant	3	1	0	2	0	0	0	15	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	2	0	3	1	0	2	0	0	0	17	0
hotel	0	0	0	1	0	0	0	3	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	3	0
offices	1	1	0	1	1	1	0	12	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	1	1	0	1	1	1	0	13	0
Market	0	0	0	0	0	0	0	4	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	1	0	0	1	0	0	0	0	0	0	5	0
Others	0	0	0	0	0	0	0	3	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	4	0
total	5	2	0	4	2	1	1	56	1	0	0	0	0	0	0	0	1	0	1	0	0	0	0	0	0	9	0	6	2	0	4	2	1	1	66	1	
%	6.9	2.8	0.5	5.6	2.8	1.4	1.1	77.4	1.1	0.0	0.0	0.0	0.0	0.0	0.0	1.1	0.0	1.1	0.0	0.0	0.0	0.0	0.0	0.0	10.0	0.0	7.2	2.4	0.4	5.6	2.8	1.1	1.1	79.1	1.1		

回答選択肢

1. 収集頻度が低い。
2. サービスが時刻通りに行われていない。
3. 収集時間が適切でない。
4. 収集サービスが来るまでにごみ排出場所に大量のごみが出る。
5. 排出場所が遠すぎる。
6. 収集作業員の態度が悪い。
7. 排出場所が収集の後汚れたままになっている。
8. 問題なし。
9. その他

表 6.70: 収集サービスに関してどんな問題がありますか? (収集業者別) (2014)

	1	2	3	4	5	6	7	Total
1. EkoRegjioni	9	3	2	2	4	1	61	82
	11.0	3.7	2.4	2.4	4.9	1.2	74.4	100.0
2. Sherbimi	0	0	0	0	0	0	0	0
	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
3. IS company	0	0	0	1	0	1	10	12
	0.0	0.0	0.0	8.3	0.0	8.3	83.3	100.0
4. Xhaferi	0	0	0	0	0	0	0	0
	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
5. Other private company	0	0	0	0	0	0	2	2
	0.0	0.0	0.0	0.0	0.0	0.0	100.0	
Total %	9	3	2	3	4	2	73	96
	9.4	3.1	2.1	3.1	4.2	2.1	76.0	100.0

回答選択肢 (2014) :

1. 収集頻度が低い。
2. サービスが時刻通りに行われていない。
3. 収集時間が適切でない。
4. 収集サービスが来るまでにごみ排出場所に大量のごみが出る。
5. 排出場所が遠すぎる。
6. 排出場所が収集の後汚れたままになっている。
7. その他

苦情のあるときには、一般世帯と同様に、市役所ではなく収集業者やその作業員に伝えられている。(表 6.71).

表 6.71: [Q 25.] 苦情があるときには誰に伝えますか？

Business category	1. To the waste management section of MoP	2. To a municipal official at MoP	3. To a member of Advisory Committee appointed by MoP.	4. To a municipal assembly member.	5. To someone who works at MoP	6. To the collection company/ collection worker.	7. I don't tell to anyone.	8. Other
1. Shops	1	1	0	0	1	4	19	3
2. Restaurant	0	0	1	0	0	5	6	11
3. Hotel	0	0	0	0	0	0	3	0
4. Public and Private Offices	4	1	0	0	0	0	5	4
5. Market	0	0	0	0	0	2	4	0
6. Others	0	0	0	0	0	1	2	1
Total	5	2	1	0	1	12	39	19
%	(6.3)	(2.5)	(1.3)	(.0)	(1.3)	(15.2)	(49.4)	(24.0)

表 6.72: [Q 26.] 自身の事業所内でごみを処理していますか?

Business category	1. Yes.	2. No.
1. Shops	0	28
2. Restaurant	0	22
3. Hotel	0	4
4. Public and Private Offices	0	18
5. Market	0	6
6. Market	0	4
Total	0	82
%	(.0)	(100.0)

b.4 収集サービスを受けていない事業者に対する質問:

収集サービスを受けていない事業者が数社あり、そのほとんどが収集サービスのある地域へ自身のごみを持って行って排出している(表 6.73)。一般住民からは常に「近隣住民以外の方がごみを持ち込む“ことや”コンテナが事業者のごみで満杯になる“ことに対する苦情が聞かれるが、こうした苦情が事実であることがわかる。市役所はこのような事業者(大小問わず)に対するごみ収集問題に取り組み、彼らに適切な収集サービスが提供され一般市民への環境負担が軽減されるようにするとともに、事業者に対し、その顧客の生活する環境を清潔に保つ社会的責任についても話していく必要がある。

表 6.73: [Q 28.] (収集を受けていない事業者)どのようにごみを処理していますか? (複数回答)

Business category	1. I dump them on streets, in the canal or open land.	2. I burn them in my premises.	3. I bury them in my premises.	4. I compost them in my premises.	5. I transport them to a collection point in other areas where the service is provided	6. I feed them to animals.	7. Other
1. Shops	1	0	0	0	4	0	1
2. Restaurant	0	0	0	0	3	0	0
3. Hotel	0	0	0	0	1	0	0
4. Public and Private Offices	0	0	0	0	2	0	1
5. Market	0	0	0	0	2	0	1
6. Others	0	0	0	0	0	0	0
Total	1	0	0	0	12	0	3
%	(6.3)	(.0)	(.0)	(.0)	(75.0)	(.0)	(18.8)

b.5 コンポストに関する認識

事業者に対しコンポストに関して質問した（当初この質問はバー・カフェ・レストラン等に対してのみ質問することを想定していたが、他の事業者（全てではない）に対しても尋ねてみた。一般世帯よりもさらに小さな割合の事業者のみがコンポストについて聞いたことがあると回答した。サンプル数はその結果限られているが、コンポストについて聞いたことのある事業者は、一般世帯とは違い、ラジオやTVではなく市役所ウェブサイトから情報を得ていた。「その他」の中にも「（市役所関連サイト以外の）インターネット」や「ソーシャルネットワーク」が含まれていた。市役所が今後事業者に対するコンポストを検討することがあれば、その啓発のためには一般世帯に対して行った啓発活動とは異なるアプローチを検討する必要がある。

表 6.74: [Q 29.] 「コンポスト」という言葉を聞いたことがありますか？

Business category	1. Yes.	2. No.
1. Shops	4	29
2. Restaurant	2	24
3. Hotel	1	4
4. Public and Private Offices	6	13
5. Market	0	9
6. Market	1	3
Total	14	82
%	(14.6)	(85.4)

表 6.75: [Q 30.] 「コンポスト」についてどうやって知りましたか？

Business category	1. TV program on komposteri	2. TV advertisement	3. Radio	4. Poster at a supermarket	5. From friends/neighbors/relatives who use a composter	6. Municipal newsletter	7. Municipal website	8. Other
1. Shops	1	0	0	1	0	0	1	2
2. Restaurant	1	0	0	0	1	0	0	0
3. Hotel	0	0	0	0	0	0	0	1
4. Public and Private Offices	0	1	0	2	0	1	1	1
5. Market	0	0	0	0	0	0	0	0
6. Others	0	0	0	0	0	0	1	0
Total	2	1	0	3	1	1	3	4
% out of those who know "compost"	(14.29)	(7.14)	(.00)	(21.43)	(7.14)	(7.14)	(21.43)	(28.57)

一般世帯よりもコンポストについて聞いたことがある割合は低いのだが、コンポストについて知っている事業者がコンポストを実際にやってみている割合は高く、またプリズレ

ン市役所の提供しているコンポスター使用率も高い (表 6.76 と表 6.77)。コンポストしているごみは事業所から出るごみではなく彼らの家庭ごみかもしれないが、このことから、市役所が家庭用コンポストについても事業者たちにアプローチすれば、一般世帯でのコンポスター利用者増加につながる可能性も伺える。

表 6.76: [Q 31.] コンポストをやってみたことはありますか？

Business category	1. Yes	2. No
1. Shops	0	4
2. Restaurant	1	1
3. Hotel	0	1
4. Public and Private Offices	2	4
5. Market	0	0
6. Others	1	0
Total	4	10
% out of those who know "compost"	(28.6)	(71.4)

表 6.77: [Q 31.] 市役所が配布しているコンポスターを使っていますか？

Business category	1. Yes	2. No
1. Shops	0	0
2. Restaurant	0	1
3. Hotel	0	0
4. Public and Private Offices	2	0
5. Market	0	0
6. Others	1	0
Total	3	1
% out of those who "compost"	(75.0)	(25.0)

コンポストについて聞いたことがないという回答者に対し現在厨芥ゴミをどのように処理しているか尋ねたところ、大多数 (93.4%)が他のごみと一緒に排出していると回答し、2名は家畜の飼料にすると回答した (表 6.78)。

事業者に対しさらに、プリズレン市役所が食品ごみを他のごみと分別して排出するように依頼したら協力する意思はあるか尋ねたところ、約 90% は協力する意思があると回答した (表 6.79)。一方で協力する意思のない人たちは「ごみを分別している時間がない」ことを理由に挙げた(表 6.80)。プリズレン市役所が将来的に厨芥(有機)ごみを分別収集するのであれば、事業者からの協力を確保するためには、ビジネスの時間を妨げないよう簡単に実行しやすい分別方法を導入する必要があるだろう。

表 6.78: Q.32.] 自身の事業からの厨芥ゴミを現在どう処理していますか？

Business category	1. I discharge other wastes.	2. I feed them to our animals.	3. I burn them in our premises.	4. I bury them in our premises.	5. Other
1. Shops	32	0	0	0	1
2. Restaurant	22	0	0	0	2
3. Hotel	5	0	0	0	0
4. Public and Private Offices	14	2	0	0	1
5. Market	9	0	0	0	0
6. Others	3	0	0	0	0
Total	85	2	0	0	4
% out of those who don't know "compost"	(93.4)	(2.2)	(.0)	(.0)	(4.4)

表 6.79: [Q 35.] 市役所から厨芥ゴミの分別収集をいらされたら、協力する意思はあります

Business category	1. Yes, I am ready to do so.	2. Yes, I am somewhat willing to.	3. No, I don't feel comfortable doing to.	4. No, I will not cooperate.
1. Shops	26	4	2	1
2. Restaurant	18	3	2	1
3. Hotel	3	1	0	1
4. Public and Private Offices	17	0	0	0
5. Market	8	1	0	0
6. Others	2	0	0	1
Total	74	9	4	4
% out of those who don't know "compost"	(81.3)	(9.9)	(4.4)	(4.4)

表 6.80:[Q 36.] 協力したくない理由はなんですか? (複数回答)

Business category	1. Our business premises does not have enough space to keep waste separately	2. We feed our food waste to animal, so will not discharge any.	3. We don't have time to be separating waste!	4. Others (Please specify.
1. Shops	0	0	2	0
2. Restaurant	1	0	1	0
3. Hotel	0	0	0	0
4. Public and Private Offices	0	0	0	0
5. Market	0	0	0	0
6. Others	0	0	0	0

Total	1	0	3	0
%	(25.0)	(.0)	(75.0)	(.0)

フェイスブックの“Komposteri Shtepiak (ホーム・コンポスト)” ページについて、事業者が知っているかを尋ねたが、やはりあまり知られていなかったが(表 6.81)、事業者はチェックすると「友だち」になっている(表 6.82)。これは新しい情報を得るためにより広いネットワークとつながっている必要がある、あるいは繋がってほしいと思う事業者の特性なのかもしれない。彼らはフェイスブック・ページの改善のためには、コンポストの維持方法、他の利用者の利用方法、出来上がったコンポストの利用法などの情報の提供を求めている(表 6.83)。市役所がこうした情報をもっと提供できれば、事業者もよりコンポストについて知識が豊富になり、より良いコンポスト利用者となることで、市全体としてのコンポスト利用者増加に結果的に繋がるだろう。

表 6.81: [Q 37.] フェイスブックの Komposteri Shtepiak ページをチェックしたことがあり

Business category	1. Yes.	2. No.
1. Shops	3	29
2. Restaurant	1	23
3. Hotel	0	5
4. Public and Private Offices	4	14
5. Market	0	9
6. Others	0	4
Total	8	84
%	(8.7)	(91.3)

表 6.82: [Q 38.] 「友だち」になるかフォローしましたか?

Business category	1. Yes.	2. No.
1. Shops	2	1
2. Restaurant	1	0
3. Hotel	0	0
4. Public and Private Offices	3	1
5. Market	0	0
6. Others	0	0
Total	6	2
%	(75.0)	(25.0)

表 6.83: [Q 39.] どうすればもっと面白く/役立つようになりますか?

Business category	1. I want more information of how to maintain it.	2. I want to see how other composters are doing.	3. I want to know how the produced compost is used.	4. Others
1. Shops	2	0	1	0
2. Restaurant	0	1	0	0
3. Hotel	0	0	0	0
4. Public and Private Offices	1	1	2	0
5. Market	0	0	0	0
6. Others	0	0	0	0
Total	3	2	3	0
%	(37.5)	(25.0)	(37.5)	(.0)

6.3.4 結論

調査時期が、請求書配布開始直後であり時期尚早であった可能性は否定できないが、2014年末から市役所の広報活動は開始されており、その効果を測ることはできたと思われる。

都市部の一般世帯への周知は約 75%であり、概ね周知活動はその目的を達成できたといえるが、言語対応の遅れた村落部、詳細情報の確定・周知が遅れた事業者については、その影響が明らかに表れる結果となった。時間をかけ、さまざまな種類のメディアを通じ、内容を具体的に扱った広報が必要であることが学び取れる。

請求書の配達については、市としての住所表記の改善等が実現されれば、状況は大きく改善されると思われる。オンラインで確認できるシステムにも市役所は強い関心を持っているが、一般市民についてはインターネットを日常的に情報源として使用している住民があまりいないことから、その効果は限定的となる可能性もある。

支払い方法についても、市役所窓口への郵便局支払窓口の併設、隔月払いの新設、村落部への出張所の設置等、市役所には具体的改善策がすでにあり、実現に向けて動いていることから、現時点ではプロジェクトとしてはあまり悲観的にとらえていない。しかし、村落部の一般世帯への対応と事業者への詳細説明の遅れが、今回の調査結果につながっていることは忘れずに今後の対応にあたっていく必要がある。

市役所は市民とのコンタクトを増やすよう、プロジェクトを通じて努力してきた。その成果は表れていると思われるが、収集業者が日々の収集活動を通じてより高い頻度で直接的に住民や事業者と接していることは否定できない。市役所と収集業者は新制度のもとで契約関係となったが、市民からの反応を見逃さないためにも密なコミュニケーションを保つことが必要となるだろう。

また、事業者へのアプローチが一般世帯に対するサービスの向上（如いては市全体の環境向上）とコンポスト利用についての啓発にもつながる可能性が、今回の調査で垣間見えた。プリズレンの事業者は地元市民を顧客としたものがほとんどであり、事業者自身が市民でもあり、その行動が市民の生活と密着している。これまで事業者へのアプローチは限られているが、彼らをさらに巻き込んでいくことでプリズレン市民の環境意識のさらな

る改善につながる可能性がある。

6.4 供与機材に関するレター

6.4.1 環境省からのリクエスト・レター



Republika e Kosovës

Republika Kosova-Republic of Kosovo

Qeveria -Vlada-Government

Ministria e Mjedisit dhe Planifikimit Hapësinor

Ministarstvo Sredine i Prostornog Planiranja

Ministry of Environment and Spatial Planning

Zyra e Sekretarit të Përgjithshëm / Kancelarija Generalnog Sekretara / Office of the General Secretary

Mr. Toshiya ABE
Resident Representative,
JICA Balkan Office
Japan International Cooperation Agency (JICA)

July 21, 2015

Ref.: About the equipment used for the project

Dear Mr. Abe,

Thank you very much for support to the project for four years from September, 2011. In the municipality of Prizren where the project had executed, the waste management system in conformity to the waste law was established as the first case in Kosovo. We will strive to disseminate the experience obtained through implementation of this project to other municipalities in the future.

It would be greatly appreciated if it is possible to transfer the equipment, which had been procured by JICA for executing the project listed in the attached table, to the counterpart organization.

Sincerely yours.

Arben ÇITAKU
General Secretary
Ministry of Environment and Spatial Planning



Attachment

List of Equipment
Equipment procured in Japan

Items	Maker/Model	Quantity	Recipient Organization
Portable GPS	GARMIN HC	2 units	MOP/WMS
Digital camera	Sony	2 units	MOP/WMS
Handy digital video	Samsung	1 unit	MOP/WMS
Water quality checker	HANNA, HI98121	1 unit	MOP/WMS
Projector	EPSON EB-1750	1 unit	MOP/WMS
Projector screen	W=1,300mm, H=1,800mm	2 unit	MOP/WMS
In-car amplifier and speaker		28 sets	Higjiena

Equipment procured in Kosovo

Items	Maker/Model	Quantity	Recipient Organization
Photo copy machine	Konica Minolta bizhub-283	1 unit	MOP/WMS
Laser mono jet printer (A4 size)	HP Laser Jet P2055d	2 units	Higjiena
Ink jet color printer (A3 size)	HP7000	1 unit	MOP/WMS
Laptop computer	Toshiba Satellite Pro C660	1 unit	MOP/WMS
Laptop computer	Dell Inspiron 17R Core™i5	1 unit	MOP/WMS
Desktop computer	Intex	2 units	Higjiena
Uninterruptible power source	Smart 650	2 units	Higjiena
Desk for PC		2 units	Higjiena
OS	MS Windows 7	3 sets	MOP/WMS (1) Higjiena (2)
OS	MS Windows 8.1	1 set	MOP/WMS
MS Office* ¹	MS Office 2010	3 sets	Higjiena
Anti-virus software* ¹	Kasperski 2012	3 sets	Higjiena
	Kasperski 2013	3 sets	Higjiena
	Kasperski 2014	3 sets	Higjiena
Inverter (battery included)		1 set	MOP/WMS

MOP/WMS: Waste Management Section, Municipality of Prizren

Higjiena: Prizren unit (Higjiena), Ekoregijoni Regional Waste Company



6.4.2 JICAバルカン事務所からのハンドオーバー・レター



Attachment

Certificate of Handover of Equipment

Project for enhancement of capacity for waste management
toward sound material-cycle society

To Japan International Cooperation Agency

This is to certify that the equipment listed below procured by JICA for the titled project has been handed over as follows.

Equipment procured in Japan

Items	Maker/Model	Quantity	Recipient Organization
Portable GPS	GARMIN HC	2 units	MOP/WMS
Digital camera	Sony	2 units	MOP/WMS
Handy digital video	Samsung	1 unit	MOP/WMS
Water quality checker	HANNA, HI98121	1 unit	MOP/WMS
Projector	EPSON EB-1750	1 unit	MOP/WMS
Projector screen	W=1,300mm, H=1,800mm	2 unit	MOP/WMS
In-car amplifier and speaker		28 sets	Higjiena

Equipment procured in Kosovo

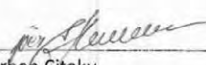
Items	Maker/Model	Quantity	Recipient Organization
Photo copy machine	Konica Minolta bizhub-283	1 unit	MOP/WMS
Laser mono jet printer (A4 size)	IIP Laser Jet P2055d	2 units	Higjiena
Ink jet color printer (A3 size)	IIP7000	1 unit	MOP/WMS
Laptop computer	Toshiba Satellite Pro C660	1 unit	MOP/WMS
Laptop computer	Dell Inspiron 17R Core™i5	1 unit	MOP/WMS
Desktop computer	Intex	2 units	Higjiena
Uninterruptible power source	Smart 650	2 units	Higjiena
Desk for PC		2 units	Higjiena
OS	MS Windows 7	3 sets	MOP/WMS (1) Higjiena (2)
OS	MS Windows 8.1	1 set	MOP/WMS
MS Office* ¹	MS Office 2010	3 sets	Higjiena
Anti-virus software* ¹	Kasperski 2012	3 sets	Higjiena

Attachment

Items	Maker/Model	Quantity	Recipient Organization
	Kasperski 2013	3 sets	Higjiena
	Kasperski 2014	3 sets	Higjiena
Inverter (battery included)		1 set	MOP/WMS









MOP/WMS: Waste Management Section, Municipality of Prizren
Higjiena: Prizren unit (Higjiena), Ekoregjioni Regional Waste Company









Date:


Arben Citaku
General Secretary
Ministry of Environment and Spatial Planning
Kosovo

プロジェクト写真集

1 プロジェクト前後の比較

プロジェクト前	プロジェクト終了時
	
<p>斜面に投棄されたごみが市内中心部から見える (2010年6月)</p>	<p>2014年10月時には斜面上のごみには土が被せられ、草に覆われている。</p>
	
<p>高層住宅内に置かれたコンテナの周りにはごみが散乱していた。</p>	<p>定時収集が行われるようになってコンテナ周辺にごみが散乱することはなくなった</p>
	
<p>7m³コンテナとその周辺はごみ捨て場となっていた。</p>	<p>コンテナを撤去し定時収集を導入することによりごみの投棄は解消した。</p>
	
<p>市役所近くのコンテナ置き場</p>	<p>定時収集の導入でコンテナ周辺が綺麗に保たれるようになった。</p>

プロジェクト前	プロジェクト終了時
 <p data-bbox="683 533 762 555">2010/12/16</p>	 <p data-bbox="1289 533 1369 555">2014/10/12</p>
<p data-bbox="395 600 699 633">モスク裏に散乱したごみ</p>	<p data-bbox="922 600 1369 633">7m3コンテナの代わりに1.1m3にした。</p>
 <p data-bbox="683 936 762 958">2012/08/20</p>	 <p data-bbox="1289 936 1369 958">2014/10/12</p>
<p data-bbox="304 1003 772 1037">フェンス沿いにごみが捨てられていた。</p>	<p data-bbox="871 1003 1437 1070">不法投棄ごみを撤去した後定時収集を導入することで、不法投棄が一掃された。</p>
 <p data-bbox="683 1373 762 1395">2012/04/05</p>	 <p data-bbox="1289 1373 1369 1395">2014/07/01</p>
<p data-bbox="252 1440 836 1507">Pillanjan村へ続く道沿いに投棄されたごみ。村人が街へ出かける時にごみを捨てていた</p>	<p data-bbox="863 1440 1447 1507">道路沿いのごみは覆土され、その上に雑草が生えて景観も復元されつつある。</p>
	
<p data-bbox="260 1877 829 1942">市内の石橋 川には多くのごみが流れ両岸に散乱していた。(2011年)</p>	<p data-bbox="951 1877 1342 1942">2015年7月に撮影された川流れてくるごみは激減している。</p>

プロジェクト前	プロジェクト終了時
	
	
<p>川岸に流れ着いた多くのごみ (2011年)</p>	<p>ごみが一掃され、透明な川面にゴミはない。</p>

2 パイロットプロジェクト

2.1 粗大ごみ回収

	
<p>家具を回収する作業員</p>	<p>家具を回収する作業員</p>
	
<p>小型トラックから大型トラックへの積み替え</p>	<p>カーペット類も多く排出されていた</p>

	
<p>テレビも排出された</p>	<p>粗大ごみを排出する家庭は予め配布したチラシを玄関先に張り出して知らせる。</p>

2.2 有価物収集実験

	
<p>有価物は配布したプラスチック袋で排出</p>	<p>指定された時間に排出された有価物</p>
	
<p>PETを回収する作業員</p>	<p>小型トラックでの有価物回収</p>
	
<p>回収した有価物はエコリージョン公社で材料別に分類され、リサイクル業社に売却された。</p>	

3 環境教育／住民啓発

3.1 学校教育

	
<p>環境系の選抜状況</p>	<p>「校内で見つかるもの」ビンゴゲームのために、校舎裏の駐車場を捜索中の生徒たち。</p>
	
<p>教室内の簡易ごみ量ごみ質調査 (WACS) を実施中の生徒たち。ごみを種類別に分別。</p>	<p>P11anjane校の校庭に設置された木製コンポスター。</p>

3.2 ホームコンポスターの普及

	
<p>市役所が調達した500個のコンポスター</p>	<p>市職員がコンポスターを配布</p>

	
<p>Korisha村でのコンポスター配布活動</p>	<p>Zhur村でのコンポスター配布活動</p>
	
<p>Piraneでの住民集会で、廃棄物管理課の活動について紹介するカウンターパート</p>	<p>Korisheでの住民集会で、コンポスターの使用法について説明するカウンターパート。</p>

4 組織・制度の改革支援

		
<p>廃棄物管理計画の合意形成のためのワークショップ： 廃棄物管理課職員は全員が分担する箇所の説明をし、会議運営などのノウハウを蓄積した。</p>		
		
<p>市役所の1階に設けられた廃棄物税の支払い窓口（2015年5月に窓口を2カ所とした）</p>		



Advisory committee会議：毎月始めに前月の収集サービスの質についてモニタリング結果を共有し、改善点を取りまとめて市役所が業者へ指示する。



収集業者との定例会：Advisory committee会議を受けて毎月始めに収集業者（1公社、2民間）を集め、前月のサービスに対する市民からの意見などを伝え、改善を促す。

5 プロジェクト視察



欧州統合省職員によるプロジェクト視察（廃棄物税窓口とPllanjan村の学校にて）



エコリージョン公社を視察する阿部所長



エコリージョン公社を視察する辰巳職員

6 機材の運営維持管理に係る活動

 <p>車両整備データベースの講義</p>	 <p>油脂・部品交換時期の協議</p>
 <p>ブレーキ及びホイール・ハブの分解指導</p>	 <p>ブレーキ調整指導</p>
 <p>C/P による解説</p>	 <p>質疑応答</p>

7 セミナー

	
<p>2015年3月の廃棄物管理計画に関するセミナー (ホテルエメラルドにて)</p>	<p>環境ゲームでグループに分かれて議論する出席者達</p>
	
<p>2015年7月のプロジェクトの経験と知見の共有セミナー (合同庁舎内会議場にて)</p>	<p>ラマダン期間中であつたにも関わらず15自治体から参加があり合計57名であつた。</p>