

5 Records of Joint Coordinating Committee Meetings

5.1 JCC Meeting-1

**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 Ekoregjioni 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

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 it.

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 BURNEEBAAATAR	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

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Appendix 1: Plan of Operation

Name of Project: The Project for Enhancement of Capacity for Waste Management toward Sound Material-Cycle Society	JFY	2011							2012							2013							2014						
	Project year	1st year [A]							2nd year [B]							3rd year [C]													
	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		
Term of Cooperation: Three years and two months	Project Term																												
Project Area: Prizren municipality	JCC	●				●							●																
Target Group: Ministry of Environment and Spatial Planning (MESP), Prizren municipality, and EcoRegioni	Joint Evaluation													◎															
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																												
1-2	To conduct a baseline survey on entire solid waste management system																												
1-3	To analyze the collected data and information to draw possible improvement plan																												
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																												
2-2	To draft a solid waste management plan for the pilot area(s) based on the data analyzed.																												
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																												
3-2	To revise the above implemented draft solid waste management plan through the pilot project activities																												
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																												
Output 4: Public awareness in solid waste management is improved in Prizren.																													
4-1	To carry out awareness raising event at local community level																												
4-2	To carry out awareness raising event at municipality level																												
4-3	To plan awareness raising event for national level																												

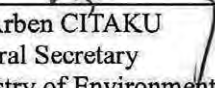
— : Planned work in R/D


■ : Proposed work in IC/R

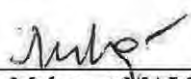
5.2 JCC Meeting-2


**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

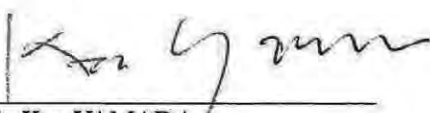

Mr. Arben CITAKU
General Secretary
Ministry of Environment and Spatial
Planning


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

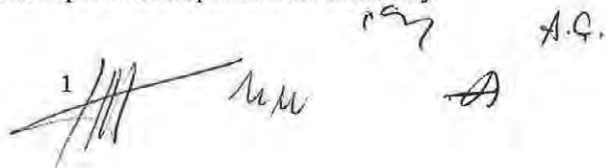
The Chief Advisor, Mr. Junji Anai, JICA Expert Team (hereinafter, JET), presented the progress of the Project, the summary of the interim results of baseline survey and framework of the Solid Waste Management master plan, amendment of PDM, plan of operation for the second half of 1st year and the results of first capacity assessment. Subsequently, Mr. Ramadan Tallari, Environment coordinator, municipality of Prizren, presented the policy of the municipality and Ekoregioni 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.

The bottom of the page contains several handwritten signatures and initials. On the left, there is a signature that appears to be '1' followed by a large, stylized signature. To its right are the initials 'mm'. Further right, there is a signature that looks like 'ry' and another that looks like 'A.G.'. On the far right, there is a signature that looks like 'A'.

- 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

2   (C) A.G. 

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.

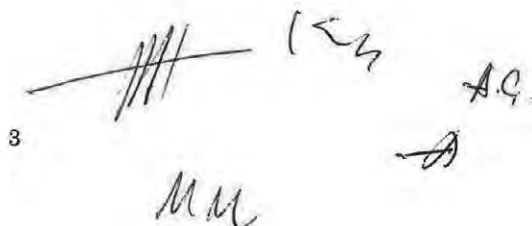
Meeting was closed at 11:45 a.m.

Appendix 1: List of Attendants

Appendix 2: Plan of Operation

Appendix 3: Progress Report (1)

3



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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 Head of Environmental Protection Division, MESP

Embassy of Japan

Mr. Tatsuhiko ICHIHARA	Second Secretary
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Municipality of Prizren

Mr. Hasan HASANI	Director, Dept. of Public Services
Mr. Feisal HOTI	Deputy Director, Dept. of Public Service
Mr. Ramadan TAFALLARI	Environment Coordinator
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 XHOXHAI	Mechanic

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
Mr. Masayuki TAKAZAWA	Analysis of Waste Composition

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

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

Appendix 2: Plan of Operation

Name of Project: The Project for Enhancement of Capacity for Waste Management toward Sound Material-Cycle Society	JFY	2011							2012							2013							2014																
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Terms of Cooperation: Three years and two months	Project term																																						
Project Area: Prizren municipal jurisdiction	JCC	●				○	●					○								○					○									○		○	○		
Target Group: Ministry of Environment and Spatial Planning (MESP), Prizren municipality, and Ekoregione	Evaluation																		◎													◎							
Output and Activities																																							
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Work Plan

Actual achievement

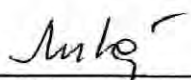
5.3 JCC Meeting-3


**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

- 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

- 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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- 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

- 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)

Appendix 1: List of Attendants

Ministry of Environment and Spatial Planning

Mr. Arben CITAKU	Secretary General,
Mr. Muhamet MALSIU	Director,
	Environment Department, MESP
Mrs. Nezaketa Haka	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. Sheban 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 TERUI	ODA advisor

D. M.

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 	

5-2 To improve maintenance

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	JFY Year Month	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	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									
Terms of Cooperation: Three years and two months	Project term																																																		
Project Area: Prizren municipal jurisdiction	JICA																																																		
Target Group: Ministry of Environment and Spatial Planning (MESPP), Prizren municipality, and Ekoregione	Evaluation																																																		
Output and Activities																																																			
Output 1: The current situation and problems on SVM in Prizren 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 Prizren 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 develop 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.																																																			
Output 4: Public awareness in SVM is improved in Prizren.																																																			
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																																																			
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 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.)


8

W.M.
A.G.
H.A. Q


5.4 JCC Meeting-4

**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.

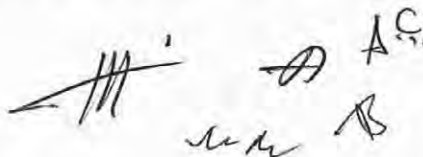
- As a reform of institutional arrangement of MoP is halfway to establish waste management system conforming to the waste law, the support of JET in this field is still required.
- The city is planning to entrust waste collection services to the service providers, however, it has been verified through 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



Handwritten signatures and initials, including "A.C." and "B".

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,
Mr. Bajram BERISHA	Environmental Inspector,
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. Eichi 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 Ekoregjioni 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 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 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 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	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.	<p>The waste management service currently provided by state-owned company or municipality will not be privatized during the project is in operation.</p> <hr/> <p style="text-align: center;">Pre-conditions</p> <p>The public company of waste management in Prizren will agree to take part in the project.</p>


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


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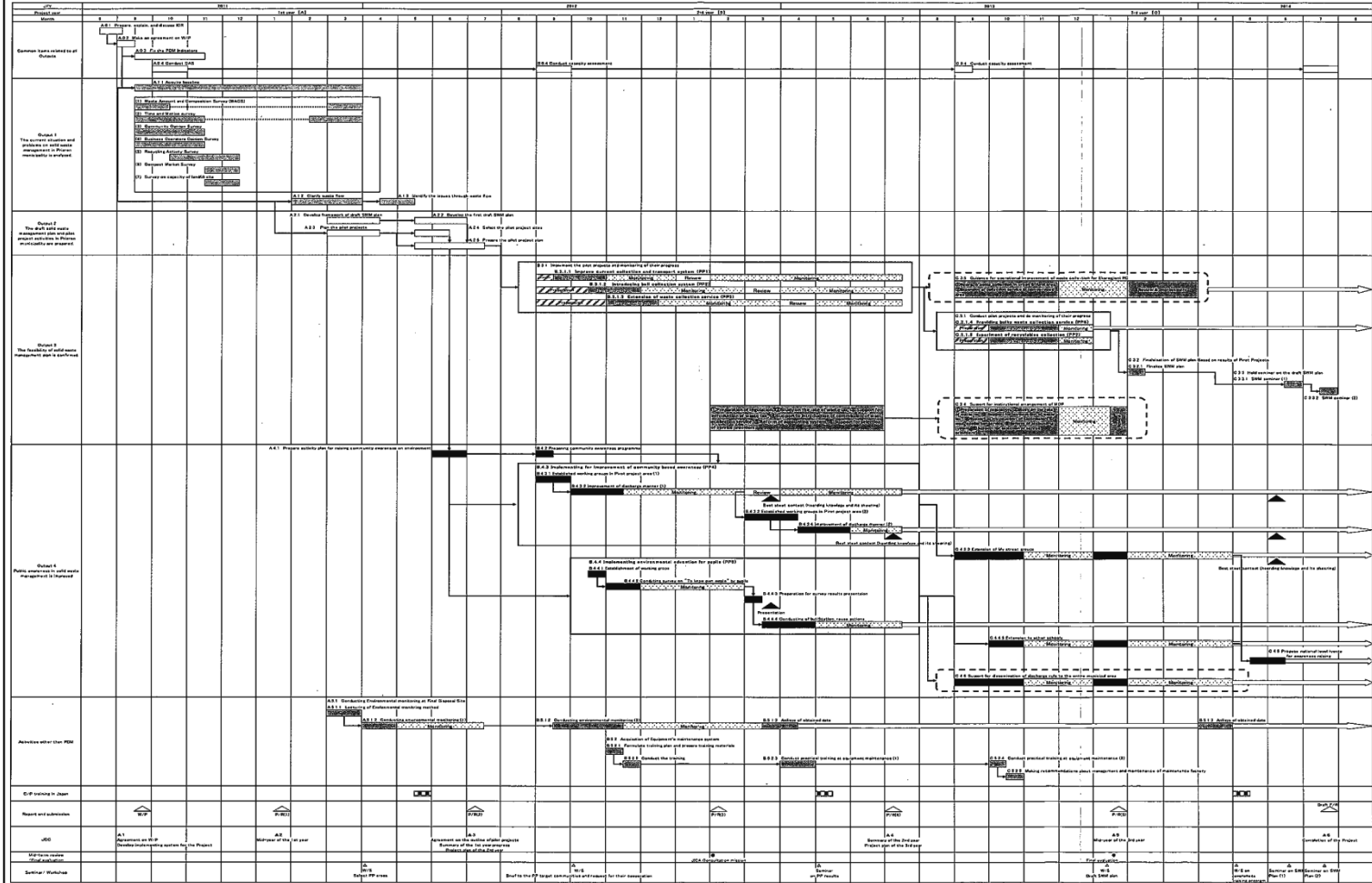
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Plan of Operation for the Project for Enhancement of the Capacity for Waste management toward Sound Material-Cycle Society
Version 3: 28 June 2013

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 A.C.

Appendix 4: Work Flow for the 3rd Year of the Project



5.5 JCC Meeting-5

**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 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

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

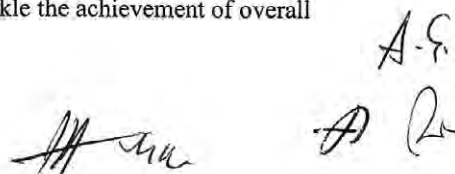
Chairman, Mr. Arben CITAKU concluded that JCC approved the PDM₃ attached in Appendix 2.

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

A-S
A 2



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]

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

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 A.F.
 (2)
 [Signature]

Project Design Matrix (PDM₃)

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 3: 21 October 2013

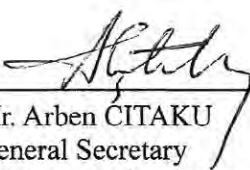
Narrative Summary	Objectively Verifiable Indicators	Means of Verification	Important Assumptions
Overall Goal The capacity for solid waste management of municipality level in Kosovo will be enhanced, and thus the waste management issue in Kosovo will be improved.	• Local governments that develop SWM plans increases.	• SWM plans of other municipalities	•
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	
3. The feasibility of solid waste management plan is confirmed.	• Municipality of Prizren prioritizes establishment and strengthening of organization based on the draft municipal regulations and the five-year solid waste management plan. • Municipality of Prizren performs solid waste management properly. • Operation capacity (collection & transportation, equipment maintenance) for solid waste treatment of Ekoregijoni Regional Waste Company is strengthened. • The possibility of achieving a 100% (of population) waste collection rate in 2014 will be confirmed through implementation of pilot projects. • Municipality of Prizren takes budget measures necessary for waste management activities in 2014.	• Progress report • Record of monitoring (collection & transportation, environment of disposal site) • Report of grant aid project, Progress report • Progress report (report on activities in the pilot projects) • Budgetary report for 2014 of Municipality of Prizren	
4. Public awareness in solid waste management is improved in Prizren	• Waste discharge rules are disseminated. • Home composters are disseminated.	• Record of dissemination activities • Record of installation of composters	
Activities	Inputs	External conditions	
1-1 To gain understanding of baseline data 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 2-1 To develop framework of draft SWM plan 2-2 To develop the draft SWM plan 2-3 To plan the pilot projects 2-4 To select the pilot project sites 2-5 To prepare the pilot project plans 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 Ekoregijoni RC 3-6 To support MESP to prepare dissemination plan of experience and knowledge obtained through the Project 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 5-1 To carry out monitoring of landfill volume and water quality 5-2 To improve equipment management and maintenance	1. Japanese side (1) Dispatch of the Expert on the following expertises - 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 - Waste collection plan 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.	
		Pre-conditions The public company of waste management in Prizren will agree to take part in the project.	

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5.6 JCC Meeting-6


**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, MESF), 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.

A.G.


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.

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Appendix 1: List of Attendants

Appendix 2: Terminal Evaluation Report

Appendix 3: Proposed Project Design Matrix (Draft PDM₄)

AC.
A
B

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

[Handwritten signatures and initials]

Appendix 2: Terminal Evaluation Report

Handwritten signatures and initials:
A J.C.
[Signature] [Signature] [Signature]

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	

<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 Ekoregjioni 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>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>Pre-conditions</p> <p>The public company of waste management in Prizren will agree to take part in the project.</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 JCC Meeting-7

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

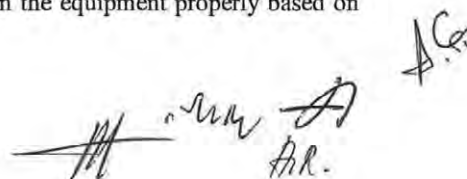
Mr. Arben ÇITAKU, General Secretary of the Ministry of Environment and Spatial Planning (hereinafter, MESP), opened the seventh Joint Coordinating Committee (hereinafter, JCC) meeting by welcoming all of the participants and made an opening speech.

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



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


A.R. J.C.
 MM

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
	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
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. Arberora RIZA	Technical coordinator, JICA Kosovo
	Office

AR. JCR
 MM

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

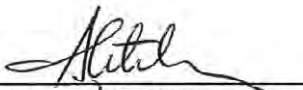
JICA Expert team
(Kokusai Kogyo Co., Ltd.)

A
P.R.
A.C.
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5.8 JCC Meeting-8

**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 CİTAKU
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



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 Bumeabaatar	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

Handwritten signatures and initials, including a large signature that appears to be 'AH' and another that appears to be 'AG'.

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.)



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

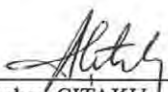
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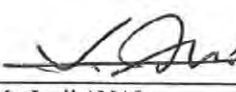
abede : Proposal of additional indicator and means of verifications

5.9 JCC Meeting-9


MINUTES OF MEETING
FOR
THE NINTH 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 Higjiena Prizren Municipal Company

Mr. Anai emphasized that one of major problems in strengthening Higjiena Prizren (Prizren Unit of Ekoregjioni Regional Company) is non-existence of official bank account under the name "Higjiena 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.

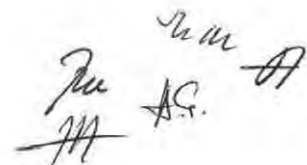
- Remaining Challenges

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.

Handwritten signatures and initials in black ink, including 'Mu', 'M', 'AS.', and 'A'.

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, m
me
11/16

Appendix 1: List of Attendees

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
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. Nillfer 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

**The project for Enhancement of Capacities for Waste Management towards
a Sound Material-Cycle Society in the Republic of Kosovo**



**Master Plan for Solid Waste Management in
Prizren Municipality
2014 – 2023**

(Draft)

June 2015

*For Mr. AG
1/1*



6 Others

6.1 Solid Waste Management Plan of Prizren Municipality

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
Ekoregioni RWC	Ekoregioni 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.

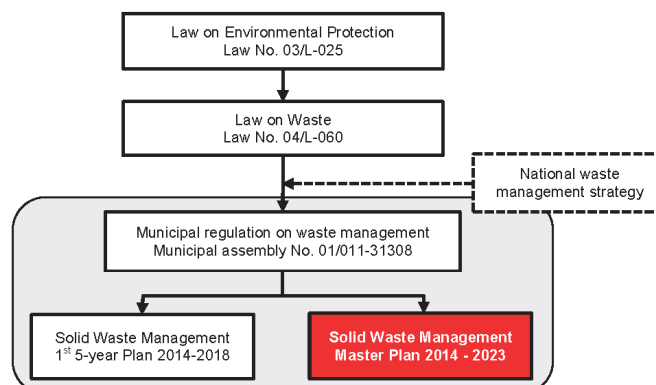


Figure 1: Legal situation of the SWM master plan

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.

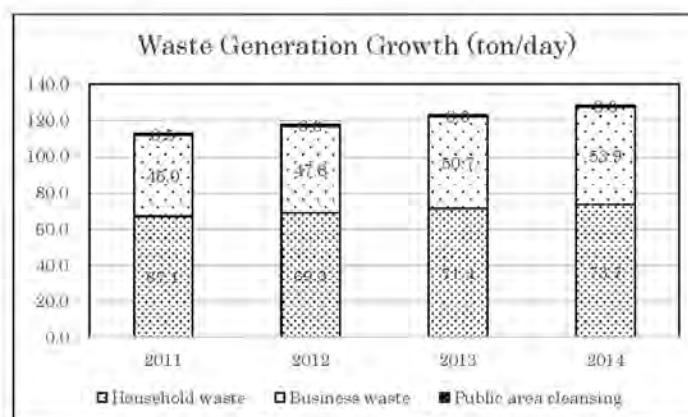


Figure 2: Waste generation amount from 2011 to 2014

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	179,669	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	5.8%	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.

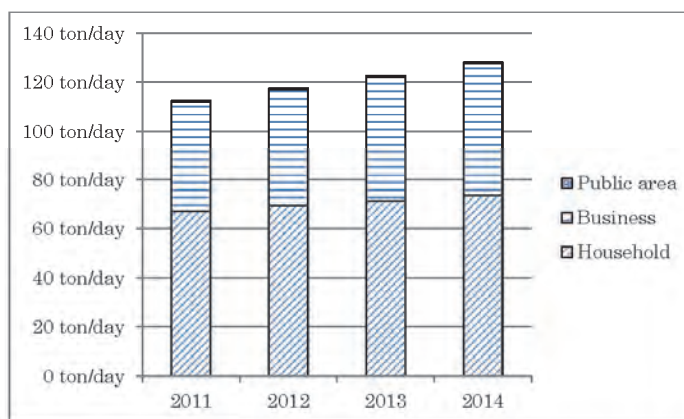


Figure 3: Household waste and business waste

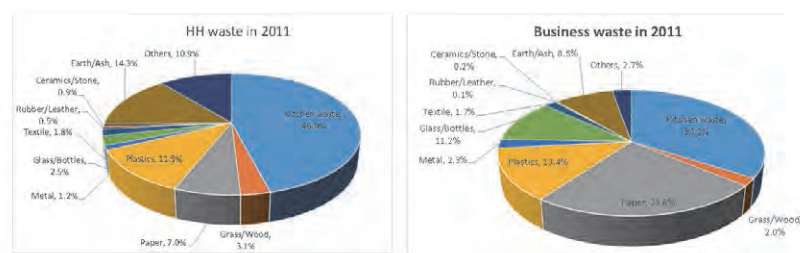


Figure 4: Composition of household waste and business waste as of 2011

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.

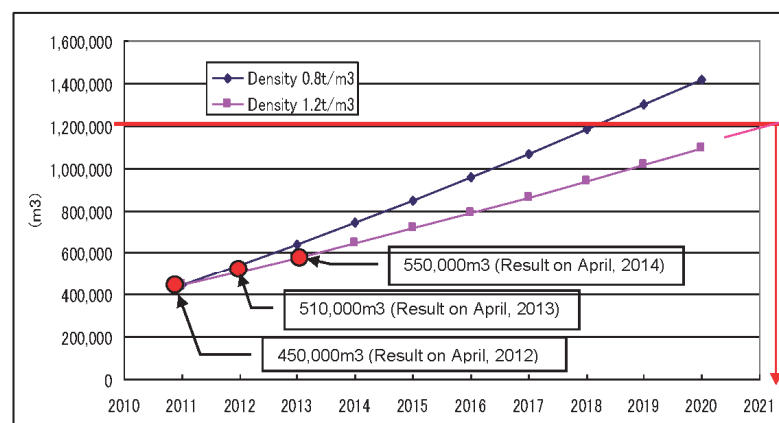


Figure 5: Trial calculation of remaining life of Landovica disposal site

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 KLMC 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.

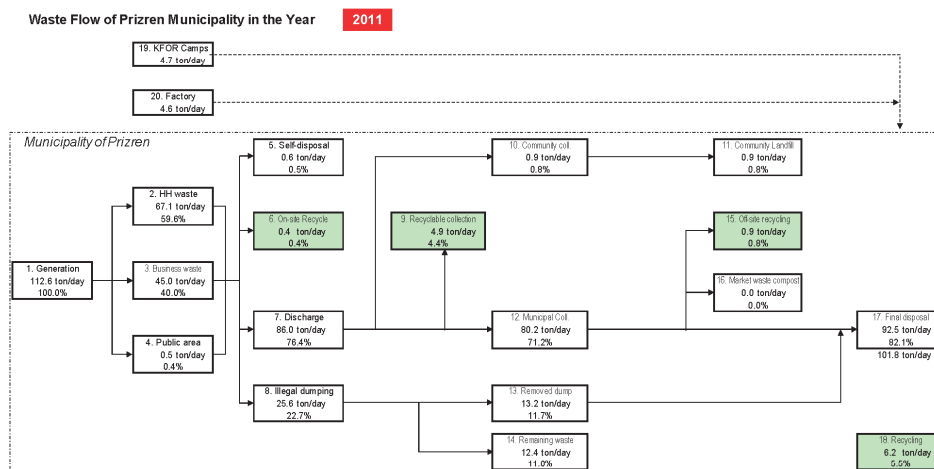


Figure 6: Waste Flow of Entire Municipal Area in 2011

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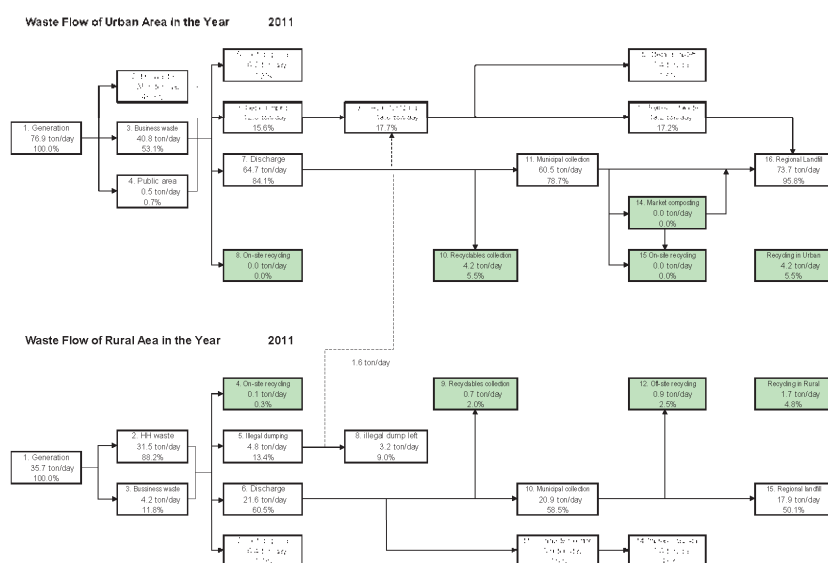


Figure 7: Waste Flow of Urban and Rural Area in 2011

11

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.

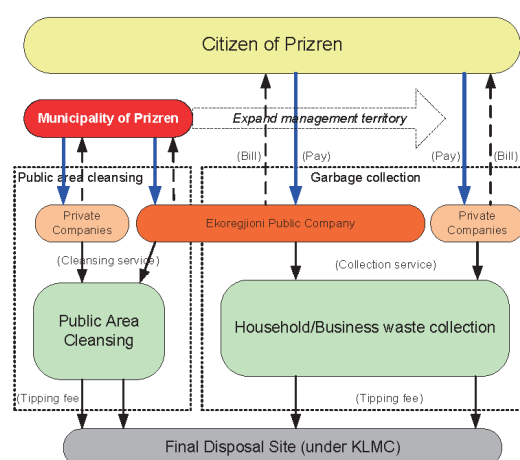


Figure 8: Waste Management System Until the End of 2014

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..

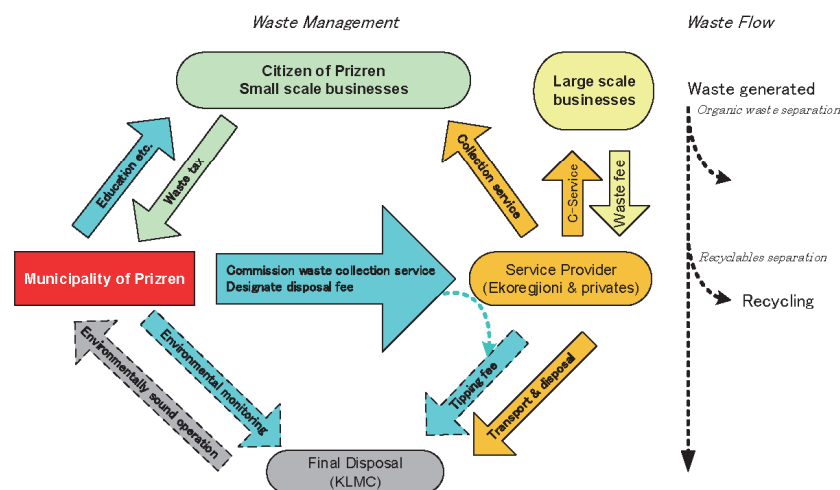


Figure 9: Waste collection and transportation system introduced in 2015

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.

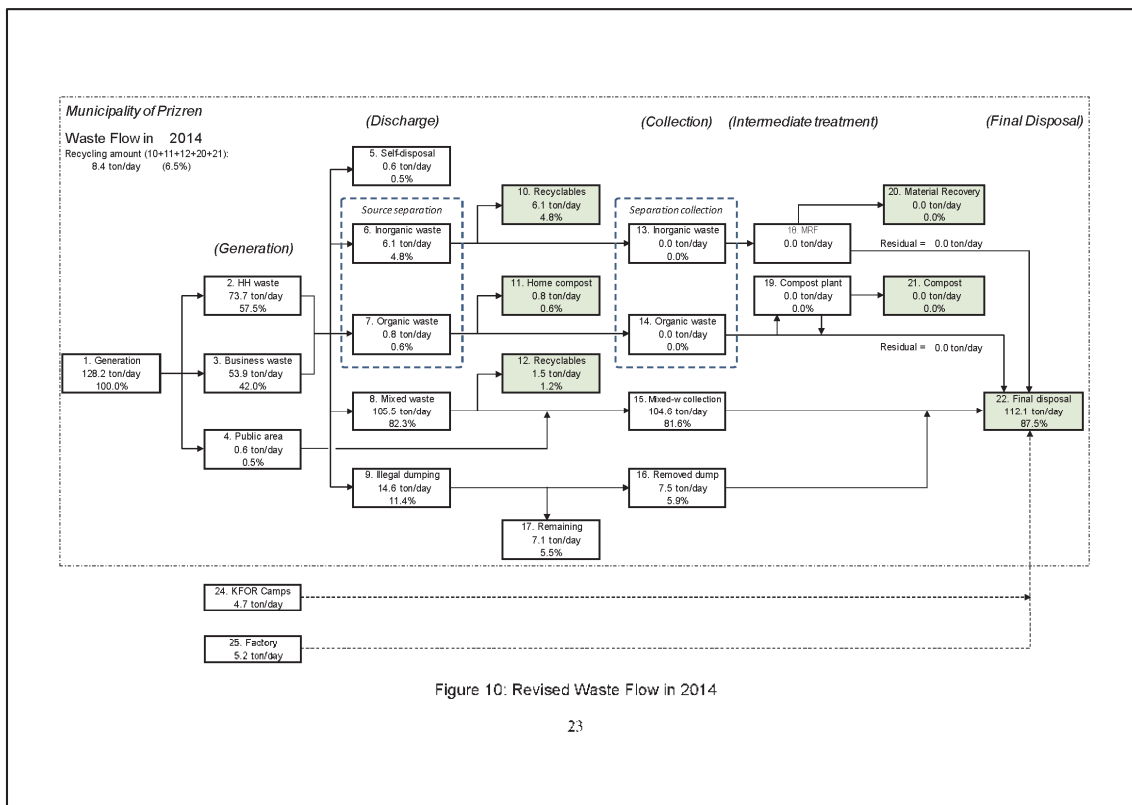
MOP has started the new SWM system from January 2015 according to the first 5-year SWM plan so that all the citizens may benefit from the waste collection service. As a result, it is expected that illegal dumping in the areas where waste collection service has not been provided as well as the waste in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



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 residue 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
• 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
• Raising of morals	<ul style="list-style-type: none"> • To advertise Logo and Slogan for prevention of littering • To implement clean campaign periodically
• 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
• 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
• 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	<ul style="list-style-type: none"> • Collection amount of waste tax • Tax collection ratio
• Expenditure of waste management	<ul style="list-style-type: none"> • Contract amount for commissioning of waste collection service • Expenses of environmental education etc. • Expenses for other waste management activities
• Review of waste tax rate	<ul style="list-style-type: none"> • 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	<ul style="list-style-type: none"> • Analysis of waste amount collected • Grasp of real situation of small scale businesses • Recalculation of reasonable prices
• Bulky waste collection	<ul style="list-style-type: none"> • 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	<ul style="list-style-type: none"> • 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	<ul style="list-style-type: none"> • Study on medical waste management system in cooperation with medical institutions in the city
• Recommendation to the Ministry of Health	<ul style="list-style-type: none"> • 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
• Revision with the improvement of the SWM system	• To revise relevant provisions, reflecting the improvement of the solid waste management system introduced in 2015
• 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
• 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 KIMC, 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: 179,869Urban areas: 97,304Rural areas: 82,565Municipal area: 63,871.68haWaste generation<table><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>112.8</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	112.8	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																							
MSW generation	ton/day	112.8	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																							
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 areasBulky 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 containersGarbage is discharged after waste collection serviceSome 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 companiesService 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 Ekoregjioni <table><tr><th colspan="4">Residential Customers/Households</th></tr><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><tr><td>Household</td><td>€/month</td><td>3.88</td><td>3.88</td></tr></table> <table><tr><th colspan="4">Commercial/Industrial customers</th></tr><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><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></table>	Residential Customers/Households				Customers	unit	Tariff		Door to door	Communal container	Household	€/month	3.88	3.88	Commercial/Industrial customers				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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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 2.6million 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 2011Tipping 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 RWVC 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	Equipment belonging to Prizren Unit of Ekoregjioni as of 2011 are listed as follows: <table><tr><th>Equipment</th><th>Quantity</th></tr><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></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 80% 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>4,964 (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>6,552 (21.2%)</td><td>7,567 (27.0%)</td></tr> <tr> <td>Public area cleansing</td><td></td><td>484 (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>897,979</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	4,964 (16.0%)	5,122 (18.3%)	Subsidy from national gov.	25,912 (84.0%)	22,900 (81.7%)	Dept. of Public Service	6,552 (21.2%)	7,567 (27.0%)	Public area cleansing		484 (1.7%)	Municipal budget per capita		158 €/person	Items	unit	Amount	Budget for Prizren Unit	€	997,979	Waste fee collected	€	897,979	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 <ul style="list-style-type: none"> • Not many citizens are aware of the benefits of separation or recycling of waste.
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*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	182,480	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	191,285	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, WB 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).

$$WG_Ax = GRx \times NGSx$$

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	66	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 Planning Public Awareness Improvement Events Applicable throughout the Country

(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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1.	February	Announcement of the Program to schools through the municipalities, and to the public by media.	With draft schedule of the outline of the competition, and the activities.
2.	March – November	Schools to conduct their own environmental activities.	Activities to be participatory ones to learn about the environment of their own community. Possible introduction of activities in the Project's booklet.
3.	December	Development of "Environmental Newsletter" by each Environmental Group, summarizing their findings from their activities.	Focus is on their <i>own experiences and learning about their own community</i> , not on the knowledge they only learn from books and internet.
4.	January	Presentation of the "Newsletter" to the community.	Immediate community of each school to get to know about their environment.
5.	January	Municipality-level competition, selecting 3 (or more) Best schools, recognized as "the Municipal Eco Ambassador Schools"	*Refer to the selection criteria.
6.	February	National-level competition, among the municipality-selected schools. "the National Eco Ambassador School"	One representative from each municipality.

3.1.3 Targeted ages of children

Considering the literacy level as well as the contents of the activities, two categories may be considered:

Category 1): Class 4 to 5 (to allow a class and their teacher to work together over two academic years)

Category 2): Class 6 to 9 (to allow a subject teacher to work with a same group of students over two academic years)

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.

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Considering the literacy level as well as the contents of the activities, two categories may be considered:

Category 1): Class 4 to 5 (to allow a class and their teacher to work together over two academic years)

Category 2): Class 6 to 9 (to allow a subject teacher to work with a same group of students over two academic years)

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.

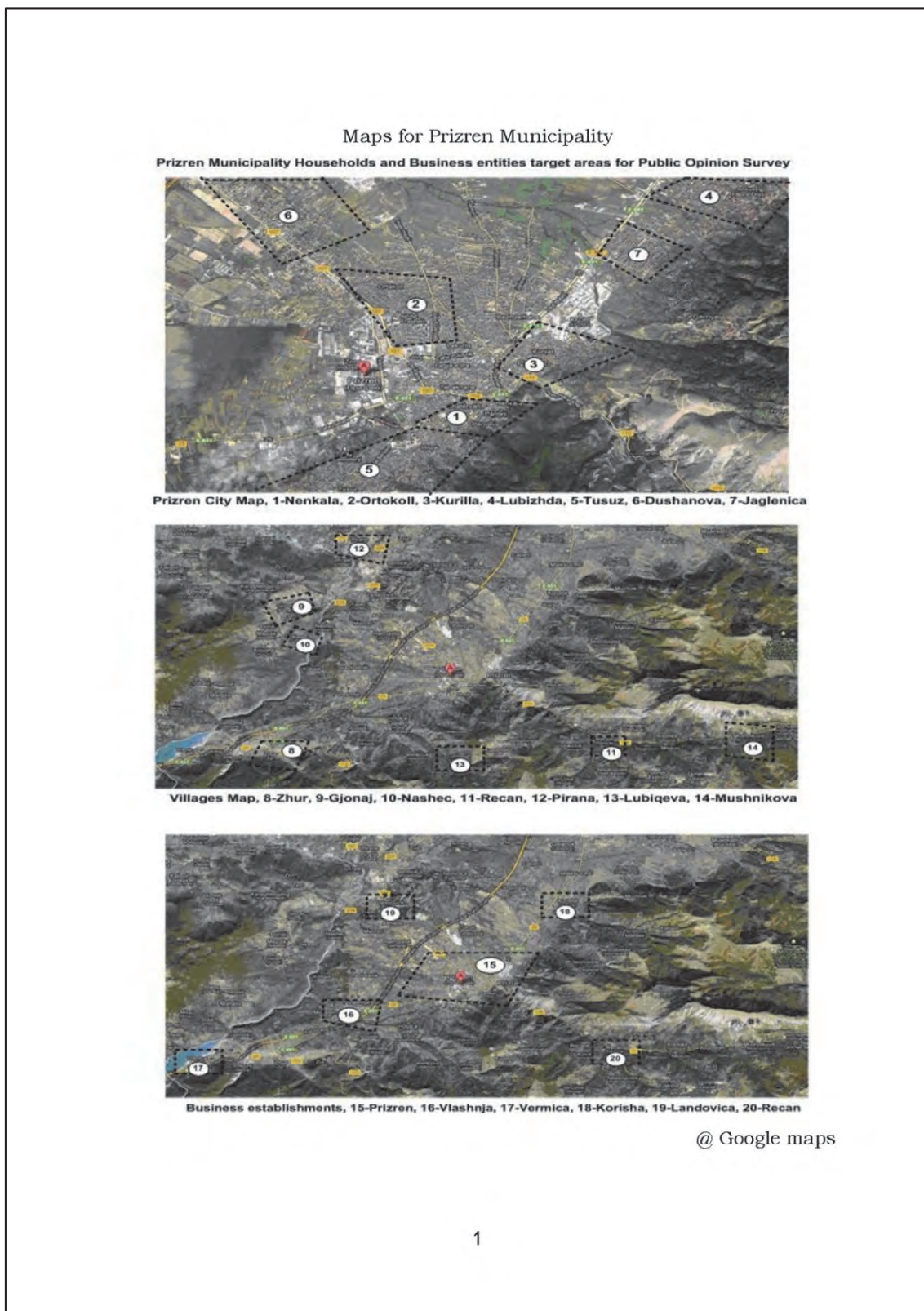
It will also be important that the municipality and the MESP will continue monitoring the selected ambassador schools and see how the community will react to the recognition and respond to the call from their own children.

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 Public Opinion Survey



POS(Household)

1. Introduction

The Public Opinion Survey in 2015 was conducted to provide the data about feedbacks of citizens about the newly introduced waste management system of Prizren. Some part of the result is compared with the result of the survey conducted in 2014 to investigate the impact of the new system.

The survey targeted 400 residential and 100 business samples in Prizren municipality area. The same samples that were interviewed in the survey conducted in 2012 were interviewed in principle, in order to show the changes.

Public Opinion Survey in this time was conducted in from 21 to 25 March for business, and 26 March to 19 April for households, considering the delivery status of the waste tax bills to households. Although the survey team was informed that mailing of the bills had started in March, the municipality later informed that the households in the urban area had not been reached due to confusion in the postal services. Therefore, the survey team had to wait to conduct the survey in the urban area until April when the delivery of the bills had been confirmed.

2. Methodology of the survey

2.1. Public Opinion Survey design

The survey were conducted for households in urban and rural areas and business establishments separately, using sets of questionnaire developed separately for households and business establishments.

400 samples were interviewed for households, including 160 in 7 villages located in rural area of Prizren municipality and 240 in 7 areas in urban area of the municipality. For business establishments, 100 samples were interviewed, including different business types and sizes in both rural and urban areas.

1. Method of Survey: face to face interview based on pre-developed questionnaire
2. Target of Survey: (a) households - 18 years old and over in the urban and rural area
(b) business establishment – one person from each sample of various types and sizes of the business establishments in the urban and rural area.
3. Number of samples: (a) household - 240 samples in urban area, 160 in rural area, 400 valid samples in total
(2) business establishment – 100 valid samples
4. Target area: Municipality of Prizren
5. Number of questions: (a) household - 41 multiple-choice questions
(2) business establishment – 44 multiple-choice questions
6. Subjects of questions: (1) General questions regarding waste
(2) Knowledge of the new waste management system
(3) Knowledge of home compost
(4) information about his/her household (or business establishment)

2.2. Preparation of Questionnaire

The questionnaire was prepared in English by JET by modifying the one used for POS conducted in 2012 in order to give more focus on the new waste management system prior to the survey period. The

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POS(Household)

translation of the questionnaire to Albanian was also done by JET and provided both English and Albanian questionnaire to the survey team.

2.3. Sampling Methods

The same samples which were interviewed in year 2012 were revisited. In cases where the previous sample no longer resides in the same address as in 2012 or shifted or closed the business, their neighbors were visited in replacement. The composition of the samples are shown in the tables below

1) Household

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

Annex 1- 3

POS(Household)

2) Business

	Shops	Shops Whole	Market	Restaurants	Offices	Hotel	Total
number	22	15	12	23	20	8	100

Annex 1- 4

POS(Household)

3. Result of the Survey

3.1. Households

(1) General status regarding waste

The percentage of people who find problem caused by the uncontrolled waste in their living environment has significantly decreased compared to 2014. Especially in urban area only less than 8% of people see the problems in 2015 (Table 1).

Those who still find problems point out about waste scattered on streets and smell caused by such waste. There are more people in rural area who are conscious about the waste than in urban area, and they especially find a problem in waste attracting animals. It cannot be denied that some people may feel frustrated about not having seen remarkable changes in collection service itself (Table 2).

Year	Area	1. Yes	2. No	3. I do not know	Total
2014	Urban	21.4	78.2	0.4	100.0
	Rural	34.6	64.1	1.3	100.0
	Municipal Total	26.7	72.5	0.8	100.0
2015	Urban	7.9	90.8	1.3	100.0
	Rural	13.75	83.75	2.50	100.0
	Municipal Total	10.25	88.00	1.75	100.0

Table 1: Q1. In your neighborhood, are there any problems caused by uncontrolled dumping of wastes?

	Area	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.	6. Dumped wastes in canal pollute water and cause skin diseases and diarrhea.	7. Waste 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	Urban	66.7	35.3	41.2	27.5	21.6	13.7	7.8	5.9	5.9	7.8
	Rural	69.1	36.4	36.4	25.5	10.9	12.7	5.5	1.8	1.8	10.9
	Municipality	67.9	35.8	38.7	26.4	16.0	13.2	6.6	3.8	3.8	9.4
2015	Urban	84.2	26.3	36.8	10.5	10.5	15.8	5.3	5.3	.0	5.3
	Rural	81.9	45.5	27.3	22.7	18.2	36.4	13.6	4.5	.0	9.1
	Municipality	35.8	15.8	13.7	7.4	6.3	11.6	4.2	2.1	.0	3.2

(* % is calculated against the number of samples who answered "yes" to Q.1)

Table 2: Q2. What kinds of problems related to waste are there now?

(2) Awareness about the new system

Area		1. Yes, I do.	2. No, I do not know.
Urban	Ortakoll	47	14
		(77.0)	(23.0)

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POS(Household)

	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)
Rural	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)
	Mushnikovo	7	8
		(46.7)	(53.3)
	Total	85	75
		(53.1)	(46.9)
Municipality	Total	251	149
		(62.6)	(37.3)

Table 3: [Q 3.] Do you know that since January 2015, each household in Prizren should pay "waste tax" to the municipality, instead of paying a monthly fee to a waste collection company?

In both urban and rural areas, more than a half of interviewees were aware of the waste tax which has been newly introduced in Prizren (Table 3). However, the rural area shows less awareness (53.1%) than the urban area (74.7%). The timing of the survey itself may have affected this result, while the Bosnian-medium media broadcasting was delayed and started only in March. This had been pointed out by a member of the advisory committee in early March, and the municipality has immediately taken action but it was done after the survey.

Annex 1- 6

POS(Household)

On the other hand, when those who are aware of the new system were asked about the media through which they have come to know about the new system, many said "leaflet from the municipality" (Table 4). Certainty in delivering message by a leaflet has been proven.

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)
Rural	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)
	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)
Rural	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)
	Mushikove	1	0	6	0	0	7
		(14.3)	(.0)	(85.7)	(.0)	(.0)	(100.0)
Rural	Total (%)	55	9	13	6	2	85
		(64.7)	(10.6)	(15.3)	(7.1)	(2.3)	(100.0)

Annex 1-7

POS(Household)

Municipality	Total	179	19	42	8	3	251
	%	(71.3)	(7.6)	(16.7)	(3.2)	(1.1)	(99.9)

Table 4. [Q 4.] How did you come to know about the waste tax?

The rate of receiving the waste tax bills turned out to be lower than originally expected. In urban area, 84.3% is reached but in rural area it was only 67.1% (Table 5). This is assumed largely due to the fact that delivery of the waste tax bill itself were delayed, and as a result of it, the timing of the survey might have been too early. One reason for the delay was the contracting process with the postal service, which was to take up printing of bills and mailing them out, and another was the postal mailing address which had been used since before the formulation of the country. In many areas in Prizren, one street name can refer to an extended area which includes many byroads, and some houses do not carry house numbers. If there are more than two people under the same name living on the "same street", all bills would end up at only one house, and only if lucky they will be forwarded to the intended persons by the hands of the one who receive them.

This is expected to be improved by next year, now that the municipality's public service department, in which the waste management section is also placed, comes to realize the impact of the problem of postal address, they are intended to take an action to change the situation. If the same delay will be observed in the next year even after the postal address will be improved, then the municipality will have to think of another method of bill delivery (such as on-line billing, etc.). At the same time, the interviewers also add their opinions that an interviewee could have not been honest for he/she may afraid to be accountable for paying the bill once they admit they have received the bill.

Those who are aware of the new system positively accept it in general (85% in each Urban and Rural area, and 80.5% in the municipality in total (Table 6).

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
Rural	Gjonaj	12	5	17
		(70.6)	(29.4)	(100.0)
	%	(84.3)	(15.7)	(100.0)

Annex 1-8

POS(Household)

	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)
Municipality	Mushnikove	5	2	7
		(71.4)	(28.6)	(100.0)
	Total	57	28	85
	%	(67.1)	(32.9)	(100.0)
	Total	197	54	251
	%	(78.5)	(21.5)	(100.0)

Table 5: [Q5.] Have you received the bill of waste tax from the municipality?

Q 6.

Area		1. convenient.	2. easy to understand.	3. reliable.	4. inconvenient	5. complicated.	6. unreliable.	7. Other	
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)	
Rural	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)	
	Gjonaj	15	0	0	0	1	1	0	17

Annex 1- 9

POS(Household)

		(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)	
	Mushnikove	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)	

(% is calculated against the number of samples who answered "yes" to Q.3)

Table 6: [Q6.] What do you think of the current billing & payment system? (Select all applicable.)

Q 7.

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)
Rural	Dushanova	18	1	2	0	0	21
		(85.7)	(4.8)	(9.5)	(.0)	(.0)	(100.0)
	Lubizhda	7	0	0	0	0	7
		(100.0)	(.0)	(.0)	(.0)	(.0)	(100.0)
	Total	147	29	6	24	34	240
	%	(61.2)	(12.1)	(2.5)	(10.0)	(14.2)	(100.0)
Rural	Gjonaj	26	0	1	0	5	32
		(81.3)	(.0)	(3.1)	(.0)	(15.6)	(100.0)

Annex 1- 10

POS(Household)

	Zhur	46	1	0	2	4	53
		(86.8)	(1.9)	(.0)	(3.8)	(7.5)	(100.0)
	Lubiqeve	11	3	0	0	0	14
		(78.6)	(21.4)	(.0)	(.0)	(.0)	(100.0)
	Nashec	8	3	0	0	0	11
		(72.7)	(27.3)	(.0)	(.0)	(.0)	(100.0)
	Pirane	18	0	0	1	3	22
		(81.8)	(.0)	(.0)	(4.6)	(13.6)	(100.1)
	Recane	9	2	0	2	0	13
		(69.2)	(15.4)	(.0)	(15.4)	(.0)	(100.0)
	Mushnikove	2	1	0	9	3	15
		(13.3)	(6.7)	(.0)	(60.0)	(20.0)	(100.0)
	Total	120	10	1	14	15	160
	%	(75.0)	(6.2)	(.6)	(8.8)	(9.4)	(100.0)
Municipality	Total	267	39	7	38	49	400
	%	(66.8)	(9.7)	(1.8)	(9.5)	(12.3)	(100.0)

Table 7: [Q.7] Do you pay the waste tax (fee) and how often do you do so?

Currently in the entire municipality, many people opt for monthly payment, although significantly less than in 2014 (Table 7, Table 8). The municipality payment counter located in the municipality building can accept no more than 10 euro of payment at once, while the new system gives the payment installment options of monthly (4.5 euro), quarterly (13.5 euro) and annually (53 euro). Therefore those who want to pay quarterly or annually will need to go to a bank where they will be charged for handling fee. The municipality is now planning to introduce bi-monthly payment (9 euro) and also to invite the post office within the municipality payment counter, which can accept a payment of more than 10 euro without charging handling fee. This change, which is expected to take place in next year, will increase the convenience of the payment further.

Furthermore, improvement brought for the waste tax payment will also improve the entire municipal payment system.

		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)
Shepomi	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)

Table 8: How often do you pay waste fee? (2014)

Annex 1-11

POS(Household)

The result of the question regarding to whom the citizens are paying the waste tax (fee) might be affected by the timing of the survey, leaving a significant difference between the urban and the rural areas. In urban area, almost 90% are paying to the municipality, but in rural area more than 60% of people are still paying to the collection companies (Table 9). The citizens had been advised not to pay to the collection companies after January 2015, while the bills had started reaching the households only in March. This gap in timings between the notification and the delivery of the bill might have confused the citizens especially in the rural areas.

Almost all people now pay 4.5 euro which is equal to the amount set by the municipality, despite the fact that there are people who pay to the collection companies (Table 10). Most of the people accept the current rate positively (appropriate and fair), while about 10% think it is too expensive (Table 11).

Majority of the people are aware of their right to the waste collection services in return of their payment of waste tax (Table 12). This could mean that if people are satisfied with the services provided by the municipality, the payment of waste tax by the citizens might also increase. On the other hand, once the service quality go down, or level of satisfaction go down in any manner, the payment by the citizens could further decrease.

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 (Please specify.	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)
	Dushanova	16	0	5	0	21
		(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

Annex 1- 12

POS(Household)

		(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)

Table 9: [Q 8.] To whom do you pay the waste tax (fee)?

Q 9.

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)
Rural	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)
	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

Annex 1-13

POS(Household)

		(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)

Table 10: [Q 9.] How much do you pay?

Q 10.

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)
Rural	Dushanova	17	3	1	0	0	0	21
		(80.9)	(14.3)	(4.8)	(.0)	(.0)	(.0)	(100.0)
	Lubizhda	1	0	4	2	0	0	7
		(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)
	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)
Rural	Lubiqeve	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)
Rural	Recane	4	3	6	0	0	0	13
		(30.8)	(23.1)	(46.1)	(.0)	(.0)	(.0)	(99.9)

Annex 1- 14

POS(Household)

	Mushnikove	7 (58.3)	0 (.0)	5 (41.7)	0 (.0)	0 (.0)	0 (.0)	12 (100.0)
	Total	97	27	19	2	0	0	145
	%	(86.9)	(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)

Table 11: [Q 10.] What do you think of the current rate of waste tax?

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)
	Jaglerica	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

Annex 1- 15

POS(Household)

	%	(95.0)	(5.0)	(100.0)
Municipality	Total	379	21	400
	%	(94.8)	(5.3)	(100.0)

Table 12: [Q. 11.] Do you know that you will have a right to receive the waste collection service as long as you pay the waste tax?

Area		1. Yes	2. No	Total
Urban	Ortaoli	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	1	7
		(85.7)	(14.3)	(100.0)
	Total	235	5	240
	%	(97.9)	(2.1)	(100.0)
Rural	Gjonaj	31	1	32
		(96.9)	(3.1)	(100.0)
	Zhur	52	1	53
		(98.1)	(1.9)	(100.0)
	Lubiqeve	14	0	14
		(100.0)	(.0)	(100.0)
	Nashec	11	0	11
		(100.0)	(.0)	(100.0)
	Pirane	21	1	22
		(95.5)	(4.5)	(100.0)
	Recane	10	3	13
		(76.9)	(23.1)	(100.0)
	Mushnikove	4	11	15
		(26.7)	(73.3)	(100.0)
	Total	143	17	160
	%	(89.4)	(10.6)	(100.0)
Municipality	Total	378	22	400
	%	(94.5)	(5.5)	(100.0)

Annex 1- 16

POS(Household)

Table 13: [Q 12.] Do you receive/use waste collection service currently?

While people in general recognize the waste collection services provided in their area, Mushnove village shows high rate of "not receiving collection service" (Table 13) although the village is supposed to be provided with the collection services. On the other than, the same village indicated relatively high rate of "the current waste rate being too expensive" (Table 11) compared to the other villages and urban areas. This may implicate that the service provided in this village is not at the satisfactory level and not worth for 4.5 euro payment.

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)
	Kunila	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)
Rural	Total		182	10	43	0	235
	%		(77.4)	(4.3)	(18.3)	(.0)	(100.0)
	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

Annex 1- 17

POS(Household)

		(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)

Table 14: [Q 13.] What kind of collection service do you use/ receive? [Those who answered "yes" to Q12; who receive waste collection services.]

Area		1. Every day	2. Once a week	3. Twice a week	4. Other s	5. Irregular	6. I don't know.	Total
Urban	Ortaoli	3	16	0	0	0	0	19
		(15.8)	(84.2)	(.0)	(.0)	(.0)	(.0)	(100.0)
	Tusuz	0	50	0	0	0	0	50
		(.0)	(100.0)	(.0)	(.0)	(.0)	(.0)	(100.0)
	Kurilla	2	33	0	0	0	0	35
		(5.7)	(94.3)	(.0)	(.0)	(.0)	(.0)	(100.0)
	Jaglenica	0	33	0	0	0	0	33
		(.0)	(100.0)	(.0)	(.0)	(.0)	(.0)	(100.0)
	Nenkala	1	18	9	0	0	0	28
		(3.6)	(64.3)	(32.1)	(.0)	(.0)	(.0)	(100.0)
	Dushanova	0	21	0	0	0	0	21
		(.0)	(100.0)	(.0)	(.0)	(.0)	(.0)	(100.0)
	Lubizhda	0	6	0	0	0	0	6
		(.0)	(100.0)	(.0)	(.0)	(.0)	(.0)	(100.0)
	Total	6	177	9	0	0	0	192
	%	(3.1)	(92.2)	(4.7)	(.0)	(.0)	(.0)	(100.0)
Rural	Gjonaj	0	30	1	0	0	0	31
		(.0)	(96.8)	(3.2)	(.0)	(.0)	(.0)	(100.0)
	Zhur	2	49	0	0	0	0	51
		(3.9)	(96.1)	(.0)	(.0)	(.0)	(.0)	(100.0)
	Lubiqeve	0	14	0	0	0	0	14
		(.0)	(100.0)	(.0)	(.0)	(.0)	(.0)	(100.0)
	Nashec	1	10	0	0	0	0	11
		(9.1)	(90.9)	(.0)	(.0)	(.0)	(.0)	(100.0)
	Pirane	0	21	0	0	0	0	21
		(.0)	(100.0)	(.0)	(.0)	(.0)	(.0)	(100.0)
	Recane	0	10	0	0	0	0	10
		(.0)	(100.0)	(.0)	(.0)	(.0)	(.0)	(100.0)
	Mushnikove	0	4	0	0	0	0	4
		(.0)	(100.0)	(.0)	(.0)	(.0)	(.0)	(100.0)
	Total	3	138	1	0	0	0	142

Annex 1- 18

POS(Household)

	%	(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)

Table 15: [Q 14.(1)] What is the frequency of the waste collection service in your area?
[Those who receive types of services other than service by communal container]

The standard service in Prizren is provided once a week (there is a small area where the service is provided twice a week as experiment implemented by the Project in 2013), and it seems now that the collection schedule is commonly understood by the people in Prizren, except for a very small portion of people who "receive" (or uses somehow) the services everyday, even though they are not the users of communal containers. These people are most likely reflecting the areas along major roads where a collection vehicle for containers pass through every day and pick up the household waste placed on curbside. These ratios have not changed much since 2014, which indicates that people are now generally familiarized with the regular services (Table 16).

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%

Table 16: How often do you receive the waste collection services? (2014)

0.

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

Annex 1- 19

POS(Household)

	%	(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)	(100.0)
	Total	141	1	142
	%	(99.3)	(.7)	(100.0)
Municipality	Total	252	1	253
	%	(99.6)	(.4)	(100.0)

Table 17: (2) Do you know what day & time the service is provided?

This time, the question was simply asked whether the citizen knows the service schedule or not, unlike in 2014 when the timing of collection was specifically asked. The ratio of people not knowing the schedule remains minimum (Table 17), which indicates that the waste collection schedule is kept on time and has not caused confusion among the citizens (Table 18).

	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	97.2%	2.7%	0.0%	0.0%	0.0%	0.0%
Curb	95.3%	0.0%	16.8%	0.0%	0.0%	0.0%
Communal	29.7%	21.6%	10.8%	3.4%	29.7%	2.7%
Door to door	37.4%	2.3%	0.0%	0.0%	0.0%	0.0%
Total	82.8%	5.3%	2.0%	0.0%	4.4%	0.4%
Rural						
Bell Collection	100.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Curb	50.0%	0.0%	0.0%	0.0%	50.0%	0.0%
Communal	30.1%	3.3%	0.0%	0.0%	1.8%	0.0%
Door to door	70.3%	35.9%	0.0%	0.0%	0.0%	0.0%
Total	81.9%	17.2%	0.0%	0.0%	1.2%	0.0%

Table 18: When does your collection service come to your neighborhood? (2014)

Since January 2015, the municipality has required all service providers contracted with the municipality to conduct the collection service with playing the same melody (or so-called Bell), which was introduced by the Project. However, a part of Nenkala, Gjonaj and Pirane report that they do not have Bell collection (Table 19). This might simply because the melody is played at very low volume (for in some neighborhoods people had complained it as noise), but it is necessary for the municipality to inspect the actual situation and provide instructions to the service provider, if necessary.

POS(Household)

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	Ortaoli	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)	
	Dushanov a	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)	
	Musnikove	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)	

Table 19: [Q 14. (3)] Does the collection service in your area come with the "Bell"?

Annex 1- 21

POS(Household)

Those who discharge at the designated collection points have significantly decreased from 2014, while those who discharge along the street in front of own house, where a collection vehicle passes (Table 20). This may indicate that the collection schedule is better known to the citizen and trusted and no longer need to leave away from their houses.

Although almost all of the interviewees answered that they do not discharge on any days other than the scheduled collection days, there are a couple of people who need to do so. As seen in Q17, their reasoning to do so is the insufficient frequency of the collection in the urban area, and that they do not want to keep their waste in their premises in the rural area (Table 22). They are discharging their wastes into the communal containers nearby when they need to discharge on the days other than the schedule collection days (Table 23).

Annex 1- 22

POS/Household

		1. At a designated collection point in my neighborhood		2. Along the street in front of my house, where a collection vehicle passes		3. Along the alley, where a collection vehicle itself does not pass but a worker can access		5. Any place I want		6. I don't know		7. I don't know		8. Others (Please specify)		Total	
		2014	2015	2014	2015	2014	2015	2014	2015	2014	2015	2014	2015	2014	2015	2014	2015
Urban	Ortaoli	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		
	Kunila	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		
	Dushanovi	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	33.3	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	25.6	35.3	64.3	54.9	7.1	8.8	0.0	0.0	0.0	0.0	0.0	0.0	100	100		
	Lubiqeve	67.5	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	75.2	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	100	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		

Table 30. [Q.15] On the day of the collection, where do you discharge your household waste? [Those who answered other than "3" in Q13]

POS(Household)

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

POS(Household)

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

Table 21: [Q 16.] Have you ever needed to discharge your waste on other days/time than the scheduled time? [Those who answered other than "3" in Q13.]

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	Ortakoll	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)

Table 22: [Q 17.] Why do you need to discharge your wastes when there is no collection service? [Those who answered "1" in Q16.]

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	
Urban	Ortakoll	0	0	2	0	0	2

POS(Household)

		(.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)

Table 23: [Q 18.] Where do you discharge your wastes when there is no collection service?

[Those who answered "1" in Q16.]

(3) For all those who use/receive collection service

Q 19.

Q 20.

area	Satisfaction Collection company	1. Very much	2. Yes, to some extent	3. Not much	4. Not at all.	5. I don't know.	Total (Collection company)
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
Rural	Total	188	39	7	0	1	235
		80.0	16.6	3.0	0.0	0.4	100.0
	1. Higjinena	60	23	2	0	0	85
		70.6	27.1	2.4	0.0	0.0	59.4

POS(Household)

	2. Sherbimmi	27	5	0	0	0	32
		84.4	15.6	0.0	0.0	0.0	22.4
		16	4	0	0	0	20
		80.0	20.0	0.0	0.0	0.0	14.0
		0	0	0	0	0	0
		0.0	0.0	0.0	0.0	0.0	0.0
	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 (Satisfaction)	296	72	9	0	1	378
		78.3	19.0	2.4	0.0	0.3	100.0

Table 24: [Q 19.] Who is the waste collection service provider to your house? [Those who answered "1" in Q12.] and [Q 20.] Are you satisfied with the collection service?

Level of satisfaction about the collection services that the citizens are receiving is relatively high, regardless of the collection companies, and those few who don't know their service providers are in the same opinion (Table 24).

When comparing to the result of 2014, although overall satisfaction level of the citizen in the rural area has increased, in urban area slightly less people find it satisfying. (Table 25)

	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

Table 25: Are you satisfied with the collection service? (2014)

POS(Household)

While majority of people find the service satisfying as seen in Q20, there are some who find problem in frequency of the service (Table 26), wanting it to be increased to twice a week from once a week (Table 28). However, this figure (3.4% in municipal total) is far less than in 2014 (16.4%)(Table 27), while "the collection point being left unclean" is persistent although its figure is very low.

What are the problems you face regarding waste collection service?

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 service come.	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)

Annex 1- 28

POS(Household)

	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
		(14)	(.0)	(.0)	(.7)	(.7)	(14)	(28)	(91.6)	(14)	(100.0)
Municipal		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)

Table 26: [Q 21.] What are the problems you face regarding waste collection service?

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

Table 27: What are the problems you face regarding waste collection service? (2014)

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

POS(Household)

Total	(15.4)	(61.5)	(23.1)	(.0)
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Table 28: [Q 22.] What is the frequency of the collection service that you prefer to receive?

[Those who answered "1" to Q21.]

Even though every leaflet that the municipality has produced indicates the phone number of Waste management section of MoP after the development of the section, the people still do not contact the section which is specifically in charge of the issue, when they have problems related to waste collection services (Table 29). However, it has been observed that the waste tax bills have brought many citizens actually to their office, which is expected to increase the recognition of the section by the citizens.

On the other hand, the collection companies remain the direct daily contact with the citizens and it cannot be denied. It is highly recommended that the waste management section to keep regular and open communication with the collection companies to collect such direct opinions given by the citizens.

To whom do you make a complaint regarding the waste collection service? [Those who answered "1" in Q12]

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)

POS(Household)

Rural	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)
	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)
Municipal	Mushnikove	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)
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)

Table 29: [Q 23.] To whom do you make a complaint regarding the waste collection service?

[Those who answered "1" in Q12]

Almost all interviewees, regardless of the areas, say they do not discharge any of their waste in their own premises, while in rural area, there are a few more people doing so than in the urban area. Considering the land available in the urban area in average, this is understandable, and on the other hand it can suggest that the collection service serves its original purpose well.

Those few people who dispose their waste in their own land either burn or simply bury them.(Q25), and none is feeding to animals or composting, which are more pro-environment disposal.

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)

POS(Household)

	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)
Municipality	Mushnikove	1	3	4
		(25.0)	(75.0)	(100.0)
	Total	3	140	143
Municipality	%	(2.1)	(97.9)	(100.0)
	Total	4	374	378
Municipality	%	(1.1)	(98.9)	(100.0)
	Total	4	374	378

Table 30: [Q 24.] Do you dispose any portion of your wastes in your premises?

Q 25.

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)

POS(Household)

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)
Municipality Total	Total	2	1	0	0	0	3
		(66.7)	(33.3)	(.0)	(.0)	(.0)	(100.0)
Municipality Total	Total	3	1	0	0	0	4
		(75.0)	(25.0)	(.0)	(.0)	(.0)	(100.0)

Table 31: [Q 25.] How do you dispose your wastes within your premises? (Select all applicable)

(4) For those who receive NO waste collection service:

Those who answered "not receiving collection services" do not have practices of feeding "waste" to their animal or of composting, either. They will rather carry their waste to nearby containers where collection service is provided.

Q 26.

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)
Rural	Gjonaj	0	1	0	0	2	0	2	5
		(.0)	(20.0)	(.0)	(.0)	(40.0)	(.0)	(40.0)	(100.0)
	Zhur	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)
	Zhur	0	0	0	0	1	0	0	1
		(.0)	(.0)	(.0)	(.0)	(100.0)	(.0)	(.0)	(100.0)

POS(Household)

	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	Total	2	4	1	0	11	0	4	22
	%	(9.1)	(18.2)	(4.5)	(.0)	(50.0)	(.0)	(18.2)	(100.0)

Table 32 : [Q 26.] How do you dispose your wastes? (Select all applicable.) [Those who answered "2" in Q12.]

(5) Home Compost (for all interviewees)

Recognition of compost may be not as high as the Project and the MoP expected, but almost a quarter of the interviewed samples know about it now, while in 2014 only about 10% of the samples have heard of it.

Those who have come to know of it have heard about it on TV advertisement (more in the urban area) and through the actual users of compost. This suggests that if the MoP continues to promote compost in more villages and areas as they have planned, the word about compost will spread, thus implementing their distribution plan without losing their pace is important for the MoP.

Q 27.

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)

POS(Household)

	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
		(24.3)	(75.8)	(100.0)

Table 33: [Q 27.] Have you ever heard the term "Compost"?

How did you come to know about "Compost"?

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	Ortakoli	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)

POS(Household)

	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
		(.0)	(48.2)	(.0)	(.0)	(44.4)	(3.7)	(.0)	(3.7)	(100)
Municipal Total	Total %	1	28	0	3	58	3	0	4	97
		(.0)	(28.9)	(.0)	(.0)	(59.8)	(3.1)	(.0)	(4.1)	(96)

Table 34: [Q 28.] How did you come to know about "Compost"?

The result of the survey shows little increase in the number of composter users (Table 35). However, considering the number of composts which have been so far distributed by MoP (590 composters in the entire city), and the fact that composters are not yet easily available in the market, it is not possible to expect to see a rapid increase.

Out of those a few who actually compost, while many are the users of the composters which the municipality provides (Table 36), there are a couple of them who compost on their own by "putting them into ground."

Q 29.

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)

POS(Household)

	Jaglenica	0 (.0)	5 (100.0)	5 (100.0)
	Nenkala	1 (10.0)	9 (90.0)	10 (100.0)
	Dushanova	0 (.0)	2 (100.0)	2 (100.0)
	Lubizhda	0 (.0)	0 (.0)	0 (.0)
	Total	3 (4.3)	67 (95.7)	70 (100.0)
	%			
Rural	Gjonaj	0 (.0)	5 (100.0)	5 (100.0)
	Zhur	3 (23.1)	10 (76.9)	13 (100.0)
	Lubiqeve	0 (.0)	0 (.0)	0 (.0)
	Nashec	0 (.0)	2 (100.0)	2 (100.0)
	Pirane	3 (60.0)	2 (40.0)	5 (100.0)
	Recane	1 (50.0)	1 (50.0)	2 (100.0)
	Mushnikove	0 (.0)	0 (.0)	0 (.0)
	Total	7 (25.9)	20 (74.1)	27 (100.0)
	%			
Municipal Total	Total %	10 (10.3)	87 (89.7)	97 (100.0)

Table 35: [Q 29.] Have you ever composted your kitchen and garden (Green) waste in your premise?

Q 30.

Area name		1. Yes.	2. No.	
Urban	Ortakoll	1 (100.0)	0 (.0)	1 (100.0)
	Tusuz	1 (100.0)	0 (.0)	1 (100.0)
	Kurilla	0 (.0)	0 (.0)	0 (.0)
	Jaglenica	0 (.0)	0 (.0)	0 (.0)
	Nenkala	0 (.0)	1 (100.0)	1 (100.0)

POS(Household)

	Dushanova	0	0	0
		(.0)	(.0)	(.0)
	Lubizhda	0	0	0
		(.0)	(.0)	(.0)
Rural	Total	2	1	3
	%	(66.7)	(33.3)	(100.0)
	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)
Municipal	Recane	0	1	1
		(.0)	(100.0)	(100.0)
	Mushnikove	0	0	0
		(.0)	(.0)	(.0)
Municipal Total	Total	5	2	7
	%	(71.4)	(28.6)	(100.0)
Municipal Total	Total	7	3	10
	%	(70.0)	(30.0)	(100.0)

Table 36: [Q.30.] Do you use the composter which the Municipality provides?

MoP has created a Facebook page (*Komposterit Shtepiak*, or Home Composter) to provide support the composter users and connect them with each other. It has been mentioned in the leaflet that MoP distribute when they have meetings about composters, and informed to the existing users upon their monitoring visits.

Those who have heard of "compost" were asked if they have ever checked the page, but a majority of them have not (Table 37). Moreover, those few who have checked the page have not become "friends" with it (Table 38). They were also asked their opinion about how to improve the page, and "more information of how to maintain (composter)" was most needed (Table 39).

Although the users so far have been limited, going back to the original purpose of the page, it is expected that the page will provide seasonal advises and information so that the users can become better composter users. **Currently, such information has been hardly seen and this may be because the municipality staffs do not get to see directly the changes of a composter day by day.**

POS(Household)

Q 31.

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	71	77
	%	(7.8)	(92.2)	(100.0)

Table 37: [Q 31.] Have you ever checked the Facebook page of Komposter Shtepiak? [Those who answered "yes" to Q27.]

Q 32.

Area		1. Yes.	2. No.	Total
Urban	Ortakoll	0	1	1
		(.0)	(100.0)	(100.0)

POS(Household)

	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	5	6
		(16.7)	(83.3)	(100.0)
Rural	Total	0	0	0
	%	(.0)	(.0)	(.0)
Municipal Total	Total	1	5	6
	%	(16.7)	(83.3)	(100.0)

Table 38: | Q 32. | Have you become a "friend" or following it?

Area		1. I want more information of how to maintain it.	2. I want to see how other composter users are doing.	3. I want to know how the produced compost is used.	4. Other	Total
Urban	Ortakoli	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

POS(Household)

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

Table 39: [Q 33.] How can it be improved to be more useful and/or more interesting?

Disposing kitchen waste

A question was asked about how the kitchen waste is disposed currently, separately to those who heard of compost and those who have not. A majority in both groups are discharging their kitchen waste together with other wastes to be collected by their regular service (Table 40, Table 41).

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)
Rural	Dushanova	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)
	%						
	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	0	0	0	0	2
		(100.0)	(.0)	(.0)	(.0)	(.0)	(100.0)
	Pirane	1	1	0	0	0	2
		(50.0)	(50.0)	(.0)	(.0)	(.0)	(100.0)

POS(Household)

	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)

Table 40 [Q 31.] How do you dispose your kitchen (organic) waste currently? [Those who answered "2" in Q29]

Q 34.

Area		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	38 (100.0)	0 (.0)	0 (.0)	0 (.0)	0 (.0)	38 (100.0)
		30 (100.0)	0 (.0)	0 (.0)	0 (.0)	0 (.0)	30 (100.0)
	Tusuz	26 (89.7)	2 (6.9)	1 (3.4)	0 (.0)	0 (.0)	29 (100.0)
		28 (100.0)	0 (.0)	0 (.0)	0 (.0)	0 (.0)	28 (100.0)
	Jaglenica	19 (100.0)	0 (.0)	0 (.0)	0 (.0)	0 (.0)	19 (100.0)
		18 (94.7)	1 (5.3)	0 (.0)	0 (.0)	0 (.0)	19 (100.0)
	Nenkala	1 (14.3)	6 (85.7)	0 (.0)	0 (.0)	0 (.0)	7 (100.0)
		160 (94.1)	9 (5.3)	1 (.6)	0 (.0)	0 (.0)	170 (100.0)
	Rural	22 (73.3)	8 (26.7)	0 (.0)	0 (.0)	0 (.0)	30 (100.0)
		32 (84.2)	6 (15.8)	0 (.0)	0 (.0)	0 (.0)	38 (100.0)
		13 (100.0)	0 (.0)	0 (.0)	0 (.0)	0 (.0)	13 (100.0)
		9 (100.0)	0 (.0)	0 (.0)	0 (.0)	0 (.0)	9 (100.0)
		14 (82.3)	2 (11.8)	0 (.0)	0 (.0)	1 (5.9)	17 (100.00)
		11	0	0	0	0	11
		Recane					

POS(Household)

		(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	261	40	1	0	1	303
Total	%	(86.1)	(13.2)	(.3)	(.0)	(.3)	(100.0)

Table 41: [Q 35.] How do you dispose your kitchen (organic) waste currently? (Those who answered "No" in Q27, or who have not heard of "compost")

3.2. Business Entities

(1) General question regarding waste

Among the business entities, there are less people who find waste-related problems in their own neighborhood than in 2014. The problems they find the most remains to be "A lot of wastes are scattered on streets" and the second most also remains the same as in 2014, "Wastes left on the street cause offensive odor."

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

Table 42: [Q 2.] In your neighborhood, are there any problems caused by uncontrolled dumping of wastes?

	1. Yes	2. No	3. I do not know	Total
Number	32	68	0	100
%	32.0	68.0	.0	100.0

Table 43: In your neighborhood, are there any problems caused by uncontrolled dumping of wastes?

POS(Household)

(2014)

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	8	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

Table 44: [Q 3.] What kinds of problems related to waste are there now? (Check all answers you observe.) [Those who answered "1. Yes" to Q.2]

	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

Table 45: What kinds of problems related to waste are there now? (Check all answers you observe.)
(2014)

(2) Awareness on the new waste management system

Compared to the households, Business entities in Prizren had not been informed well about the change, and only 44% knew about the change. Business entities usually have contract

POS(Household)

with a waste collection company and based on it they are charged and paying the bills. Upon introduction of the new waste management system, it had been decided that the bills would be sent out to all businesses registered in the municipality database and this could mean that many of them would receive two waste bills. MoP needed to sort out how to deal with it and to inform the business operators as well as the collection companies. While discussing this issue as well as the rate to be charged to a business, it had been delayed to issue any notification specifically targeting business entities regarding the new waste management system. Such detailed information was finally provided to businesses with the delivered bills and some broadcasts, unlike households who received leaflet explaining details, although those who knew about the new system answered they have come to know of it through the municipal leaflet, it is most likely that they meant the leaflet issued for household.

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

Table 46: [Q 4.] Do you know that since January 2015, each business in Prizren should either pay "waste tax" to the municipality or pay the collection fee to the collection company?"

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

POS(Household)

Table 47: [Q 5.] How did you come to know about the waste tax? [Those who answered "1. Yes" to Q4.]

Among those who knew about the changes were also asked whether and from whom they had received the bill. At the time of the survey, there was no business entities that received the bills from both the municipality and their collection company. On the other hand, there were a few who had not received the bills yet, even though the team had been informed that the delivery of the bills for business had been completed before the survey. ("Others" was the answer given by an employee of the shop and not known to the interviewee.) and the new billing system is so far positively accepted by business entities also (Table 49).

When compared to the responses to the previous system (Table 50), those who evaluate as "convenient" has largely increased. On the other hand, those who think the new billing system complicated have increased. It may be necessary to provide clear and concrete explanation to business owners at once as it was done so for households.

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

Table 48: [Q 6.] From whom have you received the bill for business waste?

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

POS(Household)

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

Table 49: [Q 8.] What do you think of the current billing & payment system? (Select all applicable.)

(Those who answered "yes" to Q4.)

	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

Table 50: What do you think of the current billing & payment system? (2014)

Despite of the worries that many small shops may not be paying for their shops separately from their households, more than 90% turned out to be paying for the both. Although the MoP are receiving appeals from some business owners complaining for being billed for both their business and household, most of them seem to understand their duty as a business owner.

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%

Table 51: [Q 9.] Do you pay the waste tax (or collection fee) for your business?

POS(Household)

Business category	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
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%

Table 52: [Q 10.] To whom do you pay the waste tax (fee)? [Those who answered "Yes" to Q.9.]

Although it is difficult assume the reasons behind, those who pays less than 5.5 euro (which is the lowest rate set by MoP for a business according to the size of the business property) has largely increased (Table 53, Table 54). It could be partly because some of the samples are not exactly the same from the previous survey (due to their closure or transfer to another place, replaced samples were interviewed).

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%	31 100.0%
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 22.8	17 18.4	9 9.8	19 20.7	12 13.0	6 6.5	0 0.0	2 2.2	6 6.5	92 100.0

Table 53: [Q 11.] How much do you pay? (monthly)

POS(Household)

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

Table 54: How much do you pay? (2014)

The percentage of samples that think the rate is appropriate is less than 2014, while those paying less than 5.5 euro has increased. This could be a reflection of economy slowing down, or could be the initial refusal of the rate imposed by MoP. The MoP rate is set solely based on the size of the business property registered in the municipal database, but the collection companies contact with business based on the amount of waste discharged from the business, counting the number of waste containers.

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

Table 55: [Q 12.] What do you think of the current rate of waste tax?

	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

POS(Household)

Table 56: What do you think about the service fee? (2014)

On the other hand, business owners are also in majority aware of their right to waste collection if they pay. It is interesting to see a few people are aware of the right, but not paying for business separately from their household (Table 57). Furthermore, despite of their awareness of their right, some believe that they have not received the collection services (Table 58). Even among those who receive/use the collection services, more than 50% of business owners use communal containers to discharge their business wastes (Table 59). It is alarmingly higher than in 2014 (Table 60) and MoP will need to look into this issue of business using containers seriously, in order to properly provide the services to households as well.

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

Table 57: [Q 11.] Do you know that you will have a right to receive the waste collection service as long as you pay the waste tax?

Do you receive/use waste collection service currently?

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

Table 58: [Q 14.] Do you receive/use waste collection service currently?

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.
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POS(Household)

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%

Table 59: [Q 15.] What kind of collection service do you use/ receive? [Those who answered "Yes" to Q.14, receiving/using collection service currently.]

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

Table 60: What kind of collection service do you use/ receive? (2014)

Those who are receiving the collection service from their own business place are more like to get their waste collected once a week, and those who use the curbside collection to do so every day. This reflects the municipal collection services provided regularly. Along Ring Road where many shops and restaurants are concentrating have daily collection service from the street, and this is meant for business people as well as for households living along byroads extending from Ring Road.

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

Table 61: [Q 16.(1)] What is the frequency of the waste collection service in your area? (by collection type except for those using communal containers.)

POS(Household)

Most of the business owners (97.5%) are also aware of the collection timing (Table 62) and they discharge their wastes at designated collection points (Table 63). On the other hand, a few of the business entities have needed to discharge their waste on the days when collection services were not provided (Table 64), and this percentage is much larger than the households, because the frequency is too low or because they don't want to keep waste in their place (Table 65) and they bring their waste to neighborhoods where collection service is provided on that day (Table 66).

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

Table 62: [Q 16, (2)] Do you know what day & time the service is provided?

Type of Collection	1. Collection directly from your business				2. Collection from a street corner in my business's neighborhood. →				4. Others			
Business category	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
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.

Table 63: [Q 17.] On the day of the collection, where do you discharge the waste from your business?

Q 7.

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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POS(Household)

Business category	1. Yes, discharged wastes on other than schedule.	2. never discharged business waste on other than schedule.	3. Others	1. Yes, discharged wastes on other than schedule.	2. never discharged business waste on other than schedule.	3. Others	1. Yes, discharged wastes on other than schedule.	2. never discharged business waste on other than schedule.	3. Others
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		

Table 64:[Q 18.] Have you ever needed to discharge your waste on other days/tune than the scheduled time?

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

Table 65: [Q 19.] Why have you needed to discharge the wastes other than the scheduled time?

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
0	3	1	0	2

Table 66:[Q 20.] Where do you discharge your wastes when there is no collection service?

POS(Household)

(6) For all those who use/receive collection service

Collection company	1 Higiena					2 Sherbimi					3 IS company					4 Other private company					5 I don't know					Total					
Business Type	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	46	20	2	1	0	1	0	0	0	0	8	1	1	0	0	0	0	0	0	0	0	1	0	0	0	0	58	22	3	1	0
%	58.1	27.8	2.5	1.4	0.0	100.0	0.0	0.0	0.0	0.0	89.0	10.0	30.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	100.0	0.0	0.0	0.0	0.0	69.0	26.2	3.6	1.2	0.0	

Table 67: [Q 21.] Who is the waste collection service provider to your business? and [Q 22.] Are you satisfied with the current collection service?

	1. Very much	2. Yes, to some extent	3. Not much	4. Not at all	5. I don't know	Total
1. EkoRegioni	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. Xhateri	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

Table 68: "Who is the waste collection service provider to your business?" and "Are you satisfied with the current collection service?" (2014)

Annex 1- 54

POS(Household)

Collection company	1 Higiena									2 Sherbimi									3 IS company									TOTAL								
Business Type	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	0	1	0	1	15	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	
restaurant	3	1	0	2	0	0	0	0	15	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	
hotel	0	0	0	1	0	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	0	0	0	
offices	1	1	0	1	1	1	0	0	12	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	
Market	0	0	0	0	0	0	0	0	4	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	
Others	0	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	0	0	0	0	0	0	0	0	0	
total	5	2	0	4	2	1	1	56	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	
%	6.9	2.8	0.0	5.6	2.8	1.4	1.4	77.8	1.4	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	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	

Table 69: [Q 23.] What are the problems you face regarding waste collection service? (by collection company)

Choices of answer

- Frequency of collection is too low.
- The collection is not on schedule.
- Collection time is not appropriate.
- A lot of wastes are left on the streets until the collection service comes.
- Collection point is far away from my house.
- Attitudes of collection workers are not good
- The collection point is left unclean after collection.
- No problem
- Others

	1	2	3	4	5	6	7	Total
1. EkoRegioni	9	3	2	2	4	1	51	62
	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. Xhateri	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	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

Choices of answer

- Frequency of collection is too low.
- Collection is not on schedule.
- Collection time is not appropriate.
- A lot of wastes are left on the streets until the collection service comes.
- Collection point is far away from my house.
- Collection point is left unclean after collection.
- Others

Table 70: What are the problems you face regarding waste collection service? (by collection company)(2014)

Annex 1- 55

POS(Household)

The level of satisfaction about the waste collection service among business owners is not as high as the households, although the business owners also have positive feeling about the service. Among the collection companies, Higijena/ EkoRegjioni's business customers become less satisfied than 2014, while IS company's customers are more satisfied than last year. Regarding the problems of collection services, in 2014 survey, "others" included mostly "no problem" and the percentage for "no problem" in 2015 remains almost the same and relatively high, while the frequency of the services by Highijena/Ekorejoni is the biggest issue that the customers feel unsatisfied about (Table 69, Table 70).

When they do have complains, as seen among households, the business entities also complain to their collection company and/or their workers rather than to MoP (Table 71).

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)

Table 71: [Q 25.] To whom do you make a complaint regarding the waste collection service?

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)

Table 72: [Q 26.] Do you dispose any portion of your wastes in your premises?

(7) For those who receive NO waste collection service:

There are a few business entities that are not receiving waste collection services, and most of them take their waste to the collection points where the service is provided (Table 73). There have been complains from the community people about "people bring in waste from outside of the neighborhood" and "containers being filled with business people", and these complains are proven true. MoP will need to work on such issues regarding waste collection for business entities (small or larger) so that they will be provided with a proper services to decrease the environmental burden from the citizens, as well as to talk to them on their social responsibility to keep their community clean where their customers live.

POS(Household)

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)

Table 73: [Q 28.] How do you dispose your wastes? (Select all applicable.)

(8) Home Compost

The survey asked the business entities also about their knowledge of compost (Originally the question was meant only for bars, cafes and restaurants, but others (though not all) were also asked and answered). Even smaller portion of samples than household samples have said they have heard of compost. Although the sample number is very limited, those business people who have heard of compost received information less from radio or TV, but from MoP website, than households. In "others" also "through internet" and "social network" (other than MoP's website) were included. When MoP will ever think of involving business entities in compost, they may need to think of different approaches than what they have used for households to increase their awareness.

Those who have not heard of compost discharge their kitchen waste with other wastes to regular collection service.

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)

Table 74: [Q 29.] Have you ever heard the term "Compost"?

Business category	1. TV program on composting	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
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POS(Household)

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)	(0.00)	(21.43)	(7.14)	(7.14)	(21.43)	(28.57)

Table 75: [Q 30.] How did you come to know about "Compost"?

It is interesting to see that despite of smaller percentage of "those who have heard of compost" than that of the households, business owners more likely to have tried composting, even using MoP's composter (Table 76, Table 77). It may not be their business wastes but household waste that they compost, but this suggests that if MoP approaches to business people better even for promotion of home composters, composter users at households may also increase.

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)

Table 76: [Q 31.] Have you ever composted your kitchen (Green) waste from your business in your premise?

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)

Table 77: [Q 31.] Do you use the composter which the Municipality provides?

Those who have not heard of compost were asked how they are currently disposing their waste, and the majority (93.4%) of them discharge with other wastes and two offices said they fed to animals (Table 78).

POS(Household)

They were also asked if they would be willing to cooperate if MoP would request them to separate food wastes from other waste and discharge separately. About 90% of the business entities are willing to cooperate (Table 79), while a few are not willing to do because "they do not have time to separate waste"(Table 80). When MoP will ever try separate collection of kitchen (organic) waste, they may need to introduce simple and adoptable way of separation, which does not disturb much of their business operation time in order to secure higher rate of cooperation from the business entities.

Business category	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
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)

Table 78: [Q.32.] How do you dispose your kitchen (organic) waste from your business currently? [Those who answered "No" to Q.29; i.e. who have not heard the term of compost.]

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)

Table 79: [Q.35.] If you are requested to separate food wastes from other waste and discharge separately, would you be willing to cooperate?

Business category	1. Our business premises does not have enough space to keep the 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

POS(Household)

5. Market	0	0	0	0
6. Others	0	0	0	0
Total	1	0	3	0
%	(25.0)	(.0)	(75.0)	(.0)

Table 80: [Q 36.] What would be the reason(s) that you will not cooperate? (Select all applicable.) [Those who answered "3" or "4" in Q35; i.e. who are negative about separating kitchen waste.]

Regarding the Facebook page of "*Komposter Shtepiak*" the business entities are also not much aware of it (Table 81), but once they have checked the page they have become "friends" with the page (Table 82). This may be the characteristics of business people, who need to be, and willing to be connected with the larger network to capture any new information. They suggest to improve the page by providing more information about how to maintain the compost, how the others are using it, and how to utilize the produced compost (Table 83). If MoP can provide such information more, these business people can be more knowledgeable, which lead them to be a better composter user, and which may eventually lead to increase the number of users in the city as a while.

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)

Table 81: [Q 37.] Have you ever checked the Facebook page of *Komposter Shtepiak* (Home compost)?

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)

Table 82: [Q 38.] Have you become a "friend" or following it?

Business category	1. I want more information of how to maintain it	2. I want to see how other composter users are doing	3. I want to know how the produced compost is used	4. Others
1. Shops	2	0	1	0

Annex 1-60

POS(Household)

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)

Table 85: [Q 39.] How can it be improved to be more useful and/or more interesting?

4. Conclusion

The survey was conducted as soon as the delivery of waste tax bill had started, and it cannot be denied that the timing of the survey was too early. Nevertheless, it is believed that the survey could measure the impact of the awareness activities which had been implemented before the end of 2014.

Awareness about the new system among urban households has reached about 75%, and it can be concluded that the purpose of the awareness activates was achieved in general. On the other hand, the result clearly indicates the impact of the delays in reaching to the rural households in their local language and in explaining business entities about details specified for business entities. It can be learnt that awareness activity by spending time through various media with specific contents is important.

Regarding the delivery of bills, it is expected to improve after the improvement of address system by MoP is implemented. MoP is interested in on-line billing system very much, but currently only limited population seems to be relying on internet as their information source, and therefore the effectiveness of on-line system may also be limited for now.

Methods of payment is another issue that MoP already has specific plans for improvement, such as opening Post Office's payment booth in the municipality building, allowing bi-monthly payment, setting up payment branches in villages, and the Project does not consider the current situation too pessimistic. However, it is necessary to keep it well in mind that the delays for reaching the rural area and business entities had resulted in the unsatisfying figures in this survey.

MoP has been making efforts through the Project to increase their communication with the citizens and it is believed to have made positive impacts. On the other hand, it is also still true that the waste collection company has daily contacts and direct communication with the citizens and business people. Although the current relationship between MoP and the collection companies is bound through an official contract, it is necessary to maintain close communication with them in order to pick up feedbacks from the citizens.

Furthermore, the survey result suggests that approaching business entities may also affect the households and improve their services (and improve the environment as the city) and awareness on home compost. Most of the business entities in Prizren have the Prizren citizens as their prime customers and often they themselves are Prizren citizens. Their behaviors are directly connected with the life of the general citizens of Prizren. MoP's approach to business entities is so far very limited, but it is possible that their

POS(Household)

involvement will further increase the environmental awareness among the general citizens of Prizren.

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6.4 Letters for Handover of Equipment Procured for the Project

6.4.1 Request letter from MESP



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 Secretaty
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 Handover letter from JICA Balkan Office



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	Higijena
	Kasperski 2014	3 sets	Higijena
Inverter (battery included)		1 set	MOP/WMS

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









Date:















Arben Citaku
General Secretary
Ministry of Environment and Spatial Planning
Kosovo

Project Photos

1 Comparison between before and after the project

Before the Project	After the Project
	
<p>Waste discharged on the slope was visible (June 2010)</p>	<p>Waste on the slope was covered by soil and grass (October 2014)</p>
	
<p>Waste had been scattered around the containers placed in the high-rise residential area.</p>	<p>Waste no longer scatters around the containers after the regular collection was been introduced.</p>
	
<p>7m³ containers and their surroundings had been the waste dumping site.</p>	<p>Dumping sites of garbage were eliminated by removal of the containers, and introduction of the regular collection service.</p>
	
<p>Waste scattered around the containers</p>	<p>Surrounding area of the containers has been kept clean since the introduction of the regular collection service.</p>

	
<p>Scattered waste in the back of the famous mosque.</p>	<p>This area has been kept clean by replacement of the containers and introduction of regular collection service.</p>
	
<p>Waste had been discharged illegally along the fence.</p>	<p>The illegal dump site has been eliminated after the regular collection service was introduced.</p>
	
<p>Village people had discharged the waste illegally along the road to the Pillanjan because the waste collection service had not been provided.</p>	<p>The waste was covered by soil and grass, and the scenery has improved a lot.</p>
	
<p>Stone bridge: waste had been scattered on the both side of the river (2011)</p>	<p>Photos in July 2015: waste in the river has been dramatically reduced.</p>

	
 <p>A lot of wastes were washed ashore on the banks (2011)</p>	 <p>No longer waste is seen on the riverbed.</p>

2 Pilot Project

2.1 Bulky waste collection

	
<p>Worker is collecting discharged furniture.</p>  <p>Transshipment of the bulky waste from a small truck to a large one.</p>	<p>Workers are collecting discharged furniture.</p>  <p>A lot of carpets were discharged.</p>

	
<p>TV set was discharged.</p>	<p>The household which wants to discharge bulky waste puts the flyer on the gate.</p>

2.2 Experiment of recyclables collection

	
<p>Recyclables was discharged with using the plastic bag delivered by the team.</p>	<p>Recyclables discharged on the designated time</p>
	
<p>Workers are collecting the PET bottles.</p>	<p>Recyclables collection by small truck</p>
	
<p>Collected recyclables were sorted by materials at Ekoregjioni RWC and sold to traders.</p>	





3 Environmental education / Public awareness raising

3.1 School education

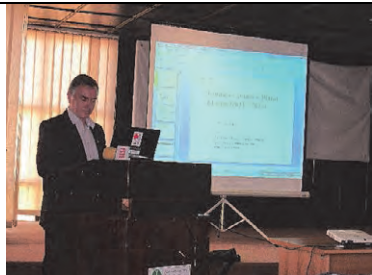




	
<p>Students wishing to be a part of Environmental Society raise their hands. Among them, one was selected as a leader by way of lottery.</p>	<p>During Bingo Game “what you find in school,” the society members looked around in the parking space in school.</p>
	
<p>Pllanjane students conducted a simple WACS (Waste amount and composition survey).</p>	<p>Wooden composter placed at a corner of the school yard in Pllanjane school.</p>

3.2 Promotion of home composter

	
<p>500 composters procured by Prizren municipality</p>	<p>Municipal official delivers the composter to citizens.</p>

	
Distribution of composter in Korishe	Distribution of composter in Zhur
	
CP introducing activities of WMS during the Community Meeting in Pirane	CP explaining how to manage a composter during the community meeting in Korishe

4 Support for the institutional arrangement

		
<p>Workshop for forming consensus on the solid waste management plan: Staff of the waste management section explained their responsible parts and have learned the knowhow of meeting management at the same time.</p>		
		
<p>Cashier for the waste tax opened in the cityhall (Second cashier was opened in May 2015)</p>		

	
<p>Advisory committee meeting: The members report the results of monitoring of the waste collection service provided by the contractors at the beginning of a month.</p>	<p>Regular meeting with contractors: The waste management section organizes the monthly meeting with the contractors and requests them to improve their service quality according to the results of monitoring by the Advisory committee.</p>

5 Inspection of the Project

	
<p>The Project was inspected by the staffs of the Ministry of European Integration (at the municipal cashier of the waste tax and the school in Pllanjane village)</p>	
	
<p>Mr. Abe, resident representatives of JICA Balkan Office, visited Ekoregjioni RWC.</p>	<p>Mr. Tatsumi, the assistant representative of JICA Balkan Office, visited Ekoregjioni RWC.</p>

6 Activities concerning the equipment maintenance and operations

	
<p>Lecture on equipment maintenance data</p>	<p>Discussion about the timing of changing lubricant and spare parts</p>
	
<p>Training of dismantling breaks and wheel-hub</p>	<p>Trainin of adjusting break</p>
	
<p>Explanation by the C/P</p>	<p>Question and answer</p>

7 Seminar

	
<p>Seminar on solid waste management plan was held in March 2015 at Emerald Hotel.</p>	<p>Attendees enjoyed an environmental game during the seminar.</p>
	
<p>The Seminar to share the experience and knowledge obtained through implementation of the Project was held in July 2015 in the government building.</p>	<p>Despite of being in Ramadan period, 57 attendees from 15 local governments participated.</p>

