



MONITORING REPORT

IMPLEMENTATION OF THE GOVERNMENT STRATEGY FOR COOPERATION WITH CIVIL SOCIETY 2019–2023

*Perspective of the Civikos Platform
Secretariat*

Prishtina, February 2024

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EXECUTIVE SUMMARY

This report presents a summary of the implementation of the Government Strategy for Cooperation with Civil Society 2019-2023¹ (hereinafter referred to as the Strategy). The purpose of the report is to highlight the main achievements, setbacks and challenges in the implementation of the Strategy, with a special focus on the achievements during the July-December 2023 period, summarizing the findings since the beginning of the implementation of the Strategy.

Strategy was adopted in 2019, together with the Action Plan, in which the specific objectives for each of the strategic objectives, activities, time periods, the cost of their implementation, the institutions responsible for implementation, as well as other relevant details are defined. The main goal of the Strategy is to create a more suitable environment for the development of civil society and consequently increase the cooperation between civil society and the government. The strategic objectives of this Strategy were drafted as a result of the issues identified based on the evaluation of the root causes.

Providing an overview of the implementation of the Action Plan of the Strategy is done through analyses of the implementation of specific activities by the responsible institutions, and by providing relevant recommendations, from the point of view of the Civikos Secretariat. The report was prepared by the Civikos Platform Secretariat, with the support of the Civic Engagement Program (CEA), a partnership between the Kosovo Foundation for Civil Society (KCSF) and USAID in Kosovo.

Although it is not characterized by many achievements, the second half of 2023 marks the period in which work has begun on the drafting of secondary legislation for the contracting of CSOs in the provision of services, which represents substantial development in terms of the implementation of the Strategy, namely Strategic Objective 3, which covers the area of contracting CSOs for provision of services. Specifically, this development has impact on implementation of activity “Create standards, procedures and criteria for regulating the provision of public services by CSOs”. In December 2023, the Ministry of Finance, Labor and Transfers (MFLT) established the working group for drafting of the Regulation for Contracting CSO Services, which consists of representatives of institutions and representatives of CSOs.² Civikos Platform, within the Civic Engagement Program, has played a very important role in this process, raising this issue among all mechanisms responsible for the implementation of Strategy activities, whether it’s the Council for Government Cooperation with Civil Society or the responsible institutions. In this way, Civikos, in the regular meetings of the Council as well as through other communication channels, has emphasized the need to undertake actions to regulate this field. Moreover, as one of the key activities within the Civic Engagement Program, Civikos has held regular meetings and communication with the General Secretaries of the line ministries, by engaging in direct advocacy for regulation of this field. This activity is important because it regulates the field of contracting services and in this way ensures stability for CSOs that provide services, and gives greater opportunities to citizens who are in need of them.

The creation of the registry for state properties given for use to CSOs is already included as part of the process of upgrading the “e-Komuna” platform³, a process for which the relevant procedures are still being developed by the Ministry of Local Government Administration (MLGA). This impacts

1 Government Strategy for Cooperation with Civil Society 2019-2023. Office for Good Governance of the Prime Minister’s Office, Government of the Republic of Kosovo. 2019. Civikos Platform. Link in three languages: http://www.Civikos.net/repository/docs/Strategy_Alb_815880.pdf

2 The first meeting of the working group was held in December. The activities of the working group are carried out by the Civikos Platform in cooperation with the Office for Good Governance, within the Human Rightivism project, supported by the Embassy of Sweden in Pristina, through the Community Development Fund (CDF).

3 The “E-Komunat” Platform is an initiative of the Ministry of Local Government Administration that aims to create an interactive space that promotes transparency, accountability and increased citizen involvement in decision-making processes, simultaneously increasing the efficiency of local services. This platform will mainly be focused on monitoring Municipality Assemblies and the Executive of the Municipalities as key level municipal bodies.

the implementation of activity “Develop Electronic Register of State property allocated for the use by CSOs”. This register is important because through it the intent is to summarize in a separate place the data on the properties that each municipality provides for use by CSOs and in this way fair and clear information is provided to the interested parties through a facilitated approach in these data.

Trainings were also carried out during this monitoring period, as a continuation of the activities carried out during the previous monitoring periods. In September 2023, the Office for Good Governance (OGG) together with MLGA has conducted the training “Public consultation in municipalities and the publication process on the public consultation platform of the Government of the Republic of Kosovo”.

Furthermore, KCSF and TOKA organization have finalized the research on volunteering in Kosovo. In the following period, opportunities for promotion and engagement in volunteering will be identified and discussed with the relevant parties. The report contains recommendations on the improvement of volunteering in Kosovo and will therefore contribute to the implementation of the activity “Drafting the concept document on volunteering”.

Apart from the activity that covers the contracting of CSOs, which is already characterized as an activity in the process of implementation and is considered a rather big achievement, the delays remain the same as those of the previous period of monitoring the implementation of the Strategy. Regarding Strategic Objective 1, although most of the activities have been implemented, delays remain in the activities related to increasing the capacities of CSOs for the process of public consultations and the recruitment of the official to coordinate the process of public consultations. Furthermore, even though a public communication strategy on the online platform, and public consultation standards has been prepared, such a document has not been published yet and we have not received any information on why this is not done. In relation to Strategic Objective 2, delays remain in important areas such as the regulation of the field of philanthropy, and establishing mechanisms and standards for co-financing of CSO projects. Even for these activities, there is no information about the reasons why they have not been carried out so far. Regarding Strategic Objective 3, the shortcomings that are evident are related to the drafting of guideline for contracting of services based on the legal framework, as well as the creation of the database of organizations that provide services. Likewise, the regulation of the economic activities of CSOs is one of the activities for which information regarding the process has not yet been provided. The regulation of volunteering as a field included within Strategic Objective 4 also remains one of the shortcomings, including the drafting and approval of the concept paper for volunteering and the implementation of its recommendations. Additionally, the launch of the grant scheme for the development of capacities for CSOs in this field, the preparation of the manual for the recruitment and management of volunteers are evidenced delays that have not been implemented as a result of the nondevelopment of legislation for this field. The development of the campaign to increase knowledge about volunteering and the further improvement of the online register for volunteers have also not been fully implemented and there is no detailed information regarding the reason for non-implementation.

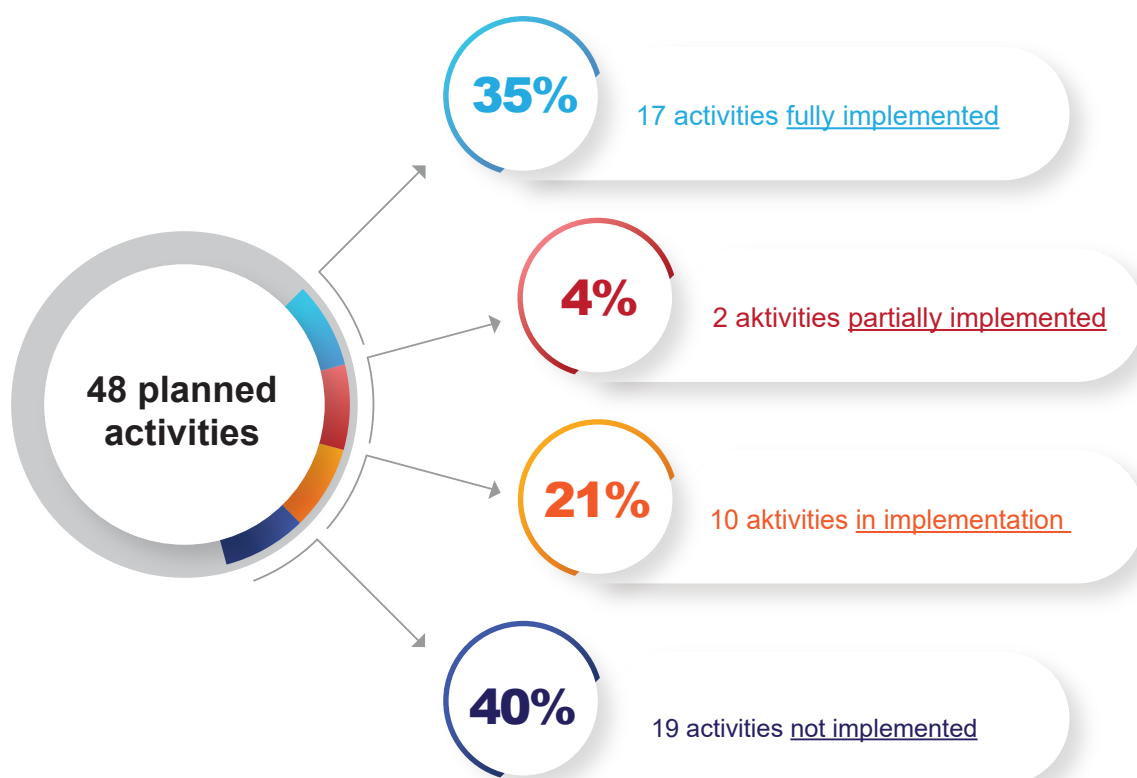
Since the very beginning of the implementation of the Strategy, the Council for Cooperation of the Government with Civil Society has worked on the identification of delays in the implementation of the objectives of the Strategy as well as recommendation of future steps to increase its implementation. Consequently, the coordinators of the Council’s teams and other members have raised the main issues or problems encountered during their daily work, which are related to the objectives of the Strategy.

Like the shortcomings, the main identified challenges that have influenced the non-implementation of the Strategy remain almost the same as those of the previous monitoring period. Among the challenges that continue to affect the implementation of the Strategy are: the non-participation of

Council members in regular meetings and the insufficient activism of the Council in the process of implementing the Strategy, then the lack of allocation of budget funds for the activities planned by the Strategy and also lack of human capacities of the OGG. These and other challenges (elaborated in the separate chapter on challenges) have characterized the Strategy's implementation process from its inception until this monitoring period.

The main recommendations from this report are: The institutions responsible for the implementation of Strategy activities should be more active in the Strategy implementation process; The Council should be more active in monitoring the implementation of activities by the institutions; The Government of the Republic of Kosovo to allocate budget for the implementation of Strategy activities according to the obligations assumed as part of the Strategy; Increase human resource capacities of the OGG in order to ensure the implementation of the activities of the Strategy.

Other details about the progress of the implementation of the Strategy until the end of 2023, that also marks the finalization of the Strategy, are presented in the infographics below.



Infographics 1: The level of implementation of the Strategy until December 31, 2023

INTRODUCTION

The Government Strategy for Cooperation with Civil Society 2019-2023 is consisting of 4 strategic objectives which are divided into 14 specific and 48 activities (presented in infographic below).

Strategic objective

01

Increase civil society participation in policy-making

- **Specific objective 1.1**
Improving the capacities of State bodies and municipalities for involving CSOs in policy-making;
- **Specific objective 1.2**
Increase the awareness of citizens and civil society on public consultations;
- **Specific objective 1.3**
Enhance the capacities of CSOs to contribute to the public consultation process.

Strategic objective

02

Improvement of the regulatory and institutional framework for financing sustainability of programmes and projects of CSOs in public interest

- **Specific objective 2.1.**
Strengthen the capacities of Ministries and Municipalities for implementing standards of public financing of CSOs;
- **Specific objective 2.2.**
Improve the legal and institutional framework for the development of individual and corporate philanthropy;
- **Specific objective 2.3.**
Regulate the allocation of public owned property for the use by CSOs;
- **Specific objective 2.4.**
Establish a co-financing system for EU funded projects to CSOs.

Strategic objective

03

Develop practices and procedures of contracting of CSOs for provision of public services

- **Specific objective 3.1.**
Improve the overall legal and institutional framework for regulating economic activities of CSOs;
- **Specific objective: 3.2.**
Enhance the awareness of institutions about the available opportunities (models) for contracting CSOs;
- **Specific objective 3.3.**
Ensure the systematic collection and availability of data on CSOs as service providers for Ministries and Municipalities;
- **Specific objective 3.4.**
Improve the legislation that regulate standards and procedures for the provision of public services by CSOs.

Strategic objective

04

Increase volunteering in programs of public interest

- **Specific objective 4.1.**
Increasing and promoting volunteering in programs of public interest;
- **Specific objective 4.2.**
Develop capacities of CSOs to recruit, engage and manage volunteers;
- **Specific objective 4.3.**
Increase citizen awareness on the opportunities and values of volunteering.

Infographics 2. Strategic objectives and specific objectives

The strategy prioritizes the areas in which activities should be undertaken by the institutions in order to create a more suitable environment for the development of Civil Society and strengthening the cooperation between Civil Society and the Government. Consequently, the citizen is offered the opportunity to be part of the decision-making processes, then with transparency in the process of public financing of CSOs, a built system of service provision and a suitable environment for the development of voluntary work. The non-implementation of Strategy activities results in a lack of transparency and non-participation of citizens and therefore Civil Society in the most important processes that affect the lives of every citizen.

Monitoring the implementation of the Strategy, in addition to providing a clear overview of the activities that have been carried out so far, also identifies the activities that have not been implemented. Since the report is previously consulted with the Council and the responsible institutions, its effect is reflected towards increasing the implementation of the Strategy. Therefore, the report gives an overview of the progress of the implementation of the Strategy for institutions, Civil Society and the citizen in general and gives recommendations for increasing its implementation. The Civikos Platform has carried out the monitoring of the implementation of the Strategy, for the period July - December 2023, by summarizing the findings of the implementation of the Strategy since the beginning of this process.

In the first part of the report, a brief description of the developments surrounding the Strategy is presented, then continuing with the description of the methodology used to monitor the implementation of the Strategy's objectives. In the first chapter, the general implementation of the Strategy is initially presented, followed with the presentation of findings on the achievements and shortcomings for the specific activities and objectives of each of the four strategic objectives. The second chapter is dedicated to the work of the Council as well as the thematic groups established by Civikos.⁴ Meanwhile, the last part summarizes the challenges that have influenced the non-implementation of the Strategy, and the recommendations for further actions in this direction.

⁴ The thematic groups were established based on the four strategic objectives of the Government Strategy for Cooperation with Civil Society 2019-2023, within the Citizen Engagement Activity (CEA), a partnership between the Kosovo Foundation for Civil Society (KCSF) and USAID in Kosovo.

METHODOLOGY

This report presents a summary of the monitoring of the implementation of the Strategy for the period July-December 2023. The Civikos Platform, during 2022, published the first monitoring report on the implementation of **Government Strategy for Cooperation with Civil Society 2019-2023**. Considering that monitoring of the implementation of this Strategy by Civikos was done for the first time in 2022, the 2019-2021 period was taken as the monitoring period in the first report. Thus, the monitoring of the implementation of all activities from 2019 to 2021 is included, based on the Action Plan for the Implementation of the Strategy for the Period 2019-2021. Meanwhile, the second monitoring report of the implementation of this Strategy has included the developments that occurred during 2022. The third report included the developments that occurred during the period January - June 2023. Current report includes the developments carried out during the second half of 2023, more specifically from July to December.

In addition to analyzing the degree of realization of each activity within the objective, the reporting methodology also focuses on measuring the weight or importance of the activities foreseen within each of the objectives. This methodology is used bearing in mind the fact that not all activities had the same impact, since some of them include the development of legislation, the creation of different systems or mechanisms for its implementation, while some of the activities are more of a technical nature and their effect is different in terms of implementing the objectives. More specifically, the activities planned under Strategic Objective 1 are mainly of a technical nature, while Strategic Objective 2 contains some activities of a technical nature and another part that includes the improvement of the legal and institutional framework. The planned activities within Strategic Objective 3 and Strategic Objective 4 mainly include developing legal framework and other relevant documents.

In order to monitor the implementation of the Strategy, the data was first collected through official reports and other supporting documents prepared by the OGG and then analyzed and compared with other data, based on the information published on the web pages of the relevant institutions and on existing platforms. The findings of this report were then consulted with the members of civil society elected in the Council for Government Cooperation with Civil Society, respectively the coordinators of the work teams, as well as for the purpose of validation of the findings, the report was consulted with officials from the OGG.

Based on the data collected for this monitoring, the progress of the implementation of the activities is categorized below:

- Fully implemented activities;
- Partially implemented activities;
- Ongoing implementation of activities;
- Unimplemented activities.

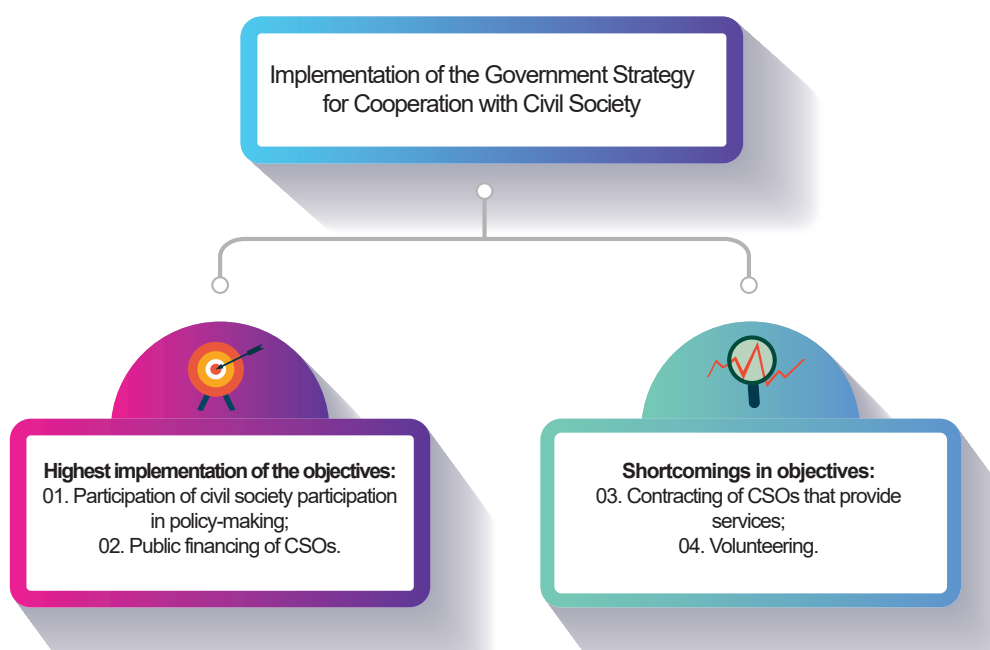
Fully implemented activities are the activities that were able to be implemented in accordance with the number of indicators determined by the Action Plan of the Strategy. Partially implemented activities are the activities which are considered as fully implemented by the institutions, but when comparing the implemented activities with the number of indicators determined according to the Action Plan of the Strategy, then it turns out that these activities have been implemented at a lower level than the number of set indicators. The ongoing implementation activities are the activities for which the institutions have reported that the implementation has begun and there is still work going on in their finalization. Unimplemented activities are activities for the implementation of which no initiative has yet been undertaken by the responsible institutions.

I. STRATEGY AND ITS IMPLEMENTATION

The Government Strategy for Cooperation with Civil Society 2019-2023 has been prepared by the Work Team established by the Office of the Prime Minister, with representatives of the Government and Civil Society, with professional support from the OGG and the EU Technical Assistance Project “Support for the Implementation of Government Strategy for Cooperation with Civil Society”. The Working Team (WT) for the drafting of the Strategy was established with the decision dated July 12, 2017, by the General Secretary of the OPM before the previous Strategy (2013-2017) expired. In order to ensure the widest possible contribution from CSOs and other parties, consultative meetings were held in 5 regions - Mitrovica, Peja, Prishtina, Prizren and Gjilan, in October and November 2018. Simultaneously, the Strategy and the text of the Action Plan have been made available for consultation to all interested citizens on the Online Platform for public consultations⁵ starting from October 4 to November 9 (34 days). After completion of the public consultation process, the Work Team met and analyzed and discussed all the contributions received from the consultation process in order to finalize the last draft that was forwarded to the Government for approval.⁶

General implementation of the Strategy

During the period July-December 2023, several activities were undertaken by the responsible institutions, which had little impact on the level of progress in the implementation of the objectives of the Strategy. The general level of implementation of the objectives of the Strategy remains approximately the same as that of the previous reporting period, where, apart from Objective 4, which is not characterized by any fully implemented activity, the other three objectives are characterized by fully implemented activities. The first two objectives are characterized by a higher implementation of the planned activities, while a lower level of implementation of the activities is observed in the other two objectives.



Infographics 3: General implementation of the Strategy

5 Online Platform for Public Consultations. Office for Good Governance/Office of the Prime Minister. Link in Albanian language: konsultime.rks-gov.net

6 Government Strategy for Cooperation with Civil Society 2019-2023 Office for Good Governance/Office of the Prime Minister. 2019. Office for Good Governance. Link for three languages: <https://zqm.rks-gov.net/assets/cms/uploads/files/Strategjia%20ne%20tri%20gjuhe.pdf>

I.1. Implementation of Strategic Objective 1: Increasing the participation of civil society in policy-making

During the drafting of the Strategy, the main problem identified in the field of policy-making was the lack of adequate participation of CSOs in the formulation of policies and legislation. As a result, the strategic objective aimed at increasing the participation of civil society in policy-making was defined. This strategic objective contains 3 specific objectives with 13 activities. Based on the available data, during the period July-December 2023, apart from the activities that have been carried out as a continuation from the previous periods, no new initiative has been taken by the institutions, which would affect the level of progress of the activities that are foreseen within this objective. Until December 2023, from total of **13 planned activities, 8 activities have been fully implemented, 1 is partially implemented, 2 are ongoing implementation while 2 have not been implemented all**. Specifically, **over 61 percent of activities are fully implemented, over 7 percent are partially implemented, over 15 percent are in process of implementation**, while **over 15 percent have not been implemented**. The activities planned within this objective are mainly of a technical nature such as: trainings, information sessions, coordination meetings, etc. Therefore, their importance in the Civil Society-Government cooperation process is considered smaller compared to the activities that include the drafting of the legal framework and implementation mechanisms.

First specific objective foresees the improvement of the institutions' capacities for the implementation of minimum standards for public consultations.

Planned activities within this objective are:

- 1.1.1. *Providing knowledge on the Regulation on minimum standards for public consultations;*
- 1.1.2. *Establishing rules and standards for consultations with the public at the local level;*
- 1.1.3. *Providing a training Program for central and local government institutions for methods of CSOs engagement in policy making;*
- 1.1.4. *Advancing and increasing the use of the Online Platform for public consultation;*
- 1.1.5. *Providing on-the-job training for selected ministries in the preparation of reports based on the results of public consultations;*
- 1.1.6. *Organizing practical information sessions for the effective use of the online Platform;*
- 1.1.7. *Organizing coordination meetings for ministries and prime minister's offices;*
- 1.1.8. *Publishing annual monitoring reports on the implementation of minimum standards for public consultations at the central and local level;*
- 1.1.9. *Publication of the best practices of consultation with state institutions and municipalities;*
- 1.1.10. *Recruiting an official to coordinate public consultation process.*

The activities defined in the Strategy within this objective are mainly related to training and information sessions for the implementation of the Regulation on Minimum Standards for Public Consultation as well as the Online Platform for Public Consultation.

Within this specific objective, during the period 2019-2021, the training program for trainers for public consultation was carried out and most of the trainings and informative sessions, planned for civil servants from the central and local level for public consultation and the online platform, were carried out. Trainings were implemented also during the period July-December 2023, where during the September, OGG, together with MLGA has carried out the training "Public consultation in

municipalities and the publication process on the public consultation platform of the Government of the Republic of Kosovo”.

The Online Platform for Public Consultation has been advanced with addition of new modalities, as well as a campaign to raise awareness of public consultation standards through the creation and distribution of prepared videos and flyers. During 2022, Platform was further upgraded by facilitating access to public documents for public consultation for people with special needs. More specifically, the publication of videos summarizing the content of the documents has started for deaf, hard of hearing and blind people. However, this is an additional activity carried out since it was not specifically planned within the activity that included the upgrade of the platform. Within advancement of Platform, from period of January - June 2023, OGG is working on the creation of the mobile application of the platform, which was not specifically planned within the activity that included the upgrade of the platform.

During the period 2019-2021 “The Framework for improving the implementation of minimum standards for public consultation for the period 2021 - 2025” was launched.

In the framework of the first activity of this specific objective, according to the Action Plan, it was planned to publish the report of the trainings held for understanding the Online Platform for public consultation. In the monitoring report for the period 2019-2021, the Civikos Platform had evidenced that the training report for 2020 had not been published by the Kosovo Institute for Public Administration (KIPA). As a result, during 2022 KIPA has published the training report for 2020.

OGG prepared and published annual monitoring reports on the implementation of minimum standards for public consultations at the central and local level for years: 2019, 2020, 2021 and 2022. Meanwhile, the report for 2023 is prepared and published in the first part of 2024. The report includes data on the number of documents published on the Online Platform for Public Consultations, data related to the fulfillment of minimum standards for public consultation from these documents, the total number of participants and comments received in the public consultation process, the number of comments accepted/rejected by the responsible institutions and other relevant details for the respective years. The importance of this activity lies in the fact that it ensures transparency in the process of citizen participation in decision-making.

According to data, during the period 2019-2021, MLGA, in cooperation with Civil Society Organizations has established the ‘Consultative Forum for Local Government’ in order to involve them in public policies. During the meetings with Civil Society Organizations, topics about the best practices of public consultation at the central and local level were also discussed. However, there is no data on whether best practices are published.

Regarding recruitment of the official for public consultations, for the period January-June 2023 it has been reported that the meetings between the OGG and the Office of the Deputy General Secretary of the Office of the Prime Minister about the regulation for the internal reorganization of the Government, in order to include the recruitment of an officer to coordinate the process of public consultations have been held. However, there is no data if any decision has been made until December 2023.

Consequently, the recruitment of the official for the coordination of the process of public consultations and the publication of the best practices of public consultation with central institutions and municipalities are the activities which are recorded as shortcomings even in this reporting period.

Second specific objective foresees to increase awareness of citizens and civil society on public consultations. Planned activities within this objective are:

1.2.1. Develop and implement a public communication strategy on Online Platform and standards of public consultations;

1.2.2. Conduct an awareness raising campaign on standards of public consultations.

According to the data, during the period 2019-2021, with the support of donors, a Public Communication Strategy on the Online Platform and public consultation standards was developed, a document which was shared with the members of the Council, but has not been published yet.

Also, during the same period, activities were carried out for the development of the campaign to raise awareness about standards of public consultations. More specifically, guides, videos and flyers have been prepared and published/distributed.

Third specific objective foresees the improvement of the capacities of CSOs to contribute in public consultations process. Planned activity within this objective is:

1.3.1. Carrying out informative sessions to increase the capacities of CSOs to contribute in public consultations process.

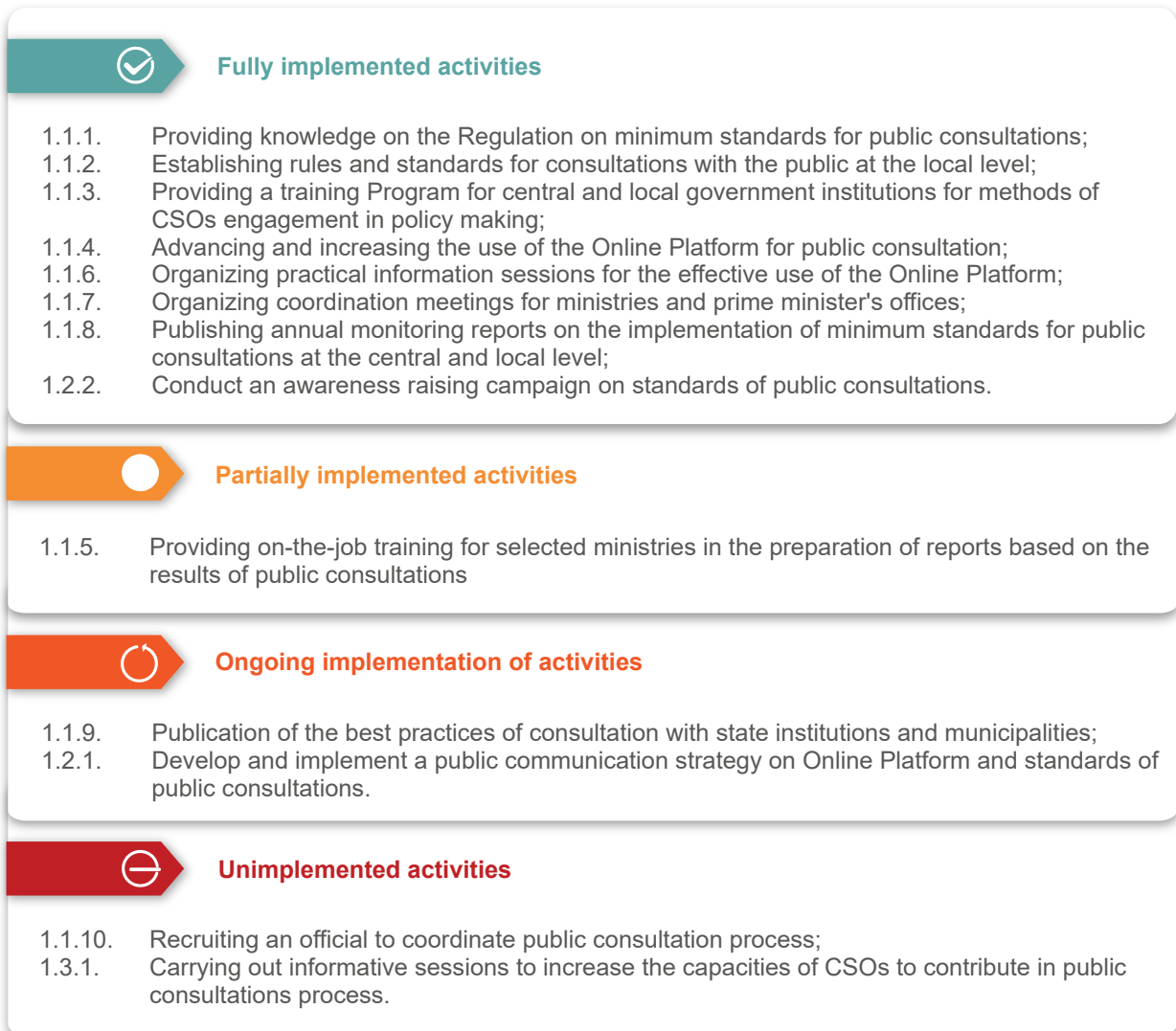
There is no data if until December 2023, the responsible institutions have organized the information sessions in Kosovo municipalities. Meanwhile, KCSF, through the Resource Center for Civil Society, has provided training and information sessions for civil society regarding the use of formal mechanisms for citizen participation.

The activity foreseen within this objective continues to be characterized with shortcomings as the sessions have not yet been carried out by the responsible institutions. The information sessions would result in greater preparation of the organizations that follow the process of public consultations, and consequently improvement of this process.

Worth mentioning is that the non-governmental organization, Kosovo Local Government Institute (KLG I) within the Citizen Engagement Activity in Kosovo works actively to improve and strengthen local governance in Kosovo. More precisely, they have developed the Public Consultation Monitoring Methodology in Municipalities which serves individuals and organizations to monitor and report on inclusiveness and transparency of decision-making at the local level. The methodology is based on Administrative Instruction 06/2008 on Minimum Standards of Public Consultation in Municipalities and the Manual for Public Consultation in Municipalities and describes and breaks down the process that must be implemented at the local level. Furthermore, KLG I has trained 20 trainers who are ready to engage in improving the capacities of NGOs to monitor and participate in policy-making at the local level. At the end of 2023, the organizations and activists that will engage in monitoring have been selected. At least 28 municipalities from 8 regions will be included in the monitoring.

Objektive 1

INCREASE CIVIL SOCIETY PARTICIPATION IN POLICY-MAKING



Infographics 4: Implementation of activity within Objective 1

I.2. Implementation of Strategic Objective 2: Improvement of the regulatory and institutional framework for financing sustainability of programmes and projects of CSOs in public interest

The main problem identified in the field of public financing was the non-operationalization of direct and indirect financing of CSOs. Consequently, the strategic objective aimed at improving the institutional and legal framework for public financing of CSOs has been defined. This strategic objective contains 4 specific objectives with 20 activities. Based on the available data, also regarding this objective, during the period July-December 2023, apart from the activities that have been carried out as a continuation from the previous periods, no new initiative has been taken by the institutions, which would affect the level of progress of the activities that are foreseen within this objective. Until December 2023, from total of **20 planned activities, 8 activities have been fully implemented, 1 is partially implemented, 2 activities are ongoing implementation while 9 have not been implemented all.** Specifically, **40 percent of activities are fully implemented, 5 percent are partially implemented, 10 percent are in process of implementation while 45 percent of them are not implemented.** If it is analyzed in terms of how important non-implementation of the

aforementioned activities is, then it can be concluded that even though significant improvements have been made in the public financing of CSOs, there are two important areas within this objective where progress has not been observed. Thus, we are dealing with the creation of the legal framework and implementation mechanisms, which compared to the activities that are more of a technical nature such as: trainings, information sessions, meetings, etc., carry more weight in terms of civil society-government cooperation.

First specific objective foresees strengthening capacities of Ministries and Municipalities for implementing standards of public financing of CSOs. Planned activities within this objective are:

- 2.1.1. *Conducting the training on implementing the Regulation and on assessment of proposals of CSOs' projects and programs programme for ministries and Municipalities;*
- 2.1.2. *Providing on-the-job training and mentoring (including supervisory role) to ministries and municipalities in preparing and implementing calls for public financing of CSOs projects and programs;*
- 2.1.3. *Organizing coordination meetings of OPM's, ministries and municipalities on joint planning and reporting on public financing of CSOs;*
- 2.1.4. *Publishing annual reports on public financing of CSOs in Kosovo;*
- 2.1.5. *Upgrading the central online database on public financing of CSOs in Kosovo;*
- 2.1.6. *Reviewing the Manual for implementing the Regulation on Public Financing of CSOs;*
- 2.1.7. *Increasing the supervisory role of the MF in implementing the Regulation;*
- 2.1.8. *Establishing co-operation and communication between the BO and the CSO regarding the CSO financing cycle of public finances (planning, execution and audit).*

In terms of the organization of trainings, according to the data, during the period 2019-2021, the training program for trainers was provided on the criteria, standards and procedures of public financing of NGOs, as well as the majority of planned information sessions and other trainings were implemented.

One of the main achievements within the activities of this objective is the launch of the Central Platform for Public Financing of CSOs, through which a system has been created that ensures transparency in this field. This Platform is improved during the period 2019-2021 and now the data can be found on public financial support for CSOs by year, institutions, NGOs, etc. Also, according to the data, during 2022 some changes were made to the Central Platform for Public Financing of NGOs, enabling reporting on public financing of NGOs directly on the Platform as well as the publication of data on international donor funds for NGOs. In the past, the Office for Good Governance collected data on public funds by requesting budgetary organizations to prepare reports on public funding of CSOs, and used the database provided by the Department of the Treasury within the Ministry of Finance, as an institution that manages the execution of funds from budget organizations. However, the delay in this direction is considered the specification of the funds that were given to NGOs, making the distinguishment between the funds that were given for grants and those that were given for subsidies. This is because part of them are given as grants to CSOs, while another part of the funds are given for the contracting of services by CSOs, that is, they are given for services (social, family, health care, etc.) for which the institutions are responsible for providing them, but in the absence of their capacities, they contract CSOs to provide these services. Likewise, there are numerous entities such as sports clubs that are contracted by institutions to

provide certain services. The publication of the data in the same place is creating the impression that all the funds were given in the form of grants to CSOs. Clearer specification should also be made in the presentation of data on the source of funding for NGOs.

In order to increase the supervisory role of the Ministry of Finance in the implementation of the Regulation on Public Financing of CSOs, it was planned that the Ministry of Finance would send a circular letter on the implementation of the Regulation on Public Financing of NGOs. However, although according to data from the OGG that the Department of Budget, during communication with budgetary organizations constantly requests the implementation of the Regulation, for the period 2019-2021 there was no information if such a document was prepared and shared by the Ministry with the institutions. As a result, the Civikos Platform, in the monitoring report for 2019-2021, has identified it as a partially implemented activity. After raising this issue in the regular meeting of the Council, by the coordinator of Team 2 of the Council (based on the previous monitoring report of the implementation of the Strategy by Civikos) the Ministry of Finance, Labor and Transfers in December 2022 prepared a circular letter which was first shared with CSOs for comments and then sent to the institutions. Consequently, this activity is now considered fully implemented. Through this circular letter, clear instructions are given to institutions for the implementation of the Regulation on Public Financing of NGOs, and as such, the circular letter has greater and more just impact on implementation of the Regulation's criteria. Consequently, greater transparency is ensured in the process of public financing of NGOs. The implementation of this activity represents one of the main achievements that characterizes the implementation of the Strategy for 2022.

OGG prepared and published the annual reports on public financing of CSOs for three years: 2019, 2020, 2021 and 2022. The report for 2023 is prepared and published in the first part of 2024. This report includes information on the financial support provided by the Government, Ministries and Municipalities to support the projects of Non-Governmental Organizations in various fields which are related to the priorities of institutions of Republic of Kosovo and Kosovo society. Also, the non-governmental organization, Kosovar Institute for Local Government (KILG) within the Civic Engagement Program has carried out the monitoring of public funding of CSOs for 2022, this report is published in November 2023. In the first quarter of next year, the monitoring process for 2023 will begin.

The setback in implementation of this objective remains the organization of all on-the-job training and mentoring for institutions for the preparation and implementation of calls for public funding of CSOs projects. A setback remains reviewing the Manual for implementing the Regulation on Public Financing of CSOs; In this regard, the Ministry of Finance, Labor and Transfers (MFLT) has reported that the current regulation of public financing of NGOs will be changed and this will be carried out after the approval of the Law on Public Financial Management. Therefore, since through the manual it is intended to give instructions for the implementation of the criteria and procedures of the regulation, its review remains to be done after these changes occur, that is, after the Regulation for public financing of NGOs is also changed.

Second specific objective foresees establishing of legal and institutional framework for the development of individual and corporate philanthropy. Planned activities within this objective are:

- 2.2.1. *Review of the legal framework of the defining and regulating philanthropy (including endowment, PBO fields harmonization);*
- 2.2.2. *Design and deliver training program/system for tax officials on local and international practices of administering tax benefits for individual philanthropy and corporations;*
- 2.2.3. *Create and strengthen institutional mechanisms for the development of individual and corporate philanthropy;*

2.2.4. Awareness campaigns for businesses and citizens about the possibility that individuals or corporations provide for philanthropy.

In April 2022, the first meeting of the informal Philanthropy Forum was held, thus marking the establishment of the Forum within the Civic Engagement Activity, a joint effort of KCSF and the USAID mission in Kosovo to provide a platform that enables systematic discussion of issues and actions to bring a more favorable legal and practical ecosystem for philanthropy in Kosovo. An analysis of the legal and regulatory framework for philanthropy in Kosovo is being developed by KCSF in cooperation with the European Center for Not-for-Profit Law, within the framework of the Citizen Engagement Activity. Findings and recommendations will be discussed with relevant stakeholders. The analysis takes a comprehensive and multi-layered approach to the main obstacles that hinder the development of philanthropy, provides comparative European practices and proposes specific solutions to the identified issues. The analysis will serve as a basis for initiating policy dialog that promotes a culture of individual endowments for public good causes.

Although according to the Action Plan of the Strategy it was planned to review the legal framework and create institutional mechanisms for the development of philanthropy, such activities have not been undertaken even until December 2023. Consequently, these activities are characterized with setbacks and their non-implementation leaves the field of philanthropy unregulated. This results in low stability in the financial aspect of CSOs.

Third specific objective foresees regulating the allocation of public owned property for the use by CSOs. Planned activities within this objective are:

2.3.1. Establishing standards, procedures, criteria and transparent institutional mechanisms for regulating the provision of state properties in the service of CSOs;

2.3.2. Design and deliver a training program/system for civil servants on use of standards and procedures for regulating the provision of state properties in the service of CSOs;

2.3.3. Develop Electronic Register of State property allocated for the use by CSOs.

According to the available data, in the 2020 it was adopted the Law on the Provision for Use and Exchange of the Immovable Property of the Municipality as well as Regulation for Determining the Procedures for Allocation for Use and Exchange of the Municipal Immovable Property were adopted, which regulate the procedures, criteria as well as transparent mechanisms for regulating the allocation of municipal property for use by CSOs. During 2022, MLGA has started the process of supplementing/amending the Law on allocation for use and exchange of municipal immovable property, but this is an additional activity in addition to implemented activities. The Draft Law on Allocation for Use and Exchange of Municipal Immovable Property was adopted by the Government in December 2023.

As for the activity that covers establishing an electronic register of state properties given for use of CSOs, even though according to the report from the OGG, the municipalities are obliged to publish the list of municipal properties based on the relevant Law and Regulation in this field that are given for use, until 2023 no initiative was taken to create the register. Civikos, within Civic Engagement Program, in cooperation with the Office for Good Governance, has played an important role in this process, where through meetings and communication with MLGA, it has advocated for initiation of developing of this register. As a result, in the first part of 2023, confirmation was received from MLGA that the electronic Register of state properties given for use to CSOs will be included in the "e-Komuna" platform. The creation of the registry is already included as part of the process of upgrading this platform, a process for which the relevant procedures are still being developed by the MLGA. This register is important because it aims through it to summarize in a specific place the data for properties that each municipality provides for use for CSOs. In this way, fair and clear information of the interested parties is ensured through an easy access to these data.

Fourth specific objective foresees for establishing a co-financing system for EU-funded projects of CSOs. Planned activities within this objective are:

- 2.4.1. *Set the standards, procedures and institutional mechanisms of co-financing of EU funded projects of CSOs;*
- 2.4.2. *Set the standards, procedures and institutional mechanisms of co-financing of EU funded projects of CSOs;*
- 2.4.3. *Design and deliver a training program/system for civil servants and CSOs on use of standards and procedures for co-financing of EU-funded projects of CSOs;*
- 2.4.4. *Organize info sessions for CSOs on opportunities for co-financing of EU funded projects;*
- 2.4.5. *Organize info sessions for CSOs on opportunities for co-financing of EU funded projects;*

Even though, according to the Action Plan for the Strategy it was foreseen development of financing mechanism, establishment of standards, procedures and institutional mechanisms for the co-financing of CSOs projects supported by the EU and other activities related to the regulation of this field, neither of these activities were carried out by the institutions. Consequently, these activities have been identified as delays.

Objektive 2

PENHANCEMENT OF THE REGULATORY AND INSTITUTIONAL FRAMEWORK FOR FINANCING SUSTAINABILITY OF PROGRAMMES AND PROJECTS OF CSOS IN PUBLIC INTEREST



Fully implemented activities

- 2.1.1. Conducting the training on implementing the Regulation and on assessment of proposals of CSOs' projects and programs programme for ministries and Municipalities;
- 2.1.3. Organizing coordination meetings of OPM's, ministries and municipalities on joint planning \ and reporting on public financing of CSOs;
- 2.1.4. Publishing annual reports on public financing of CSOs in Kosovo;
- 2.1.5. Upgrading the central online database on public financing of CSOs in Kosovo. ojqfinancime.rks-gov.net;
- 2.1.7. Increasing the supervisory role of the MF in implementing the Regulation;
- 2.3.1. Establishing standards, procedures, criteria and transparent institutional mechanisms for r egulating the provision of state properties in the service of CSOs;
- 2.3.2. Design and deliver a training program/system for civil servants on use of standards and procedures for regulating the provision of state properties in the service of CSOs;
- 2.4.5. Recruitment of the new official for the coordination of process of public financing of CSOs.



Partially implemented activities

- 2.1.2. Providing on-the-job training and mentoring (including supervisory role) to ministries and municipalities in preparing and implementing calls for public funding of CSOs projects and programs.



Ongoing implementation of activities

- 2.1.8. Establishing co-operation and communication between the BO and the CSO regarding the CSO financing cycle of public finances (planning, execution and audit);
- 2.3.3. Develop Electronic Register of State property allocated for the use by CSOs;



Unimplemented activities

- 2.1.6. Reviewing the Manual for implementing the Regulation on Public Financing of CSOs;
- 2.2.1. To review of the legal framework of the defining and regulating philanthropy (including endowment, PBO fields harmonization);
- 2.2.2. Design and deliver training program/system for tax officials on local and international practices of administering tax benefits for individual philanthropy and corporations;
- 2.2.3. Create and strengthen institutional mechanisms for the development of individual and corporate philanthropy;
- 2.2.4. Awareness campaigns for businesses and citizens about the possibility that individuals or corporations provide for philanthropy;
- 2.4.1. Set the standards, procedures and institutional mechanisms of co-financing of EU funded projects of CSOs;
- 2.4.2. Establishing institutional standards and procedures and mechanisms on co-financing of EU-funded projects of CSOs;
- 2.4.3. Design and deliver a training program/system for civil servants and CSOs on use of standards and procedures for co-financing of EU-funded projects of CSOs;
- 2.4.4. Organize info sessions for CSOs on opportunities for co-financing of EU funded projects;

Infographics 5: Implementation of activities within Objective 2

I. 3. Implementation of Strategic Objective 3: Develop practices and procedures of contracting of CSOs for provision of public services

The main problem identified in the field of service delivery concerns the underdeveloped and non-transparent practices for contracting CSOs for provision of public services. Consequently, the strategic objective aimed at improving practices and procedures for contracting CSOs for provision of services is defined. This strategic objective contains 4 specific objectives with 9 activities. Based on the available data, during the July-December 2023 period, an initiative was taken to implement the activity which foresees the creation of standards, procedures and criteria for regulating the contracting of CSOs in the provision of services. This has affected the level of progress in the implementation of the activities foreseen within this objective, where the aforementioned activity is now characterized as an activity in the process of implementation. Consequently, until December 2023, from total of **9 planned activities, 1 activity has been fully implemented, 3 activities are in process of implementation, whereas 5 other have not been implemented at all.** More specifically, over **33 percent of activities are in process of implementation, over 11 percent are fully implemented,** whereas over **55 percent have not been implemented.** If it is analyzed in terms of the weight of the importance of the implementation or non-implementation of the activities, then it can be realized that with the beginning of the work on the drafting of the secondary legislation for the contracting of services, considerable progress has been made in this field since we are dealing with the creation of legal framework, which compared to activities that are more of a technical nature such as: trainings, information sessions, meetings, etc., has a greater weight in terms of cooperation between Civil Society and the Government. On the other hand, an area that is not characterized by any progress until this monitoring period, and which is also related to the creation of the legal framework and implementation mechanisms, is related to the part of regulating the economic activities of CSOs.

First specific objective foresees improvement of legal and institutional framework for regulating economic activities of CSOs. Planned activities within this objective are:

- 3.1.1. *Consolidate the overall legal framework, including tax legislation, with regards to economic activities of CSOs;*
- 3.1.2. *Prepare Guidelines for implementing the consolidated legal framework with case studies;*
- 3.1.3. *Organize information sessions for civil servants, including tax officials, to inform them about the changes in legal framework.*

Other activities foreseen within this objective are not implemented yet. As for the activity that includes the consolidation of the legal framework, including the tax legislation, in relation to economic activities, during the period January - June 2023, it has been reported by the MFLT that the tax legislation is undergoing changes. However, there is no data if the changes are directly related to the economic activities of CSOs. Even though the change in tax legislation was legislative program for 2023, there are no concrete developments and specific information regarding the process, whether it was finished within 2023. Through the implementation of these activities, greater clarity would be created in how CSOs can develop economic activities in order to create financial stability through them and not remain dependent on funds from other institutions or donors.

Second specific Objective foresees regulating of standards and procedures for provision of public services by CSOs. Planned activities within this objective are:

- 3.2.1. *Finalize the needs assessment for the provision of public services by CSOs in different fields of work;*

- 3.2.2. *Design and deliver a training program for civil servants to learn about the legal framework and models available for contracting CSOs with regards to provision of public services;*
- 3.2.3. *Launch a public information campaign to inform CSOs about the opportunities of helping the government provide public services.*

Finalization of the needs assessment for the provision of public services by CSOs in different fields of work is the only activity that has been fully implemented within Strategic Objective 3. The CiviKos Platform, in collaboration with the Office for Good Governance in 2022 prepared needs assessment of organizations that provide services within the project “Mitigating the impact of the COVID-19 pandemic on CSOs providing services” supported by Balkan Trust for Democracy”, financed by the German Marshall Fund - USAID. More specifically, “Mapping and Challenges of Civil Society Organizations in the provision of social and family services in Kosovo”; “Policy Document Regarding the Contracting of Services by CSOs”; and “Legal Framework in the Republic of Kosovo Regarding the Contracting of Services by NGOs” documents were developed. The documents present the current situation in the field of contracting services, identifying the challenges and needs of CSOs that provide services, also information on the legislation in force in Kosovo for this field and concrete recommendations for undertaking legal actions to regulate the contracting of services with CSOs. The importance of their drafting lies in the fact that they directly contributed to the implementation of Strategic Objective 3, respectively the activity “Finalization of the needs assessment for the provision of public services by CSOs in various fields of work”.

Furthermore, within activity for launching of the public information campaign for CSOs about the opportunities to help the Government provide public services, according to the data, the Office for Good Governance has been part of the activity that the CDF, where within the Program funded by the Global Fund grant, have initiated the discussion and process of creating a sustainable public financing mechanism for CSOs to provide community-based preventive health services within the national HIV and TB Programs.

The setbacks within this specific objective are evidenced in the activities related to the design and development of the training program in relation to the legal framework and existing models for the contracting of CSOs in the provision of public services, as well as awareness campaign for CSOs about the opportunities to help the government in provision of public services.

Third specific Objective foresees collection and publication of information about the services provided by CSOs. Planned activity within this objective is:

- 3.3.1. *Systematic collection and publishing information on potential of CSOs to provide public services for public institutions.*

Regarding the creation of the database of CSOs that provide public services, according to the data, the Ministry of Finance, Labor and Transfers has a list of organizations that provide social services, as well as the Ministry of Health the list of organizations that provide health services. However, to be considered a completed activity, the database needs to be created. Until December 2023, there is no data on whether database has been designed and completed. This database would serve as a special address with information on organizations that provide services in Kosovo.

Fourth specific Objective foresees enhancement of legislation that regulate standards and procedures for provision of public services by CSOs. Planned activities within this objective are:

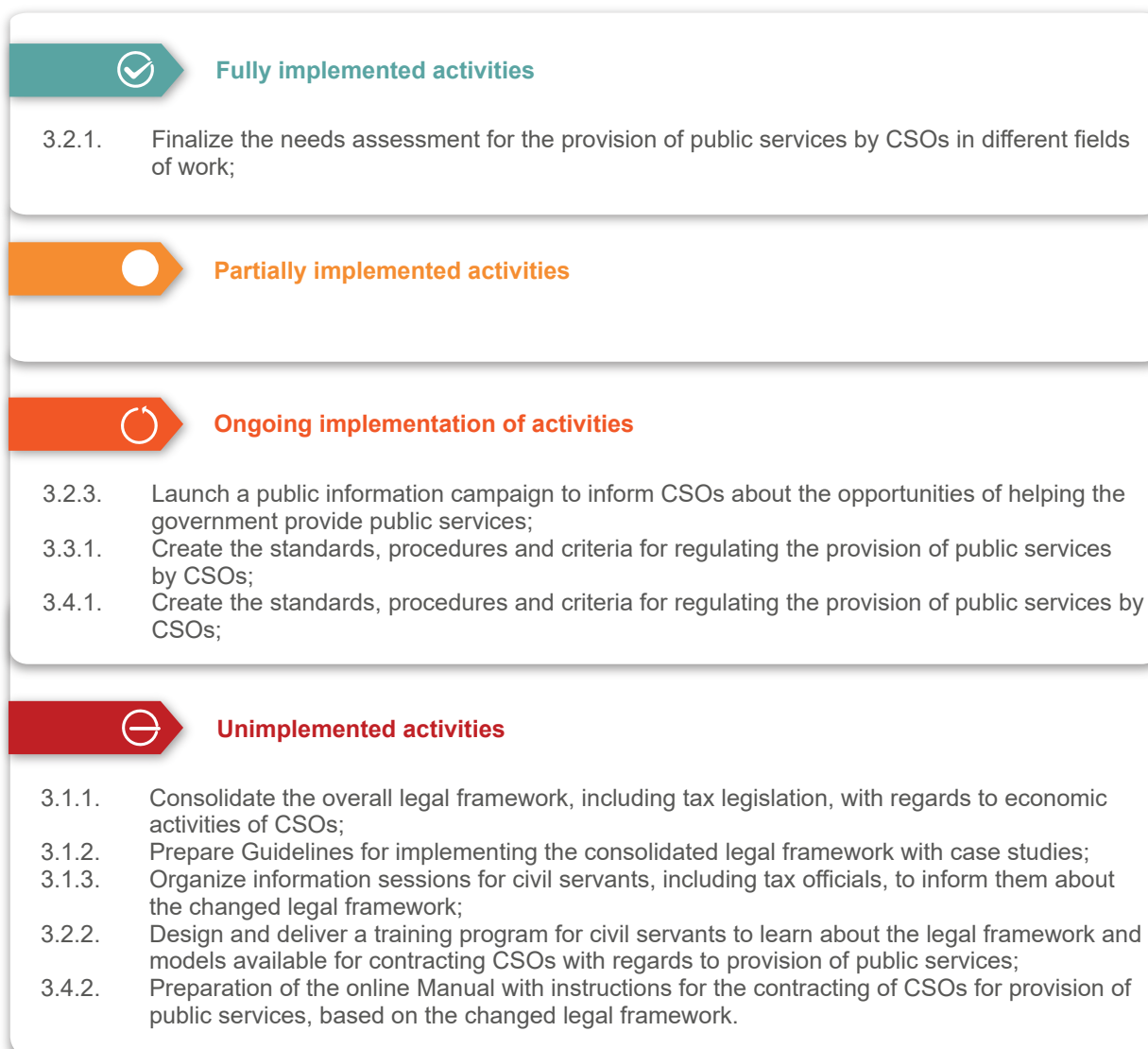
- 3.4.1. *Create the standards, procedures and criteria for regulating the provision of public services by CSOs;*
- 3.4.2. *Preparation of the Online Manual with instructions for the contracting of CSOs for provision of public services, based on the changed legal framework.*

As part of this activity that covers creation of standards, procedures and criteria for the regulation of public for regulation of public services by OCDs, in December 2023, the Ministry of Finance, Labor and Transfers (MFLT) established the working group for drafting of the Regulation for Contracting CSO Services, which consists of representatives of institutions and representatives of CSOs. The first meeting of the working group was held in December. The implementation of this activity regulates the field of contracting services in general and results in the stability of Civil Society Organizations that provide services, increasing the opportunities for citizens to receive the services they need.

Furthermore, the setback evident within this Specific objective deals with preparation of the online Manual with instructions for the contracting of CSOs for provision of public services, based on the changed legal framework.

Objektive 3

DEVELOP PRACTICES AND PROCEDURES OF CONTRACTING CSOs FOR PROVISION OF PUBLIC SERVICES



Infographics 6: Implementation of activity within Objective 3

I.4. Implementation of Strategic Objective 4: Increase volunteering in programs of public interest

The main problem identified for the field of volunteering was the lack of volunteering programs in public interest. As a result, the strategic objective aimed at increasing the volunteering in programs of public interest was defined. This strategic objective contains 3 specific objectives with 6 activities. According to available data, until December 2023, from total of **6 planned activities, 3 activities are in process of implementation** whereas **3 other have not been implemented at all**. Consequently, **50 percent of activities are in process of implementation** whereas **50 percent of activities are not implemented**. This objective is the only objective within which no activity has been fully implemented so far.

If it is analyzed in terms of how important non-implementation of the aforementioned activities is, then it can be concluded that during the period July-December 2023, in addition to the fact the none of the activities was carried out completely, within this objective there remain two areas where progress has not been noted. Thus, here also we are dealing with the creation of the legal framework and implementation mechanisms, which compared to the activities that are more of a technical nature such as: trainings, information sessions, meetings, etc., carry more weight in terms of civil society-government cooperation. More specifically, the planned activities are related to the implementation of the recommendations from the Concept-document on volunteerism and the launch of a grant scheme for financing activities for the development of CSOs capacities for effective management of volunteers.

First specific objective foresees establishing a comprehensive legal and institutional framework for supporting the development of volunteering. Planned activities within this objective are:

- 4.1.1. *Draft and adopt the draft concept document on volunteering;*
- 4.1.2. *Implementation of recommendations from the Concept document.*

Among the most important steps undertaken within this objective can be considered the concept-document for volunteering which aims to regulate and promote this field. According to the data, in 2019 a concept-document was prepared and shared with CSOs working in this field, but it has not been approved yet. Consequently, the other activities foreseen within this objective, which should derive from this document, have not been implemented.

During the 2022, KCSF within the Citizen Engagement Activity has started the initial study about volunteering in Kosovo, which aims to come up with concrete recommendations and solutions on improving the ecosystem of volunteering in Kosovo. The research has been finalized in the second part of 2023 and in the following period, opportunities for promotion and engagement in volunteering will be identified and discussed with the relevant parties.

Second specific Objective foresees development of capacities of CSOs to recruit, engage and manage volunteers. Planned activities within this objective are:

- 4.2.1. *Launch a grant scheme for financing capacity building activities for CSOs on effective management of volunteers;*
- 4.2.2. *Prepare a Manual with guidelines for recruiting, and managing volunteers.*

Both activities planned within this specific objective are identified as setback since none of them have been implemented so far.

Fourth specific Objective foresees increase of citizen awareness on the opportunities and values of volunteering. Planned activities within this objective are:

4.3.1. Conduct an awareness raising campaign on volunteering and its role in improving public wellbeing;

4.3.2. Upgrade the Online registry of youth volunteers registered.

Based on the data, OGG has been part of several activities to increase citizens' awareness of the opportunities and values of volunteering, as well as a video on the importance of volunteering has been developed and broadcasted.

Even though, according to data and information from organizations that deal with activities in the field of volunteering, the online platform for young registered volunteers has been re-functionalized, this platform must be updated with data, maintained and enable the registration of all necessary data related to voluntary work.

Objektive 4

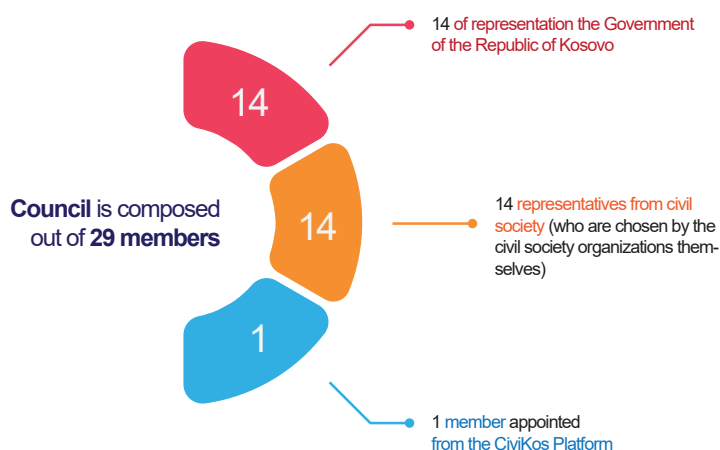
INCREASE VOLUNTEERING IN PROGRAMS OF PUBLIC



Infographics 7: Implementation of activity within Objective 4

II. THE WORK OF THE COUNCIL FOR GOVERNMENT COOPERATION WITH CIVIL SOCIETY⁷

The Council for Government Cooperation with Civil Society was established in 2019 and represents the main permanent advisory mechanism that coordinates the entire process of Government cooperation with Civil Society. The purpose of the Council is to strengthen the government's cooperation with civil society, promote and support the strengthening of the civil society sector and ensure the coordination and monitoring of the implementation of the Government Strategy for Cooperation with Civil Society 2019-2023.



During the period July-December 2023, two regular meetings of the Council were held. Whereas, since its establishment until the end of 2023, a total of 13 meetings/workshops of the Council were held, where most of the meetings were held in 2022, and least in 2021. More specifically: three meetings/workshops were held in 2019, two in 2020, one in 2021, four in 2022 and three in 2023.

Infographics 8: Composition of the Council



Within the Council also operate **4 working teams** which have been established for each of the strategic objectives of the Strategy. The teams are composed of members of the Council, OGG and representatives of public institutions and other CSOs, the scope of which corresponds to the relevant strategic objectives. Each of these teams has also chosen a coordinator (the chosen coordinators of the teams are representatives from Civil Society). OGG also serves as the Secretariat of the Council and is in place to develop and maintain all activities necessary for the work of the Council.

Infographics 9: Number of Council meetings/workshops

⁷ <http://www.Civikos.net/sq/anetaret-e-keshillit-2019-2023>

Since the establishment of the Council and working teams until the end of 2023, these teams have met as follows: during 2019, one meeting was held for each of the working teams, while in 2020, two meetings were held for the Team I and Team II. Also, during 2021, Team I held three meetings, Team II held two meetings, while Team III and Team IV held one meeting each. During 2022, each of the work teams held one regular meeting, while during 2023 Team II and Team III held one meeting each.

In addition to the regular meetings of the Council and working teams, joint meetings of team coordinators were also held. In 2020, one meeting of coordinators was held, in 2021 four such meetings were held, while three meetings were held in 2022 and two in 2023.

According to the Decision on the Establishment of Working Teams, among the main responsibilities of the members of these teams is to identify the achievements and challenges in the implementation of the work plans and then to propose to the Council the undertaking of measures for the implementation of the work plans and other measures for the fulfillment of the mandate of the Council. The regular meetings of the teams and the engagement of the members in these meetings result in more extensive information on the course of implementation of the activities, especially from the representatives of the institutions in these teams, and faster identification of the necessary measures to be taken by the institutions.

In order to increase the inclusiveness of Civil Society in the process of implementing the Strategy and to support the Council in this process, in 2022 **four thematic groups with members and non-members of the Council and civil society activists**, have been established, based on the four strategic objectives of the Government Strategy for Cooperation with Civil Society 2019-2023. These groups were established by the CiviKos Platform, with the support of the Civic Engagement Activity, a partnership between the KCSF and USAID in Kosovo. The main role of Civil Society representatives in these groups is to work on identifying the main challenges and shortcomings of implementation process of the Strategy, respectively the structural problems that civil society organizations face, and in this way serve as a platform which empowers the voice of civil society in Kosovo. These groups cooperate and help the Council in identifying the main challenges and shortcomings related to the implementation of the Strategy and the general legal framework related to a favorable environment for the development of Civil Society.

During 2022, four workshops were held for each of the groups, where the members during this period worked on drafting recommendations for increasing the implementation of activities within the respective objectives of the Strategy, as well as analyzed the activities and developments related to the Strategy, including providing comments on the relevant concept-papers. During the 2023, three workshops were organized for each of the groups, where in addition to the identification of challenges and shortcomings in the implementation of the Strategy, the members during this period have finalized and sent to the Council and the OGG, their recommendations for the effective implementation of activities within the relevant objectives of the Strategy. Moreover, these teams worked on identifying and drafting recommendations to be addressed in the new Strategy, based on the issues and challenges Civil Society Organizations and citizens in Kosovo face.

III. GENERAL CHALLENGES IN IMPLEMENTATION OF THE STRATEGY

The implementation of the Strategy has been accompanied by numerous challenges during the period July-December 2023, which have resulted in non-implementation of activities by the institutions responsible for the implementation of the objectives of the Strategy. The challenges that have accompanied the implementation of the Strategy have been almost the same from the beginning (year 2019) until its last year (2023).

The frequent change of the composition of the institutions or the reforms of the Government has for a long time affected the process of implementing the Strategy, thus resulting in ambiguity in terms of responsibilities in the performance of tasks related to the activities of the Strategy. According to the Action Plan of the Strategy, in addition to the defined activities, the institutions responsible for their implementation have been determined. With the reforms of the Government, several ministries have been extinguished and also several merged, and this has caused the responsibilities of the institutions in relation to the implementation of the objectives of the Strategy to be ambiguous and, as a result, activities have not been carried out.

As a result of the frequent change of the Secretaries of the ministries, or their non-appointment, the participation of the Secretaries in the meetings of the Council has been low. According to the decision on the establishment of the Council, the representatives of the Government in the Council are appointed by the relevant institutions, which are represented at the level of general secretaries and directors in charge. Meanwhile, in many cases, the representation of the institutions in the Council meetings was done by delegation of officer to participate, and who were not always the same and this made the progress of the Council's work difficult.

On the other hand, the COVID-19 Pandemic has made the Strategy implementation process quite difficult, given the fact that communication and holding meetings has been more difficult in this period, especially during 2020.

The rotation of Council members (whether from institutions or Civil Society) has been quite frequent, especially in the first years of the implementation of the Strategy. Although after 2022 there was no rotation of membership of the Council, their participation in the meetings of the Council and in general, in the process of identifying gaps in the implementation of activities of the Strategy and advocacy for the implementation of activities was quite low.

Likewise, other challenges such as: the lack of allocation of budget funds for the implementation of the Strategy's activities, and the lack of human capacities when it comes to number of OGG staff, have accompanied the entire process of the Strategy's implementation. Apart from the mandate as the Secretariat of the Council and the obligations for coordinating the activities of the Council, according to the Action Plan, the OGG is a leading institution for the implementation of 15 activities within the four objectives of the Strategy as well as a supporting institution for the implementation of 11 activities within the objectives. In this way, the OGG has been in charge of numerous activities within the framework of the implementation of the Strategy, which include the preparation of the annual report on public consultations, the annual report on public financing of CSOs, the preparation of the annual report of implementation of the Strategy, organizing the Council meetings and Council team meetings, etc. This represents a rather large burden for the OGG, considering the limitations that this institution has regarding human resources, since with all these responsibilities the number of staff engaged in this office continues to remain the same (the total number of officials in this institution is nine, while only three of them cover the Strategy implementation process).⁸ Moreover, lack of budget allocation has had impact in non-implementation of activities of the Strategy, where one of the activities that has not yet been implemented as a result of the lack of allocation of funds is the recruitment of the official for the coordination of the public consultation process.

⁸ OGG also covers other areas which are not part of the Strategy

CONCLUSIONS AND RECOMMENDATIONS

This report reflected the findings from the monitoring of the implementation of the four Strategic Objectives of the Government Strategy for Cooperation with Civil Society 2019-2023 for the period July-December 2023, in particular, summarizing the findings from the monitoring of the Strategy since the beginning of its implementation.

Main findings indicate that even during this period July-December 2023 no great achievements were observed in the implementation of the activities foreseen within the Strategy. The greatest progress is observed in the activity related to the regulation of the criteria and procedures for the contracting of CSOs in the provision of services, which constitutes a very important and substantive development, both in terms of the regulation of the legal framework of this field and also in the level of implementation of Objective 3 of the Strategy.

As for other objectives, the developments in Objective 1 and Objective 2 are mainly the continuation of the processes started in the previous periods.

Meanwhile, Objective 4, which covers the field of volunteering, is not characterized by any fully implemented activity even in this period.

Based on the findings of this report, the recommendations for further action are below:

Recommendation 1: The institutions responsible for the implementation of the activities of the Strategy need to be more active in implementation, that is, to take responsibility and concrete steps in the direction of realization, and especially in the completion of the processes related to the activities which include the development of legislation, the creation of systems or different mechanisms for their implementation. In this way, the ministries responsible for the implementation of the activities of the Strategy reflect a higher responsibility in relation to the performance of the obligations set by the Strategy.

Recommendation 2: The Council should be more active in monitoring the implementation of activities by the institutions. In this way, faster identification of shortcomings and consequently the measures to be taken in order to complete the processes would be ensured.

Recommendation 3: The Government of the Republic of Kosovo to allocate budget for implementation of activities of the Strategy according to the obligations assumed with the Strategy. Ministries and other relevant institutions should be in close coordination with the Ministry of Finance to ensure that the necessary budget is allocated for the implementation of activities of the Strategy. Budget allocation enables institutions to implement activities that carry financial costs, especially in cases where they are continuous, such as recruitment of the official for the coordination of the public consultation process.

Recommendation 4: To increase the capacity of the human resources of the OGG in order to ensure the implementation of the activities of the Strategy, especially to enable the recruitment of the official for the coordination of the public consultation process. This would result in faster and more sustainable coordination, which contributes to increased cooperation between Civil Society and institutions.

ANNEX I. IMPLEMENTATION OF STRATEGIC OBJECTIVE 1: INCREASING CIVIL SOCIETY PARTICIPATION IN POLICY- MAKING¹

Specific objective 1.1 Improving the capacities of institutions for implementation of minimum standards for public consultations						
Activities	Product (Output)	Results OGG, for the periods: 2019-2021; 2022; January-June 2023	CiviKos, for the periods: 2019-2021; 2022; January-June 2023	Results OGG, July -December 2023 period	Civikos, July -December 2023 period	Implementation level
1.1.1 Provision of knowledge on Regulation for the standards minimum for consultations with public	Three sessions informative for ministries and municipalities of selected of implemented Report for trainings published	2019-2021: In December 2020, OGG/OPM in collaboration with IKAP have carried out training for civil servants by central and local level for public consultations and online platform for public involvement in policy-making. In this training, the system and the methodology of public consultations, the regulation, platform and monitoring and reporting about the flow of public consultations. So 10 officials have been certified as Trainers for public consultations. MLGA, pursuant to its legal mandate in 2018 drafted the Administrative Instruction (MLGA No. 04/2018 on Minimum Standards for Public Consultation in Municipalities. For the purpose of information to the best of municipalities, inter-ministerial institutions, civil society organizations, the media, as well as other actors, MLGA has conducted public consultations in writing and electronically. MLGA in cooperation with partners (USAID) has organized 5 information sessions with the municipalities and the ministry, where the municipal officials were informed about the obligations and responsibilities arising from this instruction.	2019-2021: According to data from OGG information sessions have been carried out. There is no data if the report for trainings for the relevant year has been published. 2022: Annual report : Training of civil servants, January-June 2020. Kosovo Institute for Public Administration. 12.09.2022. Link in Albanian language: https://ikap.rks-gov.net/media/09f93879-53b4-4000-8e57-8fc194bf2fc7.pdf			

¹Fully implemented activities are highlighted in green, partially implemented activities in blue, activities in the process of implementation in yellow while the unimplemented activities are in red.

1.1.2 Setting of rules and standards for public consultations at the local level	Standards and rules for public consultation approved and in operation	2019-2021: “Framework for Improving the Implementation of Minimum Standards for Public Consultation for the Period 2021 - 2025” was launched.	2019-2021: Framework for Improving the Implementation of Minimum Standards for Public Consultation for the Period 2021 - 2025. Office for Good Governance/PM’s Office. 05.11.2021. Online Platform for Public Consultation. Link in Albanian: https://konsultimet.rks-gov.net/Storage/News/KORNIZA%20-SHQIP.pdf			
1.1.3 Providing a training Program for central and local government institutions on the methods of involving CSOs in policy making	The training program for government institutions on the methods of involving CSOs in policy making has been finalized and distributed. 9 training sessions organized for targeted Ministries and Municipalities	2019-2021: OGG in cooperation with KIPA and with the support of the EU TA project, during 2020 organized and offered the Training of Trainers Program (ToT) for public consultations. In 2019, OGG together with KIPA, developed training in the field of Administration and Legislation on the topic “Process of public consultations” with two groups of participants. The first group on 02-03 April 2019, and the second group on 15-16 April 2019. Additionally, the OGG/ OPM, together with KIPA and MLGA, on September 9-10, 2019, conducted the next round of trainings - The public consultation process at the local level, where five municipalities with 6 officials were part of it. On December 1, 2020, the OGG organized a meeting with the coordinators for public consultations in line ministries. During December 14-15, OGG/OPM in cooperation with KIPA have conducted training for civil servants from the central and local level for public consultations. KIPA together with the team of certified Trainers and OGG/ OPM have invited officials of central and local level institutions to participate in the online training “Process of public consultation”. The trainings were organized for 2 groups of participants on April 26 and 27, 2021, and on April 29 and 30, 2021. The organization of online trainings continued with certified ToT on May 17 and 18, 2021 - First Group and Second Group on May 24 and 25, 2021.	2019-2021: According to the data, the Training of Trainers (ToT) Program for public consultations was developed and training sessions were organized.			

<p>1.1.4 Advancing and increasing the use of the Online Platform for public consultation</p>	<p>Online platform upgraded. Web guide developed and used by state institutions</p>	<p>2019-2021: The Office for Good Governance with the online platform for public consultations started in 2020, but especially in 2021 it worked on updating data for institutions and also for coordinators throughout the pandemic as well as changing the decisions of the Assembly for government institutions, correcting the platform and maintaining it with new data. One of the main points where it was intervened is the quantification and generation of statistical reports regarding the participation of third parties in consultative processes as well as the measurement of the performance of ministries or different government agencies in the inclusion of citizens in decision-making processes. 2022: During 2022, work was done on facilitating access to public documents for people in special needs. In December 2022, the publication of videos summarizing the content of the documents in the process of public consultation, for deaf, hard of hearing and blind people, began.</p> <p>January-June 2023: Office for Good Governance is working on further advancement of the platform, specifically in creating of the platform's mobile application.</p>	<p>2019-2021: Public Consultation Platform. Office for Good Governance, within the Prime Minister's Office, Government of the Republic of Kosovo. Link in Albanian: https:// konsultimet.rks-gov.net/</p> <p>2022: Promotional video for the Online Consultation Platform. Office for Good Governance, in the Prime Minister's Office, Government of the Republic of Kosovo. December 12, 2022. Public Consultation Platform. Link in Albanian: https://konsultimet.rks-gov.net/singlePost.php?Post=70017</p> <p>Concept Document for the Use and Exchange of Municipal Immovable Property. Office for Good Governance, within the Prime Minister's Office, Government of the Republic of Kosovo. December 15, 2022. Public Consultation Platform. Link in Albanian: http://ojqfinancime.rks-gov.net/wp-content/uploads/2023/07/Raportivjetor2022.pdf</p>			
<p>1.1.5 Providing on-the-job training for selected ministries in the preparation of reports based on the results of public consultations</p>	<p>On-the-job training for 7 selected ministries in the preparation of the implemented result-based reports on public consultations</p>	<p>2019-2021: During 2019, sessions were held with the Ministry of Education, Science and Technology, the Ministry of Public Administration and the Ministry of Agriculture, Forestry and Rural Development, while support was also provided to the Ministry of Justice. Even during the year 2020-2021, the Office for Good Governance/ Office of the Prime Minister has continued cooperation with ministries, municipalities and civil society regarding the smooth running and improvement of the public consultation process. Not only the Ministries, but also the Municipalities, were offered continuous support by the Office for Good Governance through daily information, answers and clarifications as requested by them.</p>	<p>2019-2021: According to the data, training/support was provided to 4 ministries.</p>	<p>Strengthening of capacities for public officials of public consultations through the Kosovo Institute for Public Administration along with the Certified Trainers and OGG/OPM has been continuing with the training, whether through work teams or in institutions responsible for public consultations.</p>		

		January-June 2023: OGG has continued to provide support to central and local institutions by providing information and clarifications for the preparation of reports and the use of the online platform for public consultations.				
1.1.6 Organizing practical information sessions for the effective use of the Online Platform	5 training sessions with Ministries and municipalities	<p>2019-2021: The Office for Good Governance/Office of the Prime Minister, in cooperation with the Institute of Public Administration -KIPA for two days in a row on December 14 and 15, 2020, carried out training to increase the capacities of civil servants from the central and local level for public consultations and online platform for involvement in policy making. To continue together with the Kosovo Institute for Public Administration (KIPA), where employees of central and local level institutions were invited to participate in the online training “Process of public consultation”. The public consultation process with 2 (two) groups of participants on April 26-27, 2021, and April 29-30, 2021.</p> <p>The organization of online trainings continued with certified ToT on May 17 and 18, 2021 - First Group and Second Group on date: 24 and 25 May, 2021.</p>	2019-2021: According to the data, the training sessions were carried out.	Strengthening of capacities and support on implementing the Regulation to officials at the central and the local level has continued all this time. This was delivered in the work place, through online communication and also training. On September 6-7, 2023, OGG along with MLGA have carried out the Training “Public Consultation in Municipalities and the Process of Publication on the Public Consultation Platform of the Republic of Kosovo”.		
1.1.7 Organizing coordination meetings for ministries and prime minister’s offices	6 meetings organized	<p>2019-2021: GDuring 2019, three coordination meetings of ministries and OGG/OPM were organized. On May 27, 2021, the OGG held a working meeting with KIPA and they worked on completing the calendar plan for trainings for public consultations and for public financing of NGOs. On July 21, 2021, a joint meeting was held with the coordinators for consultations in the ministry. Furthermore, the Office of the Prime Minister/Office for Good Governance held a working meeting with representatives of MLGA to coordinate and discuss the process of advancing and extending public consultations to the local level as well.</p>	2019-2021: According to the data, the coordination sessions were carried out. According to the data, the coordination sessions were carried out.			

1.1.8 Publication of annual monitoring reports on the implementation of minimum standards for public consultations at the central and local level	Annual monitoring reports published on time and in accordance with the requirements of the Regulation	2019-2021: In accordance with the requirements of the Regulation, the Office for Good Governance/Office of the Prime Minister, in cooperation with all ministries and other institutions involved in the process of developing policies and legislation, for the fourth year in a row, prepared annual reports for public consultations. The request of the Office for Good Governance/Office of the Prime Minister for reporting by the ministries sent on February 22, 2021 was answered by 13 ministries out of 15, as well as the Office of the Prime Minister.	OGG prepared and published annual monitoring reports on the implementation of minimum standards for public consultations at the central and local level for the years: 2019, 2020, 2021 dhe 2022. Annual Report on Consultations with the Public in the Government of the Republic of Kosovo for the Year 2022. Office for Good Governance/ Office of the Prime Minister. March, 2023 Online Platform for Public Consultations. Link in Albanian language: https://konsultimet.rks-gov.net/Storage/Docs/Doc-645b4128e5f52.pdf		The report for 2023 will be conducted and published during the first part of 2024.	
1.1.9 Publication of the best practices of consultation with state institutions and municipalities	Best practices collected, published and promoted across central and local institutions.	2019-2021: MLGA, in cooperation with civil society organizations, has established the 'Consultative Forum for Local Government' in order to involve them in public policies. During the meetings with Civil Society Organizations, topics about the best practices of public consultation at the central and local level were also discussed. For more see: https://mapl.rks-gov.net/forumi-konsultativ-per-qeverisje-lokale/	2019-2021: There is no data on whether best practices are published and promoted.			
1.1.10 Recruiting an official to coordinate public consultation process	The new official is recruited and at work	2019-2021: During this time and in short periods, the OGG/OPM has been supported by various projects and donors, the TACSO project.	2019-2021, 2022: According to the data, the recruitment of the official has not been done. January-June 2023: Meetings between the Office for Good Governance and the Office of the Deputy General Secretary of the OPM about the regulation for the internal reorganization of the Government were conducted, in order to include the recruitment of an official to coordinate the public consultations process.	During this time and in short periods, the OGG/OPM has been supported by various projects and donors, the TACSO project.		

Specific objective 1.2 Increasing awareness of citizens and civil society on public consultations

Activities	Product (Output)	Results OGG, for the periods: 2019-2021; 2022; January-June 2023	CiviKos, for the periods: 2019-2021; 2022; January-June 2023	Results OGG, July -December 2023 period	Civikos, July -December 2023 period	Implementation level
1.2.1 Development and implementation of a public communication strategy on Online Platform and standards of public consultations	Public communication strategy developed, published and fully operational	2019-2021: The Office for Good Governance/Office of the Prime Minister during 2020 started the information campaign for the Online Platform for Public Consultations and the minimum standards for citizen involvement in policy-making and decision-making. A guide for using the Online Platform for Public Consultations has also been prepared.	2019-2021: According to the data, OGG during 2020 started the information campaign for the Online Platform for Public Consultations and the Minimum standards for citizen involvement in policy-making and decision-making. Moreover, with the support of donors, a Communication Strategy with the public has been prepared on the Online platform and public consultation standards. The strategy has not been published.	Since 2020, the Office for Good Governance/Prime Minister's Office has been delivering the informative campaign on Online Platform for Public Consultations and also on minimum standards for the involvement of citizens in policy-making and decision-making. A guideline for using the Online Platform for Public Consultations (tutorial) has also been prepared which appeals to the citizens, civil society representatives, and the public to use the Online Platform for Public Consultations. The tutorial also explains how civil society and the public can be involved and comment into the platform.		

1.2.2 Conduct an awareness raising campaign on standards of public consultations	Guideline for using the online platform for public consultations by CSOs and citizens developed and practical	2019-2021: The Office for Good Governance/Office of the Prime Minister, starting from September 2020, has advanced the modalities on the platform for consultations and through the platform, website and social networks, has developed and is developing an information	2019-2021: The guideline were prepared and published			
	3 Video spots on the online platform developed and broadcast on the largest TV and radio stations, as well as through social networks	campaign for the Online Platform for Public Consultations and the Minimum Standards for inclusion of citizens in policy-making and decision-making. A guide for using the Online Platform for Public Consultations (tutorial) has been prepared, which calls on citizens, civil society representatives and the general public to use the Online Platform for public consultations. This tutorial also explains how civil society and the public can get involved in the platform and provide comments.	2019-2021: Video spots were prepared and distributed			
	Design, printing and distribution of flyers on the online platform		2019-2021: Flyers prepared and distributed			

Specific objective 1.3 Improvement of the capacities of CSOs to contribute in public consultations process.

Activities	Product (Output)	Results OGG, for the periods: 2019-2021; 2022; January-June 2023	CiviKos, for the periods: 2019-2021; 2022; January-June 2023	Results OGG, July -December 2023 period	Civikos, July -December 2023 period	Implementation level
1.3.1 Carrying out informative sessions to increase the capacities of CSOs to contribute to public consultations process.	Information sessions held for 5 regional centers (Peja, Prishtina, Gjilan, Mitrovica, Prizren)	2019-2021: Although the Office for Good Governance/ Office of the Prime Minister has organized and held meetings with CSOs to inform them about the process of public consultations, the platform for consultations and the details for access to the platform, what should be emphasized is that during reporting period, no trainings and information sessions have been carried out only for CSOs to contribute to the public consultation process.	January-June 2023: There is no data whether during the period January-June 2023, the responsible institutions have organized the information sessions in the municipalities of Kosovo. KCSF, through the Resource Center for Civil Society, has provided training and information sessions for civil society regarding the use of formal mechanisms for citizen participation.	Cooperation between donors and organizations part of the Council and implementation of the Strategy - e.g in December 2023, a training concerning the strengthening of CSOs and local activists capacities for monitoring the implementation of public consultations minimum standards has been carried out. This process will involve 16 NGOs and local activists, from 8 regions in 38 municipalities.	There is no data on weter the institutions have organized the informative sessions. Meanwhile, KLGI within the Citizen Engagement Activity has started with activities regarding the process of monitoring of minimum standards of public consultation at the local level. Consequently, organizations and activists have been selected	

				During the training, basic concepts of involvement and legal aspect were explained, while the monitoring process using the methodology developed by KLG1 was also stimulated.	for participation in monitoring, and the process has started at the end of the year. At least 28 municipalities in 8 regions will be involved in monitoring.	
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ANNEX II. IMPLEMENTATION OF STRATEGIC OBJECTIVE 2: ENHANCEMENT OF THE REGULATORY AND INSTITUTIONAL FRAMEWORK FOR FINANCING SUSTAINABILITY OF PROGRAMMES AND PROJECTS OF CSOs²

Specific objective 2.2. Improve the legal and institutional framework for the development of individual and corporate philanthropy						
Activities	Product (Output)	Results OGG, for the periods: 2019-2021; 2022; January-June 2023	CiviKos, for the periods: 2019-2021; 2022; January-June 2023	Results OGG, July -December 2023 period	Civikos, July -December 2023 period	Implementation level
2.2.1 Review of the legal framework of the defining and regulating philanthropy (including endowment, PBO fields harmonization)	Concept documents for the creation of a comprehensive legal framework for philanthropy prepared	2019-2021: Although some initial initiatives have been taken at the discussion level during the year, there are no changes in legislation regarding individual and corporate philanthropy. There is no progress to be considered. The creation and strengthening of institutional mechanisms for the development of individual and corporate philanthropy is planned to be implemented in cooperation with TAK, FCI and the AT Project and should be worked on during 2022.	2022: In April 2022, the first meeting of the informal Philanthropy Forum was held, thus marking the establishment of the Forum within the Civic Engagement Activity, a joint effort of KCSF and the USAID mission in Kosovo to provide a platform that enables systematic discussion of issues and actions to bring a more favorable legal and practical ecosystem for philanthropy in Kosovo. An analysis of the legal and regulatory framework for philanthropy in Kosovo is being developed by KCSF in cooperation with the European Center for Not-for-Profit Law, within the framework of the Citizen Engagement Activity. The analysis takes a comprehensive and multi-layered approach to the main obstacles that hinder the development of philanthropy, provides comparative European practices and proposes specific solutions to the identified issues. The analysis will serve as a basis for initiating policy dialog that promotes a culture of individual endowments for public good causes.		The analysis on the legal and regulative framework regarding philanthropy in Kosovo, which is being developed by KCSF in cooperation with European Center for not-for-Profit Law, within the Citizen Engagement Activity, is near completion. The analysis' findings and recommendations will be discussed with relevant stakeholders.	

² Fully implemented activities are highlighted in green, partially implemented activities in blue, activities in the process of implementation in yellow while the unimplemented activities are in red.

2.2.2 Design and deliver of training program/ system for tax officials on local and international practices of administering tax benefits for individual and corporations philanthropy	Training program designed and delivered and training sessions held.	2019-2021: There is no progress and therefore, in line with the previous activity, it is postponed until next year.				
2.2.3 Create and strengthen institutional mechanisms for the development of individual and corporations philanthropy	Institutional responsibilities for monitoring and improving the legal and policy framework for philanthropy defined Relevant personnel trained by institutions responsible for philanthropy policies	2019-2021: This activity will be implemented in 2022. No progress.				
2.2.4 Awareness campaigns for businesses and citizens about the possibility that individuals or corporations provide for philanthropy	Flyers designed and printed (1000 copies) Flyers distributed to citizens and businesses	2019-2021: No progress.				

Specific objective 2.2. Improve the legal and institutional framework for the development of individual and corporate philanthropy

Activities	Product (Output)	Results OGG, for the periods: 2019-2021; 2022; January-June 2023	CiviKos, for the periods: 2019-2021; 2022; January-June 2023	Results OGG, July -December 2023 period	Civikos, July -December 2023 period	Implementation level
2.2.1 Review of the legal framework of the defining and regulating philanthropy (including endowment, PBO fields harmonization)	Concept documents for the creation of a comprehensive legal framework for philanthropy prepared	2019-2021: Although some initial initiatives have been taken at the discussion level during the year, there are no changes in legislation regarding individual and corporate philanthropy. There is no progress to be considered. The creation and strengthening of institutional mechanisms for the development of individual and corporate philanthropy is planned to be implemented in cooperation with TAK, FCI and the AT Project and should be worked on during 2022.	2022: In April 2022, the first meeting of the informal Philanthropy Forum was held, thus marking the establishment of the Forum within the Civic Engagement Activity, a joint effort of KCSF and the USAID mission in Kosovo to provide a platform that enables systematic discussion of issues and actions to bring a more favorable legal and practical ecosystem for philanthropy in Kosovo. An analysis of the legal and regulatory framework for philanthropy in Kosovo is being developed by KCSF in cooperation with the European Center for Not-for-Profit Law, within the framework of the Citizen Engagement Activity. The analysis takes a comprehensive and multi-layered approach to the main obstacles that hinder the development of philanthropy, provides comparative European practices and proposes specific solutions to the identified issues. The analysis will serve as a basis for initiating policy dialog that promotes a culture of individual endowments for public good causes.		The analysis on the legal and regulative framework regarding philanthropy in Kosovo, which is being developed by KCSF in cooperation with European Center for not-for-Profit Law, within the Citizen Engagement Activity, is near completion. The analysis' findings and recommendations will be discussed with relevant stakeholders.	
2.2.2 Design and deliver of training program/system for tax officials on local and international practices of administering tax benefits for individual and corporations philanthropy	Training program designed and delivered and training sessions held.	2019-2021: There is no progress and therefore, in line with the previous activity, it is postponed until next year.				

2.2.3 Create and strengthen institutional mechanisms for the development of individual and corporations philanthropy	Institutional responsibilities for monitoring and improving the legal and policy framework for philanthropy defined Relevant personnel trained by institutions responsible for philanthropy policies	2019-2021: This activity will be implemented in 2022. No progress.				
2.2.4 Awareness campaigns for businesses and citizens about the possibility that individuals or corporations provide for philanthropy	Flyers designed and printed (1000 copies) Flyers distributed to citizens and businesses	2019-2021: No progress.				

Specific objective 2.3. Regulate the allocation of public owned property for the use by CSOs

Activities	Product (Output)	Results OGG, for the periods: 2019-2021; 2022; January-June 2023	CiviKos, for the periods: 2019-2021; 2022; January-June 2023	Results OGG, July -December 2023 period	Civikos, July -December 2023 period	Implementation level
2.3.1 Establishing standards, procedures, criteria and transparent institutional mechanisms for regulating allocation of state properties in the service of CSOs	Standards and Procedures have been developed and approved	2019-2021: The Law no. 06/l-092 on the provision for use and exchange of the immovable property of the municipality as well as Regulation (QRK) - No. 09/2020 for determining the procedures for allocation for use and exchange of the municipal immovable property were adopted, which regulate the procedures, criteria as well as transparent mechanisms for regulating the allocation of municipal property for use by CSOs.	2019-2021: Law No. 06/L-092 on allocation for use and exchange of municipal immovable property. Ministry of Local Government Administration. 03.04.2019. Official Gazette of the Republic of Kosovo. link in Albanian language: https://gzk.rks-gov.net/ActDetail.aspx?ActID=18917 2022: During 2022, MLGA has started the process of supplementing/amending the Law on allocation for use and exchange of municipal immovable property, but this is an additional activity in addition to implemented activities. January-June 2023: Concept Document for the Use and Exchange of Municipal Immovable Property. Ministry of Local		In December, the Government approved the draft-law on the allocation for the use, and exchange of municipality immovable property.	

			Government Administration. 15.12.2022. Online Platform for Public Consultations. Link in Albanian language: https://konsultimet.rks-gov.net/viewConsult.php?ConsultationID=41689			
2.3.2 Design and deliver a training program/system for civil servants on use of standards and procedures for regulating the provision of state properties in the service of CSOs	Designed and delivered training for implementation of standards and procedures	2019-2021: After the adoption of the Law No. 06/I-092 and Regulation (QRK) – No.09/2020, trainings have been organized to clarify the procedures for allocation municipal property, including CSOs. Also, a Circular has been developed, and distributed to the municipalities regarding the procedures for allocation for use of municipal property, a notification letter for municipalities regarding the procedures for the return of properties seized by the PAK to the ownership of the municipalities.				
2.3.3 Developing of Electronic Register of State property allocated for the use by CSOs	Electronic Register prepared and functional	2019-2021: Law no. 06/I-092 on allocation for use and exchange of municipal immovable property as well as Regulation (QRK) - No. 09/2020 for determining the procedures for allocation for use and exchange of the municipal immovable property were adopted, which provides that the municipalities are obliged to publish the list of municipal properties that they plan to put into use, this list must be published on the website of the respective municipality. January-June 2023: During June, MLGA confirmed that it will include the creation of the electronic Register of state properties allocated for use to CSOs in the e-komunat platform.	2019-2021: Although according to the information from the OGG, the municipalities, based on the relevant Law and Regulation for this field, are obliged to publish the list of municipal properties that are put into use, there is no data or information or data if the Electronic Register of state properties allocated for use by CSOs is developed.		Creation of the Registry has already been incorporated into the advancement process of the e-komuna platform, with the relevant procedures being developed by the MLGA.	
Objektivi specifik 2.4. Establishing of a system of co-financing of EU- funded projects of CSOs						
Activities	Product (Output)	Results OGG, for the periods: 2019-2021; 2022; January-June 2023	CiviKos, for the periods: 2019-2021; 2022; January-June 2023	Results OGG, July -December 2023 period	Civikos, July -December 2023 period	Implementation level
2.4.1 Establish a funding mechanism in the Ministry of Integration for co-financing of EU funded projects for CSOs	The funding mechanism has been established and is operational	2019-2021: No progress.				

2.4.2 Setting institutional standards, procedures and mechanisms on co-financing of EU-funded projects of CSOs	Analysis of good practices in the co- financing of EU funded CSO projects prepared Standards and procedures adopted and the responsible institution with the relevant budget has been decided.	2019-2021: Implementation in progress. Initial discussions are underway.	2019-2021: There are no concrete data about this process	Initial discussions are being developed.		
2.4.3 Design and deliver a training program/system for civil servants and CSOs on use of standards and procedures for co-financing of EU-funded projects of CSOs	The training program designed and developed for the relevant personnel of the responsible institutions.	2019-2021: No progress.				
2.4.4 Organizin of informative sessions for CSOs on opportunities for co-financing of EU funded projects	5 information sessions held in the main regions.	2019-2021: No progress.				
2.4.5 Recruiting a new official to coordinate process of public financing of CSOs	The new official is recruited and at work.	2019-2021: A former MEI official has been transferred to the Office for Good Governance/ Office of the Prime Minister.				

ANNEX III. IMPLEMENTATION OF STRATEGIC OBJECTIVE 3: DEVELOPMENT OF PRACTICES AND PROCEDURES FOR CONTRACTING OF CSOs FOR THE PROVISION OF PUBLIC SERVICES³

Specific objective 3.1. Improve the overall legal and institutional framework for regulating economic activities of NGOs						
Activities	Product (Output)	Results OGG, for the periods: 2019-2021; 2022; January-June 2023	CiviKos, for the periods: 2019-2021; 2022; January-June 2023	Results OGG, July -December 2023 period	Civikos, July -December 2023 period	Implementation level
3.1.1 Consolidate the overall legal framework, including tax legislation, with regards to economic activities of CSOs	Drafting a policy analysis of the provisions to be addressed/ prepared. Legal framework consolidated (especially the Law on Corporate Income Tax) Legal framework is under implementation	2019-2021: There are no concrete activities about this action. January-June 2023: MFPT has reported that the tax legislation is in the process of being amended.	January-June 2023: There is no data if the changes are directly related to the economic activities of CSOs.			
3.1.2 Prepare Guidelines for implementing the consolidated legal framework with case studies	Guidelines are prepared	2019-2021: There were no concrete activities about this action.				
3.1.3 Organize information sessions for civil servants, including tax officials, to inform them about the changes in legal framework	Three informative sessions held	2019-2021: There were no concrete activities about this action.				

³ Fully implemented activities are highlighted in green, partially implemented activities in blue, activities in the process of implementation in yellow while the unimplemented activities are in red.

Specific objective: 3.2. Enhance the awareness of institutions about the available opportunities (models) for contracting CSOs

Activities	Product (Output)	Results OGG, for the periods: 2019-2021; 2022; January-June 2023	CiviKos, for the periods: 2019-2021; 2022; January-June 2023	Results OGG, July-December 2023 period	Civikos, July-December 2023 period	Implementation level
3.2.1 Finalize the needs assessment for the provision of public services by CSOs in different fields of work	Needs assessment formulated for decide standards and procedures for the provision of public services by CSOs	2019-2021: Currently, MFLT is recognized as an institution that supports CSOs in providing services. The starting point, in addition to the need for further improvement of the legislation, should be the creation of a database for CSOs that are service providers. Furthermore, the CiviKos Platform in collaboration with the Office for Good Governance/Office of the Prime Minister is in the process of finalizing the needs assessment of organizations that provide services within the project “Mitigating the impact of the COVID-19 pandemic on CSOs providing services supported by Balkan Trust for Democracy”, financed by the German Marshall Fund - USAID.	2022: The CiviKos Platform within the project “Mitigating the impact of the COVID-19 pandemic on CSOs that provide services”, in partnership with the European Center for Not for Profit Law Foundation (ECNL) and the Office for Good Governance, as well as funded by The Balkan Trust for Democracy, a project of the German Marshall Fund of the United States and USAID, has prepared the following documents: “Mapping and Challenges of Civil Society Organizations in the provision of social and family services in Kosovo”; “Policy Document Regarding the Contracting of Services by CSOs”; and “Legal Framework in the Republic of Kosovo Regarding the Contracting of Services by NGOs”.			
3.2.2 Design and deliver a training program for civil servants to learn about the legal framework and models available for contracting CSOs with regards to provision of public services	Training is designed and delivered for the legal framework and existing models for contracting CSOs 6 training sessions for contracting of CSOs held	2019-2021: This activity is related to the amendments of legislation.	2019-2021: There is no data on whether the training was designed and delivered.			
3.2.3 Launch a public information campaign to inform CSOs about the opportunities of helping the government provide public services	Public information campaign prepared 8 public information sessions held	2019-2021: The Office for Good Governance has been part of the activity that the Community Development Fund - CDF, within the Program financed by the Global Fund grant, has initiated the discussion and the process of creating a sustainable public financing mechanism for Civil Society Organizations (CSO), to provide community-based preventive health services within the national HIV and TB Programs. Social contracting is a mechanism of public	2019-2021: There is no data on whether public informative sessions were held			

		financing of CSOs which is considered as an essential factor in the sustainable and effective response to HIV and TB, and proves the capacity of the Government to ensure the continuity of the implementation of these services provided by CSOs even after transition from the financial support of donors.				
Specific objective 3.3. Systematic collection and publishing information on potential of CSOs to provide public services for public institutions						
Activities	Product (Output)	Results OGG, for the periods: 2019-2021; 2022; January-June 2023	CiviKos, for the periods: 2019-2021; 2022; January-June 2023	Results OGG, July -December 2023 period	Civikos, July -December 2023 period	Implementation level
3.3.1 Creation of a database with all the necessary information on CSOs that provide public services and potential CSOs that can become service providers	Database design completed Database launched All CSOs registered as potential public service providers	2019-2021: The Ministry of Finance, Labor and Transfers has a list of NGOs that provide social services. The Ministry of health has also a list of NGOs that provide health services. The former MLSW, now the Ministry of Finance, Labor and Transfers, has available the list of NGOs licensed for the provision of social and family services at the country level. No. of licensed NGOs has reached 49 NGOs. Also, the CiviKos Platform is in the process of collecting data for CSOs that provide services.	2019-2021: There is no data on whether database has been designed and completed.			
Specific objective 3.4. Enhancement of legislation that regulate standards and procedures for provision of public services by CSOs						
Activities	Product (Output)	Results OGG, for the periods: 2019-2021; 2022; January-June 2023	CiviKos, for the periods: 2019-2021; 2022; January-June 2023	Results OGG, July -December 2023 period	Civikos, July -December 2023 period	Implementation level
3.4.1 Creating of standards, procedures and criteria for regulating the provision of public services by CSOs	Standards and Procedures have been developed and approved	2019-2021: Standards and Procedures have been developed and approved		MFLT has established the working group on developing the draft-regulation concerning services provision by civil society organizations.	In December 2023, the Ministry of Finance, Labor and Transfers established the working group on drafting of the Regulation for the Contracting of CSO in Providing Services, which consists of representatives of institutions and representatives of CSOs.	

					<p>The initial meeting of the working group was held in December. The activities of the working group are carried out by the CiviKos Platform in cooperation with the Office for Good Governance, within the Human Rightivism project, supported by the Swedish Embassy in Pristina through the Community Development Fund (CDF).</p>	
<p>3.4.2 Preparation of the online Manual with instructions for the contracting of CSOs for provision of public services, based on the changed legal framework</p>	<p>The manual with instructions for the contracting of CSOs for the provision of public services has been prepared and distributed, based on the amended legal framework.</p> <p>The manual is published on the website.</p>	<p>2019-2021: There are no concrete activities about this action.</p>				

ANNEX IV. IMPLEMENTATION OF STRATEGIC OBJECTIVE 4: INCREASING VOLUNTEERISM IN PROGRAMS OF PUBLIC INTEREST⁴

Specific objective 4.1. Increasing and promoting volunteering in programs of public interest						
Activities	Product (Output)	Results OGG, for the periods: 2019-2021; 2022; January-June 2023	CiviKos, for the periods: 2019-2021; 2022; January-June 2023	Results OGG, July -December 2023 period	Civikos, July -December 2023 period	Implementation level
4.1.1 Draft and approval of the Concept Document on Volunteering	<p>Concept document on the regulation and promotion of volunteering prepared</p> <p>Recommendations of the concept document on volunteering and other necessary measures approved</p> <p>The recommendations of the concept document have been approved ensuring sustainable implementation</p>	<p>2019-2021: The Concept Document for Volunteering is in the process of being finalized and is already being finalized. This process was also discussed on the occasion of the Youth Day in July 2020, and together with the participating NGOs, we have agreed that this draft should be sent for preliminary and public consultation as soon as possible. To contribute to the process of finalizing the Concept Document for Volunteering, the draft has been shared with NGOs working in the field of volunteering. In October 2021, together with NGO LENS, we are finalizing the document and very soon it will proceed for preliminary and public consultation and adoption in the government.</p> <p>January-June 2023: OGG is in coordination with TACSO, and during this year they will support the OGG with expertise to finalize the Concept document.</p>	<p>2019-2021: Although a concept paper on volunteerism has been prepared and shared with NGOs working in this field, the recommendations from this concept document have not been adopted.</p> <p>2022: During 2022, KCSF together with organization TOKA has started carrying out study about volunteering in Kosovo, which aims to come up with concrete recommendations and solutions on improving the ecosystem of volunteering in Kosovo.</p>	OGG is in the process of final review of the current concept-document and research on the best practices.	<p>The KCSF and TOKA analysis on volunteerism in Kosovo is completed.</p> <p>During the following period, opportunities for promotion and engagement in volunteerism will be identified and discussed with relevant stakeholders.</p>	
4.1.2 Implementation of recommendations from the Concept document	<p>Concept document on the regulation and promotion of volunteering prepared</p> <p>Recommendations of the concept document on volunteering and other necessary measures approved</p>	<p>2019-2021: This activity will be carried out in the course of the previous activity and needs be postponed to 2022.</p>				

⁴ Fully implemented activities are highlighted in green, partially implemented activities in blue, activities in the process of implementation in yellow while the unimplemented activities are in red.

	The recommendations of the concept document have been approved ensuring sustainable implementation.					
Specific objective 4.2. Develop capacities of CSOs to recruit, engage and manage volunteers						
Activities	Product (Output)	Results OGG, for the periods: 2019-2021; 2022; January-June 2023	CiviKos, for the periods: 2019-2021; 2022; January-June 2023	Results OGG, July -December 2023 period	Civikos, July -December 2023 period	Implementation level
4.2.1 Launch of a grant scheme for financing capacity building activities for CSOs on effective management of volunteers	Grant scheme published and 4-5 CSOs contracted to deliver training programs for effective management of volunteers in their local communities Necessary laws amended; Official newspaper; websites of OGG/ OPM; Reports on strategy implementation	2019-2021: Not implemented.				
4.2.2 Prepare a Manual with guidelines for recruiting and managing volunteers	The manual with the instructions for the engagement of volunteers prepared and distributed, based on the changes in the legal framework. The manual published on the website of the OGG/ OPM	2019-2021: Not implemented.				

Specific objective 4.3. Increase citizen awareness on the opportunities and values of volunteering

Activities	Product (Output)	Results OGG, for the periods: 2019-2021; 2022; January-June 2023	CiviKos, for the periods: 2019-2021; 2022; January-June 2023	Results OGG, July -December 2023 period	Civikos, July -December 2023 period	Implementation level
4.3.1 Increase citizen awareness on the opportunities and values of volunteering	Video spot on the importance of volunteering prepared and broadcast in the media Flyers about how volunteering can be organized prepared and distributed	2019-2021: On the occasion of marking the International Youth Day, they organized a joint meeting and press conference together with NGOs that work with young people and those who deal with volunteering on August 12, 2019. Office for Good Governance - Office of the Prime Minister together with the Ministry of Culture, Youth and Sports, as well as organizations; PEN - Peer Educators Network / Lens / OSCE Mission in Kosovo / UNICEF / RYCO / have organized a conference on the occasion of the World Volunteer Day on December 5, 2019.	2019-2021: According to data from the OGG, the OGG together with several NGOs and international donors have organized a conference on the occasion of the World Volunteer Day. A video spot about the importance of volunteering was developed and broadcasted.			
4.3.2 Upgrade the Online registry of youth volunteers registered	Online Register upgraded Online Register upgraded and fully operational	2019-2021: Marking Youth Day, Lensi, supported by the OSCE Mission in Kosovo and in cooperation with the Ministry of Culture, Youth and Sports and OGG/OPM have presented the Kosovo Youth Platform. The aim of this platform is jobs, internships, training, scholarships, grants, and many other opportunities, all in one platform.	2019-2021: There is no data on whether platform has been upgraded. 2022: According to the data, the Platform has been re-functionalized, but it still needs to be maintained.			

