



Annual Report



2020

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Opening Word

To achieve our vision of a democratic society, able to lead a functioning state, integrated into the region and the international community, the Institute for Development Policy (INDEP) works in its three core programs: Democratic Governance, Sustainable Development and Regional Cooperation. Of these programs, the first two are the basis of our activity, while the third program is complementary to the first two and serves us in exchanging experiences and building synergies.

When talking about the work done during 2020, I find it impossible to ignore the fact that since the establishment of INDEP in 2011, the year we are leaving behind has been one of the most challenging years for us. Given that we at INDEP, as a team, plan the implementation agenda a year earlier, the COVID pandemic found us unprepared.

In a very short period of time, our Institute had to adapt to new forms of work which have been imposed on us as a form of protection against the spread of the COVID-19 pandemic.

Despite this unforeseen obstacle, I proudly confirm that INDEP has managed to implement all the activities foreseen for this year, adapting to innovative forms, incorporating electronic platforms in our activities and combining different forms of implementation and interactivity to achieve our ultimate goal – the success of our activities.

I consider important to summarize our work in this following chapter. Independent research has been a major part of our work in 2020, publishing 27 of them. Namely, in Democratic Governance, we have had active participation in public consultations – We have sent our comments in 6 different open consultations, emphasizing here our contribution to the European Reform Agenda and the ongoing advocacy we have made for the Amendment of the current Law on Consumer Protection. We have conducted 4 vocal campaigns on social networks: Friends of Energy, The Environmentalist, Kosovo Consumer Watchdog, Promotion of Sustainable Development Goals (SDGs) in Kosovo. In the Sustainable Development program, I consider that we have achieved a significant impact in promoting two key aspects of the program: promoting energy efficiency and promoting SDGs.

Witnessing the developments in the world, Kosovo can no longer tolerate economic development that does not take into account the environment. Therefore, we must advance our agenda in all directions of our activity based on the principles of democracy and democratic values, raise our voice for social and political issues, but keeping in mind the principles of environmental protection. For more information, I am pleased to invite you to read our 2020 Annual Report.

Sincerely,

Burim EJUPI,

Executive Director of INDEP.



INDEP Programs

1. The Democratic Governance program at INDEP is developed through cooperation with the decision-making actors of the legislative system in Kosovo. INDEP focuses on the processes that drive democracy and the values that democracy embodies through working closely with the Assembly of Kosovo, being an independent voice in addressing legislative and policy issues. We at INDEP aim not only to ensure that the laws and policies in Kosovo match precisely the needs of the citizens and the legislation of the European Union, but also to be a force that calls for strengthening the oversight role of the Parliament towards independent institutions and agencies which function with the laws approved by the Assembly of the Republic of Kosovo.

Through the contribution of our joint work, INDEP considers that we are an actor who helps in establishing the principles of democracy in the country, which bring deeper economic development, security, free and fair elections, rule of law and freedom of the media.

2. INDEP's second program, Sustainable Development, is a program where INDEP promotes economic development that includes the social and political development of the country while preserving the environment. The program focuses on the future of the economy and energy in Kosovo and in the region. This program is INDEP's pioneer program for Kosovo and a program that has made INDEP an internationally recognized actor. INDEP continuously launches debates that address the challenges of Kosovo's development and we are actively engaged in Kosovo's energy policies. Through research and our internal capabilities, INDEP is well-suited to work on development policy issues and to advocate for better policy-making and implementation with all available actors.

INDEP believes that regulating the energy sector by integrating energy efficiency, renewable energy sources into the sector and orienting the country to 'eco-friendly' projects paves the only way to achieve sustainable development at the national level.

3. The third program, Regional Cooperation, looks to the integral inclusion of Kosovo in regional processes. By cooperating with regional and European entities, such as non-governmental organizations, agencies, institutions and initiatives, INDEP ensures that the work it does in Kosovo is updated and that our recommendations are in line with developments in other countries. We work in this program through representation in international conferences, mutual discussions with regional and European partners and by using the comparative research methods in our publications.

Kosovo can become an equal partner and member of international organizations only by following the steps of their development. In this regard, it is worth mentioning the cooperation we have with the GIZ for the SDGs in Southeast Europe: The case of Kosovo project, as well as with other neighboring countries that we have cooperated before.

INDEP During 2020

During 2020, INDEP has continued its efforts to promote sustainable development for all and to promote a fairer, more inclusive and integrated society. 2020 marked the 9th year of INDEP's work, and Democratic Governance and Sustainable Development have been the main pillar of INDEP's activities. This is due to the fact, that the pandemic that lasted throughout 2020 has forced us to work in our third program, Regional Cooperation, with lower intensity.

With the pandemic in the first quarter of the year, INDEP has postponed all activities until March 27 and has put in use innovative forms to adapt to new imposed measures. As of May 7, INDEP has resumed physical work in accordance with Government measures for physical distancing and protective equipment for staff.

Following that, INDEP activities from March to the end of the year have been held closed for the public but with virtual broadcast on INDEP sites and our project platforms. This has proven to be a very effective method as INDEP has managed to have more than 90 thousand views combined in all our virtual broadcasts of tables, conferences and events.

Despite the difficulties with the pandemic, INDEP has managed to successfully implement 15 projects. As products of these projects, in 2020 we published 27 researches, 9 in the field of Democratic Governance and 18 other works in Sustainable Development.

We held 30 roundtables and workshops with relevant decision-makers, non-governmental organizations and citizens and activists. In 6 public consultations we sent our comments based on research, in which we gave concrete recommendations.

Our awareness activity was developed mainly through virtual methods, where we implemented 4 different campaigns on social networks with more than 150 infographics and awareness materials, which have been extremely successful.

We have also published 12 informative videos. All these can be found on INDEP's official Facebook page @InstitutiINDEP on Facebook, @Indepofficial on Instagram and www.indep.info.

Democratic Governance

Through its Democratic Governance program, INDEP combines independent research with advocacy. The aim of this program is to stabilize the responsible institutions which develop processes that promote more inclusive development. However, the field of activities is not limited to strengthening the rule of law, advancing media freedom, and helping to democratize political parties. Our activity is channeled into continuous advocacy, publication of papers, comments in public consultations, virtual meetings with decision-makers, campaigns on social networks and publication of information materials, such as videos, infographics and brochures.

- **Ongoing advocacy** - INDEP as part of advocacy for democratic governance during 2020 met with the Prime Minister, Mr. Avdullah Hoti, Minister of Trade and Industry, Mr. Vesel Krasniqi, Chairman of the Committee on Economy, Employment, Trade, Industry and Strategic Investments, Mr. Endrit Shala, and many MPs and leaders of decision-making institutions at the local and central level. In these meetings, INDEP has advocated and advised on the legal steps to be taken depending on the processes, as well as on further actions to be taken by these entities in order for the benefits for citizens and the well-being of local institutions to be maximum, and that progress is felt and reflected in their daily lives.
- **Independent publications** – The main part of INDEP's work is independent research. Based on the fact that INDEP conducts research work uninfluenced by external factors, has made our publications credible and highly respectable by decision makers. Since the beginning of our work, INDEP annually publishes about 20 publications. This year, out of 27 in total, 9 publications have been in the field of democratic governance. In addition to being accessible to the public in both physical and electronic form, our publications are also forwarded to politicians, MPs and other representatives of local and international agencies and institutions. To this end, almost all of our publications are also available in English, at www.indep.info.

Public Consultations

Since 2012, INDEP monitors the work of some of the parliamentary committees of the Assembly of the Republic of Kosovo. Public consultations open to the public highlights one of the best forms of INDEP's contribution. Throughout the year, INDEP monitors open consultations and sends comments. For 2020, INDEP has sent comments to 6 public consultations. So far, INDEP has very successfully managed to be part of the drafting of various normative acts through concrete recommendations arising from numerous researches, active participation in public consultation processes and other platforms. In addition, through continuous engagement, INDEP already has established a genuine cooperation with central institutions such as the Assembly of Kosovo. As the most important contributions, some are listed below.

1. **European Reform Agenda** – In general, ERA as a document was distributed to the parties divided into three different documents according to different pillars and the parties were asked to send the eventual comments for each of these three documents to different public officials. This could have caused difficulties for organizations that wanted to comment on different documents and did not have them all integrated in one. Also, there were encountered changes in the language of documents from one to another which increases the difficulty of drafting these documents. The documents were not

accompanied by a consultation document that would describe in detail the drafting process, the selection of priorities and what are the challenges and problems that ERA 2 will address, what the priorities will be, the indicators and how the measurement process of their impact will proceed. For the public consultation process, the consultation document serves to increase inclusiveness as it makes it easier for organizations with fewer capacities to also be involved in the consultation process. Although at an early stage, we consider that documents should be accompanied by such a document or memorandum. However, in general, the European Reform Agenda document sets a good basis for overall progress in the field of European integration. Over the years, INDEP has followed legislation and policies in a wide range of areas covering sustainable development. For this, the comments on ERA 2 are the result of the Institute's research work in a number of these areas and as part of the organization's programs for sustainable development, democratic governance and regional cooperation. In the area of good governance and rule of law, we consider that although the draft ERA 2 has provided a good basis for the path to be followed, there is a need to include some additional elements which are important especially for the reform process in public administration. In terms of quality infrastructure assurance, we consider there is a need to strengthen the provisions on standards and create conditions for their greater promotion. In energy, the reform of support schemes for renewable energy sources has been a requirement of the new European Union policy framework for years now. The countries of the region have already begun this process. Because of this, INDEP considers that the time frame proposed in ERA 2 is extremely late and that the process needs to move much faster towards the application of the auction system for renewable energy sources.

In order to begin with the auctions, it is necessary to create a clear legal basis in this area. Then, follow a necessary dynamic for Kosovo, and finally, the implementation of the scheme must take into account the experience that the countries of the region have already created in this area.

2. **Drafting of the Draft Administrative Instruction for Metrological Supervision** – INDEP participated in the public consultation opened by the Ministry of Trade and Industry, respectively, the Kosovo Metrology Agency as the Proposing Body for drafting the Draft Administrative Instruction on Metrological Supervision, and sent 9 comments in total, 6 of which were fully accepted and are now incorporated in this Draft Administrative Instruction.
3. **Public Consultation on Internal Organization and Systematization of Jobs in the Market Inspectorate** – Overall, INDEP considers that from a technical point of view, the Regulation has been drafted correctly and meets the expectations set out in the Consultation Document. However, the Consultation Paper, does not provide a sufficient explanation of what are the current problems in the implementation of the legislation and what are the expectations that this new Regulation is expected to address. There is no numerical parameter of how much, for example, is the number of inspections expected to increase as a result of the adoption of this Regulation or what the expectations for future success will be.

Reactions

1. MESPI and the Municipality of Prishtina should not become institutions for environmental degradation
2. As of January 31, 2020, INDEP together with partner organizations by civil society in support of the Group for the Protection of Badovc Lake filed a criminal report for the construction of planned to Lake Badovc
3. Green Agreement for the Balkans - Golden Opportunity for Necessary Change
4. Banks to Expand Plans to Suspend Payments Loans, while the Government Help Citizens in need
5. INDEP Welcomed Global Contour's Withdrawal from Construction from 'Kosova e Re' Power Plant
6. The Government to Draw an Emergency Plan for Dealing with the Economic Consequences of Covid-19

MONITORING

CEE Bankwatch Network helped by the Institute for Development Policy (INDEP) has monitored the surrounding area, 2 power plants, Kosovo A and Kosovo B over a month, from 7 February 2020 until 3 March 2020. Data from this monitoring, show that the pollution from the Kosovo A and B Power plants exceeds in many days the allowed pollution limit values. Specifically, the level of pollution allowed for PM10 was exceeded in 17 of the 26 days monitored, while the permissible limit pollution for PM2.5 was exceeded in 23 of the 26 days monitored. These levels are extremely dangerous because of their effects on the surrounding environment and Obilic population, but also beyond, causing very serious damage to both, health and life.

This monitoring has also found that emissions from short-term pollution peaks and especially that coming from Kosovo A, are much higher over night after sunset or around midnight, for unknown reasons. Potentially, this pollution could come from stopping the filters overnight in order to increase energy production.

Consumer Protection

"Consumer Protection" marks the biggest campaign the institute has taken so far. The campaign was launched in July 2020 and by December 2020 alone had gathered 12 thousand followers. In order to raise awareness of citizens about consumer rights, reporting cases of violations and increasing the responsibility of businesses and institutions for the safety and quality products and services in Kosovo, INDEP has also opened an Instagram profile @mbrojtesitekonsumatoreve. The platform has posted 45 posts and infographics during 2020, with more than 2,500 likes, 150 direct comments to the platform, 500,000 'engagements' and 330 'reach'. So far, this campaign is the biggest consumer protection campaign implemented in the country, but also one of the largest ever conducted in Kosovo.

The campaign was held within the program for Democratic Governance, where INDEP has incorporated in its strategy consumer protection for at least the next 4 years. Our institute is working hard to make consumer protection one of the priorities of decision-making institutions. In addition to one of the conditions for membership in the EU and other international bodies, consumer protection is a very important area in the lives of citizens and affects us every day.

The COVID-19 pandemic has proved to us that our country not only does not prioritize consumer protection, but also that the legislation in the country is deficient. Consumers have been badly hurt during the pandemic and current reform of consumer protection legislation are a requirement of the digital time we are living in. The domestic market is in urgent need of bodies that strictly control the standards and in which consumers are protected and safe. Approximation of legislation with the EU acquis, in addition to advance consumer protection in the country, also paves the way for integration.

In the field of consumer protection, during 2020 INDEP has published 7 Research and 2 Reports.

1. **"Analysis of the implementation of Law no. 06 / L-034 on consumer protection";** This paper serves to identify areas where implementation is still lagging and to see if there is a need for a Law amendment process or not. Furthermore, this analysis aims to increase the dialogue between the parties in the field of consumer protection in order to improve law enforcement

practices, exchange experiences and raise awareness in general. The purpose of the paper is to be an additional point of reference for the working groups in the future to deal with amending the legal basis.

2. **"Consumer protection in Kosovo: Standards, rules and policies"**; Kosovo has made some improvements in regulating the legal framework, policies and regulations to support client protection and their rights. However, as the Kosovo 2020 progress report shows, Kosovo is still at an early stage when compared to EU standards. There is still a need to harmonize the Law on Consumer Protection with European legislation (EU *acquis*).
3. **"Consumer Protection Practices followed by the Independent Commission for Mines and Minerals"**; In the framework of the Independent Commission for Mines and Minerals, there is also a Complaints Commission, which deals with the review of complaints and requests from various parties that have addressed the ICMM. The total number of complaints during 2019 was 53 complaints, a number, that is significantly lower than last year which was a total of 78 complaints and can be assessed as a positive feature of the work done by the ICMM during the year. Because the Commission mainly deals with appeals against Board decisions, it would be much more useful if this institution were a separate department within the ICMM. This would preserve the independence of the Department and decisions on appeals would be more qualitative.
4. **"Monitoring of the implementation of the Kosovo's Energy Package (Energy, Electricity, and ERO Law) and Consumer Protection"**; The legislative and energy policy area covers a wide range of issues such as energy supply, infrastructure, internal energy market, consumers, renewable energy, energy efficiency, nuclear energy and safety, and radiation protection. However, this paper focuses on issues affecting consumers, and later, in this paper you will see that to date many challenges remain to fully implement the existing framework of legislation in the energy sector affecting consumer protection
5. **"Putting Fuel Consumers in Context: A Sectorial Consumer Policy with Multiple Economic Effects"**; This paper presents the existing institutional and legislative framework in Kosovo for the rights of fuel consumers, as well, as the challenges that prevent Kosovo fuel consumers from claiming their economic rights guaranteed by law. Further, the paper continues with the presentation of successful cases of US, EU and Japan in guaranteeing the rights of fuel consumers. Each section provides the main features of fuel consumer protection practices and the impact that the implementation of fuel rules has had on advancing the economic interests of consumers. In the end, this paper provides a list of recommendations with concrete steps to be included in Kosovo laws by policy makers.
6. **"Addressing the need for capacity building in public institutions with a focus on human resource building in the Department of Consumer Protection"**; This paper discusses the latest developments and ongoing challenges of administrative capacity in public institutions and the requirements and next steps to move faster in the process towards EU membership. This includes the adoption and implementation of the Principles of Public Administration in the field of human capacity building which were developed by SIGMA in 2014. These principles are an integral part of the EU Enlargement process.
7. **"Consumer protection practice by the Energy Regulatory Office"**; In the Matrix for Performance Evaluation in handling complaints, ERO received 52 points out of 100 in total. The large number of complaints that ERO receives and the lack of sufficient human and administrative capacity have led to a number of them being transferred from year to year. Furthermore, ERO has not built an internal institutional memory on complaints that would enable them to categorize complaints more fairly, produce meaningful statistics, and make such changes that respond to complaints and increase the efficiency of services in the energy sector.
8. **Report: "Energy Regulatory Office: The role of ERO in consumer protection in the field of energy"**; This paper provides instructions and information on how complaints are processed in ERO and which practices are followed.

9. **Report: "Consumer Protection: The Legal and Institutional Framework from the Perspective of the Consumer Protection Department"**; Similar to the above report, this report is also informative of how the Department of Consumer Protection handles consumer complaints.

Gender equality

Gender equality entered as the new domain of INDEP work three years ago. INDEP has assessed that neither democratic governance nor sustainable development can be achieved without first achieving gender equality and equal gender representation. The main activities during 2020 were:

- Stimulating games for gender equality with pupils from different schools in different municipalities of Kosovo and activities with children attending lower secondary education.

- **'Kosovo School for Girls Aiming Civil Service'**

For the first time in Kosovo, INDEP held the 'Kosovo School for Girls Aiming Civil Service', the only one of its kind in our country. Over 3 months, this school gathered 15 young girls aiming for a professional career in their future in the public sector in order to promote gender equality, the benefits of equal engagement of women and men in public life and decision-making processes, as well as the empowerment of young girls in general. The school invited many important figures who have made an immense contribution to the institutions of local and central level of Kosovo, and at the same time served as examples of successful women in civil service.

- **SDG Brunch - Empowering women and girls through science and technology**

The Institute for Development Policy (INDEP) together with the United Nations Team in Kosovo (UNKT) and UN Women Kosovo have held the 6th SDG Brunch on the topic 'Empowering women and girls through science and technology'. This event discussed the need for greater involvement of women in science and technology. In addition to the keynote speeches given by the Head of the UN Women Kosovo office, and the Executive Director of INDEP, two success stories of women and girls involved in the science and technology sector were presented. Honorary guest of this event was the Speaker of the Assembly of the Republic of Kosovo, Mrs. Vjosa Osmani, who promised her support and commitment to the women and girls attending STEM studies during her term.

The paper entitled "Law on Gender Equality in Kosovo: Content Analysis, Implementation Evaluation and Next Steps"

This analysis based on the essential equality approach aims to provide a comprehensive overview of the fulfillment of state obligations embodied in the Law on Gender Equality (LGE) to promote, guarantee and protect gender equality as one of the basic principles of the state of Kosovo. The analysis first provides a brief history of the situation of women in Kosovo and legislative developments in this regard.

Then, it is divided into four main parts according to the LGE chapters: general provisions, institutional mechanisms for gender equality, equal protection and treatment on the basis of gender in labor relations, equal treatment and protection against discrimination in gender basis in the field of education, sanctions and final provisions. Each chapter is analyzed separately in the context of content equality, textual content and implementation. Finally, the analysis is followed by two recommendations regarding the (non) implementation of LGE.

4. Analysis of the Annual Report of the Transmission and System Operator for 2019

The importance of this report lies in informing the deputies and the general public about the achievements, events, performance overview, market operation and transmission, progress and stagnation of the company. This report also includes data on capital projects, KOSTT staff policies, as well as suggestions and proposals for performance enhancement. Analysis of this report is divided into several parts. The first part presents the analysis of the content and quality in terms of the manner and language used during reporting. This analysis also contains data on the legal basis as a chapter in itself, in the following is analyzed the institutional organization of this public company. Then, there is talk of board compensation and spending of public money, as a very important topic, as well as donations and sponsorships made by this public company. The last part talks about the planned capital projects and their implementation during 2019.

5. Government Recovery Plan, 10 percent of the Trust: Why does this measure work?

This paper reflects the positive side and the rationale why after all this measure can work and achieve its effect on economic recovery. Although this measure has attracted the attention of public discourse about the possibility of withdrawing 10 percent of their savings, citizens will still not be able to benefit from this measure without making the necessary legal changes.

6. Law for Gender Equality in Kosovo: Content Analysis, Implementation Evaluation and Next Steps

This analysis based on the approach of substantive equality aims to provide an overview of the fulfillment of state obligations embodied in the Law for Gender Equality (LGE) to promote, guarantee and protect gender equality as one of the basic principles of the state of Kosovo. The analysis first provides a brief history of the situation of women in Kosovo and legislative developments in this regard. It is then divided into four main parts according to the LGE chapters: general provisions, institutional mechanisms for gender equality, protection and equal treatment on the basis of gender in labor relations, equal treatment and protection against discrimination in gender basis in the field of education, sanctions and final provisions. Each chapter is analyzed separately in the context of content equality, textual content and implementation. Finally, the analysis is followed by two recommendations regarding the (non) implementation of LGE.

7. Analysis of the Annual Report of the Privatization Agency of Kosovo (PAK) for 2019

This analysis assesses the level of fulfillment of the requirements from the Manual for Reporting of Independent Agencies and Institutions by the KPA, evaluates in general the quality of reporting, and lists the recommendations for the Parliamentary Committee on Economy, Employment, Trade, Industry, Entrepreneurship and Strategic Investments. Wholesale Energy Market Integrity and Transparency Rule Analysis.

8. Analysis of the Rule on Wholesale Energy Market Integrity and Transparency (REMIT)

This analysis is the part of the Institute for Development Policy (INDEP) program for sustainable development and the democratic governance program. INDEP has analyzed the Rule established in public consultation by the Energy Regulatory Office following the principles of sustainable development and protection of the public interest. Comments are divided into two main parts: general comments and specific comments. In the general comments section, we have made a general

assessment of the initiative as such, the general approach and the general recommendations we have about this Rule. In specific comments section, we have identified and explained certain articles of the Rule which we have objections.

9. Analysis of ERO Annual Report for 2019

This analysis by INDEP is organized in such a way as to reflect the structure of ERO's report and follows a logic to go directly to the findings and questions that may contribute to the discussion in the Commission. This analysis was developed as part of a project supported by the National Endowment for Democracy (NED). The findings, opinions and recommendations of this report do not necessarily reflect the views of the NED.

10. Analysis of the Annual Report of KOSOVO COMPETITION AUTHORITY for 2019

INDEP has analyzed the next annual report of the Kosovo Competition Authority. During the analysis we noticed that the report is written in a general language and there are many elements which are not reported in the highest quality. With the drafting of this report, the KCA has fulfilled a legal obligation for accountability, however, the report has serious shortcomings that would need to be addressed.

11. Bulletin on 'Economic Recovery'

The main purpose of this newsletter is to provide summary information to key stakeholders, citizens and the general public about the status of implementation of remedial measures. This newsletter is part of the project "Recovery Barometer - for transparency and accountability, data on the goals and expectations of the Recovery Package and the main beneficiaries of these measures.

Sustainable Development

The Sustainable Development Program within INDEP includes promoting economic development by respecting the principles of environmental protection and protecting the basic social values for a dignified life. In this context, energy is the main sector of this program. INDEP estimates that 2020 has put Kosovo at an energy crossroad. With the cancellation of the contract for the construction of the power plant 'Kosova e Re', Kosovo has gained the opportunity to lead the sector in eco-friendly projects, which guarantee a greener future for the country. INDEP through this program works on green energy advancement, either by publication of independent research with concrete figures and recommendations on how to achieve this, advocacy for political classes and decision-makers or through awareness campaigns targeting ordinary citizens, businesses and the private sector. Investments in energy efficiency and energy from renewable sources on the other hand, achieve energy security for citizens, preserving our health and environment, but also advance Kosovo's position on the path to integration.

We at INDEP believe that civil society is not only a constructive critic and meticulous monitor of the work of institutions, but also a partner in work and good initiatives. For this, INDEP lead has supported the work of the Group for Drafting the National Energy and Climate Plan. This plan is a very important undertaking that will set the policy frameworks in the energy sector and beyond, at least until 2030 and with a projection until 2050. Therefore, now is the opportunity for Kosovo to show commitment and to announce a date for the removal of coal from its energy system.

We also hope that the prospect of investing in renewable energy will open by building a competitive and fair system. The functioning of renewable energy is a necessity for the country, starting from the elimination of prolonged bureaucracy to the introduction of models and schemes dedicated to renewable energy sources.

Criminal charges: INDEP together with partner organizations from civil society in support of the Group for the protection of Lake Badovc. Submitted today the criminal report for the planned constructions of Badovc Lake.

Kosovo Sustainable Development Week

For the third year, INDEP is a co-organizing partner of Sustainable Development Week in Kosovo. This year's edition of Sustainable Development Week in Kosovo returns with a completely new virtual platform, multiple panel discussions and parallel events, where it is discussed exclusively about the green economic recovery from the COVID-19 pandemic with representatives of central institutions, international organizations and civil society.

As a specific activity, INDEP in the framework of Sustainable Development Week in Kosovo (KSDW), and in cooperation with BGF have held a discussion panel about energy efficiency in Kosovo. This discussion panel was held by representatives of the central level, such as the Kosovo Agency for Energy Efficiency and the Kosovo Energy Efficiency Fund, and the municipal level, the Municipality of Klina. In this event, in addition to the discussion, INDEP and BGF have published their respective works on the current situation and practices on mandatory energy efficiency schemes, strengthening the role of the Fund, and raising energy efficiency standards in public procurement at the municipal level.

For International Energy Efficiency Day, the Institute for Development Policy marks the first 2020 campaign implemented by INDEP 'Energy Friends'. This campaign started in March and lasted until June. In numbers, this campaign has reached more than 1 million 'post impressions' which marks the highest figure achieved in any campaign conducted by the INDEP Institute but also other institutions ever in Kosovo. The campaign has posted 23 infographics, 2 videos, marketing in popular places and in the media both traditional and online, as well as promotion of EE through presence on national TV. The aim of this campaign was to support Kosovo towards rapid implementation of energy efficiency measures and the achievement of the objectives under the Action Plan for Energy Efficiency. This campaign is a continuation of INDEP's commitment to promoting energy efficiency. Friends of Energy aims to inform and encourage the public and businesses about energy efficiency. Friends of Energy has achieved the mission as the ET, and is already being promoted as an asset of facilities and has become a criterion, not an option.

Ambientalisti.info (The Environmentalist)

As part of the Sustainable Development program, INDEP has launched the platform www.ambientalisti.info. This platform is the first of its kind in Kosovo, which in a single place has collected news, reports and materials in the field of environment. This platform has presented the ecological calendar with all events marked in the country for the environment by 64 non-governmental organizations that are part of this platform, as well as containing the first carbon emission calculator. The platform has distributed 60 infographics, gathered 65 CSO members, reached a 'reach' of 250 thousand people, and continuously increases the number of the group. This leads to better cooperation and updating of the work that CSOs in Kosovo are doing in the environment as a thematic area. Ambientalisti.info also serves to inform citizens on the work of public institutions in this regard, as well as the mobilization and promotion of non-governmental organizations profiled in this field.

Sustainable Development Goals (17); 2030 Agenda

17 Sustainable Development Goals and the 2030 Agenda are at the heart of INDEP's work for the third year in a row. In addition to INDEP holding a portfolio of SDG and Agenda 2030 as the leading organizations for Kosovo, our commitment extends to working with awareness. In this regard, the campaign to raise awareness of the importance of SDG in Kosovo has started in the second half of 2020 to continue until the middle of 2021. By 2021, the campaign has posted 3 infographics which have paved the way for more intensive work during 2021.

1. **“Advancing the Cooperation of Business Communities of Serbia and Kosovo”**

This report has presented challenges that hinder the normalization of relations between Belgrade and Pristina, as well as the cases and opportunities that can be assessed through stronger cooperation of the business communities and consideration of regional initiatives, as a possible framework for encouraging of the normalization process. The broader socio-economic context in which the cooperation of people and business communities is realized is examined, with a special focus on the process of advancing the normalization of relations between Serbia and Kosovo, which is being carried out under the auspices of the EU (Brussels Dialogue), the process of integration of Serbia and Kosovo in the EU and the opportunities offered by regional initiatives. In this light, the Brussels Dialogue and regional initiatives serve as an explanatory framework in which the effectiveness of various measures is seen that have important reflections on the political and economic present of these economies.

2. **“Analysis: Reflection of Sustainable Development Goals in the Government Program 2020-2030”**

This paper analyzes the level of reflection of the Sustainable Development Goals (SDGs) in the Government Program 2020-2023. This analysis includes the assessment of the readiness of the Government Program for the reflection of SDGs and the interrelationships between them at the national level. It is worth noting that this analysis is done for the first time in this format. This analysis can be used as a first step in determining the integration and implementation of SDGs. The main part presents the analysis of the level of reflection of the SDGs and which objectives of the Government Program contribute to the achievement of 17 objectives and 169 goals (targets) relevant to Kosovo.

3. **“Kosovo Energy Efficiency Fund – Best practice and tools for a transformative role”**

The paper presents a brief history of Energy Efficiency, then defines in more detail the status, structure and functioning of KEEF, characterizes its key providers and discusses where and how concession resources are most needed to address investment EE in priority sectors. Further, the paper focuses on the transformative role of KEEF and considers its importance in meeting the EE targets in Kosovo, future energy savings, and their relationship with energy companies. During the process of this research, some limitations have been encountered in various writing steps, from data collection to data analysis. However, due to the global coronavirus disease pandemic (COVID-19) the main constraint was holding interviews with key stakeholders, particularly by KEEF and KAEE.

4. **“Current State and the Good Practices to Implement Energy Efficiency Obligation Schemes and Alternative Measures”**

This document serves as a framework for guiding the discussion on how to introduce and design an effective mandatory energy efficiency scheme (EE) and other alternative measures. It includes a description of the Kosovo context in relation to EE, elaboration of the main features of EE, giving definitions, and explanations of scope and importance, as well as options to be considered.

5. “Actors and Policy Mapping for Effective Implementation of Kosovo’s”

This paper aims to create a comprehensive design of relevant actors and policies needed to successfully implement the NECP. The paper will aim to identify the current mechanisms in place, the share of responsibility for each sector and the areas in which cooperation is most needed.

6. “A Case for VAT Reduction on Solar PV and Distributed Generation”

This study focuses on the analysis and options for stimulating the installation of photovoltaic systems at the household level. Incentive recommendations target the institutions of the Republic of Kosovo, mainly focused on the Government of Kosovo and relevant agencies, as well as the Assembly of Kosovo. Stimulation of self-consumption based on photovoltaic systems depends on a number of factors outside the typical considerations of generating capacity. The potential market for the installation of household level PV in Kosovo is a complex function of energy consumption model, energy cost, household income, cost of installation of PV, incentive systems (including credit availability) and awareness about solar capacity. These key factors, combined with a number of other smaller specific considerations, indicate the likelihood that households will adopt PV systems, as well as the degree of acquisition.

7. “Leveraging Energy Efficiency in the Residential Sector”

The focus of this paper is to propose a policy, through which more public resources are allocated to the transformation of the energy sector, entering the housing sector. These measures would stimulate the construction sector, as otherwise the economic impact of the pandemic would hit it hard, with a strong effect on the rest of the economy. The current law on energy efficiency enables FKEE to design, together with the government, a new funding opportunity for sectors other than public buildings. Such a new opportunity should start by utilizing state funding in the housing sector.

8. “Analysis of the implementation of Law no. 06 / L-034 on Consumer Protection”

This paper has been drafted in the framework of the consumer protection component within the INDEP program for democratic governance. Consumer protection, within the INDEP program for democratic governance is supported by the European Union Office in Kosovo. The views, conclusions and recommendations expressed in this analysis are those of INDEP and do not necessarily reflect those of the donor.

9. “Analysis of the Annual Report of the Commission for Mines and Minerals for 2019”

The ICMM report is among the most complete in terms of compliance with the Manual for Reporting of Independent Agencies and Institutions. In the experience of INDEP, the ICMM Report provides a sufficient overview of the sector, the Commission's activity and the sector's challenges. The ICMM goes one step further, and by presenting the challenges and difficulties in carrying out its mission, it also offers recommendations on how to solve them. We believe that such a proactive ICMM approach can be helpful to policymakers and is a good example to be followed by other Regulators.

10. "2030 Agenda in Kosovo: Economic Development, Social Affairs, Infrastructure, Innovation, Environment, Governance and Cooperation"

This paper is based on the global framework of indicators and has used official data to monitor progress on objectives and indicators. This paper highlights the level of monitoring and implementation of CSOs in Kosovo, including the challenges of providing quality and up-to-date data. The main part presents the progress that Kosovo has made towards achieving SDGs according to indicators in 5 areas, namely that of economic development (SDGs 1, 2, 8, 12), social issues (SDGs 3, 4, 5, 10), infrastructure development and innovation (SDGs 6, 7, 9, 11), environmental issues (SDGs 13, 14, 15) and governance and cooperation (SDGs 16 and 17). This section presents a statistical overview with the latest data on SDG indicators in Kosovo.

11. "Analysis of the Annual Report of the Water Services Regulatory Authority"

In this analysis, are presented other findings which are deficient in terms of their detailed explanation. Starting with the increase in the amount of water lost and continuing with the explanations about capital investments which are quite confusing. These parts of the report do not clarify enough. Through this report, there are large differences in water services payments between customers in North Mitrovica and customers in other parts of Kosovo. These differences in prices are quite discriminating in terms of payments to these consumers. This issue is a very high problem that needs to be solved.

12. "Analysis of the Annual Report of Railway Regulatory Authority for 2019"

The Institute for Development Policy in the framework of support work for the Commission for Economic Development, Infrastructure, Trade and Industry, has reviewed and analyzed the annual report of the RRA for the reporting year 2019. This analysis coincides with INDEP's continued preoccupation with the issue of independent agencies and their oversight instruments. The independent agencies report remains the only instrument that the Assembly of the Republic currently has to balance independence with accountability, an objective that has been ongoing challenge to independent agencies.

Workshops / Round Tables

INDEP considers working with relevant stakeholders as necessary to see the direct needs of citizens and decision-making actors and to accurately identify areas for intervention. For this reason, INDEP annually plans various workshops based on the project portfolio, through which it carries out its mission - synergy builder, advocate for change and constructive partner. Listed below are some of the most important workshops and roundtables held in the period January - December 2020.

'Commitment to Change - The Role of Civil Society and the Media in Shaping Laws and Parliamentary Initiatives'

The first workshop in the three-part series entitled "Commitment for Change - The Role of Civil Society and the Media in Shaping Laws and Parliamentary Initiatives" brought together representatives of various non-governmental organizations profiled on various issues who had the opportunity to learn more about opportunities, tools and methods to contribute to the work of the Assembly.

“CSO Capacity Building Workshop in Kosovo”

The Institute for Development Policy (INDEP) in cooperation with the Balkan Green Foundation (BGF) within the project 'Empower - Engage - Build Ownership' that these two organizations have co-implemented has held a workshop / capacity building training (CBT) that is dedicated to the beneficiaries selected under the 3rd Call for Proposals for the Small and Medium Grants Scheme. This in-depth training had a summary of project cycle management, narrative reporting, and project implementation guidelines, followed by financial guidance. The training was held by INDEP and BGF team members.

“Workshop 2 "Commitment to Change - The Role of Civil Society and the Media in Shaping Laws and Parliamentary Initiatives”

In the third roundtable of 2020 INDEP held the workshop "Commitment for change - The role of civil society and media in shaping laws and initiatives of the Assembly" which was supported by the National Endowment for Democracy (NED), within the project "Empowered Assembly for effective, comprehensive and accountable policies and legislation." In this workshop INDEP gathered representatives of various non-governmental organizations profiled on various issues who had the opportunity to learn more about the opportunities, tools and methods to contribute to the work of the Assembly. The workshop was divided into two parts, in the first part lectured: Armend Ademaj, Head of the Administrative Unit of the Parliamentary Committee on Economy, Employment, Trade, Industry, Entrepreneurship and Strategic Investments and Dardan Abazi, Senior Researcher at INDEP who presented the presentation " The need and importance of the engagement of civil society organizations in the new legislature ", spoke about the main instruments of civil society participation in the work of the Assembly and the mechanisms available to contribute to the legislative process. While in the second part an exercise was carried out analyzing Law no. 04 / L-176 for Tourism and using the methods taught in the workshop.

Conference "Law on Gender Equality in Kosovo: Content Analysis, Implementation Assessment and Next Steps”

In the framework of the project "Women Managers in the Public Sector - Facilitating the Transformation from a Quantitative to a Qualitative Approach" supported by the Equality Commitment Program - E4E, funded by the United States Agency for International Development - USAID and implemented by the Center for Advocacy Training and Resources - ATRC, INDEP held a conference in which it published a paper on the legal framework for gender equality in Kosovo. In this table held in online format were present Mrs. Edi Gusia, Chief Executive of the Agency for Gender Equality (AGE) and Mrs. Gresë Rrahmani, gender expert. Mrs. Gusia spoke about the importance of harmonizing other horizontal laws with Law no. 05 / L-020 On Gender Equality. Whereas, Mrs. Rrahmani specified that the Law on Gender Equality is not reflected in other laws and raised the need to discuss the possibility that the provisions of the Law on Gender Equality be merged into other laws in a mandatory manner.

'Panel discussion on "The Role of the Assembly in Exercising Supervisory Function and Cooperation with Civil Society”

INDEP in the framework of the project "Empowered Assembly for effective, comprehensive and accountable policies and legislation" supported by the National Endowment for Democracy (NED) has held a panel discussion on "The role of the Assembly in exercising its oversight function and cooperation with civil society "with the guests Mrs. Shqipe Krasniqi, Senior Officer for Strategic Planning and Coordination at the Assembly of Kosovo. In this panel Mrs. Krasniqi spoke about the history of cooperation between the Assembly and civil society organizations, the beginning of discussions about the opening of the Assembly to NGOs, the creation of a database of NGOs by the Assembly, the establishment of the Forum for Parliamentary

Transparency, cooperation to date with NGOs, etc. Mr. Abazi led this discussion and elaborated on INDEP's cooperation with the Assembly since 2012 and the challenges of cooperation.

'7 workshops with civil society representatives and citizens on environmental activism'

INDEP within the project 'Informed citizens, independent monitoring and inter-institutional coordination for data-based environmental policies in Kosovo' has held 7 workshops with civil society representatives on promoting activism to identify and address environmental problems in local level in 7 main municipalities of Kosovo - Mitrovica, Prishtina, Ferizaj, Peja, Gjakova, Prizren and Gjilan. The workshops discussed the various environmental problems of these regions. Discussions have continued with the elaboration of solutions to these problems, as well as specific ways on a personal level through which individually can contribute on creating a more sustainable environment.

Virtual roundtable "The Role of ERO in consumer protection in the Field of Energy"

In the framework of the project "Monitoring of the legal and institutional framework for consumer protection in development sectors", funded by European Union funds, managed by the European Union Office in Kosovo and implemented by the Institute for Development Policy (INDEP). The roundtable was moderated by Mr. Dardan Abazi, Senior Researcher and Program Director at INDEP and participated in it, Mr. Gani Buçaj, Head of the Department for Consumer Protection at (ERO). Mr. Abazi opened the roundtable with a summary of the work that INDEP is doing to increase awareness of consumer rights and legal and institutional monitoring involved in the activities of this project. Whereas, Mr. Buçaj spoke about the activities carried out by the Department for Consumer Protection in ERO, about the competencies that ERO has in the field of energy, the types of complaints they deal with, explained the procedure how complaints are handled, legal deadlines for handling complaints and other issues.

'Consumer Protection: Legal and Institutional Framework from the Perspective of the Consumer Protection Department' The roundtable "Consumer Protection: Legal and Institutional Framework from the Perspective of the Consumer Protection Department" had panelists Mr. Nijazi Shala, Head of the Department for Consumer Protection (DMK) in the Ministry of Trade and Industry and Mr. Plator Gërdovci, Senior Officer at DMK. Mr. Shala spoke about the legal and institutional competencies that the Department of Consumer Protection possesses for the challenges they face in their daily work, etc. Whereas, Mr. Gërdovci explained the procedures for receiving complaints in this department, what the law provides exactly as the competence of the CPD, consumer rights provided by law, assistance provided by the CPD, types of complaints handled, legal deadlines for handling of complaints and other issues.

Roundtable "Green Deal for the Balkans and the National Energy and Climate Plan"

The roundtable had panelists Mr. Luan Morina, Head of the Department of Energy at MEA and Mr. Fisnik Osmani, Advisor to the Prime Minister of Kosovo. Due to the COVID-19 pandemic, the roundtable was held without the presence of the audience and was broadcast virtually on the INDEP Facebook page. The roundtable addressed the drafting of the Kosovo National Plan for Energy and Climate and the coordination of this plan with the points of the Green Agreement for the Balkans. Further in this roundtable was discussed about the new Kosovo Strategy in the field of Energy and achieving targets for solar and hydropower resources by adapting to the criteria set by the Sofia Summit. This roundtable was implemented within the project "Promotion of Energy Efficiency and Renewable Energy Sources in Kosovo", funded by GIZ Kosovo, on behalf of the German Government.

With the panelist Trim Tërnavaj, Renewable Energy Expert, this roundtable was also broadcast virtually on the INDEP website and was held without the presence of the public, due to the measures for the prevention of COVID-19 infections, imposed by the Government. In this roundtable were discussed and elaborated the developments in the field of energy with emphasis on solar energy. The roundtable was implemented within the project "Promotion of Energy Efficiency and Renewable Energy Sources in Kosovo" supported by the German Government through Deutsche Gesellschaft für Internationale Zusammenarbeit (GIZ) GmbH, Kosovo Energy Efficiency Project.

Regional Cooperation

- *INDEP part of the World Forum for SDG Advisory Bodies in Bogota, Colombia*

The World Forum for National Advisory Bodies of CDS was held in Bogota, which gathered a significant number of participants, including INDEP. The initial meeting focused on understanding how progress is being made with the United Nations Sustainable Development Goals (SDGs) around the world, who is monitoring them in their respective countries, and who is advising political leaders on their implementation. The network was set up last September at the United Nations Summit on Sustainable Development in New York. The meeting established the first partnerships between countries for renewable energy projects or to examine how cities and local governments can develop sustainable plans. Another point addressed was how individual countries can have their sustainability policy independently reviewed, for example through peer review processes.

- *INDEP part of the 2020 edition of the EPG that discussed the transition of the energy sector from the conventional to the green*

Dora Musa, researcher at INDEP participated in the 2020 edition of the EPG school with the theme "Wise transformation of the energy sector". Due to the conditions created by the pandemic, the school was held virtually from 23 to 25 July, where there will be numerous lectures by experts in the field worldwide who will address key issues of energy transition and how to the energy sector is behind the effects of COVID-19. Dora shared with other participants the work and commitment of INDEP in the energy sector through the Sustainable Development program, in addition to revealing the situation of this sector in Kosovo. In this edition they participated a total of 17 young professionals and energy students from 14 different nationalities.

- *INDEP part of the Progressive Leadership Program 2020*

INDEP was also a participant in the Progressive Leadership Program, the 2020 edition on "The Role of Young Political Leaders in Energy Transition, Climate Change and Social Sustainability". This seminar was held in Belgrade, Serbia from September 24 to 27 and was organized by the Friedrich-Ebert-Stiftung. The purpose of this seminar is to present climate change and the energy transition of the global and regional policy framework, to introduce new leaders to the key facts and policy instruments developed globally, of the EU and also of the Energy Community. The seminar also included examples of their implementation in the regional context. Dora Musa from INDEP spoke about the work that INDEP is doing in Kosovo in this regard but also about the situation in Kosovo regarding the energy transition and public policies against public change.

INDEP in the Media

Like every other year, this year INDEP was presented in the media through various pronunciations. With a focus on energy and democratic governance, INDEP has been part of the media more than 30 times. INDEP considers that the media play a crucial role in providing fair public information, therefore it tries to accept requests for statements and is always impartial in media appearances.

Donors

The work of INDEP is impossible without the support of our donors. INDEP cordially thanks all the donors who have supported the INDEP portfolio during 2020, with emphasis on the Rockefeller Brothers Fund (RBF), the European Union Office in Kosovo, as well as the German GIZ - Deutsche Gesellschaft für Internationale Zusammenarbeit. Below is the full list of INDEP donors.



