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Report of Performance Audit

MANAGEMENT OF PUBLIC PARKING IN THE CITY OF PRISHTINA BY THE LOCAL PUBLIC ENTERPRISE PRISHTINA PARKING

Prishtina, August 2024

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This audit was carried out in accordance with the International Standards of Supreme Audit Institutions (ISSAI 3000²).

Performance audits undertaken by the National Audit Office are objective and reliable examinations that assess whether government actions, systems, operations, programs, activities or organizations operate in accordance with the principles of economy³, efficiency⁴ and effectiveness⁵ and whether there is room for improvement.

The Auditor General has decided regarding the content of this audit report "Management of public parking in the city of Prishtina by the local public enterprise Prishtina Parking", in consultation with Assistant Auditor General, Myrvete Gashi Morina, who supervised the audit.

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- 1 Law no.05_L_055 on the Auditor General and the National Audit Office of the Republic of Kosovo
 - 2 Standards and guidelines for performance auditing based on INTOSAI Audit Standards and practical experience
 - 3 Economy - The principle of economy implies minimising the cost of inputs. Inputs should be available at the right time, quantity and quality and at the best price possible
 - 4 The principle of efficiency implies achieving the maximum from the available inputs. It relates to the relationship between input and output in terms of quantity, quality and time
 - 5 Effectiveness - The principle of effectiveness implies the achievement of set objectives and the achievement of expected outputs.

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List of abbreviations

MP	Municipality of Prishtina
PP	Prishtina Parking
LPE	Local Public Enterprise
DO	Department of Operations
PP	Parking Permit
DI	Department of Inspectorate
DBD	Department of Business Development
BGP	Barrier Gate Parking
OP	Open Parking

Note: In the old regulations of the Enterprise, fines are provided for citizens who do not respect the rules for using the parking lot. With the new Enterprise regulation of 2024, fines have been replaced with 24-hour tickets. Within the report, we have referred to fines when it comes to the period of implementation of the old regulation and 24-hour tickets for the period of implementation of the new regulation.

General overview

Parking lot management is a critical component of urban infrastructure, which plays a key role in the daily life of residents and visitors in the Municipality of Prishtina. The Local Public Enterprise Prishtina Parking is the main authority for the organization and management of public parking lots, which aims to provide parking services for citizens in the Capital.

The National Audit Office has conducted a performance audit to assess the efficiency and effectiveness of the services provided to citizens by the Prishtina Parking Enterprise. Another purpose was to evaluate the measures and actions in parking lot management and cooperation with the Inspectorate of the Municipality of Prishtina.

The subject of this audit is the Local Public Enterprise Prishtina Parking with the responsible departments and the Municipality of Prishtina with the Inspectorate Department.

The enterprise Prishtina Parking and the Inspectorate of the Municipality of Prishtina have not been efficient and effective in managing and monitoring the implementation of the regulation for a proper organization of public parking lots. The Prishtina Parking enterprise is still in consolidation, accompanied by regulatory changes, controls are weak and there are cases where they are unable to prove their activities.

The management of public parking lots and parking permits is characterized by significant deficiencies.

A significant number of parking permits are issued without the necessary documentation. The enterprise has failed to properly plan parking lots by not prioritizing enough parking for residential residents versus business users. This had caused problems in the availability of parking spaces. In addition, there was a lack of transparency and credibility due to irregular procedures which damaged the reputation of the Enterprise among citizens. The failure to strictly implement the regulation and the application of different standards for issuing permits in an irresponsible manner have created potential scope for misuse and illegal benefits.

Lack of documentation related to cancellations and modifications of fines and weaknesses from non-collection of funds from canceled fines.

Cancellations and reinstatements of fines are not recorded in the enterprise's internal system, creating room for potential misuse and lack of transparency. Some users of the system have the opportunity to make cancellations and changes in fines without leaving a trace and without a decision formalized by the Enterprise. Officials use informal forms to request and carry out cancellations of fines, increasing the possibility of benefits and lack of proper documentation. A significant number of imposed fines are canceled and funds from these fines are not collected as a result of the end of the Enterprise's working hours. Lack of documentation for cancellations and modifications of fines creates room for misuse and lack of transparency. Canceled fines from which funds are not collected cause a loss of income for the Enterprise.

The enterprise has not managed to implement the digitization of the barrier gate parking system and the signaling of the parking lots. The lack of a detailed plan and concrete timelines has caused the digital parking lot management system not to be operationalized. Manual operation of barrier gates and out-of-function monitors have caused confusion and reduced operational efficiency, negatively affecting revenue and citizen confidence. Mainly in the open parking lots there is a lack of planning and monitoring of the control structure of the Enterprise, affecting an ineffective supervision of the controllers for checks and inspections by the dispatchers. The Prishtina Parking enterprise operates without a structured plan for signaling parking lots in the city, acting in an ad-hoc manner. Deficiencies in horizontal signaling have made orientation and easy and regular parking difficult for drivers.

Weak internal and financial control processes are undermining the management of parking lots. Internal controls are inefficient, negatively affecting the management of parking lots. Poor organization of tasks and responsibilities has led to inadequate scheduling of checks and inspections by dispatchers, resulting in ineffective supervision of inspectors in open parking lots. The lack of official forms for receiving and handing over cash and the manual operation of the systems have caused financial losses for the enterprise, reducing revenues from fines and parking fees. The Inspectorate of the Municipality of Prishtina lacks a structured plan for inspections and supervision of public parking lots, relying mainly on citizen complaints. In certain cases, the Inspectorate has carried out inspections, but these inspections have not been recorded and there is no regular documentation for the actions and fines imposed.

It is worth noting that Prishtina Parking did not manage to draft the regulations on organization and management of parking lots based on proper data and analysis, but mainly based on citizens' complaints.

The findings of the audit show that the issues related to the management of public parking lots by the Prishtina Parking Enterprise and the Inspectorate of the Municipality of Prishtina require immediate improvement and 12 recommendations have been issued in this regard. The list of recommendations is presented in Chapter 5 of this report.

Entity response

The Local Public Enterprise Prishtina Parking has agreed with the audit findings and conclusions and has committed to implementing the given recommendations. The Municipality of Prishtina has not responded.

INTRODUCTION

01

1. Introduction

Parking lots play a key role in the daily life of residents and visitors. The availability, accessibility and quality of public parking significantly affect the mobility, convenience and satisfaction/comfort of a city's residents. The Municipality of Prishtina, as a very busy urban center, has entrusted the management of public parking lots to the Local Public Enterprise "Prishtina Parking" (hereinafter referred to as: PP), the entity responsible for the management and maintenance of traffic flow within the Municipality of Prishtina. PP provides parking, payment and control services for city residents with the aim of reducing traffic in the city, providing organized and safe parking spaces for all citizens, and improving the parking experience for residents, businesses and visitors of Prishtina. Also, through multiple and easy payment methods, the Enterprise aims to offer complete transparency in relation to citizens, aiming to offer permanent solutions with easy access to parking.⁶

However, with the development of urban dynamics and increasing demands for parking facilities, the effectiveness of this management process has been questioned by various actors, including citizens and other relevant stakeholders.⁷

The Municipality of Prishtina has drawn up the regulation for the activity of the PP and conducted the inspection of operations in public parking lots through its inspectorate. PP carries out the daily

activities of operation, maintenance and collection of income from the parking lots.

Based on the Regulation on organization and use of parking lots of the Municipality of Prishtina⁸, there are three types of parking lots:

1. Public parking spaces, with certain times that include parking spaces along public roads and spaces designated as public parking spaces as well as Park and Ride parking spaces;
2. Parking lots with Public Private Partnership (PPP) – garages; and
3. Private parking lots.

This regulation also classifies parking spaces into zones, each with its own unique characteristics, prices and duration restrictions. The zones range from the "City Centre" (Zone I), the space from the center ring to the inner ring of the city (Zone II) and the spaces outside the inner ring (Zone III)⁹, meeting a wide spectrum of parking requirements. Residents should be offered dedicated parking spaces in the "Blue" and "Purple" zones (with prepayment), while the "Orange" zones offer short-term parking opportunities for all users.¹⁰

⁶ <https://prishtinaparking.net/rreth-nesh/>.

⁷ <https://telegafi.com/parkingu-falas-per-veturen-e-pare-kmdlj-vlen-vetem-per-lagjet-periferike-komuna-e-prishtines-nuk-informoi-gytetaret/>; <https://kallxo.com/komuna/banoret-nuk-lejojne-punimet-ne-parking-kryeshefi-i-prishtina-parking-jep-detaje-te-projektit/>.

⁸ Regulation on organization and use of parking lots in the Municipality of Prishtina 2019;

⁹ Regulation on organization and use of parking lots in the Municipality of Prishtina 2019, Article 6.

¹⁰ Regulation on organization and use of parking lots in the Municipality of Prishtina 2019, Article 5.

In this audit, public parking spaces have been treated, with certain times that include parking spaces along public roads and spaces designated as public parking spaces.

Figure 1. Zone I (City center).



Source: Prishtina Parking

PP is committed to implementing innovative solutions to improve the parking experience. In this context, one of the steps is the establishment of “Park and Ride” parking lots. These parking areas are strategically located away from the city center and should be easily connected to public transportation. This action aims to reduce congestion in the urban area and provide affordable parking options for travelers.¹¹

Furthermore, Prishtina’s parking regulations require users to adhere to specific time limits, payment methods and designated parking zones based on color-coded zones. These measures aim to maintain order, access and justice in the use of public parking spaces.

11 Regulation on organization and use of parking lots in the Municipality of Prishtina 2019, Article 6.1

AUDIT

ACTIVITIES

QUESTIONS

02

2. Audit objectives and questions

The objective of the audit is to evaluate the efficiency and effectiveness of the services provided by Prishtina Parking to citizens. Another purpose is to evaluate the cooperation with the Inspectorate of the Municipality of Prishtina.

covered the period 2022, 2023 and until May 2024.

The detailed methodology and scope of the audit are presented in Annex 1.

Audit questions

In order to reach the audit objective, we presented the main question and the audit questions as follows:

How effective is Prishtina Parking in the management of public parking lots in the Municipality of Prishtina?

1. Has Prishtina Parking managed to make a proper planning of the parking lots to meet the needs of residents and commercial parking lot users?
2. Has Prishtina Parking managed to offer appropriate services to citizens for easy, transparent and efficient access and use of public parking lots for all citizens?
3. Has Prishtina Parking provided the appropriate plans, controls and cooperation for the use of parking lots by residents and commercial parking lots and their monitoring?

The scope of this audit is the Local Public Enterprise Prishtina Parking, focusing on the Department of Operations, Department of Business Development and Department of Information Technology. The scope also included the Municipality of Prishtina, namely the Inspectorate Department. The audit

AUDIT FINDINGS

03

3. Audit findings

The Local Public Enterprise (LPE) Prishtina Parking (PP) and the Municipality of Prishtina, more specifically the Inspectorate Department, are responsible for the system of regulation of parking activities in the City of Prishtina. The Enterprise aims, through proper planning, to provide parking spaces for residents and at the same time manage parking lots for businesses and other citizens. LPE PP is responsible for providing citizens with parking permits and ensuring that public parking lots are only used in accordance with the criteria.

The Department of Operations (DO) within the PP reviews the applications and requests of citizens to be provided with parking permits. To apply for a parking permit, citizens must meet certain criteria including residential address (certificate of ownership) or lease contract, logbook, and others (non-mandatory).¹² Likewise, citizens who meet the criteria are obliged to make the payment depending on the designated areas based on the decision on the price list.¹³

If the criteria are not met, the Enterprise rejects the application/request and has the power to revoke the permit later if it finds any criteria that have not been met.

The Department of Business Development within the DO is responsible for drawing up plans related to parking lot management and horizontal and vertical signaling of parking lots¹⁴. The Department of Information Technology is responsible for the maintenance of the internal system where all the data of the enterprise are recorded, including the data of parking permits, fines, access and authorizations of officials, etc.

The Department of the Inspectorate in the Municipality of Prishtina draws up control plans and ensures the implementation of these plans. It also controls the proper use of public and private parking lots, orders the correction of deficiencies, imposes mandatory penalties and takes other measures to comply with the regulation.

The audit findings indicate a process characterized by delays which are directly related to the issuance of parking permits by the Enterprise/PP. The Enterprise has not complied with its responsibilities in relation to the implementation of the criteria, resulting in cases where citizens were provided with parking permits in certain areas without fulfilling the criterion of being a resident in that area or other criteria such as owning the vehicle or being authorized to use it, or others. The follow-up of the activities of the controllers by their supervisors in the Enterprise is not evidenced and this indicates a deficient supervisory process. The imposed fines are canceled and rewritten without a proper record. Some of the

12 . Regulation on resident parking lots of 2021, Article 4 (additional documents, if the vehicle is not owned by the resident, copy authorization is required, certificate of the person's family union if the residence is in the name of parents or grandparents).

13 Decision on the approval of the price list for the public parking lots of the Municipality of Prishtina

14 Guideline on Job Descriptions for Departments and Offices - 2020

canceled fines are not recorded at all. At the end of the Enterprise's working hours, the imposed blockades and imposed fines are cancelled. Signaling as a prerequisite for the functioning of the Enterprise is not carried out properly and is characterized by ad-hoc planning.

Likewise, the controls of the Municipal Inspectorate are not planned on a regular basis, but are mainly oriented towards citizen surveys and ad-hoc controls.

Below are presented the findings which are the result of analyzing and evaluating documentation, auditing processes, testing, examinations as well as interviews with responsible officials in the field. The collected evidence served to provide the conclusions which are presented in Chapter 4 and the recommendations for improving the processes which are presented in Chapter 5.

3.1. Planning and issue of parking permits by Prishtina Parking are ineffective

Citizens, in order to be provided with a parking permit, apply to the Enterprise by bringing the documentation required according to the regulation. Through the application, they enter into a contract with the Enterprise to receive parking services. The contract provides the vehicle information, including the license plate number, the citizen's name and surname, and other information. The Department of Operations evaluates the documentation and if the criteria are met, including payments, issues a monthly or annual parking permit.

3.1.1. The enterprise issued parking permits to citizens who did not meet the criteria for residents

The enterprise must offer quality parking services to residents and at appropriate prices, through payment¹⁵. Residents are those residents who live on the street where parking is paid¹⁶. It must also be ensured that only residents who meet the following criteria can be provided with a parking permit in the area where they live or apply to exercise their business activity, etc.

15 Regulation on the Organization and Use of Parking Lots of the Municipality of Prishtina

16 Annual Report of Prishtina Parking for the year 2022. Page 18. Regulation Article 4. Point 7.1

Subscription options for public parking permits, including daily, weekly, monthly and yearly, should be clearly communicated to users. In the regulation for internal organization, the price list and criteria for users of public parking lots are provided, as follows:

Criteria to obtain a parking permit for residents

- Application form
- Certificate of ownership (property tax)
- Certified lease contract (copy)
- Vehicle logbook (copy)
- Driving license and identity card (copies)
- Additional documents as needed (not mandatory)

Parking price list for residents (vehicle 1)

- Zone I:** 10 Euros/month, 100 Euros/year
- Zone II:** 7 (seven) Euros/month, 70 Euros/year
- Zone III:** 5 (five) Euros/month 50 Euros/year

Parking price list for residents (vehicle 2)

- Zone I:** 30 Euros/month, 300 Euros/year
- Zone II:** 15 Euros/month, 150 Euros/year
- Zone III:** 10 Euros/month, 100 Euros/year

According to the regulation of 2024, more specifically the price list¹⁷, residents may be provided with a parking permit for the first vehicle, only by paying a fee of 10 Euros per year to cover the administrative expenses of the Enterprise. From the beginning of 2024, the Enterprise operates according to the new regulation by asking residents to start the registration to be released from the payment of the first vehicle and then continue with the registration or even with the revocation of licenses for registered non-regular/fictitious residents or those who have not met the criteria to obtain a parking permit. This process is ongoing and we have not raised any issues for this period.

While for the years 2022 and 2023, we noticed that the Enterprise had deficiencies in its activities and has not set parking priorities for residents compared to businesses or citizens who use parking lots for commercial needs. For this period, about 13,493 permits were issued to residents.

We analyzed 199 decisions/samples of parking permits issued and managed by the Enterprise mainly for the use of open parking lots by citizens. The samples are mainly for Zone I (center zone) and Zone II (Neighborhood Bregu i Diellit, Dardania and Ulpiana) of the City of Prishtina. Focused parking permits were obtained/analyzed in Zone I because the demand in this area is higher to be provided with parking permits. The enterprise has issued parking permits for residents since 2022 through the "Help Desk"¹⁸ office within the enterprise.

¹⁷ Regulation on organization and use of parking lots in the Municipality of Prishtina 2024, Annex 1, 1.2.2.

¹⁸ Officials responsible for issuing parking permits.

From the 199 samples of parking permits analyzed, we found that 108 or about 54% of the sample were issued without meeting the basic criteria. The irregularities from these samples mainly belong to the parking lots in Zone I.

- 87 permits or about 43% of the total samples were issued by the Enterprise (Help Desk) without meeting the criteria specified in the regulation, as well as
- 21 were parking permits issued by the Enterprise for which the criterion of a second vehicle was not complied with.¹⁹

For another 30 samples, the Enterprise does not possess the necessary documentation for a parking permit at all. These parking permits have been paid for and are registered in the web-application that the Enterprise uses as a database of residents, but without supporting documentation. The Enterprise failed to provide these documents, claiming that they do not have such documentation. Based on this, the Enterprise has allowed unauthorized vehicles or persons to use the public parking, overloading/occupying the parking lots for regular citizens/residents.

In addition, the Enterprise has provided parking permits to citizens in areas whereof they are not residents, bringing only the vehicle's registration book or only an ID card.

In the following section, to elaborate the highlighted findings, we have presented some samples/cases in tabular form. Other cases/samples can be found in Annex 2 to this report.

¹⁹ The second vehicle for residential units, according to the price list and regulations of Prishtina Parking, must be paid at a different price. While the citizens paid the same prices for the second vehicle as for the first vehicle. (The annual payment for the first vehicle in Zone I is 100 Euros while the payment for the second vehicle is 300 Euros. In Zone II the annual payment for the first vehicle is 70 Euros and for the second vehicle 150 Euros).

Table 1: Parking permits without criteria in Zone Center, Street Sylejman Vokshi

Plate number (letters YY are used for privacy reasons)	Second Vehicle	Application form	Payment	Certificate of ownership (property tax)	Statement of family union (optional)	Lease contract (certified)	Vehicle logbook	Driving license and identity card
01-160-YY		Yes	Yes - 10 Euros	Yes	N/A	N/A	Yes	Yes
01-434-YY		Yes	Yes 100	Yes	N/A	N/A	Yes	Yes
01-426-YY		Yes	Yes 100	Yes	No	No	Yes	Yes
01-777-YY		Yes	Yes 100	No	No	No	Yes	Yes
01-535-YY		Yes	Yes 10	Yes	N/A	N/A	Yes	Yes
01-257-YY		Yes	Yes 100	No	No	No	Yes	Yes
01-320-YY		Yes	Yes - 10 Euros	No	No	No	Yes	Yes
01-641-YY		Yes	Yes 100	No	Yes	No	No	Yes

Table 2: Parking permits without the necessary documentation in Zone Center, Street Simon Shiroka

Plate number (letters YY are used for privacy reasons)	Second vehicle	Application form	Payment	Certificate of ownership (property tax)	Statement of family union (optional)	Lease contract (certified)	Vehicle logbook	Driving license and identity card
01-424-YY		Yes	10					Without documents
02-370-YY		Yes	300					Without documents
01-910-YY		Yes	100					Without documents
01-784-YY		Yes	100					Without documents
01-333-YY		Yes	10					Without documents
01-323-YY		Yes	10					Without documents

Table 3. Parking permits not in compliance with the second vehicle criterion – 21 cases.

No.	Vehicle	Plate	Payment period	Comment
1	Vehicle 1	01-641-YY	17.05.2023-17.05.2024	Payment of 100 Euros
2	Vehicle 2	01-662-YY	30.10.2023-30.10.2024	Payment of 100 Euros
3	Vehicle 1	DT-262-YY	11.05.2023-11.05.2024	Payment of 100 Euros
4	Vehicle 2	YY-311-77	28.08.2023-28.08.2024	Payment of 100 Euros
5	Vehicle 1	01-262-YY	20.09.2022-20.09.2023	Payment of 100 Euros
6	Vehicle 2	04-268-YY	27.09.2022-27.09.2023	Payment of 100 Euros
7	Vehicle 1	01-258-YY	10.05.2023-10.05.2024	Payment of 100 Euros
8	Vehicle 2	YYKR838	20.04.2023-20.04.2024	Payment of 100 Euros
9	Vehicle 1	01-956-YY	14.09.2023-14.12.2023	21 Euros (7 Euros/ month)
10	Vehicle 2	01-911-YY	14.09.2023-14.12.2023	21 Euros (7 Euros/ month)
11	Vehicle 1	01-980-YY	08.12.2022-08.12.2023	100 Euros
12	Vehicle 2	01-766-YY	05.12.2022-05.12.2023	300 Euros
13	Vehicle 3	01-106-YY	05.12.2022-05.12.2023	100 Euros
14	Vehicle 1	VR-134-YY	16.06.2023-16.07.2023	10 Euros
15	Vehicle 2	YY302656	07.08.2023-07.09.2023	10 Euros
16	Vehicle 1	01-638-YY	17.01.2023-17.01.2024	100 Euros
17	Vehicle 2	01-616-YY	17.01.2023-17.01.2024	100 Euros
18	Vehicle 3	01-950-YY	17.01.2023-17.01.2024	100 Euros
19	Vehicle 4	01-811-YY	17.01.2023-17.01.2024	100 Euros
20	Vehicle 5	01-721-YY	17.01.2023-17.01.2024	100 Euros
21	Vehicle 6	01-311-YY	17.01.2023-17.01.2024	100 Euros

Source: Data provided by the Enterprise on vehicle payments analyzed/audited

The above table shows the cases when the residents paid the price of the first vehicle for the second and third vehicle, causing financial damage to the Enterprise.

Based on the tabular data, the granting of parking permits was done mainly without fulfilling the criteria. This happened in area I in the center of the city, where the demand for the use of parking lots in this area was also higher. This has negatively affected the organization and availability of parking lots and their management as a result of limited places.

Table 4. Parking permits issued to residents, businesses and others in the streets selected as samples in Zone 1 and Zone 2.

Street	Residential units	Parking spots	Permits issued to residents	Permits for second vehicles	Permits for businesses	Other
Sylejman Vokshi (Zone I)	250	165	66	4	20	1
Simon Shiroka (Zone I)	160	121	26	2	2	2
Andrea Gropa (Zone I)	40	60	6	4	/	/
Rexhep Luci (Zone I)	60	13	68	/	/	/
Hajdar Dushi (Zone I)	120	52	52	/	/	1
Imzot Nikë Prela (Zone II)	200	186	195	/	7	/
Henry Dunant (Zone II)	70	63	149	/	4	/
Lekë Dukagjini (Zone II)	300	148	240	/	/	/
Taulantia (Zone II)	90	30	31	2	0	0
Ilir Durmishi (Zone II)	90	53	41	/	/	/

Table 4 presents the data on the number of housing units, parking lots and permits issued to residents, businesses and others. The permits issued by the Enterprise are for the first and second vehicles compared to the available parking spaces, and in some cases there are more permits than available parking spaces.

While on Egnatia, Idriz Gjilani, Nën Tereza, Sejdi Kryeziu, Pashko Vasa, Emperor Justinian and Vëllezërit Gërvalla streets, due to non-fulfillment of infrastructural prerequisites and signaling, the Enterprise has not started operations but has issued parking permits to residents on these streets enabling these residents to use parking lots on other streets near their homes. Despite the fact that the Enterprise has not created prerequisites for operation, it has issued parking permits for residents on these streets. This has enabled residents to use parking spaces on neighboring streets, which can potentially create parking congestion and cause dissatisfaction among residents.

We have evaluated the reports of citizens' complaints addressed to the Enterprise and from these data we have noticed that mainly the complaints are of a technical nature, such as problems with the telephone service operator related to not sending sms, technical errors in typing the number of license plates, failure to pay on time and various other claims, but we have not come across any other complaints related to the availability of parking space.

However, the audited permits show that more than 50% of the permits were issued without the necessary criteria, and this may create dissatisfaction among residents regarding the availability and operation of parking lots.

At the same time, it can create dissatisfaction with the provision of services and reduce the reliability of the Enterprise among the residents of certain areas; this can be seen through the high number of permits issued without fulfilling the criteria.

Giving parking permits to residents without being a resident of the area and paying for the second vehicle at the price of the first vehicle for the tested samples has caused financial damage. For 21 samples or 11% of cases, the financial damage is 2,815 Euros. In addition to reducing the Enterprise's income from parking fees, this has created a negative perception of the management and integrity of the services provided. Issuing permits to non-residents creates opportunities for those parking permits to be loaned or offered for payment to others, increasing the potential for misuse and further reducing available parking. Such irregularities have a negative impact on the economic and financial aspects of the Enterprise, leaving room for misuse and damage to its budget. The Enterprise has failed to ensure the strict implementation of the regulations, allowing the granting of parking permits to citizens without being residents of the designated area and applying the payment of the second vehicle at the price of the first vehicle, which is lower.

As a result, parking spaces have been limited and parking spaces for legitimate residents have been reduced by non-residents. This leads to dissatisfaction for residents who need to park close to their residence.

Despite the fact that the criteria for issuing parking permits were quite clear and specific according to the Regulation of 2019, the management of the Enterprise has claimed that until May 2024 they had implemented different standards for issuing parking permits (as were the authorizations for vehicles, etc.) neglecting the implementation of the criteria of the regulation which was in force.

Citizens who regularly pay for parking permits are not treated equally and this may increase their complaints against the Enterprise.

In addition to these application forms/requests that must be completed by citizens in order to obtain a parking permit, there is a form where the data of the license plates of the vehicle, the date and the signature of the citizens are recorded. But through this form of application it is not possible to prove whether the right documents for the application were submitted in time. There is a risk that these documents can be brought even later while the applicant is provided with a parking permit without meeting the criteria in time.

3.1.2. Cancellation of fines is not recorded in the Enterprise's internal system

The Enterprise should impose fines on citizens who park their vehicles in public parking lots without complying with the parking criteria.²⁰

Fines imposed for the use of parking lots by citizens are recorded in the Enterprise's internal web application, however canceled or newly imposed fines remain unrecorded in this system.

The fines for the years 2022, 2023 and 2024 have been analyzed, the way of issuing them and placing blockades on the vehicles that use the public parking lots managed by the Enterprise while not fulfilling the obligations/payments. From the analysis of the data from the web application, we noticed that the access to the system²¹ of the controllers who monitor the use of parking lots by citizens are recorded (through the mobile devices that each controller has and which are connected to the web application where all the data are recorded). Each access to the system records the time, credentials and other data of the controllers who check whether the payment for the use of the parking has been made. The citizen is not fined and his vehicle is not blocked for a parking period of 10 minutes. After this period, the controller prints/writes the fine and places the blockade on the vehicle. After making the payment for the imposed fine, the inspector removes the blockade and the vehicle is released.

In this regard, we have identified that there are some users in the web application who have authorizations and can delete fines from the web application in certain cases. These "users" or authorizations are used by IT officials and above all these deletions or cancellations or even restoration of fines are done by IT officials leaving no trace of the cancellation or deletion of the fine and not providing data or information on which fines have been cancelled.

From our further analysis, we noticed that this phenomenon occurs in cases where mistakes are made by the controllers in the field and wrong fines are issued (example: mistakes are made in the numbers or letters of the license plates by the controllers), then the controller asks the IT officials to remove the fine and impose another one. Likewise, in cases where any other technical error is made, cancellation of the fine may be allowed. This process (communication) of cancellation of the fine or imposition of another fine is done through non-formal forms (using WhatsApp etc., to notify the official who has access to cancellation) and not through formal ways where traces of the cancellation of fines remain. At the end of the process, no trace (history) remains in the web application related to these changes.

The IT officials gave a justification that some of them have access to the system for deleting and canceling the fines which remained from the functionalization of the web application in the Enterprise and is not regulated (by decision or authorization) in the right way from the Enterprise. As a result, there is a lack of internal controls, the possibility of abuse by officials and favoritism, directly affecting the quality of life of citizens, especially residents.

²⁰ Regulation on organization and use of parking lots in the Municipality of Prishtina, Articles 22 and 18.

²¹ Access to the system/registrations by controllers.

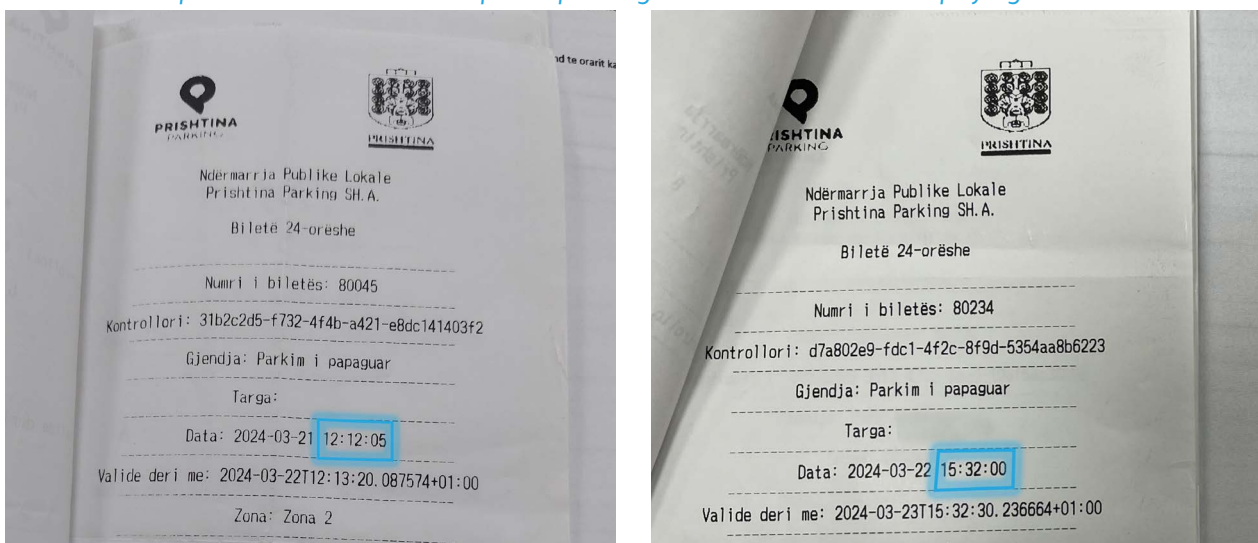
Based on this, we estimate that there is a lack of an adequate and secure system that provides security through internal controls. At the same time, the Enterprise does not offer equal treatment to citizens who use public parking lots.

In addition, the Enterprise cancels fines against citizens who do not pay until 11:00 p.m., after the end of the working hours for the Enterprise's controllers. Cancellation of 24-hour fines-tickets²² follows a decision of the Enterprise that provides for the removal of blockades and release from payment. For this, the enterprise has reasoned that citizens may have emergency cases for the use of the vehicle and it would be impossible for them to use it because of the blockade set by the Enterprise at night.

The Enterprise has not researched for alternatives or effective modalities in order to collect the funds from the issued fines/tickets.

Some photos of the fines are presented for illustration below, where it can be seen that in some cases the vehicles were parked and at the end of the working hours they were released from payment as a result of the end of the working hours.

Photo 1. Examples of citizens who used public parking until 23:00 hrs without paying.



These are some of the examples when the Enterprise issued a 24-hour ticket to citizens who used the public parking but did not pay for the service, while the Enterprise canceled these tickets and released the vehicles from the blockade as a result of the end of the working hours at 11:00 p.m. We have also found other cases which were canceled as a result of the end of the working hours.

²² The 24-hour tickets in 2022 and 2023 were issued as a fine and their denomination was a fine. In the 2024 regulation, these fines have been replaced with a 24-hour ticket.

From a rough calculation of the 24-hour tickets that are canceled as a result of the end of the working hours at 11:00 p.m., it turns out that there are approximately 15-20 of them on a daily basis. The value of a ticket is 20 Euros, meaning that the lost funds reach the value of approximately 120,000 thousand Euros per year, negatively affecting the financial aspects of the Enterprise.

In conclusion, the Enterprise has not built a proper system for the management of daily operations related to the management of parking lots. The establishment of a regular system which creates security through internal controls is missing. Internal controls are not properly established and non-functional, leaving room for misuse. Officials from the IT department cancel or even change fines without decisions and without leaving traces/history about their activities. Non-formal and inappropriate ways have been created for monitoring and issuing fines to citizens who have not paid for parking.

3.1.3. Parking lots with barrier gates are characterized by lack of digitization

The Business Plan foresees the digitization of the LPE PP system for 2023, including the closed parking lots. Barrier gate parking means the use of parking in public spaces allocated by the Municipality of Prishtina for paid parking. The subscription can be made daily, weekly, monthly, yearly, while payment per hour of use is also allowed.²³

The sector of barrier gate parking within the Department of Business Development managed ten parking lots in Prishtina during 2023, while three of them are inactive in 2024.²⁴ The parking lots operate with manual payments through cashiers in barrier gate parking lots, which are organized through rotations.

Digitization of barrier gate parking lots - We analyzed the operation of parking lots and to what level a parking lot is digitized. We have also conducted field visits to closely assess the way a barrier gate parking lot operates. The visits were carried out at the end of January 2024 and during the audit period April 2024. We noticed that the monitors which are located in front of the parking lot, which must be connected to the parking lot system and correctly show the number of free parking slots inside barrier gate parking lots, are out of order or even do not show the free parking slots correctly. We have identified these irregularities in the “Andrea Gropa”, “Rinia” and former “Flamurtari” parking lots and the photos are presented below.

Despite the identification of these problems by the managers and supervisors of the barrier gates, as well as from the visits at the time of the audit, we noticed that these issues have not been addressed. In 2024, the parking lot on “Isa Boletini” street, the former “Flamurtari” street, has been removed as the Enterprise assessed that it should be used more for business purposes by turning it into an open parking lot, while in other locations such digitization issues remain unaddressed.

²³ Business Plan 2022 and 2023 - activity 5.2.

²⁴ The barrier gate parking lots are located on Str. Dritan Hoxha (in front of square 21), Str. Andera Gropa (near the Government building), Rr. Skopje, St. Isa Boletini (former Flamurtari parking lot), Str. Isa Boletini (in Kurriz), Str. Luan Haradinaj, Str. Rinia, Germia Park, Str. Sylejman Vokshi, Str. Vëllezërit Gërvalla (not active), Kino Rina (not active) and Str. Hyzri Talla (not active from 07.03.2023) aiming for paid operation as in open parking lots.

In the Business Plan for 2023, the Enterprise had foreseen the digitization of the system, including the parking lots, even though this plan was not detailed enough (including the costs and timelines for the implementation of the activities). However, until March 2024, this project was not implemented. Moreover, the Business Plan or the digitization component, as in the plans of 2022 and 2023, did not specify how these activities would be implemented.

We have discussed with the head of the Department of Business Development and the Chief Executive regarding these issues. From the conversations and from the testimonies that we have received, such as an internal budget planning in Excel format, we noticed that an expenditure plan has been made for digitization activities, but this planning is not detailed as to which digitization activities it addresses and there is not even a detailed description of whether it will address digitization specifically. Despite this, the Enterprise has not taken any concrete step or any initiative to address this important issue.

In the following section, we have presented some photos of field examinations by the audit team.

Photo 2. Photos taken by the audit team during field visits.



Photos taken during the audit implementation on 19 April 2024 by the audit team.



Photos taken in the pre-study period on 29 January 2024.



In the photos above, it can be seen that the indicator monitors near the parking lots are out of order or do not correctly show the number of free parking slots within the public parking lots on “Andrea Gropa”, “Luan Haradinaj” and former “Flamurtari” streets in Prishtina.

In the parking lot on “Andrea Gropa” street, even though the monitor shows that there are no free slots inside the barrier gate parking lot, we found that there were some. Also, in the photo at the former “Flamurtari” parking lot, it can be clearly seen that the monitors are out of order during the period when this parking lot operated with barrier gates.

The lack of full digitization of parking lots has brought operational problems and has negatively affected their efficiency and functionality. Manual payments through cashiers and out-of-function monitors in some parking lots have caused confusion and malfunction of the parking system, reducing citizens’ trust

and the enterprise's reputation. The manual operation of the barrier gates allows the collectors to open the barrier gate without being recorded in the system and this directly enables misuse.

The Enterprise has failed to implement the Business Plan for 2023, which was drawn up without sufficient details on the costs and timelines for important activities such as the digitization of parking lots. The lack of a clear and detailed action plan has resulted in the lack of progress and full implementation of this sector, causing congestion in the parking lots, making parking impossible in cases where there are free parking slots and consequently not collecting funds from the Enterprise.

3.2. Lack of signaling in certain zones of the capital

The Department of Operations (DO) which after the restructuring of the Enterprise also includes the Department of Business Development is responsible for drawing up plans for vertical and horizontal signaling of parking lots in order to ensure conditions for operation and provide proper parking conditions for citizens. The Parking Plans must be detailed, showing the roads that are under the management of the Enterprise and that have signaling and must have it throughout the year. There should be plans and reports about street/parking signaling for 2022 and 2023.²⁵

Reports and planning for parking lot signaling from the respective departments were analyzed, including interviews with the heads of the Departments of Operations and Business Development, and the contract manager. Certain areas were physically examined, including the Dardania Neighborhood in Zone 2 and the streets "Sylejman Vokshi" and "Fehmi Agani" in Zone 1, where deficiencies in signaling were identified. In some cases, such as on the "Mark Dizdari" street in Zone 2, the signaling was acceptable.

PP does not have a good planning for signaling the parking lots, acting on an ad-hoc basis. Other prerequisites for providing parking services to citizens, such as service announcements, payment methods through points of sale and SMS, and an online payment application are operational. Most parking areas have vertical signs with this information. However, deficiencies have been identified in horizontal signaling and in closed or gated parking lots. The main problems identified are listed below:

The analysis of the weekly, monthly and general reports of the barrier gate parking lots has evidenced technical problems, including problems with the cameras and malfunctioning of the ticket printing machine. These issues affect the efficiency and functionality of the parking service.

Lack of horizontal signaling: In some streets and zones, such as "Mustafa Venhari" and "Sylejman Vokshi" streets, there is no horizontal signaling at all, making it difficult for drivers to orient themselves and park properly.

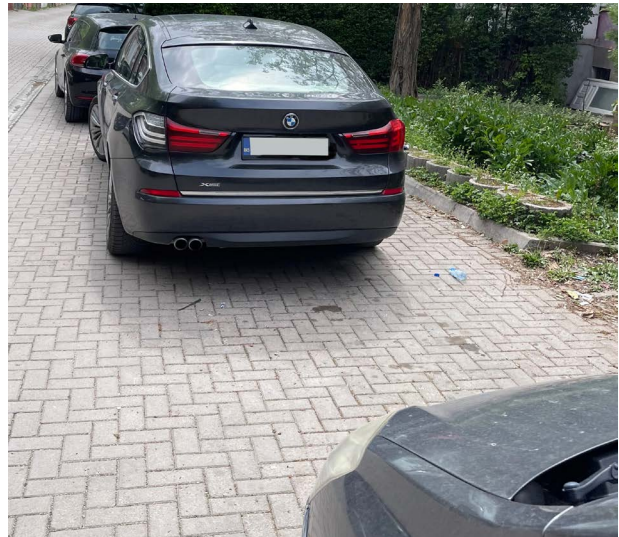
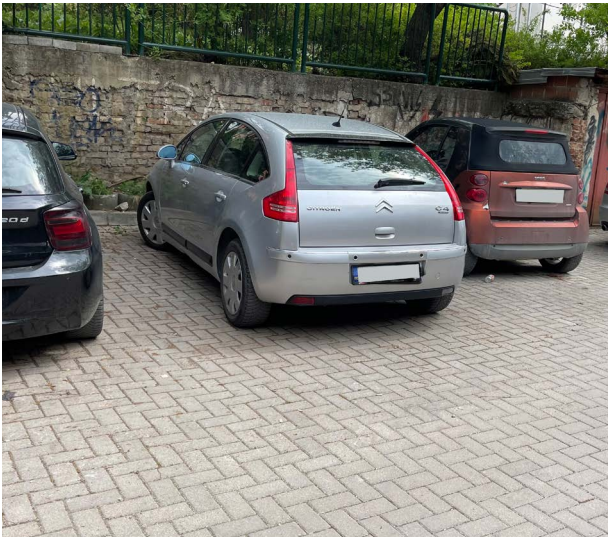
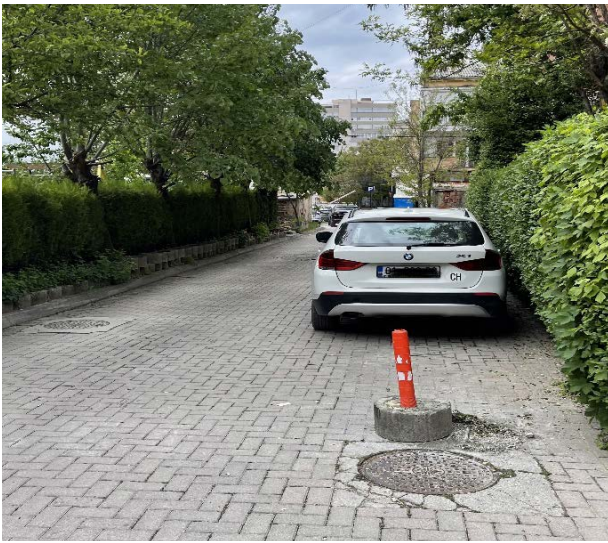
Invisible signaling: On "Fehmi Agani" street, the existing signaling is invisible and not at the right level, which increases the possibility of accidents and makes traffic management more difficult.

²⁵ Regulation on organization and use of parking lots in the Municipality of Prishtina, Articles 7 and 8.

Therefore, citizens pay for parking permits and the use of commercial parking lots, but the services offered are not at the expected level, not meeting the minimum requirements for the proper organization and management of parking lots.

To illustrate the findings noted above, we have presented some photos of physical examinations.

Photo 3. Streets Sylejman Vokshi and Ahmet Krasniqi, photos taken by the audit team during the field examination of signaling.





Regarding signaling, we have identified cases where citizens have been fined despite the lack of signaling. In this case, residents have directed their complaints to the Inspectorate of the Municipality of Prishtina, expressing their dissatisfaction with the lack of signaling. The Enterprise does not have the right to impose fines and penalties on residents in cases where it has not put the signaling. In this case, the Enterprise was punished by the Municipal Inspectorate for not fulfilling the conditions to exercise its activity, such as signaling.

The Enterprise has admitted that it has not made enough efforts to organize the parking signaling work in the right way and on time through the plans.

As a result, the Enterprise responsible for the management of public parking lots in the capital has failed to adequately implement the signaling criterion, especially in terms of horizontal signaling, failing to comply with the relevant regulation. This lack of effort and proper planning has resulted in poor management of parking lots, where citizens have been unfairly fined despite the lack of proper

signaling. Decisions were made ad-hoc and not enough efforts were made to organize the signaling work in a proper and timely manner.

The lack of signaling has led to disorganized parking, making it difficult for citizens to identify parking spaces and respect the established rules. Citizens may feel dissatisfied, as they pay for parking services that are not provided properly. This dissatisfaction has increased with unjust fines against citizens even in the absence of signaling in some cases. Citizens' trust in the Enterprise and its management has been damaged, creating a negative perception of the efficiency and honesty of public services. The Municipal Inspectorate has punished the Enterprise for not meeting the conditions for exercising its activity, negatively affecting its reputation and operations.

3.3. Supervision of controllers by dispatchers is accompanied by shortcomings and is not documented

Departments and offices for monitoring controls, more specifically dispatchers, must monitor on a daily basis the controllers in the field, verify the controls in relation to payments, and report on the controls performed to the supervisor.²⁶

The Department of Operations includes dispatchers and controllers who are responsible for the management and control of parking lots. Dispatchers monitor the work of the controllers, while the controllers are responsible for providing parking services and checking vehicles for payment of parking in the field. During the year 2022, the total number of employees in the Enterprise was 194, of whom 51 controllers in the open parking lots. In 2023, the total number of employees was 215, of whom 59 controllers in the open parking lots and in 2024, including the month of April, there are 200 employees in the Enterprise, of whom 59 controllers.

However, there is a lack of a structured plan for organizing the work of controllers. Plans are undeveloped and communicated mainly through excel form and over the phone without a formalized way. There are no daily reports or other forms that document the work organization of the controllers.

We have accepted several forms of assigning tasks, but without a formal plan and report. We have also noticed that the dispatchers have not documented the way of controlling and supervising the controllers and it is impossible to follow the way of monitoring the controllers. According to the officials, the dispatchers perform monitoring checks, but they are not recorded in the reports, and moreover, these checks are not recorded in the Enterprise's internal application either. This is because there is no proper way of internal organization and no clear operating regulations or procedures.

We have also evaluated the work of the controllers, which is mainly carried out through the mobile devices they use in the field. These devices are connected to the Enterprise's internal program/application database. In this program, the parking permit data and other information of the vehicles that use the

²⁶ Instruction on regulation of the tasks of departments and officials, September 2023.

PP parking lots are recorded. Through mobile devices, the controllers access these data and ensure whether the parking payment has been made. Every controller access to the program is logged and easy to track by supervisors/dispatchers. However, the supervision by the dispatchers is not recorded and this makes it impossible to monitor the dispatchers by the supervisor of the Director of Operations.

The Enterprise has admitted that there is a lack of a more systematic organization and real plans for monitoring and controls.

According to the management of the Enterprise, this is the form they have used up to this stage. However, we believe that this form should be improved and the shortcomings/weaknesses and achievements of parking lot control should be highlighted on a daily basis.

The lack of evidence of monitoring by dispatchers makes it unclear how controls are carried out on controllers and how effective the supervision process is. This significantly reduces the quality of field checks. Without a proper monitoring and reporting system, opportunities are created for controllers not to perform regular controls and leave room for misuse in the control process, negatively affecting the efficiency and reliability of parking services. Without clear and documented reports, it is difficult to ensure transparency in daily operations, which can reduce citizens' trust in the enterprise and increase their dissatisfaction with the services provided.

Likewise, the lack of a formalized monitoring and reporting system prevents the identification of deficiencies and weaknesses in existing processes, making it difficult to improve and optimize them.

The Enterprise, namely the Department of Operations, has not implemented the instruction on proper organization of the tasks and responsibilities of the dispatchers in relation to the monitoring of the controllers. The lack of a formal and documented work organization plan has resulted in an ineffective management of control and supervision processes. Despite the use of mobile devices and the internal web-application for recording controls, there are no daily reports or other forms of evidence of the work performed by dispatchers and controllers, making it impossible to accurately monitor and evaluate their effectiveness.

3.3.1. Ineffective inspections by the Inspectorate of the Municipality of Prishtina

The Inspectorate must develop control plans and ensure the implementation of these plans. The Inspectorate has the authority to order the immediate removal of the vehicle parked in violation of the regulation. If the user is not present or refuses, the inspector may decide to remove or confiscate the vehicle. The decision is placed in the vehicle with the date and time marked, being considered duly delivered. The inspector also controls the proper use of public and private parking lots, orders the correction of deficiencies, imposes mandatory penalties and takes other measures to comply with the regulation on organization and use of parking lots of the Municipality of Prishtina.²⁷

27 Regulation on organization and use of parking lots in the Municipality of Prishtina, Article 21.

During the period 2022 and 2023, the Inspectorate had the competence to supervise the implementation of the regulation and the work of the Enterprise, but these responsibilities were not carried out properly, with the justification of the lack of capacities. Monitoring of parking lots is carried out within the Enterprise by its inspectors. These monitoring/control activities are assigned through the internal guidelines²⁸ of the Enterprise. This development of activities by the Enterprise may not be effective and may create ambiguity about the responsibilities and roles of the parties.

Despite the performance of these activities by the Enterprise's controllers, the Inspectorate remains legally responsible for monitoring and inspecting the operation of parking lots according to municipal regulations. This discrepancy between current practice and regulatory requirements raises concerns about the effectiveness, compliance with and adherence to established procedures.

Moreover, in some cases the activities of the Inspectorate were carried out based on citizen complaints and are not included in the regular annual planning due to the limited capacities of the Inspectorate.

The Inspectorate has fined the Enterprise for violating the regulation and has taken measures against the Enterprise for citizens' dissatisfaction, such as the suspension of works in some cases on "Vëllezërit Gërvalla" street near the parking lot with laurel. However, the lack of documented reports and minutes for these actions and the lack of evidence of complaints from citizens results in a lack of transparency and accountability.

The Inspectorate does not have a regular planning of inspections and supervises the implementation of the regulation mainly on the basis of citizens' complaints. The Enterprise and the Municipality of Prishtina have not made sufficient analyzes based on data and statistics for the drafting of activity plans and regulations to ensure the effective management of public parking lots.

28 Instruction on job descriptions in PP.

3.3.2. Lack of daily reconciliations of revenues from payments for the use of barrier gate parking lots

Collectors are obligated to hand over and reconcile the cash circulation of their shift with an internal document and load the main cash register of the Enterprise.²⁹ On a daily basis, the collectors must be provided with cash (if any) at the beginning of the shift and hand it over at the end of the working hours, using a form where the cash is recorded and should be signed by the manager and the collector.³⁰

The process of reconciling the daily circulation of cash between the manager and the collectors has been analyzed. We noticed that no cash receipt-delivery form is used between these two control levels. Cash is only counted and reconciled through the Z-report, without any official form.

In cases where a certain number of tickets are issued during the day, the total must be justified and reconciled with the funds collected at the end of the working hours. However, this process is not documented and therefore there is no reconciliation.

When a ticket is issued, but the vehicle is exempt from payment (for reasons such as being an official vehicle or other justifications), these cases must be documented and justified in the daily reports and reconciliations.

The analysis of the process of reconciling the daily circulation has shown that the lack of use of an official form for the acceptance-handover of cash between the manager and the collectors constitutes an important weakness in the financial control system.

The lack of formal receipt-delivery forms and the informal cash settlement process increase the risk of misuse and the possibility of financial gain or error.

Lack of design of internal controls: Informal processes and lack of proper documentation and documentation for cash reconciliation indicate a weakness in the Enterprise's internal control system, making it difficult to accurately track and audit cash flow.

Low reliability and transparency: Poorly described and undocumented processes undermine the reliability and transparency of the Enterprise's operations, which can affect reputation and relations with citizens and stakeholders.

The process of reconciling the daily turnover between the manager and the collectors has significant deficiencies in the financial control system. The lack of use of official forms for accepting and handing over cash and the fact that the barrier gates remain open and out of order at night, allowing free parking

²⁹ Regulation on cash registers of the Public Enterprise Prishtina Parking, Article 8.

³⁰ Public enterprise practices (Instruction on daily reconciliations in the post offices of Kosovo Post J.S.C.)

that is not recorded in the daily balance reports, constitute a weakness in the Enterprise's internal control.

3.3.3. Lack of analyses during the drafting of regulations

The Municipality of Prishtina as a shareholder should, together with the Enterprise, draft regulations in order to address the needs³¹, based on the data and information they possess regarding public parking lots and residential units in the Capital, and also based on the needs of the citizens. Based on good practices, the audit team has carried out visits to the Tirana Parking Enterprise in Albania, where we have understood some important issues that have been addressed and have produced a positive effect for the citizens. Residents in the City of Tirana are exempt from paying for all their vehicles in the areas where they live.

The Enterprise and the Municipality of Prishtina have not made sufficient analyzes based on data and statistics for the drafting of regulations for the management of public parking lots. The regulations were drafted based mainly on citizen complaints without a sufficient basis of data, analysis and good practices. During the audit, we requested documents, minutes, etc. regarding the decisions on drafting the Regulation, but we have not received any document.

The lack of evidence and sufficient analysis from the Enterprise, which make a real assessment of the needs for the drafting of regulations and the planning of inspections, has caused dissatisfaction among citizens and an approach that is not very serious to the management of public parking lots. Decisions on exemption from payment for first vehicles in residential units and payments for second vehicles have been made without a strong data basis and analysis, causing dissatisfaction.

According to the practices mentioned above in the Tirana Parking Enterprise in Albania, residents residing in the City of Tirana are exempt from paying for all their vehicles in the areas where they live.

The way of regulation and implementation of exemption from payment of citizens is done by equipping the citizens with the resident card and in the area where they live they are exempt from payment. Likewise, in the parking lots which are in the presence of the housing unit or in the courtyards of the apartments, they are intended only for residents, avoiding all other parking lots, whether for commercial purposes or visiting citizens.

31 Decision on appointment of the commission for drafting the amended Regulation 01-011/02-187748/10.

CONCLUSIONS

04

4. Conclusions

The Local Public Enterprise Prishtina Parking and the Municipal Inspectorate of the Municipality of Prishtina have built a system to provide citizens with parking permits and to manage public parking lots, but this system has not been shown to be efficient and effective enough. The Enterprise has not yet been fully consolidated, followed by regulatory changes and lacks the proper functioning of controls. The main problems that characterize the ineffectiveness of the processes in this system are as follows:

The Enterprise has failed to do a proper planning of public parking lots by not giving sufficient priority to parking for residents versus commercial parking lot users, thus causing problems in the availability of parking spaces.

The Enterprise neglected to implement the criteria of the regulation by issuing a significant number of parking permits without the necessary supporting documentation, allowing citizens to obtain parking permits unfairly. Lack of transparency, irregular procedures and lack of documentation have weakened the credibility and reputation of the Enterprise among citizens. The negligence of the Enterprise has caused the failure to strictly implement the regulations and the application of different standards for the issuance of permits to create space for misuse and illegal benefits, making the processes inefficient and ineffective.

The Enterprise has failed to provide efficient services to citizens by operating without a structured and detailed planning for the marking of certain areas in the Capital, acting in an ad-hoc manner and without a systematic approach. There are deficiencies in horizontal signaling on roads and certain areas, making it difficult for drivers to orient themselves and park properly.

The Enterprise has not succeeded in the digitization of the parking lot system, as planned for 2023, due to the lack of a detailed plan and concrete timelines. The manual operation of the barrier gates and the out-of-function monitors have caused uncertainty and reduced operational efficiency, negatively affecting the Enterprise's income and citizens' trust. The current process of managing fines and canceling them is not properly documented in the internal system, creating room for misuse, lack of internal controls and financial losses.

Internal controls are not efficient directly influencing the improper management of parking lots. As a result, the lack of proper organization of tasks and responsibilities has led to a lack of real and formal planning for controls and inspections by dispatchers, resulting in ineffective supervision of controllers.

The Inspectorate of the Municipality of Prishtina does not have a structured plan for the inspections and supervision of public parking lots, and the actions are carried out mainly based on citizens' complaints, with limited capacities and without regular documentation for the actions and fines imposed. The monitoring and inspection activities of the parking lots by the Inspectorate and by the Enterprise's controllers were done without coordination and in an inefficient/ineffective manner.

Cancellations and reinstatements of fines are not recorded in the Enterprise's internal system, as a result of the lack of clear authorizations, creating room for misuse and lack of transparency. Some users of the system, mainly information technology officials, have the possibility to make cancellations and changes in fines without leaving a trace and without a formalized decision from the Enterprise. Officials use informal channels (such as whatsapp) to request and carry out cancellations of fines, increasing the possibility of diversion and lack of proper documentation.

Weaknesses in processes and financial control as a result of the lack of official forms for receiving and handing over cash and the manual operation of systems which can potentially lead to financial losses for the Enterprise.

The Enterprise did not develop regulations on organization and management of parking lots based on sufficient analysis, data and statistics, but mainly based on citizens' complaints.

RECOMMENDATIONS

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5. Recommendations

The enterprise Prishtina Parking must increase the level of management of public parking lots and implement a proper process in their management through:

1. Establishment and implementation of clear and fair procedures for granting parking permits by strengthening control procedures and conducting internal audits to identify and address any irregularities in the process of granting parking permits.
2. Establishment of a database and documentation management including parking permits where the necessary documents are available, accessible and verifiable at any time.
3. Proper planning and prioritization of residents ensuring segmentation according to the new regulation and at the same time completing the documentation for the current parking permits lacking in documents so that each citizen is properly equipped with a parking permit, while revoking permits if irregularities are found.
4. Ensuring that the rates set for the first and second vehicles are strictly applied, avoiding exceptions and misuse.
5. Drawing up a detailed plan for horizontal and vertical signaling to ensure visible and adequate signaling of the parking lots managed by the Enterprise.
6. Establishment of clear and documented policies for system user authorizations, especially for officials who have access to make changes to fines and establishment and implementation of effective internal controls to monitor and track/verify any actions related to cancellation, reinstatement or change of fines. In addition, clear authorizations and plans for controllers and dispatchers should be established.
7. Ensuring the collection of revenues from fines that are canceled as a result of the end of the working hours by finding a way to collect these funds.
8. Implementation of a clear process and adequate controls about income and cash, establishing official forms for the receipt and delivery of cash to improve financial control. The efficient operation of the current technology which is used for the proper management of parking lots including the process of financial revenues should also be ensured.
9. Development and implementation of clear procedures and instructions for the Enterprise's controllers in accordance with municipal regulations. These procedures must ensure compliance with regulatory requirements for monitoring, inspecting and reporting on parking activities.

The Municipality of Prishtina and the Inspectorate should improve the management of public parking lots through controls by:

1. Drafting structured and formalized plans for inspections and ensuring their effective implementation. Documentation of all inspection actions, including minutes and reports on actions and fines imposed on the Enterprise should also be ensured.
2. The Municipality and the Enterprise must make sufficient analyzes based on data and statistics for the drafting of regulations on management of public parking lots.
3. Ensuring adequate monitoring and inspection of the operation of parking lots in the Capital. Their activities should be clear, as effective and efficient as possible, as well as in harmony with the established rules for monitoring and inspecting parking operations.

Annex I: Audit criteria, scope and methodology

Motive of the audit

Public Enterprise LPE Prishtina Parking J.S.C. has begun the implementation, management and maintenance of public parking lots in the Municipality of Prishtina (hereinafter referred to as: MP), offering innovative and easy parking, payment and control services to meet the needs of all citizens. However, residents have expressed strong dissatisfaction over the inadequate and unfair approach of the Prishtina Parking enterprise, especially towards residents.³² Complaints and protests have shown some problematic issues, including the confiscation of vehicles by this entity, which, based on the Law on Traffic and other road traffic laws, does not have the right to confiscate vehicles since this is the responsibility of the Kosovo Police (hereinafter referred to as: KP).³³ Another concern of residents is that those who own more than one vehicle do not have the right to park in the area where they live, causing unnecessary restrictions and difficulties in using their vehicle, as well as increasing the conflict between citizens and Prishtina Parking.³⁴ In addition, based on the analyzed data related to the list of residents in certain zones in the Capital, we have noticed some phenomena that have led to the audit problem, such as the disproportionate number of parking lots with the number of residents and the permits issued by Prishtina Parking. In certain zones, such as the one in the city center, we have observed a large number of residential units and a large number of parking spaces and a small number of residents equipped with parking permits. This raises concerns about the fair planning of parking lots to meet the needs of residents and commercial users, the provision of adequate services for easy access and use of public parking, and the effectiveness of Prishtina Parking's plans and controls for monitoring the use of parking lots by the residents.

Audit criteria

The following section presents criteria alongside audit questions.

1. Has Prishtina Parking managed to make a proper planning of the parking lots to ensure the availability of needs for residents and commercial parking lot users?

PP must provide parking services, payment and control for city residents' parking lots, protecting values such as quality, transparency and reliability in providing the best quality parking services, not only at the local level but also at the central level. PP must provide parking spaces according to certain

32 <https://kallxo.com/komuna/banoret-nuk-lejojne-punimet-ne-parking-kryeshefi-i-prishtina-parking-jep-detaje-te-projektit/>

33 Law No. 05/L-088 on Road Traffic Rules, Article 5.

34 <https://www.koha.net/metro/313279/problemet-me-parking-ne-prishtine-qytetaret-ankohen-per-mungese-sherbimesh/>

standards, including horizontal and vertical signaling, as well as comply with entry requirements and documentation for approval in the case of private parking.³⁵

PP should first provide parking lots for residents and at appropriate prices, while after that it should aim to focus on commercial parking lots to make profits. PP should compile schemes where residents compete for street parking spaces on their streets with other social groups (local workers, travelers, businesses, etc.) where their objective is to give priority to residents.³⁶

PP must provide parking and enable residents to subscribe as residents towards payment.³⁷ Also, these residents should be offered the possibility of privileged parking in public parking facilities (i.e. in those locations where privileged parking is foreseen) with minimum payment. Residents are persons who live on the street where the parking is paid.³⁸

Subscription options for public parking permits, including daily, weekly, monthly and yearly, are clearly communicated to users. There is a plan and documented actions to eliminate transactions (in cash) for parking payments, emphasizing the implementation of specialized devices for secure payment.³⁹

Reserved parking for legal and natural persons means the subscription for the use of authorized parking only for one vehicle for a specific space, the same place during a month or a year, according to the customer's request. In this authorized space, vertical and horizontal signaling will be placed indicating that parking in this space is prohibited for any other, in this case unauthorized, vehicle.⁴⁰

Criteria to obtain a parking permit for residents:

- Application form;
- Certificate of ownership (property tax);
- Certified lease contract (copy);
- Vehicle log book (copy);
- Driving license and identity card (copies);
- Additional documents as necessary (not mandatory).

Good practice – Tirana Parking in the state of Albania has made an assessment of the condition of parking lots and analyzed the needs of citizens/residents and those who use public parking lots for business purposes. In addition, it implemented the decisions on the use of public parking lots by residents free of charge in the area where they live for all residents' cars. At the same time, it has ensured that in the

35 Regulation on organization and use of parking lots in the Municipality of Prishtina.

36 Business Plan 2022, principle of service to clients, p. 8.

37 Regulation on organization and use of parking lots in the Municipality of Prishtina, Article 14, Article 4, point 7.1.

38 Annual Report of Prishtina Parking for 2022, p. 18. Regulation Article 4, point 7.1.

39 Criterion 1: Transparent process for public parking permits (BP 2023, point 5.2).

40 Business Plan 2022, point 5.3.

places where they live, i.e. the courtyards of the apartments, are intended only for residents in order to first fulfill the needs of residents and then those for business purposes.⁴¹

2. Has Prishtina Parking managed to provide appropriate services to citizens for easy, transparent and efficient access and use of public parking lots for all citizens?

The user of the parking lot is considered the driver or the owner of a vehicle, payment for parking in Zone I is made every day of the week, 24 hours. Payment for parking in Zone II is made every day, in the time interval from 07:00 to 21:00. Payment is not made on Sundays and public holidays. The user of the parking lot is obliged to use the parking place in accordance with the vertical and horizontal traffic signals put at the parking place, and the PP controller takes care of this.⁴²

Information – PP must place horizontal and vertical signaling in parking lots. PP must ensure the appropriate ways of informing about parking conditions for all citizens through information boards near the parking area which show parking hours, payment conditions and other information. The Enterprise should implement an automated parking management system, including ticket sales through various channels (kiosks, SMS and online), ensuring efficient user control through the use of portable computers.⁴³

Technology – sending sms through operators must be efficient and effective. Accessible spaces (parking slots) – the devices/machines must show the correct number of free parking spaces and work at all times and in the correct manner.

The Business Plan for 2023 has foreseen the planning of the digitization of the LPE PP system. Point 5.2 of the Business Plan – Barrier gate parking lots.

Barrier gate parking means the use of parking in public spaces allocated by the Municipality of Prishtina for paid parking. The subscription can be made daily, weekly, monthly, yearly, as well as payment per hour of use. This service continues to be active but is faced with substantial problems and requires urgent intervention with a focus on the elimination of cash in the booths and their replacement with payments in specialized devices for paying for parking. This is for the purpose of avoiding misuse, eliminating counterfeit money or any external factors that harm the Enterprise financially. Currently, the Enterprise operates in ten barrier gate parking lots.

Priority for monthly and annual subscription will continue to be granted to the residents of those neighborhoods that are located near barrier gate parking lots. Vertical and horizontal signboards will be placed that will distinguish the parking spaces intended for residents where other vehicles will not be allowed; otherwise, fines will be applied by the Enterprise.

41 <https://tiranaparking.al/informacion-i-pergijthshem-mbi-karten-e-rezidentit/>

42 Regulation on organization and use of parking lots in the Municipality of Prishtina, Article 17.3.

43 Regulation on organization and use of parking lots in the Municipality of Prishtina, Articles 7 and 8.

Also, the places that are designated for residents are NOT personalized, which means that all residents of that area have the right to park in these spaces, except in cases where the regulation allows otherwise.

Payment mechanisms for parking, including mobile application and ticket machines, should be in place and clearly explained, being available in a practical way. PP must implement an efficient system for issuing and validating parking tickets, ensuring that electronic payment methods (SMS, online applications) are functional, secure and user-friendly.⁴⁴

3. Has PP provided the appropriate plans, controls and cooperation for the use of parking lots by residents and commercial parking lots and their monitoring?

PP must provide parking services, payment and control for city residents' parking lots, protecting values such as quality, transparency and reliability in providing the best quality parking services, not only at the local level but also at the central level. Prishtina Parking, in cooperation with the Inspectorate of the Municipality of Prishtina, must draw up plans for controlling the controllers who monitor the use of parking lots by citizens. Controls should be with warning and those without warning.

Supervisory persons (controllers) through adequate equipment (mobile) for transmission, record all the necessary data and convey the appropriate documentation (date, place, reason of the case, evidence of the car, authentication, etc.) During the placement of the data, the program checks their formal and logistical correctness.⁴⁵

Enforcement measures, including fines applied in cooperation with KP are in force for vehicles that violate parking space restrictions for residents.⁴⁶

Also, the PP should evaluate the satisfaction of citizens in relation to the accessibility of parking lots through the evaluation of their complaints and other forms.⁴⁷

Based on the instruction on description of jobs of the departments and the monitoring officials, dispatchers must monitor on a daily basis the controllers in the field, verify the controls in relation to payments and report on the controls performed to the supervisor.

The inspector is authorized to order the user of the parking lot to immediately remove the vehicle if it is parked in violation of this regulation. In the case from paragraph 1 of this Article, if the user is not present at the scene or opposes the removal of the vehicle, the inspector will issue a decision ordering the removal of the vehicle within a certain period or make a decision to allow confiscation, notifying the vehicle owner thereof. The decision from paragraph 2 of this Article is placed on the vehicle, marking

44 Regulation and Business Plan 2023 and 2022.

45 Draft Business Plan 2022, p 17.

46 Draft Business Plan 2023, p. 16.

47 Instruction on description of jobs of departments and offices, paragraph 10.5 point I and Regulation on organization and use of parking lots in the Municipality of Prishtina 2019, Article 22 and Regulation on organization and use of parking lots in the Municipality of Prishtina 2023, annex Article 1.

the day and time of placement. With this, it is considered that the decision has been delivered in a regular manner. The inspector is authorized to check whether public and private parking lots are used in harmony with this regulation, as well as to order the elimination of deficiencies within a certain period. The inspector is authorized to impose a mandatory penalty, to request a misdemeanor report in case of failure to act according to the executive decision, as well as to undertake other appropriate measures for the use of public and private parking lots in accordance with the provisions of this regulation.⁴⁸

Audit scope

The scope of this performance audit included the Local Public Enterprise Prishtina Parking and the Municipality of Prishtina, more specifically the Inspectorate Directorate.

During the audit of these two entities, the main focus included an examination of resident parking permits, the operational activities of Prishtina Parking, monitoring and controlling the implementation of activities related to the operational part of parking management within the Municipality of Prishtina, with a focus on “Prishtina Parking” and its harmonization with regulations, policies and the stated vision and business plan of the Enterprise.

In addition, the audit also focused on the Directorate of Inspection within the Municipality of Prishtina, which is responsible for the inspection supervision for the implementation of the regulation on organization and use of parking lots in the Municipality of Prishtina. This directorate oversees the implementation of legal provisions in the field of traffic and motor vehicles in public circulation.⁴⁹

The scope covered the years from 2020 to May 2024. The focus was on 2022 and 2023 as the Enterprise was established in 2020 and as a result may not have been well consolidated in 2020 and 2021. Also, the last two years 2022-2023 allowed an audit with updated data, assisted by the fact that the regulation adopted at the beginning of 2024 introduced changes that addressed various problems. This audit will provide a comprehensive analysis of the progress of public parking management in Prishtina, providing a comprehensive understanding of its performance, challenges and opportunities during this critical period.

Audit methodology

In order to gather comprehensive evidence and evaluate the performance of public parking management in the Municipality of Prishtina, the audit methodology included the examination of the following steps:

- Relevant documents, regulations, policies, procedures, contracts, reports and data;
- Analysis of historical data, including occupancy rates, maintenance logs and access estimates covering the years 2021-2023 and 2024;

48 Regulation on organization and use of parking lots in the Municipality of Prishtina, Articles 19, 20 and 21.

49 Municipality of Prishtina, duties and responsibilities of the Municipal Inspectorate.

- On-site inspections, physical inspection of selected public parking lots in different zones;
- Verification of compliance with regulations, maintenance standards and access requirements;
- Quality assessment and maintenance of parking facilities, including infrastructure, signaling, lighting and cleanliness;
- Interviews with the main stakeholders from Prishtina Parking, the Municipality and the Inspectorate of the Municipality of Prishtina;
- Survey of residents and other users, or evaluation of complaints related to access and availability, how satisfied they are with the parking offered by Prishtina Parking;
- Evaluation of the effectiveness and ease of use of digital tools and online applications for parking payment and monitoring;
- Evaluation/review of planning, location and operation of “Park and Ride” parking lots;
- The impact of parking lots on reducing congestion in the city center and improving access to public transport;
- Comparison with industry best practices and standards.

Annex II: Parking permits issued by Prishtina Parking and lack of criteria

Data of citizens who were given parking permits without fulfilling the specific criteria which are presented in the table for the years 2022, 2023 and 2024 by the Prishtina Parking enterprise.

Table 5. Data presented for the zones and streets analyzed during the audit

STREET REXHEP LUCI									
No	License plate number	Second vehicle	Application form	Payment in Euros	Certificate of ownership (property tax)	Statement of family union (optional)	Lease contract (certified)	Vehicle log book	Driving license and identity card
1	01-951-YY		Yes	60 100 300 vehicle 2	Yes		N/A	Yes	Yes
2	01-422-YY		Yes	100	Yes		N/A	Yes	No driving license
3	01-253-YY		Yes	45	Yes	Yes	Yes	Yes	Yes
4	01-990-YY	2022	Yes	100	Yes	Yes	N/A	Yes	Yes
5	01-151-YY		Yes	10	N/A	N/A	Yes	Yes	Yes, identity card
6	01-57S-YY RE-54J-YY LN54-YY		Yes	10	Yes	Yes	N/A	No	Yes
7	AA095-YY		Yes	10	No	No	Yes/no address	Yes	Yes
8	LVZ58-YY		Yes	100	Yes	Yes	N/A	Yes	Yes
9	01-313-YY	2024	Yes	10	No	No	No	Yes (Street Shaqir Igrishta)	No
10	01-781-YY		Yes	10	No	No			Yes
11	VD3026-YY VR134-YY		Yes	10 10	Yes	Yes	N/A	Yes	Yes

12	01-616-YY			10					
13	01-811-YY			10					
14	01-214-YY		Yes	No	No	No	No	Yes	No
15	01-311-YY		Yes	10					
16	AA838-YY	2022	Yes	100	Yes	Yes	Yes	Yes	Yes
17	01-378-YY	2024	Yes	10	Yes	Yes	Yes	Yes	Yes
18	01-760-YY	2024	Yes	10	Yes	N/A	N/A	Yes	Yes
19	01-317-YY		Yes	10	No	No	No	Yes	No
20	01-205-YY			30					
21	01-380-YY	2024	Yes	Jo	Yes	N/A	N/A	Yes	Yes
22	01-262-YY	2022		100					
23	04-268-YY	2022		100					
24	01-675-YY Change	2023	Yes	10	No	No	No	Yes	No

STREET SIMON SHIROKA									
No	License plate number	Second vehicle	Application form	Payment in Euros	Certificate of ownership (property tax)	Statement of family union (optional)	Lease contract (certified)	Vehicle log book	Driving license and identity card
25	02-107-YY		Yes	100	No	No	No	Rexhep Vojvoda	Yes
26	01-553-YY		Yes	10	Yes	N/A	N/A	Yes	Yes
27	01-110-YY	Vehicle 2	Yes	100	No	No	No	Reiffeisen leasing	Yes
28	01-110-YY	Vehicle 2	Yes	100	No	No	No	Reiffeisen leasing	Yes
29	01-648-YY		Yes	100	Yes (Not accurate)		Authorization without license plates	Reiffeisen leasing	Yes
30	01-979-YY	Vehicle 2	Yes	No	No	No	No	Proper pizza	Yes
31	01-555-YY		Yes	30	No	No	Employment contract with MCYS	Yes in the name of the MCYS employee husband, not her name	Yes
32	01-999-YY		Yes	100	No	No	No	Yes	No
33	01-910-YY		Yes	No	Yes, Nëna Terezë			Other card with license plate (02370EH)!	
34	01-734-YY		Yes	20	No	No	No	No	Identity card
35	01-817-YY		Yes	No	No	No	No	No	Yes
36	01-424-YY		Yes	10					Missing document
37	02-370-YY		Yes	300					Missing document
38	01-910-YY		Yes	100					Missing document
39	01-784-YY		Yes	100					Missing document
40	01-333-YY		Yes	10					Missing document
41	01-323-YY		Yes	10					Missing document

STREETS SEJDI KRYEZIU AND PASHKO VASA

No	License plate number	Second vehicle	Application form	Payment in Euros	Certificate of ownership (property tax)	Statement of family union (optional)	Lease contract (certified)	Vehicle log book	Driving license and identity card
42	01-400-YY		Yes	100	Yes	N/A	N/A	Yes	Yes
43	01-200-YY		Yes	100	N/A	N/A	Yes	Yes	Yes
44	01-225-YY		Yes	100	Yes	N/A	N/A	Yes	Yes
45	01-583-YY		Yes	30	Yes	N/A	N/A	Yes	Yes

STREET PERANDORI JUSTINIAN

No	License plate number	Second vehicle	Application form	Payment in Euros	Certificate of ownership (property tax)	Statement of family union (optional)	Lease contract (certified)	Vehicle log book	Driving license and identity card
46	01-980-YY	2	Yes	100	Yes	N/A	N/A	Yes	Yes
	01-766-YY			300					
	01-106-YY			100					
47	01-505-YY		Yes	100	Yes	N/A	N/A	Yes	Yes
	01-333-YY			30					
48	01-666-YY	2	Yes	30	Yes	N/A	N/A	Yes	Yes
	01-222-YY			30					
49	01-994-YY		Yes	100	Yes	N/A	Yes	Yes	Yes
50	01-909-YY		Yes	100	Yes	Yes	N/A	Yes	Yes
51	01-511-YY		Yes	No	100	N/A	N/A	Yes	Yes
52	01-570-YY		Yes	No	Yes	N/A	N/A	Yes	Yes
53	01-411-YY		Yes		70				
54	01-705-YY		Yes		10				

STREET ANDREA GROPA – BARRIER GATE PARKING									
No	License plate number	Second vehicle	Application form	Payment in Euros	Certificate of ownership (property tax)	Statement of family union (optional)	Lease contract (certified)	Vehicle log book	Driving license and identity card
55	01-842-YY		Yes	Yes	Yes	Yes	N/A	Yes	Yes
56	01-220-YY		Yes	Yes				Yes	
57	01-444-YY		Yes	Yes	Yes	N/A	N/A	Yes	Yes
58	01-657-YY		Yes	Yes	No	No	No	Yes	Yes
59	01-622-YY		Yes	Yes	No	No		Yes	Yes
60	01-555-YY		Yes	Yes	No	No	No	yes	Yes
61	01-202-YY		Yes	Yes	Yes	Ok	N/A	Yes	Yes

STREET HAJDAR DUSHI									
No	License plate number	Second vehicle	Application form	Payment in Euros	Certificate of ownership (property tax)	Statement of family union (optional)	Lease contract (certified)	Vehicle log book	Driving license and identity card
62	01-625-YY		Yes	No	Yes	yes	N/A	Yes	Yes
63	01-257-YY		Yes	Yes from 10 Euros	Yes	yes	N/A	Yes	Yes
64	01-176-YY		Yes	Yes from 10 Euros	Yes	N/A	N/A	Yes	Yes
65	01-101-YY		Yes	No	No	No	yes	Yes	Yes
66	01-791-YY		Yes	Yes from 10 Euros	No	N/A	N/A	No	Yes
67	01-780-YY		Yes	Yes from 10 Euros	Yes	No	No	Yes	Yes
68	01-279-YY		Yes	Yes, 100 Euros	Yes	N/A	N/A	Yes	Yes
69	YY-40842		Yes	No	No	N/A	N/A	Yes	Yes
70	01-517-YY		Yes	Yes 10 Euros	Yes	Yes	N/A	Yes	Yes

STREET NENE TEREZA									
No	License plate number	Second vehicle	Application form	Payment in Euros	Certificate of ownership (property tax)	Statement of family union (optional)	Lease contract (certified)	Vehicle log book	Driving license and identity card
71	01-688-YY		Yes	Tax of 10 Euros	No	N/A	N/A	Yes	Yes
72	01-585-YY		Yes	Tax of 10 Euros	Yes	Yes	N/A	Yes	Yes
73	01-952-YY		Yes	Yes from 10 Euros	Yes	N/A	N/A	Yes	Yes
74	01-284-YY		Yes	No	Yes	N/A	N/A	Yes	Yes
75	01-441-YY		Yes	Yes from 10 Euros	N/A	N/A	N/A	Yes	Yes
76	01-484-YY		Yes	Yes from 10 Euros	Yes	No	No	No	No
77	BL-493-YY		Yes	Yes from 10 Euros	Yes	No	No	No	Yes
78	01-804-YY		Yes	Yes from 10 Euros	Yes	Yes	N/A	Yes	Yes
79	01-255-YY		Yes	Yes from 10 Euros	Yes	Yes		Yes	Yes
80	SK6333YY		Yes	No	Yes	No	No	No	No
81	01-344-YY		Yes	Yes from 10 Euros	Yes	N/A	N/A	Yes	Yes
82	01-486-YY		Yes	Yes from 10 Euros	Yes	No	No	Yes	Yes

Zone 2

STREET HYZRI TALLA									
No	License plate number	Second vehicle	Application form	Payment in Euros	Certificate of ownership (property tax)	Statement of family union (optional)	Lease contract (certified)	Vehicle log book	Driving license and identity card
83	01-369-YY		Yes	Yes	Yes	N/A	N/A	Yes	Yes
84	01-202-YY		Yes	Yes	No	No	No	No	No
85	01-193-YY		Yes	Yes	Yes ???			Yes	
86	01-567-YY		Yes	Yes	No	No	No	No	Yes
87	01-776-YY	Vehicle 2	Yes	Yes	Yes	N/A	N/A	Yes	Yes
	01-848-YY								
88	01-965-YY		Yes	Yes	No	No	No	No	No
89	01-581-YY	Vehicle 2	Yes	Yes	Yes	Yes	N/A	N/A	Yes
90	01-730-YY	Vehicle 2	Yes	Yes	Yes	Yes	N/A	N/A	Yes
91	01-205-YY		Yes	No	No		Authorization for the apartment	Yes	Yes

STREET TAULANTIA									
No	License plate number	Second vehicle	Application form	Payment in Euros	Certificate of ownership (property tax)	Statement of family union (optional)	Lease contract (certified)	Vehicle log book	Driving license and identity card
92	01-851-YY	Vehicle 2	Yes	15	No	No	Vehicle authorization	Yes	No
93	YY-H476	Vehicle 2	Yes	15	No	No	No	Yes	No
94	01-244-YY			300/year					
95	01-807-YY			70/year					
96	04-262-YY		Yes	70/year	No	Yes	Vehicle authorization	Yes	Yes
97	BU026-YY		Yes	21/3months	Yes (lesser, not the driver)	No	No	Yes	Yes
98	01-885-YY		Yes	15/vehicle 2	No	No	Authorization for the apartment	Yes	Yes
99	01-819-YY		Yes	No	No	No	No	Yes	No
100	01-575-YY		Yes	70/year	Yes	No	Na	Yes	Yes
101	01-728-YY		Yes	Yes	Yes	Na	N/A	Yes	Yes
102	01-539-YY	2024	Yes	7	Yes	Yes	Yes	Yes	Yes

STREET EGNATIA									
No	License plate number	Second vehicle	Application form	Payment in Euros	Certificate of ownership (property tax)	Statement of family union (optional)	Lease contract (certified)	Vehicle log book	Driving license and identity card
103	06-586-YY		yes	No	No	no	Authorization through email	In the name of someone else!	no
104	01-356-YY		Yes	No	No	Statement of union	No	No	No
105	01-859-YY		Yes	No	Yes	N/A	N/A	Yes	Yes
106	01-797-YY		Yes	No	Yes	Yes	N/A	No	Yes
107	01-338-YY		Yes	No	No	No	No	Yes	Yes

STREET VËLLEZËRIT GERVALLA									
No	License plate number	Second vehicle	Application form	Payment in Euros	Certificate of ownership (property tax)	Statement of family union (optional)	Lease contract (certified)	Vehicle log book	Driving license and identity card
108	01-515-YY		Yes	No	Yes	Yes	N/A	Yes	Yes
109	01-998-YY		Yes	No	No	N/A	No	Yes	Yes
110	01-934-YY		Yes	No	Yes	N/A	N/A	Yes	Yes

STREET MEHMET GRADICA									
No	License plate number	Second vehicle	Application form	Payment in Euros	Certificate of ownership (property tax)	Statement of family union (optional)	Lease contract (certified)	Vehicle log book	Driving license and identity card
111	01-830-YY		Yes	No	Yes	Yes	N/A	no	Yes
112	01-745-YY		Yes	No	Yes	Yes	N/A	Yes	Yes
113	01-273-YY		Yes	No	N/A	N/A	N/A	Yes	N/A
114	01-320-YY		Yes	No	Yes	N/A	N/A	Yes	Yes
115	01-229-YY		Yes	No	Yes	N/A	N/A	Yes	Yes
116	01-875-YY		Yes	No	Yes	N/A	N/A	Yes	Yes
117	01-121-YY		Yes	No	Yes	No	No	Yes	Yes
118	01-616-YY		Yes	No	Yes	Yes	N/A	Yes	Yes
119	01-836-YY		Yes	No	Yes	Yes	N/A	Yes	Yes
120	01-310-YY		Yes	No	Yes	N/A	N/A	Yes	Yes
121	01-470-YY		Yes	No	Yes	N/A	N/A	Yes	Yes

STREET ILIR DURMISHI									
No	License plate number	Second vehicle	Application form	Payment in Euros	Certificate of ownership (property tax)	Statement of family union (optional)	Lease contract (certified)	Vehicle log book	Driving license and identity card
122	01-600-YY	Yes	Yes	No	Yes	Yes	N/A	Yes	Yes
123	01-252-YY		Yes	No	Yes	Yes	N/A	Yes	Yes
124	01-829-YY	Yes	Yes	No	No	Yes	N/A	Yes	Yes
125	01-930-YY		Yes	No	No	Yes	N/A	Yes	Yes
126	01-126-YY		Yes	No	Yes	N/A	N/A	No	Yes
127	01-975-YY		Yes	No	N/A	N/A	No	Yes	Yes
128	01-988-YY	Yes	Yes	No	N/A	N/A	No	Yes	Yes
129	03-810-YY	Yes	Yes	No	Yes	N/A	N/A	Yes	Yes
130	01-630-YY		Yes	No	Yes	N/A	N/A	Yes	Yes
131	01-708-YY		Yes	No	Yes	N/A	N/A	Yes	Yes
132	01-962-YY		Yes	No	Yes	Yes	N/A	Yes	Yes
133	SU-8668-YY		Yes	No	No	N/A	N/A	Yes	Yes

STREET LEKE DUKAGJINI									
No	License plate number	Second vehicle	Application form	Payment in Euros	Certificate of ownership (property tax)	Statement of family union (optional)	Lease contract (certified)	Vehicle log book	Driving license and identity card
134	TE-0479-YY		Yes	yes 7 Euros	N/A	Yes	Yes	Yes	Yes
135	01-461-YY		Yes	yes 70 Euros	No	N/A	N/A	Yes	Yes
136	01-568-YY		Yes	yes 7 Euros	Yes	N/A	N/A	Yes	Yes
137	01-968-YY	Yes	Yes	Yes 15 Euros	Yes	N/A	N/A	Yes	Yes
138	02-523-YY		Yes	Yes 7 Euros	No	Yes	N/A	Yes	Yes
139	01-220-YY	Yes	Yes	Yes 15 Euros	No	No	No	No	Yes
140	01-151-YY		Yes	Yes 7 Euros	N/A	N/A	Yes	Yes	Yes
141	NP-124-YY	Yes	Yes	Yes 150 Euros	Yes	Yes	N/A	Yes	Yes
142	01-410-YY		Yes	Yes 70 Euros	Yes	Yes	N/A	Yes	Yes
143	04-810-YY		Yes	Yes 70 Euros	Yes	N/A	N/A	Yes	Yes
144	02-689-YY		Yes	Yes 7 Euros	No	N/A	N/A	Yes	Yes
145	01-177-YY		Yes	Yes 10 Euros	Yes	Yes	N/A	Yes	Yes
146	01-661-YY		Yes	Yes 70 Euros	Yes	Yes	N/A	Yes	Yes
147	05-346-YY		Yes	Yes 70 Euros	No	N/A	N/A	Yes	Yes

STREET IMZOT NIKE PRELAJ									
No	License plate number	Second vehicle	Application form	Payment in Euros	Certificate of ownership (property tax)	Statement of family union (optional)	Lease contract (certified)	Vehicle log book	Driving license and identity card
148	01-947-YY		Yes	Yes 30 Euros	No	N/A	N/A	Yes	Yes
149	01-396-YY	Yes	Yes	Yes 30 Euros	No	N/A	N/A	Yes	Yes
150	01-816-YY		Yes	Yes 7 Euros	Yes	Yes	N/A	Yes	Yes
151	01-220-YY	Yes	Yes	Yes 15 Euros	Yes	Yes	N/A	Yes	Yes
152	01-786-YY	Yes	Yes	Yes	Yes	N/A	N/A	Yes	Yes
153	06-967-YY	Yes	Yes	Yes 15 Euros	Yes	No	No	Yes	Yes
154	01-471-YY		Yes	Yes 7 Euros	No	No	N/A	No	No
155	01-994-YY		Yes	Yes 70 Euros	Yes	No	no	Yes	Yes
156	01-147-YY		Yes	Yes 7 Euros	Yes	N/A	N/A	Yes	Yes
157	03-457-YY	Yes	Yes	Yes 15 Euros	Yes	N/A	N/A	Yes	Yes
158	Vr-110-YY		Yes	Yes	Yes	Yes	N/A	Yes	Yes
159	Vr-168-YY		Yes	Yes	Yes	Yes	N/A	Yes	Yes
160	02-163-YY		Yes	Yes	No	N/A	N/A	Yes	Yes
161	01-199-YY	Yes	Yes	Yes	No	N/A	N/A	Yes	Yes

STREET HENDRY DUNANT									
No	License plate number	Second vehicle	Application form	Payment in Euros	Certificate of ownership (property tax)	Statement of family union (optional)	Lease contract (certified)	Vehicle log book	Driving license and identity card
162	01-747-YY		Yes	Yes 150 Euros	No	N/A	N/A	Yes	Yes
163	01-415-YY		Yes	Yes 70 Euros	No	N/A	N/A	Yes	Yes
164	01-244-YY		Yes	Yes 300 Euros	No	N/A	yes	Yes	Yes
165	01-978-YY		Yes	Yes 300 Euros	No	N/A	N/A	No	No
166	01-353-YY		Yes	Yes 70 Euros	Yes	N/A	N/A	Yes	Yes
167	02-173-YY		Yes	Yes 70 Euros	Yes	Yes		Yes	Yes
168	01-695-YY		No	Yes 900 Euros	No	N/A	N/A	No	No
	01-796YY								
	01-809-YY								
169	01-956-YY		Yes	Yes 21 Euros	No	N/A	N/A	Yes	No
170	01-911-YY	Yes	Yes	Yes 21 Euros	No	N/A	N/A	Yes	No

STREET IDRIZ GJILANI									
No	License plate number	Second vehicle	Application form	Payment in Euros	Certificate of ownership (property tax)	Statement of family union (optional)	Lease contract (certified)	Vehicle log book	Driving license and identity card
171	01-864-YY		Yes	Yes 21 Euros	Yes	N/A	N/A	Yes	Yes
172	01-410-YY	Yes	Yes	Yes 150 Euros	No	N/A	N/A	Yes	Yes
173	01-728-YY	Yes	Yes	10 Euros tax	Yes	N/A	N/A	Yes	Yes
174	01-121-YY		Yes	10 Euros tax	Yes	N/A	N/A	Yes	Yes
175	02-718-YY	Yes	Yes	Yes 15 Euros	No	N/A	N/a	Yes	No
176	01-951-YY		Yes	Yes 7 Euros	Yes	N/A	N/A	Yes	Yes
177	01-395-YY		Yes	No	Yes	No	N/A	Yes	Yes
178	02-656-YY		Yes	No	Yes	N/A	N/A	Yes	Yes
179	01-469-YY		Yes	No	Yes	N/A	N/A	Yes	No
180	01-247-YY		Yes	No	Yes	N/A	N/A	Yes	Yes
181	01-854-YY		Yes	No	Yes	N/A	N/A	Yes	Yes
182	06-234-YY		Yes	No	Yes	N/A	N/A	Yes	Yes
183	W65743-X		Yes	No	Yes	N/A	N/A	Yes	Yes
184	01-119-YY		Yes	No	Yes	N/A	N/A	Yes	Yes
185	01-739-YY		Yes	Yes 10 Euros vehicle 2 under new regulation	Yes	Yes	N/A	Yes	Yes
186	AB-586-YY		Yes	No	No	N/A	N/A	Yes	Yes
187	01-344-YY		Yes	10takse	Yes	N/A	N/A	Yes	Yes

Annex III: Confirmation letter

REPUBLIKA E KOSOVËS-REPUBLIKA KOSOVA-REPUBLIC OF KOSOVO ZYRA KOMBËTARE E AUDITIMIT NACIONALNA KANCELARIJA REVIZIJE / NATIONAL AUDIT OFFICE			
DATE PRASHUR/ODREZUAR: -5-08-2024 DATUM PRILJEN/DOSTAVLJEN: -5-08-2024 DATE RECEIVED/SUBMITTED:			
Njësia Org. Org. Jedin. Org. Unit	Shif. klasif. Klasif. Kod Class. Code	Nr. Prot. Br. Prot. Prot. No.	Nr. faqeve Br. Stranica No. Pages
06	47	1284	1

REPUBLIKA E PRISHTINËS QYTETI I PRISHTINËS SH.A Prishtinë	
02	05-08-2024 642

LETËR E KONFIRMIMIT

Për pajtueshmërinë me të gjeturat e Auditorit të Përgjithshëm për raportin e auditimit të performances **“Menaxhimi i parkingjeve publike në qytetin e Prishtinës nga Ndërmarrja Publike Lokale Prishtina Parking”**, dhe për zbatimin e rekomandimeve.

Për: Zyrën Kombëtare të Auditimit

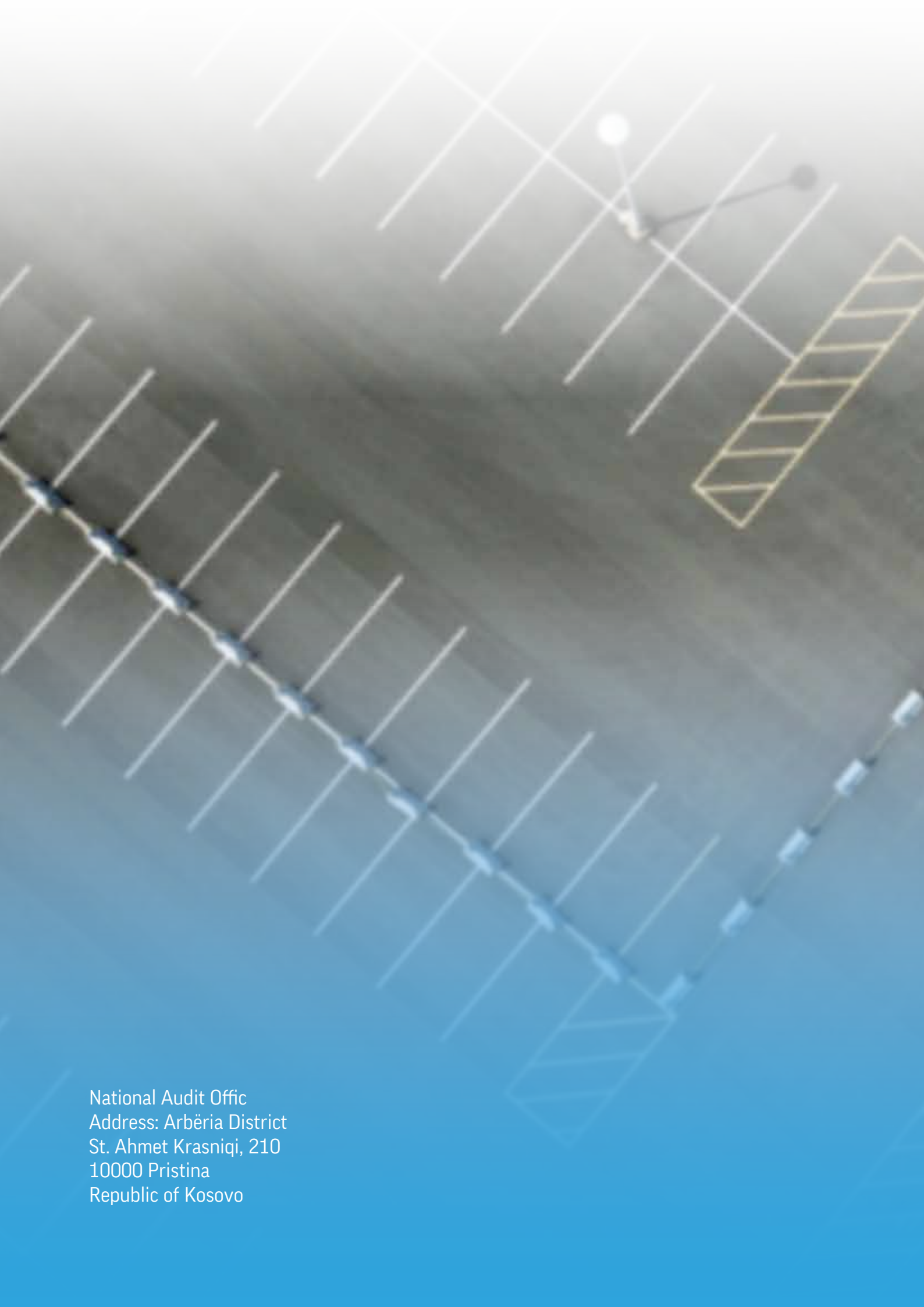
Vendi dhe data: Prishtinë, 02.08.2024

I nderuar,

Përmes kësaj shkrese, konfirmoj se:

- kam pranuar draft raportin e Zyrës Kombëtare të Auditimit **“Menaxhimi i parkingjeve publike në qytetin e Prishtinës nga Ndërmarrja Publike Lokale Prishtina Parking”** (në tekstin e mëtejme “Raporti”);
- pajtohem me të gjeturat dhe rekomandimet dhe nuk kam ndonjë koment për përmbajtjen e Raportit; si dhe
- brenda 30 ditëve nga pranimi i Raportit final, do t’ju dorëzoj një plan të veprimit për implementimin e rekomandimeve, i cili do të përfshijë afatet kohore dhe stafin përgjegjës për implementimin e tyre.

Kryeshefi Ekzekutiv
SOKOL HAVOLLI



National Audit Office
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