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Report No: PP5409

STATE AND PEACEBUILDING FUND

PROJECT PAPER

ON A

PROPOSED GRANT

IN THE AMOUNT OF

US\$3.2 MILLION

TO THE

ADVOCACY TRAINING & RESOURCE CENTER

FOR

PUBLIC INFORMATION AND AWARENESS SERVICES FOR VULNERABLE COMMUNITIES
IN KOSOVO

September 1, 2023

Urban, Resilience And Land Global Practice
Europe And Central Asia Region

CURRENCY EQUIVALENTS

(Exchange Rate Effective Jun 30, 2023)

Currency Unit = EUR

EUR 0.94 = US\$1

FISCAL YEAR

January 1 - December 31

Regional Vice President: Antonella Bassani

Country Director: Xiaoqing Yu

Global Director: Bernice K. Van Bronkhorst

Practice Manager: Christoph Pusch

Task Team Leader(s): Paul Scott Prettitore

ABBREVIATIONS AND ACRONYMS

AM	Accountability Mechanism
ATRC	Advocacy Training & Resource Center
CMU	Country Management Unit
CPF	Country Partnership Framework
CSO	Civil Society Organization
DA	Designated Account
E&S	Environmental and Social
ESF	Environment and Social Framework
EU	European Union
FM	Financial Management
GDP	Gross Domestic Product
GoK	Government of Kosovo
GRM	Grievance Redress Mechanism
GRS	Grievance Redress Service
ICR	Implementation and Completion Results Report
ICT	Information and Communications Technology
IFR	Interim Financial Report
ISA	International Standards on Audit
KCA	Kosovo Cadastral Agency
M&E	Monitoring and Evaluation
PFS	Project Financial Statement
PIAKOS	Public Information and Awareness Services for Vulnerable Communities in Kosovo
POM	Project Operations Manual
PPSD	Project Procurement Strategy for Development
RAE	Roma, Ashkali and Egyptian
RCI	Reconstruction of Cadastral Information
RECAP	Real Estate Cadastre and Registration Project
REGIP	Real Estate and Geospatial Infrastructure Project
RETF	Recipient-Executed Trust Fund
SEA/SH	Sexual Exploitation and Abuse / Sexual Harrasment
SPF	State and Peacebuilding Fund
STEP	Systematic Tracking of Exchanges in Procurement

**BASIC INFORMATION**

Is this a regionally tagged project? No		Country (ies)
Financing Instrument Investment Project Financing		Classification Small Grants
Approval Date 01-Sep-2023	Closing Date 31-Dec-2025	Environmental and Social Risk Classification Low
Approval Authority CDA	Bank/IFC Collaboration No	

Please Explain

In accordance with the Bank Procedure for Small Recipient-Executed Trust Fund Grants, Country Director approval is selected since the grant activities will only be implemented at the country-level (Kosovo).

Proposed Development Objective(s)

The development objective is to improve access to land and property registration information and counseling services for women, youth, and vulnerable persons in Kosovo.

Components

Component Name	Cost (USD Million)
Component A: Public Outreach and Awareness	2.00
Component B: Targeted Analysis for Inclusion	0.50
Component C: Capacity Building and Project Management	0.33
Component D: Bank-Executed Grant Implementation Support	0.37

Organizations

Borrower : Advocacy Training & Resource Center



Implementing Agency : Advocacy Training & Resource Center

PROJECT FINANCING DATA (US\$, Millions)**SUMMARY**

Total Project Cost	3.20
Total Financing	3.20
Financing Gap	0.00

DETAILS**Non-World Bank Group Financing**

Trust Funds	3.20
State and Peace Building Fund	3.20

Expected Disbursements (in USD Million)

Fiscal Year	2023	2024	2025	2026
Annual	0.05	0.95	1.35	0.85
Cumulative	0.05	1.00	2.35	3.20

INSTITUTIONAL DATA**Financing & Implementation Modalities****Situations of Urgent Need of Assistance or Capacity Constraints**

☒ Fragile State(s) ☐ Fragile within a non-fragile Country ☐ Small State(s) ☐ Conflict ☐ Responding to Natural or Man-made Disaster

Other Situations

☐ Financial Intermediaries (FI) ☐ Series of Projects (SOP)
☐ Performance-Based Conditions (PBCs) ☐ Contingent Emergency Response Component (CERC)



☐ Alternative Procurement Arrangements (APA)

☐ Hands-on Expanded Implementation Support (HEIS)

Practice Area (Lead)

Urban, Resilience and Land

Contributing Practice Areas

Social Sustainability and Inclusion

OVERALL RISK RATING

Risk Category

Overall

Rating

● Moderate

COMPLIANCE

Policy

Does the project depart from the CPF in content or in other significant respects?

☐ Yes ☒ No

Does the project require any waivers of Bank policies?

☐ Yes ☒ No



Environmental and Social Standards Relevance Given its Context at the Time of Appraisal

E & S Standards	Relevance
Assessment and Management of Environmental and Social Risks and Impacts	Relevant
Stakeholder Engagement and Information Disclosure	Relevant
Labor and Working Conditions	Relevant
Resource Efficiency and Pollution Prevention and Management	Not Currently Relevant
Community Health and Safety	Relevant
Land Acquisition, Restrictions on Land Use and Involuntary Resettlement	Not Currently Relevant
Biodiversity Conservation and Sustainable Management of Living Natural Resources	Not Currently Relevant
Indigenous Peoples/Sub-Saharan African Historically Underserved Traditional Local Communities	Not Currently Relevant
Cultural Heritage	Not Currently Relevant
Financial Intermediaries	Not Currently Relevant

Legal Covenants

Sections and Description

Section 2.03(a), Article II to the Annex of the Letter Agreement: The Recipient shall maintain, throughout Project implementation, staff in adequate numbers with terms of reference, qualifications, experience and functions acceptable to the Bank to be responsible for the overall management and coordination of the Project and perform all fiduciary responsibilities, including overall financial management, procurement, Project monitoring and evaluations as well as disbursement.

Sections and Description

Section 2.03(b), Article II to the Annex of the Letter Agreement: The Recipient shall entrust the Partner CSOs with the responsibility of carrying out Part 1 of the Project. To this end, the Recipient shall sign an agreement with each Partner CSO implementing activities under the Project ("Partner CSO Agreement"), under terms and conditions acceptable to the Bank, as further described in the POM, setting forth, inter alia: (i) the respective roles and responsibilities of the Recipient and the Partner CSOs under the Project, including the obligation of the Partner CSOs to carry out the technical implementation of the activities under the Project with due diligence and



efficiency; (ii) the conditions for the Recipient's financing, out of the Grant proceeds, of limited Operating Costs related to the Partner CSOs discharge of their roles and responsibilities under the Project; (iii) the Bank's and the Recipient's right to require audits of the Partner CSOs records and accounts; and (iv) the Recipient's right to suspend, terminate or seek refund of the Operating Costs upon the failure of the Partner CSOs to comply with their roles and obligations under the Partner CSO Agreement and as further detailed in the POM.

Sections and Description

Section 2.03(c), Article II to the Annex of the Letter Agreement: The Recipient shall, no later than thirty (30) days after the Effective Date, prepare, adopt and thereafter maintain a manual, in form and substance satisfactory to the Bank, setting forth, inter alia, detailed arrangements and procedures for institutional coordination and Project implementation, the roles and responsibilities of all involved stakeholders, Project budgeting, accounting and disbursement, financial management, procurement, safeguards, monitoring and evaluation, reporting and audits, terms and conditions of the Partner CSO Agreement, and any other administrative, financial, technical and organizational arrangements and procedures ("Project Operations Manual" or "POM").

Sections and Description

Section 2.03(d), Article II to the Annex of the Letter Agreement: The Recipient shall, no later than forty-five (45) days after the Effective Date, establish and thereafter maintain, throughout Project implementation, a committee with composition, resources, terms of reference and functions acceptable to the Bank ("Technical Review Committee"), to manage the process under Part 1 of the Project and screen proposals for technical requirements.

Sections and Description

Section 2.03(e), Article II to the Annex of the Letter Agreement: The Recipient shall, no later than forty-five (45) days after the Effective Date, establish and thereafter maintain, throughout Project implementation, a committee with composition, resources, terms of reference and functions acceptable to the Bank, comprising of one ATRC staff, and one representative of the Partner CSOs ("Review Committee"), to review and evaluate the process under Part 1 of the Project.

Sections and Description

Section 2.03(f), Article II to the Annex of the Letter Agreement: The Recipient shall, no later than thirty (30) days after the Effective Date, prepare and adopt a Project grievance mechanism, in a form and substance acceptable to the Bank and as set out in the POM, and thereafter maintain said Project grievance mechanism throughout Project implementation.

Sections and Description

Section 2.04(a), Article II to the Annex of the Letter Agreement: The Recipient shall ensure that the Project is carried out in accordance with the Environmental and Social Standards, in a manner acceptable to the Bank.

**Conditions****PROJECT TEAM****Bank Staff**

Name	Role	Specialization	Unit
Paul Scott Prettitore	Team Leader(ADM Responsible)		SCAUR
Carlos Lago Bouza	Procurement Specialist(ADM Responsible)		EECRU
Jonida Myftiu	Financial Management Specialist		EECG2
Selma Ljubijankic	Social Specialist(ADM Responsible)		SCASO
Shpresa Kastrati	Environmental Specialist(ADM Responsible)		SCAEN
Caleb Travis Johnson	Team Member		SCAUR
Engji Susuri	Team Member		SCASO
Kushtrim Plakolli	Team Member	Procurement	EECRU
Lindita Lepaja	Team Member		ECCKO
Sara Agostini	Team Member		GTFS1
Sarah Anne Nelms Craig	Team Member		GTFS1
Extended Team			
Name	Title	Organization	Location



KOSOVO

PUBLIC INFORMATION AND AWARENESS SERVICES FOR VULNERABLE COMMUNITIES IN KOSOVO

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I. STRATEGIC CONTEXT

A. Country Context

1. **The recently approved Country Partnership Framework (CPF) indicates that Kosovo has made considerable progress over the past decades, but continues to face social, economic, and political vulnerabilities.**¹ It has consolidated the functioning of its democratic institutions, including the rights of different ethnic and religious communities. The legal framework in Kosovo provides a range of obligations on institutions to safeguard and promote communities' equal participation in governance. However, since 2017, there have been four governments, pointing to a still volatile political context. The current Government of Kosovo (GoK), formed in March 2021, is the first to win a post-independence election with over 50 percent of the parliamentary vote. The previous instability of the GoK contributed to a declining trust in the country's main institutions, which is among the lowest in the Western Balkans (after Bosnia and Herzegovina).² Recent country-level polling, however, provides some encouraging early signs for a possible reversal in the declining trend of trust in institutions.³

2. **As part of its state-building efforts, Kosovo is implementing an ambitious agenda driven partly by the aspiration for membership in the European Union (EU).** Kosovo's accession path to the EU is an important opportunity for stabilization, universal recognition, and institutional development. Kosovo signed a ten-year Stabilization and Association Agreement in 2015, which qualified it as a Potential Candidate for EU membership. While EU membership remains a distant goal, the association process serves as an important anchor for democratization, the rule of law, public administration, and market economy reforms. However, the alignment between domestic policies and those relating to European Integration is still weak.⁴

3. **Despite the recent gains, labor force participation and employment, especially among young people and women, are key constraints to growth and poverty reduction.** The number of formal jobs in Kosovo increased by 1/5 in the last five years, yet labor market outcomes remain among the weakest in the region. The youth unemployment rate reached 31.4 percent by the first quarter of 2022, almost double the 16.6 percent overall rate.⁵ Only 14.6 percent of 15-to-24-year-olds are employed, and 32.2 percent are considered neither employed nor in education or training.⁶ On the other hand, and as the Systematic Country Diagnostic Update highlights, firms in Kosovo report major challenges in hiring and filling vacant positions, due to skills mismatches, migration of skilled workers, and other labor market frictions. Importantly, women continue to have fewer economic opportunities, notwithstanding progress made in increasing their political participation and representation. The gender imbalance is illustrated by the discrepancy in labor force participation rates (22.1 percent for women and 55.2 percent for men) – one of the highest gaps in Europe. According to the CPF, low labor force participation and employment are the key binding constraints to growth and poverty reduction.⁷

4. **Addressing human capital challenges remains an important agenda for Kosovo.** Kosovo ranks 27th out of the 28 ECA countries participating in the Human Capital Index (HCI), just slightly ahead of North Macedonia.⁸ At 0.567, the overall

¹ This section draws heavily on the Kosovo Country Partnership Framework, April 10, 2023, Report No. 180809-XK. *World Bank Document*

² Balkan Barometer. 2020, <https://www.rcc.int/pubs/95/balkan-barometer-2020-public-opinion-survey>

³ According to the results of the May 2021 Public Pulse poll conducted by UNDP and USAID, https://www.ks.undp.org/content/kosovo/en/home/library/democratic_governance/public-pulse-xx.html

⁴ OECD (2021, November). Kosovo Monitoring Report: The Principles of Public Administration <https://www.sigmaweb.org/publications/Monitoring-Report-2021-Kosovo.pdf>

⁵ Kosovo Statistics Agency. Labor Force Survey Results for Q1 2022.

⁶ Ibid, page 6.

⁷ Ibid, page 6.

⁸ The World Bank, Human Capital Index Dataset (*Human Capital Index | DataBank (worldbank.org)*), accessed June 12, 2023, and author's calculations.



HCI is 13.0 percent lower than the average of Western Balkan countries, with the major difference being in learning-adjusted years of school (14.6 percent lower). In health-related areas, the probability of survival to age 5 and from age 15-60 are both around 1 percent lower than the Western Balkan average. The new draft of National Development Strategy 2030 includes improved human capital development as one of its key goals, with specific attention to early childhood development, skills, and knowledge improvement for women and young people, and improved health and financial health protection.

5. **Kosovo experienced steady economic progress since independence, allowing its transition to upper-middle-income status in 2018.** Growth in the Gross Domestic Product (GDP) averaged 4.6 percent between 2010 and 2019, which translated into an almost 50 percent increase in per capita income and a 35 percent reduction in the rate of poverty (from 32.2 to 20.9 percent).⁹ During the past decade, the country successfully transitioned away from a growth model based on a high dependence on foreign aid inflows, outperforming peer countries of similar income per capita thanks to a steady expansion in consumption and investment, with a strong impetus from diaspora inflows, public investment in infrastructure, and financial deepening, amid a stable fiscal stance and an environment of low inflation. Despite this, Kosovo's income per capita is only 12 percent of the average EU member or 20 percent of aspirational peers (Latvia, Estonia, Lithuania, the Czech Republic, and Slovenia).

6. **The economy showed signs of resilience during the COVID-19 crisis.** The pandemic significantly affected the population and triggered Kosovo's first recession. GDP contracted by 5.3 percent in 2020, driven by a slowdown of services exports and a significant reduction in investment activity. The impact of the recession was mitigated by policy support measures, coupled with increases in diaspora inflows and goods exports. As a result of the decline in economic activity in 2020, poverty is estimated to have increased by 3.5 percentage points,¹⁰ mainly driven by the steep output losses in travel services and industry. Growth returned quickly to positive territory during the last quarter of 2020 and continued to accelerate in 2021, paving the way to a rapid recovery. Thanks to the improved pandemic and external conditions, as well as strong fiscal support and recovering consumer and investor sentiment, economic activity expanded by 10.5 percent in 2021. However, the recession exposed the vulnerability of Kosovo's growth model, with persistent infrastructure and human development gaps and limited economic diversification.

7. **The key challenge to the current economic recovery path is high inflationary pressure, exacerbated by the ongoing war in Ukraine.** After record growth performance in 2021, Kosovo was significantly impacted by the global inflationary crisis, perpetuated by the Russian invasion of Ukraine. With outdated and unreliable energy production capacities, and as a net importer of energy and food, Kosovo was particularly hit by hikes in international commodity prices and electricity imports. Consumer inflation reached a historic record of 11.6 percent year-on-year in 2022. Yet, the economy showed signs of resilience and real GDP growth grew by 3.5 percent in 2022, supported by domestic demand and exports. GoK measures to mitigate the impact of the crisis, particularly on energy imports, also contributed to resilience. Kosovo continues to boast the lowest level of public debt relative to its GDP in the region and has generally gained a commendable reputation for prudent macro-fiscal management anchored on credible fiscal rule. The medium-term outlook remains positive, with growth stabilizing at above 4 percent over the CPF period (2024-2027); but the outlook is mired with downside risks from the ongoing war in Ukraine, the energy crisis, and tightening global financing conditions.¹¹

B. Sectoral and Institutional Context

8. **Securing property rights remains critical for improving Kosovo's growth and development, as well-defined rights**

⁹ World Bank Group, *Republic of Kosovo, Systematic Country Diagnostic Update*, 2022, page 7 and author's calculations

¹⁰ Based on the upper middle-income poverty rate (\$6.85 in 2017 PPP)

¹¹ Republic of Kosovo CPF (op. cit.), page 5.



are the cornerstone of a vibrant market economy. Without a complete and up-to-date cadaster and clearly defined legal rights for women and men, there is significant risk for the private sector and citizens to invest. This risk, in turn, depresses investment, raises interest rates, and fuels the informal economy. Securing property rights also improves public land management, which can help the GoK take stock of its assets and release unused or underutilized assets to the private sector, thereby increasing domestic and foreign investors' access to land—and important factor of production—and enhances the allocative efficiency of the economy. Moreover, secure property rights are not only crucial for economic prosperity but also social sustainability, as access to land and property is often cited as a key means of addressing drivers of conflict within fragile settings. In a post-conflict country like Kosovo, clear legal rights can help stabilize the social situation and facilitate a return to normalcy. However, many of Kosovo's underserved communities often have low rates of formal property registration or access to associated services. For example, only 19 percent of all registered properties at the Kosovo Cadastral Agency (KCA) are in the name of women (individually or jointly). The lack of effective land administration services in Kosovo's Northern Municipalities place residents' land rights at risk. Residents from these municipalities often need to travel to the KCA headquarters in Pristina in order to formally register their properties, which is often time-consuming and expensive for low-income families. Additionally, with continued outmigration of youth to other countries with better employment prospects, issues related to resolving property inheritance disputes are often left unresolved, with multiple family members potentially living in multiple countries and unable to sign the necessary documents concerning inheritance.

9. **Since 2011, with the support of the World Bank and other development partners, the land and property sector in Kosovo has undergone a substantial transformation.** Under the Real Estate Cadaster and Registration Project (RECAP; P101214), KCA made considerable progress in introducing a modernized land administration system, securing property rights, and improving the business environment. While achieving these results has taken some time due to the need to build legal and technical procedures for registration and IT system development, RECAP's progress means that future investments in land administration and property rights will progress much more expeditiously now that more solid legal, technical and capacity foundations are in place. The most notable achievements include: (i) systematic updating of cadastral and registration records (called reconstruction of cadastral information (RCI)) has occurred in 15 percent of Kosovo's territory; (ii) increased land market efficiency, with the time to register a transaction dropping by 65 percent from 30 days before RECAP to under 10 days; (iii) the development of a centralized information and communications technology (ICT) system, the Kosovo Cadaster and Land Information System; and (iv) the ICT system now collects and monitors the data for gender-disaggregated property ownership, an important statistic in understanding and analyzing the current situation for women's property ownership in the country.

10. **RECAP laid the foundations for the next phase of investments and reforms that are now being implemented under the ongoing Real Estate and Geospatial Infrastructure Project (REGIP; P164555).** These investments focus on improving public service delivery and strengthening private sector competitiveness through: (i) further RCI activities to improve the availability and accuracy of correct, up-to-date cadastral information and, thus, enhance the security of tenure; (ii) investments to advance ICT and geospatial infrastructure that improve the availability, affordability, and transparency of public services in order to better serve citizens and businesses; (iii) policy, legal and institutional support; and (iv) capacity building initiatives to improve decision-making.

11. **As part of the multiple rounds of land sector support in Kosovo, numerous public services have been developed for property registration, sales transactions, the provision of mortgages, etc. However, many Kosovar citizens are often unaware that these services exist or why they are beneficial.** Consequently, rates of informal occupancy and property ownership remain high, as does unequal access to services for socio-economic development and mitigating high rates of unemployment. KCA also has a variety of Administrative Instructions for addressing land and property ownership challenges concerning topics such as informal transactions, inheritance disputes, and grievance redress. Nevertheless, and similar to other government agency capacities as described above, KCA lacks the institutional mandate and resources



needed for conducting public outreach and information awareness concerning these public services. Although REGIP provides financing for citizen engagement including customer satisfaction surveys for obtaining data on public perceptions about land and property transaction services, there remains a gap on how to tailor messaging for Kosovo's various communities. Consequently, KCA is keen to understand how it can partner with civil society organizations (CSOs) in Kosovo to promote messaging and support public outreach about the benefits of secure land and property rights. In this context, a Recipient-Executed Trust Fund (RETF), *Public Information and Awareness Services for Vulnerable Communities in Kosovo* (PIAKOS) from the State and Peacebuilding Fund (SPF) is being prepared to provide CSO networks in Kosovo with funds to foster partnerships for the benefit of the country's land sector and to emphasize the benefits of land and property registration for socio-economic development.

C. Higher Level Objectives to which the Project Contributes

12. PIAKOS's activities align with the Kosovo Country Partnership Framework for FY23-FY27's (Report No. 180809-XK, discussed at the Board on May 8, 2023) Objectives 1.3 (Increase access to public services among minority and marginalized groups), 2.1 (Enhance business climate and access to finance), and 2.2 (Remove barriers to the economic empowerment of women and youth). They are also directly linked to Guiding Principle 3 of the World Bank Fragility, Conflict and Violence Strategy (Helping countries transition out of fragility) and help to fulfill its objectives to understand fragility and implement context-specific strategies and foster trust, shift incentives and lay the foundations for growth, and support post-conflict reconstruction, recovery and resilience. Moreover, the project activities are a direct response to public outreach gaps identified in customer satisfaction surveys and assessments financed by both RECAP and REGIP. Additionally, PIAKOS coincides with Outcome 4 (Expand ownership and use of economic assets and women's access to Housing, Land, and Property) of the World Bank's Gender Strategy 2024-2030, which seeks to close gaps between women and men in ownership and control over land, among other things. The project activities build on findings, assessments and promotion materials produced by other development partners for improving women's land rights, such as those produced by United States Agency for International Development. Moreover, the project activities will help achieve government objectives for the inclusion of women and ethnic minorities in Kosovar society.

13. PIAKOS will also directly contribute to SPF's objectives by engaging local government authorities in Kosovo to determine mechanisms and gaps that restrict the ability of minorities groups such as the Roma, Ashkali, and Egyptian (RAE) communities from registering and/or legalizing their land and properties and determining more effective mechanisms for service delivery in the land sector (state building). The activities will also help to foster the socio-economic conditions for peaceful, stable and sustainable development (peacebuilding) by helping to provide vulnerable communities with the necessary and legally backed documentation for strengthening land tenure security and provide a pathway for their participation in the broader economy (e.g., using land titles as collateral for bank loans for starting businesses, development of real estate markets, etc.). Moreover, the project activities will help to foster government and non-government stakeholder cohesion (i.e., KCA and CSOs) for scaling up targeted messaging and tailored service provision for increasing land and property registration among Kosovo's diverse ethnic minority communities.

14. The project activities also have the approval of the World Bank's Country Management Unit (CMU) which, in line with the latest Risk and Resilience Assessments, seeks creative ways for outreach to ethnic minorities including Serb communities in Kosovo's Northern Municipalities, where local government actors have, thus far, participated in very few World Bank-financed projects. Public outreach via CSOs is one of the CMU's proposed methods of engagement. Additionally, PIAKOS has the support of KCA, which has partnered with CSO actors in the past to promote the registration of land and property in Kosovo's war widow communities. The team maintains good contracts with key CSO stakeholders such as Active Women of Gjakova and has identified CSO organizations that seek to build communication between the country's different ethnic communities. Many Kosovar CSOs fully understand the importance of secure land tenure as a means of promoting state and peacebuilding in the country and are keen to optimize outreach to all of Kosovo's citizens.



15. Finally, the project activities directly support multiple initiatives of the GoK. The activities will support the objectives of the Kosovo Program for Gender Equality 2020 – 2024, including Strategic Objective 1: Creating equal opportunities to contribute and benefit from inclusive economic or social welfare, particularly in terms of providing and enhancing equal access to rights, freedoms, decision-making, resources and services. In particular, the strategy seeks to promote gender mainstreaming in public policies, dissemination of information, and the design of services and support in accordance with the demands and needs of both genders, including those concerning the realization of the right to property and inheritance. The activities will also support the objectives of the GoK's draft Strategy and Action Plan for Inclusion of Roma and Ashkali Communities in Kosovo Society 2022 – 2026, including Strategic Objective 4: Increasing equal access to sustainable housing, essential services and public infrastructure for Roma and Ashkali communities, which aims to formalize informal settlements of these communities.

II. PROJECT DEVELOPMENT OBJECTIVES

A. PDO

16. The development objective is to improve access to land and property registration information and counseling services for women, youth, and vulnerable persons in Kosovo.

B. Project Beneficiaries

17. The beneficiaries under this small grant are Kosovo's vulnerable communities, including ethnic minorities, women, and youth, who are often unaware of what rights and options concerning land and property ownership they have based on Kosovo's legal framework due to challenges such as societal norms that discriminate against certain communities and language barriers. Increased access to information will benefit vulnerable persons as they navigate land registration processes, including those beneficiaries of REGIP and those who benefit from the regular services of KCA. As such, disseminating the importance and benefits of land and property registration, including strategizing on how to develop messaging most effectively, will help to increase participation in RCI and fill a capacity gap at KCA.

18. Expected knowledge on state and peacebuilding that will be generated through the project includes the identification of existing challenges faced by Kosovo's ethnic minorities in registering land and property and participating in legalization services, particularly for communities such as the Serb and Bosnian communities found in Kosovo's Northern Municipalities, which are not disputed areas but face barriers in participating and benefitting from the services offered by GoK agencies and institutions (e.g. language barriers, geographic isolation). Strategic engagement for awareness raising and incentivizing these communities' engagement with GoK institutions will be a key deliverable of this project, as virtually no World Bank-financed operations have been able to successfully engage with the Northern Municipalities due to unresolved political disputes between the Governments of Kosovo and Serbia and the latter's influence on Northern Municipality local government institutions from directly cooperating with GoK agencies and institutions that implement World Bank-financed projects. Building effective land administration services may also aid in building trust in government. To address this issue, PIAKOS will seek to work directly with CSOs that are based in Northern Municipalities. The task team has conducted preliminary missions to municipalities such as North Mitrovica and met with CSOs whose representatives specifically stated that they would collaborate with the World Bank on initiatives related to public outreach and information awareness. These CSOs also cooperate with CSO networks throughout Kosovo, including umbrella organizations such as the Advocacy Training and Resource Center (ATRC).

19. Additionally, the inclusion of youth as a project beneficiary community under PIAKOS is considered innovative within the context of Kosovo. With many Kosovar youth considering outmigration for increased economic opportunities, long-term planning concerning their rights to land and property inheritance remains a persistent challenge in the country.



Moreover, high collateral requirements by private banks in Kosovo often make access to finance for youth without property registered in their name unattainable. As such, ATRC and its partner CSOs will organize assemblies and other sessions to foster dialogue with youth between the ages of 15 and 24 years old to help them understand their rights and options related to land and property while they begin planning their next steps from both secondary- and tertiary-level education.

C. PDO-Level Results Indicators

20. Key results anticipated under the small grant activities include the following:

- Increase in information and awareness sessions for vulnerable persons (Percentage)
- Increase in counseling sessions for vulnerable persons (Percentage)
- Land transactions initiated by vulnerable persons (Number; disaggregated by gender)
- Establishment of Civil Society Organization network for delivering information and counseling services (Yes/No)

III. PROJECT DESCRIPTION

A. Project Components

21. The components and activities of this small grant are as follows¹²:

22. **Component A: Public Outreach and Awareness (US\$2 million):** This component will finance (i) Public awareness campaigns targeting all of Kosovo's ethnic minorities; (ii) Development of targeted messaging for the promotion of women's land rights; and (iii) Outreach campaigns for youth within the 15 to 24 age range and secondary schools for building youth understanding about the importance of registering land and property. All activities under Component A will be implemented with partner CSOs.

23. **Sub-Component A.1: Public Awareness Campaigns targeting all of Kosovo's ethnic minorities:** Under this activity, ATRC will work with at least 10 partner CSOs, among which 4 will be based in Serb-majority municipalities and 6 will be organizations that work with RAE communities, to conduct public outreach and awareness activities that aim to improve access to information and counseling services for ethnic minorities in Kosovo for increasing their access to land and property registration and strengthening tenure security. Pilot initiatives to foster lessons learned concerning public outreach will be conducted prior to their nationwide scale-up. Public outreach activities under this sub-component will include the following:

- Development of targeted communication strategies for engaging specific ethnic minority communities on land and property rights in Kosovo.
 - Identification of the Campaign, including visibility and name.
 - Production of communications materials in ethnic minority languages, including TV, radio and social media advertisements, video, pamphlets, etc.
- National and local awareness-raising campaigns to increase awareness on property registration and dispute resolution mechanisms for addressing property disputes.
 - Mapping of the community property needs.
 - Door-to-door campaigns in selected municipalities.
 - Awareness raising activities at the local level to inform communities on property registration and dispute resolution mechanisms for addressing property disputes.

¹² As Components A, B, and C are Recipient-Executed, the Letter Agreement for PIAKOS refers to these components only, including their cumulative amount of US\$2,825,000.



- Workshops and focus groups in municipalities and villages with significant ethnic minority communities on the topic of property registration.
- Conducting court monitoring on property rights issues.
- Advocacy campaigns (discussions and meetings) at the Municipality level for adoption and harmonization of the procedural and legal framework on property rights.
- Targeted counseling services to support ethnic minority citizens with their completion of land and property registration documentation.
- Awareness activities for the registration of physical addresses using associated e-services.
- Free legal aid support, free legal services, and procedural assistance in the property registration for war widow communities in 2 targeted cadastral zones of Kosovo.

24. ***Sub-Component A.2: Development of targeted messaging for the promotion of women's land rights:*** Under this activity, ATRC will work with partner CSOs to conduct public outreach and awareness activities that aim to improve access to information and counseling services for women in Kosovo in order to increase access to land and property registration and strengthen tenure security. Cross-messaging for women of specific ethnic minority communities will also be incorporated as appropriate. Outreach activities will include the following:

- Development of communication strategies for engaging women on their land and property rights in Kosovo (building on previously developed materials).
- Production of women-specific communications materials, including TV, radio and social media advertisements, video, pamphlets, etc. (primarily in the Albanian language).
- National and local awareness-raising campaigns to increase awareness on property registration and dispute resolution mechanisms for addressing property disputes.
 - Door-to-door campaigns in selected municipalities.
 - Awareness raising activities at the local level to inform communities on property registration and dispute resolution mechanisms for addressing property disputes.
 - Awareness raising activities on joint registration of the property on the names of both spouses offered at free of charge through sublegal act.
 - Workshops and focus groups (Topics: Campaign on Tax free on property registration for the targeted communities, Workshops for the approach of free legal aid providers; Administrative procedures for property registration).
 - At least 2 seminars with women prisoners in the Lipjan Correctional Center for Female Prisoners on their property rights and access to finance, in cooperation with the staff of one of the women's shelters in Kosovo.
 - Linking information of tenure security and registration to access to finance (importance of property title and access to mortgage and loans).

25. ***Sub-Component A.3: Outreach campaigns to secondary schools for building youth understanding about the importance of registering land and property:*** Under this activity, ATRC will work with implementing partners to conduct public outreach and awareness activities aiming to build youth understanding about the importance of registering land and property. In the long term, this aims to increase access to land and property registration and strengthen tenure security. Approximately 250 secondary schools in Kosovo will be targeted for project activities. Among other things, selection criteria for school participation will include the number of students, areas where significant ethnic minority populations live, and schools located in Kosovo's "priority cadastral zones" where large portions of Kosovo's national population live and where economic activity and output is most prominent. Youth outreach activities to be financed under this sub-component include:



- Support and implementation of outreach activities in secondary schools.
- Development of youth-focused communications material (social media advertisements, pamphlets, video, etc.)
- Engaging of secondary school assemblies throughout Kosovo.
- Advertising and sponsorships for extracurricular activities, sports leagues, etc. for the promotion of land and property rights.
- Sponsoring TV series on women's and girls' inheritance rights and property rights in marriage regime.
- National and local awareness-raising campaigns to increase awareness on property registration and dispute resolution mechanisms for addressing property disputes.
 - Door-to-door campaigns in selected municipalities.
 - Awareness raising activities at the local level to inform communities on property registration and dispute resolution mechanisms for addressing property disputes.
 - Workshops and focus groups with youth.
 - Retreat in nearby localities with awareness raising activities.
 - Targeted counseling support for youth-specific land and property registration challenges (inheritance, etc.).
- 140 students from Law Faculties in 7 regions will be trained on property and inheritance rights, with guidelines prepared and subsequently distributed.
 - The 140 trained students will be engaged to serve as a non-formal Free Legal Aid Clinic inside the faculties, for students that have or can have interest to have more information on the property and inheritance issues.
 - Cooperation with the Kosovo Judicial Council to provide at least 1 judge as guest lecturer from the regional court for each event.
- Organize 7 trainings with journalists in 7 regions of Kosovo to improve reporting on property rights, which could lead to better presentation of institutional results on property rights and inheritance.

26. **Component B: Targeted Analysis for Inclusion (US\$0.50 million):** This component will finance target analysis for the inclusion of PIAKOS's anticipated beneficiaries. It will focus on the following activities: (i) Analysis of gaps that have restricted access to land and property registration services for Kosovo's ethnic minorities; (ii) Identification of key challenges that restrict women's land rights, previous attempts to address the challenges, and recommendations for new approaches; and (iii) Citizen feedback that can be used to tailor the public outreach messaging under Component A and inform government actors such as KCA, which will be incorporated into both analytical activities through activities such as interviews and focus groups.

27. **Sub-Component B.1: Analysis of gaps that have restricted access to land and property registration services for Kosovo's ethnic minorities:** Under this activity, ATRC will work with implementing partners, combining local and international expertise, to conduct targeted analysis that aims to analyze gaps that have restricted access to land and property registration services for Kosovo's ethnic minorities. The analysis will include comprehensive assessments describing land and property registration challenges for all of Kosovo's ethnic minorities based on geographic location, cultural backgrounds and political context.

28. **Sub-Component B.2: Identification of key challenges that restrict women's land rights, previous attempts to address the challenges, and recommendations for new approaches:** Under this activity, ATRC will work with implementing partners, combining local and international expertise, to conduct targeted analysis that aims to identify key challenges that restrict women's land rights, previous attempts to address the challenges, and recommendations for new approaches. The analysis will include comprehensive assessments describing land and property registration challenges for Kosovar women based on ethnic background, geographic location, cultural backgrounds and political context.



29. **Component C: Capacity Building and Project Management (US\$0.325 million):** This component will finance capacity building programs for local key stakeholders and civil society actors for supporting access to land and property registration services, as well as Project Management support including Monitoring and Evaluation (M&E), Procurement, Financial Management (FM), and Environmental & Social Standards. The component will also cover the development of all relevant assessments and audits required by the Environmental and Social Framework (ESF) and World Bank fiduciary rules, as well as all M&E reports required by SPF. Knowledge dissemination of the outcomes and findings of the project activities through various forms of media will also be delivered under this component. Every effort will be made by both the Implementing CSO and the task team to acknowledge the SPF contribution in publications, presentations, press releases, training materials, event banners, or other written materials, through name and logo, in accordance with SPF visibility guidelines.

30. Concerning the capacity building activities to be financed under this component, ATRC and its partner CSOs will provide target CSO staff as well as local government officials and community leaders to build their understanding on topics concerning various land and property procedures, as well as engagement with specific communities in Kosovo. Activities to be included as part of capacity building and training include the following:

- In coordination with KCA, regional capacity building program for Municipal Cadastral Office officials on cadastral reconstruction.
- Supporting the Mediation Chamber's promotional activities that encourage citizens to use the mediation services as an alternative solution to property disputes.
- Regional workshops with the Chamber of Private Enforcement Agents.
- Regional workshops with Chamber of Notaries.
- Cross-checking data from identified issues and shortcomings presented by legal professions, with special focus on initiating potential legal solutions.

31. **Component D: Bank-Executed Grant Implementation Support (US\$0.375 million):** This component will be financed via a separate Bank-Executed Trust Fund from SPF¹³ in order to support ATRC's implementation of PIAKOS. In particular, it will finance the World Bank task team's advisory support implementing partners to ensure alignment with World Bank policies, procedures and REGIP's activities. Moreover, it will provide support to dialogue and engagement between ATRC, partner CSOs, KCA, Municipal Cadastral Office officials and other relevant government entities, and help to determine how lessons learned and good practices identified during the implementation of PIAKOS could, potentially, be incorporated in the business operations at KCA. The task team will act as a liaison between ATRC and Kosovo's government entities such as KCA to ensure full complementarity between various initiatives such as the implementation of Bank-financed activities under REGIP. The task team will ensure active communication among key stakeholders throughout PIAKOS's implementation.

B. Project Cost and Financing

The total cost of the proposed small grant is US\$3,200,000 with estimated component costs broken down as follows:

Project Components	Project cost	Trust Funds	Counterpart Funding
Component A: Public Outreach and Awareness	US\$2,000,000	US\$2,000,000	N/A

¹³ A separate Grant Funding Request for Component D has already been processed. As such, the Grant Funding Request to be submitted as part of the full preparation package for PIAKOS will not include the financing amount listed for Component D.



Component B: Targeted Analysis for Inclusion	US\$500,000	US\$500,000	N/A
Component C: Capacity Building and Project Management	US\$325,000	US\$325,000	N/A
Component D: Bank-Executed Grant Implementation Support	US\$375,000	US\$375,000	N/A
Total Costs	US\$3,200,000	US\$3,200,000	
Total Project Costs	US\$3,200,000		
Total Financing Required	US\$3,200,000		

IV. IMPLEMENTATION

A. Institutional and Implementation Arrangements

32. The proposed project will be implemented by ATRC, an umbrella organization that focuses on increasing citizen and civil society participation in government decision-making, and has worked with 500+ entities, including CSOs, in Kosovo. Key partnerships have already been made by ATRC with CSOs such as Active Women of Gjakova, which recently implemented a public awareness campaign among Kosovo's RAE communities that was funded via the World Bank's Roma Inclusion Challenge initiative. Though the project will be implemented by ATRC, the World Bank will play a coordinating role to ensure cooperation with key government stakeholders including KCA and Kosovo's Office for Minorities under the Prime Minister's Office.¹⁴ A partnership unit will be established by ATRC to oversee the work of partner CSOs that will carry out the Component A activities within their targeted communities. ATRC will also be responsible for M&E throughout project implementation and will contribute to the production of the Implementation Completion and Results Report (ICR), SPF's Lessons Learned Form, as well as any other required progress reporting and completion documentation.

33. The implementation of Project activities will be conducted through ATRC's partnership unit that will advise on partner CSO selection criteria as well as the review of the submitted proposals. ATRC will develop a Project Operations Manual (POM) that will provide a framework for managing the CSO partnership program. The POM is intended to provide consolidated resources for contract management in accordance with ATRC's procedures, policies, regulations, and terms and conditions. Along with its annexes, the POM is intended to provide clear guidance as well as the forms, applications, and procedural documentation required for an efficient and accountable partner CSO program.

34. The POM will serve as a guide for the partner CSO process. This process includes, but is not limited to (i) conducting a needs gap analysis to identify challenges; (ii) prioritize goals and design the assumptions for the Requests for Proposals; (iii) launching the calls for proposals in Albanian, Serbian and English languages; (iv) organizing the holding informational sessions in targeted municipalities; (v) providing answers and clarifications for competition requirements; (vi) drafting of evaluation criteria and setting up the Technical Review Committee for managing the application process and screening proposals for technical requirements; (vii) setting up the Review Committee for Reviewing and Evaluating Applications;

¹⁴ This will be supported via the Bank-Executed Grant Implementation Support in parallel with Component D.



and (viii) Preparing the requests for Approval for Support Fund and Partner CSO Agreements that outlines specific details of the Component A activities, monitoring and providing technical assistance and managing the closeout process.

35. The Review Committee that will evaluate CSO partnership proposals will be comprised of one ATRC staff, one representative from co-partners and one representative from the World Bank task team. An evaluation grid will be compiled and used by the Review Committee to assess applications based on the following criteria:

- Relevance of the action with the priorities of the Call for Proposals
- Design of the activities
- Effectiveness and feasibility of the activities
- Budget and cost effectiveness
- Sustainability of the activities
- Weighted Score

36. ATRC will prepare a Call for Proposals for each planned round of funding, and the information will be disseminated via ATRC social media, online portals, websites, newspapers, and informational sessions during which ATRC will explain all of the sections of the Calls for Proposals and Project application forms. The Calls for Proposals will include the following sections:

- Background description of the activity
- Name of donor(s) that is/are funding the financing round
- Objectives and priorities
- Eligibility criteria that applicants must meet to apply
- Eligible actions: Desired actions within the scope of the project
- Eligibility of costs: costs that may be taken into consideration for the financing
- Total amount of financing that will be distributed
- Deadline for questions/requests for clarifications and information for obtaining clarifications
- Deadline for applications
- Anticipated financing period and/or length of activity implementation
- Information for obtaining applications (hard copy, electronic via e-mail or website)
- Instructions for submitting applications
- Evaluation and selection of applications
- Recommended revisions of the proposals to applicants
- Notification of the decision and the right to appeal
- Indicative timetable.

37. **Partner CSO Agreement.** ATRC is encouraged to sign Partner CSO Agreements with all partner CSOs implementing activities under the Project. Details of the Partner CSO Agreement will be contained in the POM, which shall include, inter alia, the following clauses:

- Respective roles and responsibilities of the Recipient and partner CSOs in project implementation as well as the scope of work of each.
- Conditions of the Recipient's payment, out of the proceeds of the small grant, of limited operating costs related to the partner CSO discharge of its responsibilities.
- Obligation of the Recipient to exercise its rights and carry out its obligations under the partner CSO Agreement in such manner as to protect the interest of the Recipient and of the World Bank to accomplish the purposes of the Financing.



- A covenant indicating that “except as the World Bank shall otherwise agree, the Recipient shall not assign, amend, abrogate, waive or fail to enforce the Partner CSO Agreement of any of their provisions thereof.”

38. Lastly, the Project team will inform relevant public officials and key stakeholders about the launch of the project through official letters and invitations to the opening ceremony and other key activities. Contact persons will be identified to be appointed as focal points within relevant public institutions, to be regularly informed and engaged in project activities.

B. Results Monitoring and Evaluation

39. ATRC will monitor the implementation of activities and the results thereof as defined in the Project Results Framework. ATRC will develop a comprehensive, participatory M&E system with Bank support. Progress will be monitored against a baseline collected at the start of PIAKOS, which will be the responsibility of ATRC. The baseline data will be collected at the start of the Project and tracked by the M&E officer at ATRC. An independent evaluator will be hired by ATRC under PIAKOS to conduct a mid-term and final evaluation of the project results and outcomes. The M&E system will use an adaptive learning and management approach to ensure the timely adjustment of the project’s operations, as well as any necessary course-correction in the implementation of PIAKOS activities.

40. Regarding M&E arrangements, the ATRC team will collect data for the assessment of the indicators in the results framework. This data will feed into the analysis that the independent evaluator will undertake at mid-term and in the final evaluation. The Bank team will support the M&E officer appointed by ATRC to develop an M&E plan and provide support throughout the implementation of PIAKOS. The Bank team as well as the independent evaluator will also facilitate discussions to help the Project partners reflect, learn, and adjust from their experiences. Additionally, ATRC will submit biannual technical self-assessment reports.

41. The World Bank will also produce an ICR at the end of PIAKOS that will assess the project’s achievements against targets and seek to examine if adaptive approaches taken helped to increase land and property registration among women, youth and vulnerable communities in Kosovo, and whether the capacities of individuals, beneficiaries and implementing partners improved under the project.

C. Sustainability

42. The results and lessons learned from the project activities, including the outputs produced and analysis to be conducted, are expected to be replicated for future outreach by Kosovo’s CSOs for promoting the importance and benefits of land and property registration, as well as citizen engagement with government agencies to resolve identified disputes. The communications materials are expected to be used for other CSOs activities in the future. Moreover, the findings will identify gaps that CSOs may not be able to fill, such as the legalization of informal settlements in municipalities, which is the responsibility of local governments. The knowledge and analytics generated will also inform future land operations in Kosovo, both during and post-REGIP, particularly as KCA expands its RCI activities beyond majority Albanian communities. Other ongoing and pipeline projects that could benefit from the proposed project activities and outputs include the Kosovo Social Assistance Reform Project (P171098) and the Municipalities for Youth in Kosovo Project (P165485). Effective public awareness that improves citizen perception of land and property registration will ensure the success of the development of the country’s real estate market and provide increased access to financing for vulnerable communities and women in order to increase their agency and ability to participate in the broader economy and access public services. As such, the instruments and strategies for public outreach and awareness developed are also expected to be utilized by KCA even after the completion of the proposed project. As part of REGIP’s activities, the task team will seek to incorporate the outputs and outcomes of the SPF public information activities into KCA’s RCI process. Moreover, to ensure post-SPF sustainability of project outcomes, the team will explore methods of ensuring long-term partnerships and agreements



between KCA and the ATRC umbrella, such as through a Memorandum of Understanding.

V. KEY RISKS

A. Overall Risk Rating and Explanation of Key Risks

43. **The overall risk for the RETF activities is considered Moderate.** Upon review of risks pertaining to Macroeconomic, Sector Strategies and Policies, Institutional Capacity for Implementation and Sustainability, Fiduciary, and Stakeholders, it was determined that they are inherently low risks. As such, they are not described in this section.

44. **Residual Political and Governance risk is considered Moderate after the application of proposed mitigation measures.** The political situation in Kosovo is relatively stable. However, there is a risk that political and governance factors could adversely impact the project's activities in the Northern Municipalities given the current complexities and the GoK's ongoing dialogue with the Government of Serbia. Although the success of the project does not depend on political commitment at the highest level given that it will be implemented by CSOs, the political environment and space to maneuver for CSOs could be restricted in the Northern Municipalities based on the ongoing political dialogue and GoK priorities. Potential restrictions to CSOs pose the risk that ATRC and the partner CSOs will be hindered in the implementation of activities. To date ATRC and other CSOs in the Northern Municipalities have been able to deliver information awareness services to beneficiaries regardless of the political situation. To mitigate this risk, the project will seek to maintain endorsement from the GoK through continuous engagement with key central government stakeholders, including KCA, MESPI, and through the Inter-Ministerial Committee for Land Administration mechanism, as well as municipality government authorities at the implementation level. Aside from the Northern Municipalities, the political and governance risks to activity implementation in the rest of Kosovo's geographic territory are considered low, and the GoK is actively endorsing initiatives for the promotion of the inclusion of vulnerable communities in Kosovar society.

45. **The Environmental and Social (E&S) Risk rating for the RETF activities is also considered Low.** Please see the E&S section for more details.

VI. APPRAISAL SUMMARY

A. Fiduciary

(i) Financial Management (FM)

46. **An FM assessment was carried out to determine the FM implementation risk and help establish adequate FM arrangements for the proposed operation.** Bank policies and procedures on FM and disbursement require that ATRC maintains FM systems adequate to ensure that they can provide the Bank with accurate and timely information regarding Project resources and expenditures. The existing FM arrangements of ATRC were reviewed. It has adequate FM capacity and long-standing experience with the implementation of donor-funded projects, including complying with respective fiduciary requirements. The assessment indicates that they lack experience with Bank disbursement and FM requirements. The following measures are agreed to mitigate the project FM risk: (i) on-the-job training and support will be delivered on disbursement procedures; (ii) the Bank's agreement on the interim financial reporting templates that will be used as a basis for disbursement; and (iii) adoption of a POM acceptable to the Bank that will define requirements on CSO risk assessment and FM, disbursements, reporting and audit arrangements for grants, among other things. The assessment concluded that FM risk after mitigation measures is Low.

47. **For the proposed operation, ATRC will be responsible for overall FM, funds flow and disbursements of the grant**



proceeds. In practice, the FM arrangements, including staffing, budget control, accounting system, reporting, internal control, and audit existing in ATRC for similar projects are considered adequate. There is a sound practice in place with respect to the acceptance, authorization and allocation of expenditure (payroll, consultants, training, goods and operating expenses), including internal controls and evidence, as well as contract monitoring and operating cost sharing between active projects. These procedures are adequately described in ATRC's internal regulations. From the FM perspective, this regulation is acceptable for the project purposes. In addition, ATRC will prepare a POM that will build upon previous experience with donor projects and the Bank's requirements on risk assessment, FM, disbursement, reporting and audits. The adoption of an acceptable POM will be a dated covenant. Partner CSOs under Component A will be contracted under consultant arrangements, therefore there would be no fiduciary implications. However, the selection criteria for the partner CSOs will include meeting minimum financial management, reporting and audit requirements.

48. **The grant proceeds will be disbursed based on the regular IPF disbursement mechanism using traditional disbursement methods.** The financing proceeds will be disbursed through a Designated Account (DA) denominated in Euro, managed by ATRC, maintained in a commercial bank, acceptable to the Bank. ATRC will be accountable for withdrawing grant proceeds through its authorized signatures. The Bank's disbursement guidelines would be applicable and related requirements will be defined in the grant agreement and disbursement letter.¹⁵ Quarterly cash-basis interim financial reports (IFRs) covering all Project activities, in a format acceptable to the Bank, will be submitted for the Bank's review not later than 45 days from the end of the quarter. The DA ceiling will be flexible based on expenditure forecasts. The unaudited IFRs will include as a minimum the statement of receipts and payments, expenditure by components and categories, forecast for the subsequent periods and contract monitoring.

49. **An annual financial audit of the project financial statements (PFS) prepared will be required.** The audits will be conducted annually by independent auditors acceptable to the Bank based on International Standards on Audit (ISA). The audit reports would be provided to the Bank within six months after the end of each fiscal year. The audit reports would be made publicly available, as per the World Bank Group Policy on Access to Information.

(ii) Procurement

50. **Procurement will be carried out as per the requirements in the World Bank's Procurement Regulations** for IPF Borrowers: Procurement in Investment Project Financing Goods, Works, Non-Consulting and Consulting Services dated July 1, 2016, and revised in November 2020 (Procurement Regulations); Guidelines on Preventing and Combatting Fraud and Corruption in Projects financed by IBRD Loans and IDA Credits and Grants, revised as of July 1, 2016; and provisions stipulated in the Financing Agreement. The proposed grant will use the Systematic Tracking of Exchanges in Procurement (STEP) tool.

51. **The World Bank has assessed the procurement capacity of ATRC.** ATRC will be responsible for all procurement activities under the grant. The assessment includes reviewing ATRC's organizational structure for the grant implementation and staffing and procurement systems to determine the risk and mitigation measures. Also reviewed was a draft of the POM developed by ATRC to provide a framework for managing the CSO partnership program.

52. The procurement assessment concluded the following:

- (i) ATRC has no experience in implementation under the Bank's procurement regulations. Moreover, Component A activities will be implemented by partner CSOs.
- (ii) The partner CSOs have no experience in implementing activities under the World Bank Procurement Regulations.

¹⁵ Disbursement methods to be used for PIAKOS include (i) Designated Account advance (Reimbursement and Direct Payment); (ii) monthly frequency of reporting; and (iii) Designated Account variable ceiling based on a 6-month forecast of expenditures.



53. **To mitigate the identified risks**, the following actions are foreseen:

- (i) ATRC will include the procurement procedures needed to implement the Component A activities from the Regulations in the POM.
- (ii) ATRC is encouraged to sign Partner CSO Agreement with all partner CSOs implementing activities under the Project to determine their respective roles and responsibilities of the Recipient and partner CSOs in Project implementation and the scope of work of each.
- (iii) ATRC will support the partner CSOs with procurement implementation when needed.

54. **Procurement arrangements.** ATRC, with support from the World Bank, has developed a Project Procurement Strategy for Development (PPSD) to outline the selection methods to be followed by the borrower during project implementation in procuring goods and non-consulting and consulting services financed by the World Bank. The underlying Procurement Plan will be updated at least annually or as required to reflect the actual project implementation needs and improvements in institutional capacity.

55. Based on the procurement capacity assessment conducted for ATRC's procurement capacity and the low complexity of the procurement processes, it was determined that the procurement risk is Low.

B. Legal Operational Policies

	Triggered?
Projects on International Waterways OP 7.50	No
Projects in Disputed Areas OP 7.60	No

C. Environmental and Social

56. **The E&S Risk is rated Low.** The grant will provide capacity building and is expected to improve land and property registration services and will help women, youth and vulnerable communities, including ethnic minorities, with understanding their land and property rights through awareness and counseling services provided by CSOs. As such, no direct or indirect adverse environmental impacts are foreseeable from the grant activities and PIAKOS will have no environmental footprint. Additionally, PIAKOS is expected to have positive social impacts through increasing awareness, engagement and capacity of women, youth and other vulnerable communities, including ethnic minorities, to make use of property registration services. Project activities are also anticipated to have a positive impact on tenure security and vulnerable individuals' ability to participate in the economy. The activities will not have a physical footprint and will not entail direct or induced risks to private property. The Project will identify and, to the extent possible, address barriers that unintentionally dis-incentivize certain groups from acceding the required information, services, and mechanisms. To ensure accessibility and inclusion of vulnerable groups in Project activities, prior to their engagement, ATRC shall verify that all consultants and contracted workers (e.g. partner CSO staff) have a Code of Conduct for interacting with vulnerable groups in place, and will utilize tailored communication tools (e.g. information adapted to local languages, in easily readable formats). Detailed guidelines on conducting outreach and stakeholder engagement activities with identified vulnerable groups will be provided in the POM. Despite Sexual Exploitation and Abuse / Sexual Harassment (SEA/SH) risks being assessed as Low, the ATRC shall implement relevant SEA/SH prevention and mitigation measures, including providing awareness-raising sessions to all workers and ensuring that the Project's grievance mechanism is adequately equipped to receive, register, and facilitate the resolution of SEA/SH complaints. The Project activities are being implemented in partnership with CSOs that have experience and capacity to work with vulnerable groups. Additionally, ATRC shall appoint a focal person to oversee social and environmental issues and mitigate potential social and



environmental risks in line with the ESF, help with the implementation of stakeholder and citizen engagement activities, as well as of the Grievance Redress Mechanism (GRM).

D. Paris Alignment

57. **The operation is aligned with the goals of the Paris Agreement on both mitigation and adaptation.**

58. **Assessment and reduction of adaptation risks.** The Project activities financed are related to services (e.g., public outreach and awareness campaigns, the development of counselling activities, workshops and focus groups, door-to-door campaigns) that ultimately aim to support access to land and property registration and strengthening tenure security. As such, these activities are not expected to be materially impacted by climate hazards (i.e., droughts/floods).

59. Kosovo's Climate Change Strategy 2019-2028, which is in line with the strategic priorities of the GoK, particularly the Government Program of the Republic of Kosovo 2017-2021, the National Development Strategy 2016-2021, and Kosovo's Economic Reform Program 2018 – 2020, which stipulates that it intends to develop Kosovo's capacity to meet its obligations under the UNFCCC and the EU. The activities for this operation do not harm the national climate objectives.

60. **Assessment and reduction of mitigation risks.** As the activities are primarily for public outreach campaigns and increased access to information, the activities undertaken to achieve these objectives do not have any negative impact on Kosovo's low GHG-emission development pathways and are universally aligned. For instance, there is no foreseen construction of emissive infrastructure or energy-intensive activities.

VII. World Bank Grievance Redress

61. **Grievance Redress.** Communities and individuals who believe that they are adversely affected by a project supported by the World Bank may submit complaints to existing project-level grievance mechanisms or the Bank's Grievance Redress Service (GRS). The GRS ensures that complaints received are promptly reviewed in order to address project-related concerns. Project affected communities and individuals may submit their complaint to the Bank's independent Accountability Mechanism (AM). The AM houses the Inspection Panel, which determines whether harm occurred, or could occur, as a result of Bank non-compliance with its policies and procedures, and the Dispute Resolution Service, which provides communities and borrowers with the opportunity to address complaints through dispute resolution. Complaints may be submitted to the AM at any time after concerns have been brought directly to the attention of Bank Management and after Management has been given an opportunity to respond. For information on how to submit complaints to the Bank's Grievance Redress Service (GRS), please visit <http://www.worldbank.org/GRS>. For information on how to submit complaints to the Bank's Accountability Mechanism, please visit <https://accountability.worldbank.org>.



VIII. RESULTS FRAMEWORK AND MONITORING

Results Framework

COUNTRY : Kosovo

Public Information and Awareness Services for Vulnerable Communities in Kosovo

Project Development Objectives

The development objective is to improve access to land and property registration information and counseling services for women, youth, and vulnerable persons in Kosovo.

Project Development Objective Indicators

Indicator Name	Corporate	Unit of Measure	Baseline	End Target	Frequency	Data Source / Methodology	Responsibility for Data Collection
Name: Increase in information and awareness sessions for vulnerable persons		Percentage	0.00	25.00	Semi-annual	Progress Reports	ATRC
Description:							
Name: Increase in counseling sessions for vulnerable persons		Percentage	0.00	25.00	Semi-annual	Progress Reports	ATRC
Description:							



Indicator Name	Corporate	Unit of Measure	Baseline	End Target	Frequency	Data Source / Methodology	Responsibility for Data Collection
Name: Number of land transactions initiated by vulnerable persons		Number	0.00	150.00	Semi-annual	Progress Reports	ATRC
Land transactions initiated by vulnerable persons (female) as a result of grant activities		Number	0.00	90.00	Semi-annual	Progress Reports	ATRC
Description:							
Name: Establishment of Civil Society Organization network for delivering information and counseling services		Yes/No	N	Y	Semi-annual	Progress Reports	ATRC
Description:							

Intermediate Results Indicators

Indicator Name	Corporate	Unit of Measure	Baseline	End Target	Frequency	Data Source / Methodology	Responsibility for Data Collection
Name: Number of information awareness media pieces produced		Number	0.00	50.00	Semi-annual	Progress Reports	ATRC



Indicator Name	Corporate	Unit of Measure	Baseline	End Target	Frequency	Data Source / Methodology	Responsibility for Data Collection
Description:							
Name: Number of information awareness activities executed		Number	0.00	2,000.00	Semi-annual	Progress Reports	ATRC
Description:							
Name: Number of people contacted through door-to-door campaigns		Number	0.00	6,000.00	Semi-annual	Progress Reports	ATRC
Women contacted through door-to-door campaigns		Number	0.00	3,000.00	Semi-annual	Progress Reports	ATRC
Description:							
Name: Number of people supported through counseling sessions		Number	0.00	1,500.00	Semi-annual	Progress Reports	ATRC
Women supported through counseling sessions		Number	0.00	800.00	Semi-annual	Progress Reports	ATRC
Description:							
Name: Number of women-specific communications		Number	0.00	30.00	Semi-annual	Progress Reports	ATRC



Indicator Name	Corporate	Unit of Measure	Baseline	End Target	Frequency	Data Source / Methodology	Responsibility for Data Collection
materials developed and published							
Description:							
Name: Number of secondary schools that participate in grant activities		Amount(USD)	0.00	250.00	Semi-annual	Progress Reports	ATRC
Description:							
Name: Number of youth who participate in information awareness activities		Number	0.00	5,000.00	Semi-annual	Progress Reports	ATRC
Number of girls who participate in information awareness activities		Number	0.00	2,500.00	Semi-annual	Progress Reports	ATRC
Description:							
Name: Number of comprehensive assessments on land and property registration challenges for ethnic minorities and women		Amount(USD)	0.00	2.00	Semi-annual	Progress Reports	ATRC



Indicator Name	Corporate	Unit of Measure	Baseline	End Target	Frequency	Data Source / Methodology	Responsibility for Data Collection
produced							
Description:							
Name: Number of proposed recommendations from the comprehensive assessments implemented		Number	0.00	20.00	Semi-annual	Progress Reports	ATRC
Description:							
Name: Number of capacity building and training programs executed		Number	0.00	60.00	Semi-annual	Progress Reports	ATRC
Description:							
Name: Number of participants in the training programs		Amount(USD)	0.00	600.00	Semi-annual	Progress Reports	ATRC
Women who participate in the training programs		Number	0.00	200.00	Semi-annual	Progress Reports	ATRC
Description:							



Indicator Name	Corporate	Unit of Measure	Baseline	End Target	Frequency	Data Source / Methodology	Responsibility for Data Collection
Name: Number of public officials trained as a result of the grant activities		Number	0.00	300.00	Semi-annual	Progress Reports	ATRC
Public officials trained as a result of grant activities (female)		Number	0.00	100.00	Semi-annual	Progress Reports	ATRC
Description:							



Target Values

Project Development Objective Indicators

Indicator Name	Baseline	End Target
Increase in information and awareness sessions for vulnerable persons	0.00	25.00
Increase in counseling sessions for vulnerable persons	0.00	25.00
Number of land transactions initiated by vulnerable persons	0.00	150.00
Land transactions initiated by vulnerable persons (female) as a result of grant activities	0.00	90.00
Establishment of Civil Society Organization network for delivering information and counseling services	N	Yes

Intermediate Results Indicators

Indicator Name	End Target
Number of information awareness media pieces produced	50.00
Number of information awareness activities executed	2,000.00
Number of people contacted through door-to-door campaigns	6,000.00
Women contacted through door-to-door campaigns	3,000.00
Number of people supported through counseling sessions	1,500.00
Women supported through counseling sessions	800.00
Number of women-specific communications materials developed and published	30.00
Number of secondary schools that participate in grant activities	250.00
Number of youth who participate in information awareness activities	5,000.00
Number of girls who participate in information awareness activities	2,500.00



Indicator Name	End Target
Number of comprehensive assessments on land and property registration challenges for ethnic minorities and women produced	2.00
Number of proposed recommendations from the comprehensive assessments implemented	20.00
Number of capacity building and training programs executed	60.00
Number of participants in the training programs	600.00
Women who participate in the training programs	200.00
Number of public officials trained as a result of the grant activities	300.00
Public officials trained as a result of grant activities (female)	100.00