Vision

To be credible and globally recognized as a civil aviation regulator and supervisory authority, ranking ahead of others in the region and beyond regarding the aviation safety

Mission

To create a civil aviation environment in accordance with international standards, through continuous monitoring, partnership with industry and a high level of professional competency of the staff.
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<tr>
<td>CAA</td>
<td>Civil Aviation Authority of the Republic of Kosovo</td>
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<td>AMC</td>
<td>Aviation Medical Centre</td>
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<tr>
<td>AME</td>
<td>Aviation Medical Examiner</td>
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<td>PIA</td>
<td>Prishtina International Airport “Adem Jashari”</td>
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<td>ANSA</td>
<td>Air Navigation Services Agency</td>
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<td>EU</td>
<td>European Union</td>
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<td>EASA</td>
<td>European Aviation Safety Agency</td>
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<td>ECAC</td>
<td>European Civil Aviation Conference</td>
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<td>EUROCONTROL</td>
<td>European Organisation for the Safety of Air Navigation</td>
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<td>ECAA</td>
<td>European Common Aviation Area</td>
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<td>IATA</td>
<td>International Air Transport Association</td>
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<td>ICAO</td>
<td>International Civil Aviation Organization</td>
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<tr>
<td>KIPA</td>
<td>Kosovo Institute for Public Administration</td>
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<td>IPA</td>
<td>Instrument for Pre-accession Assistance</td>
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<td>ISO</td>
<td>International Organization for Standardization</td>
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<td>EC</td>
<td>European Commission</td>
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<td>KFOR</td>
<td>Kosovo Force</td>
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<td>AAIIC</td>
<td>Aeronautical Accident and Incident Investigations Commission</td>
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<td>ATC</td>
<td>Air Traffic Control</td>
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<td>LCA</td>
<td>Law on Civil Aviation</td>
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<tr>
<td>LKIA</td>
<td>Private Operator of PIA “Adem Jashari”</td>
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<td>MoF</td>
<td>Ministry of Finance</td>
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<td>MIT</td>
<td>Ministry of Infrastructure and Transport</td>
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<td>MEI</td>
<td>Ministry of European Integration</td>
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<td>MIA</td>
<td>Ministry of Internal Affairs</td>
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<td>MFA</td>
<td>Ministry of Foreign Affairs</td>
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<td>MPA</td>
<td>Ministry of Public Administration</td>
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<td>MLSW</td>
<td>Ministry of Labour and Social Welfare</td>
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<tr>
<td>NATO</td>
<td>North Atlantic Treaty Organization</td>
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<td>NPISAA</td>
<td>National Programme for the Implementation of the SAA</td>
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<td>SSP</td>
<td>State Safety Programme</td>
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<tr>
<td>UAS</td>
<td>Unmanned aircraft systems (drones)</td>
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<td>KFMIS</td>
<td>Kosovo Financial Management Information System</td>
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<td>QMS</td>
<td>Quality Management System</td>
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<td>SARPs</td>
<td>ICAO Standards and Recommended Practices</td>
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<td>ANS</td>
<td>Air Navigation Services</td>
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<td>NAO</td>
<td>National Audit Office</td>
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1. EXECUTIVE SUMMARY

The Civil Aviation Authority (CAA) is an independent regulatory agency in charge of regulating civil aviation safety aspects and in charge of economic regulation of airports and air navigation service providers. The CAA has full legal capacity; it is a self-financed budget organisation and a public authority subject to relevant provisions of laws and other bylaws applicable in the Republic of Kosovo on budgetary organisations and public authorities.

The CAA is led by the Director-General, while the CAA’s work is supervised by the Supervisory Board. The current CAA Supervisory Board has been appointed by the Government in June 2016. CAA has 29 employees and, despite the continuous requests to the MoF in 2019, the recruitment of new staff for performing core tasks in the field of quality assurance or information technology has not been approved.

Measurements of CAA’s work performance have shown that the Work Plan for 2019 was implemented at 91%. Some of the actions that were not implemented in 2019, nor in previous years, such as membership in international aviation organizations and entry into international contractual arrangements, have been related to external factors, mainly political and legal circumstances outside the decision-making powers of institutions of the Republic of Kosovo. Annex 2 to this report contains the 2019 work plan and its implementation.

CAA continued to exercise its responsibilities towards fulfilling the obligations deriving from the Aviation State Safety Programme, coordinating with other authorities and operators for a more efficient civil aviation safety management at the state level. Two meetings of the Senior Level Forum, i.e. the SSP Committee, have been organised, where all state organizations with a role in civil aviation safety in the Republic of Kosovo were represented and coordinated. At the CAA level, within the work of the Safety Council, actions that have been identified as necessary for the management of safety were taken. Aviation safety performance indicators have been monitored, occurrence reporting has been managed, and safety has been promoted among the aviation industry in the country.

The process of normalization of Kosovo’s lower airspace has been intensified with NATO and other organisations. The full normalization of the lower airspace of Kosovo, among other things, will include the opening of new air routes between the Republic of Kosovo, Albania, Montenegro and Serbia, which would serve all aircraft flying to PIA “Adem Jashari”. Currently, all flights to Prishtina are carried out through two routes linking the Republic of Kosovo with Macedonia. New routes would shorten the flight time by around 25 minutes, reducing the airlines’ operating costs, which would consequently result in cheaper plane tickets for passengers. A novelty during 2019 was the involvement of the state of Iceland, which had expressed its intention to provide support to the NATO mission in Kosovo, namely by providing their services to KFOR, as part of their contribution to NATO, in relation to civil aviation. These services are related to assisting KFOR’s mission in the
adequate oversight of civil aviation in accordance with international standards. More details on this topic can be read in section 8.2 b) of this report.

EASA hesitated to sign the Working Arrangements with the CAA even during 2019. However, it has communicated with the CAA on a number of occasions and stated that upon the entry into force of the ECAA Agreement, the working arrangements are no longer current and that Kosovo has EASA technical assistance available and the opportunity to be evaluated within the framework of this Agreement. The CAA Director-General has invited EASA to the evaluation and EASA experts will therefore be part of the European Commission’s evaluation team since February 2020 when they are expected to evaluate the level of implementation of ECAA Agreement in Kosovo.

The second official meeting of the ECAA Agreement Joint Committee was held on 17 October 2019 in Brussels where all Kosovo aeronautical authorities were represented. During the meeting, the European Commission announced the entry into force of Annex I updated with new legislation in the field of civil aviation which will be required to be implemented by the Parties to the Agreement. However, for Kosovo, despite advancing in the issuance and implementation of the legislation of the second phase of the ECAA Agreement dealing with the safety and security of civil aviation, the challenge to move to the next phase remains the incomplete approximation of the EU Working Time Directive 2003/88 in the Law on Labour of the Republic of Kosovo and amending the Law No. 03/L-051 on Civil Aviation. More details on this topic can be read in section 8.3 of this report.

The 2019 Country Report published by the EC recognizes the progress made in the field of civil aviation, stating the following: “On aviation, Kosovo has made progress in aligning with the acquis and has met nearly all the requirements under the first transitional phase of the European Common Aviation Area Agreement (ECAA). Action is now needed to implement the few remaining provisions in the area of economic regulation, in particular relating labour law”.

In the field of legislation, CAA continued to issue bylaws for implementing the Law on Civil Aviation, in order to adopt international standards of the civil aviation published by ICAO and those for implementation of EU legislation in the field of civil aviation, both those within the ECAA Agreement and others applicable to EU countries, but which officially are not part of this Agreement yet. Eight (8) Regulations have been issued, which transpose EU legislation into our legal order, in various fields of civil aviation. Thus, CAA has met the majority of its obligations under the National Plan for the Implementation of the SAA for 2019. Each draft regulation drafted by the CAA, which implements a bylaw of the EU, undergoes the procedure of approval by the MEI before being signed by the Director-General of the CAA.
In addition to these regulations and some technical publications (guidelines) that serve the industry for easier implementation of regulations, CAA has also published during the year an important regular annual report on the reported occurrences. The Director-General issued two Administrative Ordinances. One of them is the Administrative Ordinance (CAA) No. 02/2019 on use of language on board of the airplane on 16 December 2019. Its purpose is to determine the mandatory broadcasting of safety rules on board of the airplane in one of official languages of the Republic of Kosovo, understandable to majority of passengers on board of the airplane.

In the field of supervisory activities, the CAA inspectors have conducted inspections and audits based on the approved plan of supervisory activities for 2019 to guarantee that civil aviation operations in the Republic of Kosovo are carried out in accordance with the standards in force. These inspections and audits are carried out at Prishtina International Airport “Adem Jashari”, Air Navigation Service Agency, foreign airlines operating in Prishtina, the fuel supplier operator at Prishtina Airport, the Academy of Aviation and organizations providing training in the field of civil aviation, approved by the CAA. Inspections have shown that the operations are carried out in accordance with safety standards. Aerodrome inspectors have ensured that the runway extension project is going as planned, with particular care in maintaining the safety of operations while infrastructure works are underway. The drone registry, which started running in 2017 at the CAA, recorded 139 drones registered by the end of the reporting year.

In fulfilling its responsibility of licensing the personnel that hold sensitive responsibility in the safety of civil aviation, CAA has issued a large number of licenses, including the licensing of 27 air traffic controllers based on the EU requirements. The licensing of paragliding pilots has also continued.
However, the reporting period has been characterized by some specific events in the aviation industry such as the bankruptcy of the “Germania” airline in early February or the “Adria Airways” airline in September. “Germania” had been transporting the most passengers from Prishtina for at least four years, while “Adria Airways” is the first airline to start operating in Prishtina after the war, also with a large market share. Another event was the strike of the ANSA air traffic controllers during several hours in February, due to their dissatisfaction with the salary levels set out in the Law on Salaries. The CAA engaged in and linked with MIT’s successful efforts to cancel the strike on 22 February 2019. The fourth event involved two airline accidents on the international scene with the same type of aircraft (B737 MAX 8), which led to the CAA Director-General decision dated 12 March 2019 prohibiting the operation in Kosovo of this model and its similar model B737 MAX 9.

CAA has supported other institutions responsible for civil aviation in the Republic of Kosovo, so that the entire aviation regulatory and supervisory system functions in a coordinated manner and in accordance with best international standards and practices. It is worth mentioning the support given to the Ministry of Infrastructure and Transport, namely to the working group for drafting the concept document amending the Law No. 03/L-051 on Civil Aviation initiated by MIT. A Cooperation Agreement was signed between the CAA and the Aeronautical Accident and Incident Investigation Commission (AAIIC) in December. This agreement made the division of responsibilities between the two institutions for the investigation of aeronautical accidents and incidents and the continuous monitoring of all reported civil aviation incidents in our country.

Technical cooperation with counterpart authorities in the region and beyond, especially with Albania and Macedonia, continued even during 2019, mainly in the field of aerodromes.

The CAA has been very active during the public consultation phase at the Ministry of Public Administration on the rationalization of Independent Agencies, since the CAA was included in the first wave of rationalization. The CAA has emphasized the importance of continuing to perform the functions and responsibilities it has had so far and it has requested that in no way should it be transformed into an executive agency within the Ministry of Infrastructure, as this would significantly reduce its responsibilities and independence. On the other hand, given that the Constitution of the Republic of Kosovo designates the CAA as a regulator, transforming the CAA into an executive agency would constitute a violation. Whereas, a submission was sent to Ombudsperson, requesting the revision of the Law on Salaries since the salaries of the CAA staff were determined by Article 24.2 of Law No. 03/L-051 on Civil Aviation, which has remained in force and has not been repealed by the Law on Salaries. The full summary of the submissions and meetings held on this topic can be read in section 8.9 d) of this report. The impact of public administration reform on CAA status and employee salaries is expected to be the most difficult challenge in 2020 due to the risk of losing the deficit competence built up over the years in this authority with public funds.
CAA invests in the continuous professional capacity-building and maintenance of its personnel capacities, in accordance with recommended international standards and practices. Based on a previously approved training plan, during 2019, CAA personnel attended trainings mainly funded by donors and by the CAA budget. Maintaining the credentials and competence of the inspection body in the CAA is becoming increasingly difficult due to the insufficient budget allocated by the MoF. The detailed list of trainings is in Annex 1 of the report.

Just like the previous years, the National Audit Office has issued an “Unmodified Opinion” for 2018, and has confirmed that “the financial statements of CAA for 2018 present a true and fair view in all material respects”. According to the report published in May 2019, budget management is done in full harmony with proper financial management principles. The report of National Audit Office did not provide any recommendation or finding.

The CAA budget for 2019, after budgetary cuts, was 968,628.96 €. During the fiscal year 2019, CAA has spent 921,773.50 €, which means that 95% of the allocated/approved budget was executed. The non-execution of the budget by 100% is mainly due to savings for utilities. Meanwhile, CAA revenues from the safety tariff paid by each passenger departing from Prishtina Airport, and other tariffs, amounted to 2,340,000 €. Therefore, CAA has been allocated only 42% of the revenues which are dedicated to CAA for overseeing air safety in the country.

During 2019, PIA “Adem Jashari” provided services to a total of 2,373,698 passengers, according to statistics collected by LKIA operator. This number of passengers represents an increase of 9.6% of passengers served at this airport compared to last year (2,165,749). The increase in the number of passengers is attributed to, among other things, financial incentives approved by the CAA in early 2018, which the airport operator offers to airlines that open new lines from Pristina or increase the number of flights. However, it is believed that the increase would be even greater if “Germania” and “Adria Airways” airlines did not leave the market due to their bankruptcy in February 2019 and September 2019, respectively. During 2018 and in the beginning of 2019, the “Germania” airline had covered the majority of the air traffic and many flights had been cancelled due to bankruptcy. “Adria” airline had covered about 6% of the traffic in the Prishtina Airport. However, the destinations operated by Adria were also operated by other airlines such as Eurowings, thus the impact was smaller. Charts of air transport statistics to/from Prishtina are presented in detail in Annex 3 of the report.

CAA has requested from the managing body of the PIA “Adem Jashari”, LKIA J.S.C., to open the ground services market after the airport exceeded the figure of 2 million passengers served since 2018. These services are provided for handling passengers, freight, mail and aircraft. Since 2011, passenger, freight and mail handling services have been provided only by the LKIA Groundhandling company, which is also the airport managing body. In spite of the constant requests of the CAA during 2019, this company has so far taken no action to open this market. The opening of the market
would increase the quality of services and lower the prices for these services. For aircraft services, LKIA has contracted a third company to supply aircraft fuel, EX Fis Sh.p.k., since 2012. This market also needs the entry of at least two operators since the figure exceeded 2 million passengers. Despite repeated requests by the CAA in 2019, the airport managing body has not taken any action to open opportunities to other interested operators to supply the aircraft with fuel. The Central Department for Public-Private Partnership, responsible for implementing the PPP Agreement between the Government of Kosovo and the Private Partner, Consortium, Limak & Aeroports de Lyon, was informed of the CAA’s requests.

2. LEGAL BASIS

On 13 March 2008, the Assembly of the Republic of Kosovo adopted the Law No. 03/L-051 on Civil Aviation. The Law entered into force on 15 June 2008. This law was adopted by the Assembly of Kosovo pursuant to Article 130 of the Constitution of the Republic of Kosovo, which requires the establishment of the Civil Aviation Authority of the Republic of Kosovo. The Law on Civil Aviation is a fundamental law for the functioning of the CAA, and the regulation of civil aviation in the Republic of Kosovo. Under this law, the CAA is given the competencies to issue bylaws in the form of Regulations, Administrative Instructions and Decisions, whereby the provisions of the Law on Civil Aviation and international standards issued by ICAO and EU have been implemented more specifically. Internal functioning and organization is regulated with the internal regulation issued by the Director General, pursuant to Article 14.2 of the Law on Civil Aviation and according to the legislation in force, including the Law on State Administration, Law on Civil Service and Regulations of the Government of Kosovo on the Civil Service.

a) The need to improve the legal basis

Law No. 03/L-051 on Civil Aviation falls under the first group of laws issued after the Independence, approved in package with other laws. The amendment/supplementation of the Law is absolutely necessary to improve the division of executive responsibilities from the policymaking ones. The Ministry of Infrastructure and Transport, as the line ministry, should initiate amendment of the law, whereas the CAA, MIA, and AAIIC should be part of this process. During the reporting period, MIT initiated the process of amending/supplementing the law to better define the responsibilities of public civil aviation institutions under the Law No. 06/L-113 on the Organization and Functioning of the State Administration and Independent Agencies, and to address some of the observations made by the European Commission in recent years concerning the exclusion of protection of passenger rights, contrary to EU rules.
3. DESCRIPTION OF THE CAA

Civil Aviation Authority of the Republic of Kosovo (CAA) was established as an independent agency based on Article 14 of the Law No. 03/L-051 on Civil Aviation. As of 1 January 2009, the CAA acquired complete competencies in accordance with this law. The CAA is one of the public authorities with responsibilities and functions in the field of civil aviation in our country. The law stipulates that the Ministry of Infrastructure and Transport (MIT) is responsible for the economic regulation of air transport\(^1\), while the Ministry of Internal Affairs (MIA) is responsible for regulating aviation security aspects.\(^2\) The law also establishes the Aeronautical Accident and Incident Investigation Commission (AAIIC), as an institution that operates under the Office of the Prime Minister of the Republic of Kosovo.\(^3\)

The CAA is an independent regulatory agency in charge of regulating civil aviation safety aspects and in charge of economic regulation of airports and air navigation service providers. Economic regulation of airports and air navigation service providers implies approval of tariffs on the use of services provided by these operators. The CAA has full legal capacity and reports on its work to the Assembly of the Republic of Kosovo.

According to the Law on Civil Aviation, the CAA is responsible for:

- implementation of civil aviation legislation and giving effect to policies adopted by the MI or the Government in the field of civil aviation;
- providing advice and proposals to the MIT, the Government and the Assembly regarding policies and legislation for the civil aviation field;
- issuing implementing Regulations and air navigation orders, in accordance with the Law on Civil Aviation and the Agreement on the European Common Aviation Area, to implement the MIT’s civil aviation policies and relevant legislation related to civil aviation;
- issuing licenses, certificates and permits in accordance with the CAA’s competencies and responsibilities defined by the Law on Civil Aviation;
- regulating the safety of air transportation in the Republic of Kosovo;
- regulating the economics of airports and air navigation services;
- providing advice to the MIT in connection with the Minister’s development of proposed policies for the use of Kosovo airspace that meet the needs of users, taking into account national security, economic and environmental factors, and the need for a high standard of safety;
- supervising and ensuring effective implementation of civil aviation legislation, standards, rules, procedures and orders, except where the Law on Civil Aviation authorizes another authority.

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\(^1\) Law on Civil Aviation, Chapter 2
\(^2\) Ibid, Chapter 4
\(^3\) Ibid, Article 5
Aviation or another primary normative act exclusively assigns such a function to the MIT or another public authority;
- disseminating information to the public about matters relevant to the functions and activities of the CAA;
- performing such acts, conducting such investigations and inspections, and issuing such orders, rules, regulations, and/or procedures as the CAA may deem reasonably necessary to properly and lawfully (i) implement the applicable provisions of the Law on Civil Aviation or (ii) discharge the powers and duties assigned to the CAA by the present law; and
- performing any other functions pertaining to civil aviation in Kosovo assigned to CAA by the Law on Civil Aviation or another primary legal act.

4. INSTITUTIONAL ORGANIZATION

The CAA headquarters is located at “Ahmet Krasniqi” str., No. 208, Arbëria District, Prishtina, in a temporary facility contracted with rent. The CAA offices have sufficient space to provide good working conditions for the employees. Since the CAA offices are located in a private building, for which rent is paid, the CAA has continuously requested from the Ministry of Public Administration to find a solution to relocate the CAA to suitable state premises, or allocate a land parcel in Prishtina for the construction of the CAA administrative building, which would be funded with own revenues.

a) CAA organizational structure

According to the Regulation on Internal Organization and Functioning, since 2011, the CAA organizational structure consisted of 29 employees divided into these administrative units:

a) Director-General’s Office
   i. Director-General; (1)
   ii. Deputy Director-General; (1)
   iii. Executive Officer (1)
   iv. Aviation Legal Affairs Office; (1)
   v. Public Relations Office; ()

b) Flight Safety Department; (7)
c) Air Navigation Services Department; (4)
d) Aerodromes Department; (4)
e) International Cooperation and Aviation Economic Regulation Department; (3)
f) Quality and Safety Department; (1)
g) Administration and Human Resources Department. (6)

The 2018 Ministry of Finance's internal audit report recommended changing the organizational structure due to its non-compliance with applicable laws on public
administration and civil service as there were no divisions of departments into divisions and a there was a non-coherent employees’ ranking system in place.

Upon entry into force of the Law No. 06/L-113 on Organization and Functioning of the State Administration and Independent Agencies, the Director-General began the process of amending the Internal Regulation. In July 2019, following consultation with MPA, MoF and NAO, the Internal Regulation entered into force, setting up departments, divisions and units in accordance with the legal requirements and practices of the organization of aviation oversight in other countries of the region as well as in European countries, division of responsibilities for covering ICAO Annexes requirements proportionally across professional departments.

Below is the organizational chart of the CAA according to the Internal Regulation dated 9 July 2019. Due to temporary obstacles by MPA, in violation of Law No. 06/L-113 on OFSAIA, the changes in job titles in the human resources management system under this organizational structure have not yet been finalized. In the meantime, following the entry into force of the Law No. 06/L-111 on Public Officials, the Director-General has established a commission, tasked with restructuring the jobs under the internal regulation and by opening internal competitions. Law on Public Servants until completion of this report has been suspended by the Constitutional Court and the Law no. 03/L-149 on Civil Servants has returned into force, based on which the commision has continued its work.
Organizational chart until July 2019
New organizational chart as of July 2019

CIVIL AVIATION AUTHORITY OF KOSOVO

Oversight Board

Director General

Deputy Director General

Quality and Safety Management Unit

Certification Officer

Executive Officer

PR Officer

Transportation Assistant

Air Operations and Airworthiness Department

Air Operations Division

Airworthiness Division

Licensing and Certification Department

Licensing Division

Certification Division

Aeromedical

Air Navigation, Aerodromes and Economic Regulation Oversight Department

Air Navigation Oversight Division

Aerodromes Division

Aviation Economic Regulation Division

Standardization, Intl Cooperation and European Integration Division

General Services Management Division

HR Unit

Financial Service Management Unit

Public Procurement Unit
b) CAA financial revenues

The CAA is a self-funded budget organization, pursuant to Article 25 of the Law No. 03/L-051 on Civil Aviation, but in practice this has not been implemented, despite continued requests of the CAA. Now, and the two previous years, the Ministry of Finance allocates the CAA budget as a government grant and not as dedicated revenues under the relevant budget code, consequently only 42% of own source revenues are allowed to the CAA for its annual budget. The remainder is deposited in the state treasury as other revenues from fees and tax. According to Article 25 of the Law No. 03/L-051 on Civil Aviation, the CAA's dedicated revenue consists of:

- aviation-related taxes, charges and fees;
- a percentage of air navigation services provided within the Republic of Kosovo’s airspace
- passenger safety charges, and certificate and licensing charges; and
- donations, grants and any other financial or technical support designated for the CAA.

The Regulation No. 2008/7 of the Ministry of Infrastructure and Telecommunication on the determination of the safety charge levied on passengers departing on commercial flights from Kosovo has been applied since 1 January 2009. This Regulation determines a safety charge of 2 Euros per each passenger departing from Kosovo by means of commercial flights. According to the Law on Civil Aviation and the provisions of this Regulation, funds collected from this safety charge are dedicated to the CAA in order to cover its operational costs.

As of mid-2011, the CAA, through Regulation No. 7/2011, repealed by Regulation No. 2/2015, and amended and supplemented by Regulation 05/2018, has provided the legal basis for the collection of fees for the services it provides, such as issuance of licenses, permits, various certificates and performance of inspections and audits, all within the CAA’s competences to regulate civil aviation in the Republic of Kosovo.

Detailed information on the CAA’s revenues in 2019 can be found in section 8.13 of this report.

c) Salaries of CAA staff

Pursuant to Article 24.2 of the Law on Civil Aviation, the CAA staff salaries are determined by the Minister of Finance, by the proposal of the CAA Director General. In determining the level of salaries, the law stipulates that, in addition to professional staff criteria, salaries of the aviation industry staff (airport, air traffic control, airlines) should be taken into account, a standard which is also required by the International Civil Aviation Organization (ICAO). The level of the CAA staff salaries was adopted on 20 March 2009 by the Minister of Economy and Finance, after the proposal of the CAA Director General. The salary of the Director-General and the Deputy Director-
General of the CAA was later determined by the Government in accordance with Article 20.2 of the Law on Civil Aviation.

4.1 **CAA SUPERVisory BOARD**

In accordance with the Law on Civil Aviation, the CAA activities are supervised by the Supervisory Board which is comprised of five members. The Board works part-time and meets at least once every calendar quarter. The Chairperson represents the Board in public and manages and organizes the Board’s work. The Board takes decisions with the majority of votes and has the required quorum for taking decisions if at least three Board members are present.

The Director General of the CAA submits to the Supervisory Board a comprehensive work report every three months and the annual report at the end of each calendar year.

**a) Mandate**

Members of the Supervisory Board are appointed by the Government of the Republic of Kosovo by Decision No. 5/98, dated 29 June 2016, in the following composition: Mr Samet Dalipi, Chairperson, Mr Bekim Jashari, member, Mr Ardian Gaxherri, member and Ms Adelina Salihu, member, whereas the fifth member has not been appointed even during 2019. According to the Law on Civil Aviation, the mandate of the members of the Board is four years with the possibility of extension for another mandate. Mr Bekim Jashari has refused to assume the position of member of the CAA Supervisory Board, and the Supervisory Board has therefore operated with 3 members.

**b) Competencies**

The Supervisory Board is responsible for the supervision and review of (i) the CAA’s activities and decisions on administrative, executive, regulatory and licensing matters and (ii) all aspects of the CAA’s financial management, revenues and expenses. According to Article 16.1 of the Law on Civil Aviation, if the majority of Board members ascertain that there is a reason to believe that the CAA did not comply or is no longer complying with one or more provisions of this Law or any other legal act applicable in Kosovo, the Board shall identify (determine) the area of the suspected failure to comply in a written report, to be submitted to the Auditor General and the Assembly. The Supervisory Board has no executive competences, enforcement competences or regulatory competences.

**c) Functioning**

The CAA Supervisory Board in the composition described above has been operational since July 2016. During the reporting period, the Board has held 4 regular
and several additional meetings. During these meetings, 4 CAA quarterly reports and the annual work report for 2019 were approved.

4.2 THE EXECUTIVE

The CAA is led by the Director-General, as the highest executive and administrative leadership body. In his daily work, he is supported by the management structures defined below: the Deputy Director-General and middle management.

a) The Director-General

The Director-General exercises his duties and functions as set out in Article 21 of the Law on Civil Aviation and in accordance with other applicable laws that regulate the activity of public institutions, including management and regular financial reporting. The Director-General works on a full-time basis. The Director-General is a CAA official who is responsible for the daily management and decision-making in the CAA. Based on the Article 26 of the Law on Civil Aviation, the Director-General reports to the Assembly regarding the CAA’s compliance with civil aviation policies and all applicable laws and standards in the Republic of Kosovo.

Mr Eset Berisha was appointed Director-General of the CAA by the Government of the Republic of Kosovo on 11 January 2019, by Decision No. 07/83 pursuant to Article 20 of Law no. 03/L-051 on Civil Aviation. The term of office of the Director-General shall be five (5) years and may be reappointed by the Government for other successive terms with the same duration.

b) The Deputy Director-General

The Deputy-Director General works on a full-time basis. The Deputy Director-General assists the Director-General on the executive and administrative management of the CAA and, in absence of the Director-General, performs his functions.

On 27 January 2017, by Decision No. 03/129, Mr Xhelil Bekteshi was appointed Deputy Director-General of the CAA. The term of the Director-General lasts for five (5) years and may be reappointed by the Government for successive terms with the same duration.

c) Middle management

Pursuant to the Internal Regulation, the management structure or middle management of the CAA is comprised of directors of departments and heads of divisions and units, who are responsible for their activity within the scope and competencies assigned under their job descriptions. Exceptionally, the Director-
General may delegate his powers or CAA’s powers to a structure or employee, outside the scope of duties of that structure or employee, if he deems it necessary. The Director-General may, during a temporary absence, in accordance with Article 23.1 of the Law on Civil Aviation, delegate, in whole or in part, his or CAA’s powers to an employee with management responsibility.

Persons in the management structure of the CAA hold acts of appointment for indefinite term, while the type of appointment is career. Due to obstacles by the MPA in implementing the internal regulation, the Director-General appointed acting heads of departments and divisions by special decisions, until the appointment of officials in the positions provided by the internal regulation.

During 2019, CAA management held ten (10) meetings. During these meetings, heads of CAA departments and divisions report on the works carried out during the reporting period, as well as take decision related to CAA functioning. Meetings are led chaired the Director-General and, in his absence, by the Deputy Director-General of the CAA.

4.3  HUMAN RESOURCES

The CAA currently has 29 employees out of 30 approved positions, 27 of them being career positions with acts of appointment, whereas 2 positions have been appointed. Due to lack of budget, the air operations inspector vacant position has not yet been filled following the resignation of this official. The Executive Officer, who will temporarily cover the position of the official who is on authorized unpaid leave, was selected in March 2019 and, after finalizing recruitment procedures, started working in May 2019. Also, a job vacancy was announced on 22 March 2019 for the position Legal Officer with special services agreement for six (6) months, while the notice on the successful candidate was published on 12 April 2019. Two officials, for whom the Acts of Appointment were prepared, namely the Special Services Agreement and the preparation of personal files, started working on 2 May. The Legal Officer's term under the Special Services Agreement expired on 31 October 2019.

The Regulation on internal organisation, functioning and systematization of job positions in the CAA foresaw 37 positions. The Personnel Plan for 2019 foresaw the recruitment of a total of six officers: One Inspector Position to fill the vacant position, one Information Technology Officer, one Quality and Security Officer, one Human Resources and Training Officer, and two positions for promotion of officials in the position of inspector. The Director-General has sent the letter with protocol No. 2019/ZDP/16 to the Parliamentary Committee on Budget and Finance and the Minister of Finance to fill the additional positions necessary for the functioning of the CAA. Then on 23.04.2019, a similar request was sent to the Parliamentary Committee on CEDITIRD. However, despite the Director-General's budget requests for 2019 to the MoF and to the relevant parliamentary committees, these positions have not been filled due to lack of budget. It is worth noting that due to the insufficient budget for new recruitments, the responsibilities of some of the positions that have been
foreseen by staff planning, mentioned above, have been temporarily covered by current employees.

After the entry into force of Law No. 06/L-113 on the Organization of State Administration and Independent Agencies, the Director-General of CAA has issued the Regulation on Internal Organization which entered into force on 09.07.2019, where 49 positions are foreseen.

The Disputes and Complaints Review Committee has received the following complaints:

On 22 March 2019, a Decision on the Complaint for Compensation of Hours with days off was taken.
On 6 August 2019, complaints were received from four directors of departments at CAA against the Internal Regulation dated 9 July 2019. Due to the fact that part of the Committee were two persons from the MTI whose contract has been terminated in the meantime, complaints have been forwarded to the IOBCSK.

The lawsuits were also forwarded in parallel to the Department of Administrative Affairs at the Basic Court in Prishtina. By Decision No. 1893/19 dated 13.08.2019, the Basic Court in Pristina suspended the implementation of the Internal Regulation. Following the CAA's appeal, the Court of Appeals, by Decision No. AA/607/19 dated 20.09.2019, quashed the decision of the Basic Court and remitted the case for retrial and adjudication to this court. Ob 23.10.2019, by Decision No. 2287/19, the Basic Court in Pristina dismissed the lawsuit against the Internal Regulation.

Disciplinary Committee:

Two (2) complaints - processes within the CAA have been closed.
One (1) complain has passed to the IOBCS (Law No. 06/L-111).
One (1) complaint is under review.

a) Training

The CAA invests in the professional development and refreshment of specialized knowledge of its employees, in accordance with international standards and recommended practices. During 2019, CAA personnel attended trainings funded by donors and CAA budget, based on a pre-approved training plan. The personnel has been trained mainly at the Joint Aviation Authorities Training Organisation (JAA-TO) on flight safety and operations, at Institute of Air Navigation Services, Luxembourg, as well as in the International Air Transport Association (IATA) Training Centre. The French counterpart authority invited CAA inspectors to attend a number of professional trainings held in the National School of Civil Aviation in Toulouse, France, for free.
Under the 2019 training plan, a total of thirty five (35) trainings were attended by the CAA personnel, including the mandatory trainings of inspectors of professional departments in the field of civil aviation. Half of these trainings were funded by the CAA, while the other half was funded by donations under the EU-funded technical assistance projects and Kosovo Institute for Public Administration and Ministry of Finance.

The table of trainings delivered in 2019 is presented in Annex 1 of this report.

4.4 ASSETS

The CAA has in use 915 assets with a purchase value of €274,324.69, including assets above and under €1,000. These assets are mainly office furniture, technology equipment, vehicles, etc. Assets above €1,000 have been purchased with a monetary value of €115,416.85. The value of these assets has fallen to zero following depreciation, whereas the value given to assets still in use by the CAA Assets Evaluation Commission amounts to €6,389.76. Assets under €1,000 have been purchased with a monetary value of €158,907.84, whereas the remaining value from depreciation according to the depreciation rates over the years, based on the Regulation No. 02/2013 of Ministry of Finance on the management of non-financial assets in budgetary organisations, is €13,941. Some of assets belonging to this category with zero value but still in use were evaluated by the Commission to amount to €27,344.92.

5. CAA STRATEGIC OBJECTIVES

The CAA follows the Strategic Objectives for the five-year period 2019-2023, drafted and adopted at the end of 2018. The strategic objectives serve the CAA as a good and irreplaceable basis for annual planning by the organization. Annual plans are drawn up at the management level, following a process of identifying actions at the level of organizational units. The CAA sets work objectives on an annual basis. These objectives are planned according to the S.M.A.R.T concept. (Simple, Measurable, Achievable, Reasonable, and Time bound).

For the next five years, the CAA shall monitor the following strategic objectives:

1. Normalisation of airspace;
2. Membership in international organisations (this objective does not depend on the CAA);
3. Entry into international and regional technical agreements;
4. Complete implementation of regulatory responsibilities;
5. Implementation of State Safety Programme (SSP)

6. PLANNING AND IMPLEMENTATION OF WORK

During January 2019, the management of the CAA consolidated the plan for 2019, which was then approved by the Director-General. Contents of the work plan include: action plan, oversight activities plan, CAA risk management plan, recruitment plan and staff training plan.

After measuring the implementation of the work planned for 2019, it results that the work plan is generally implemented at 91%; that is, 86% of the actions are implemented, 10% are under implementation and 4% are actions with responsibilities outside the scope of CAA institution. The training plan was implemented at 87% and the oversight activities plan was implemented at 100%.

Some of the actions that were not implemented in 2019, nor in previous years, such as membership in international aviation organizations and entry into international contractual arrangements, were related to external factors, mainly political and legal circumstances outside the decision-making competences of CAA.


7. QUALITY MANAGEMENT SYSTEM

a) Maintenance of the Quality Management System (QMS)

In order to maintain the certificate, the CAA has complied with several requirements arising from ISO 9001:2015. To ensure the sustainability of the certified system, the CAA should, annually, audit its system, measure the satisfaction of those receiving services from this authority, review quarterly performance and review work management in the organization as a whole. In order to fulfil these obligations, CAA during 2019 has carried out the following actions:

- In January 2019, CAA management held its annual meeting on the review of management during 2018. This meeting is held in annual basis, also planned and described in the quality manual and aims to review how was the organization managed during the year that is ending and what are the possibilities of improvement in management;
• Internal audit for QMS in CAA was carried out with the involvement of all key CAA processes. The audit was conducted by a team of three internal auditors for the QMS of CAA, assigned to this activity by decision of the Director-General. Audits have resulted in recommendations for improvement of the work processes and procedures within the organization. The implementation of recommendations is followed through the action plan.

• All documents that are managed according to the procedure in use were reviewed, checked, maintained and published, namely: the CAA Manuals, Technical Publications, Regulations, Procedures, Processes and Work Forms. These documents are managed in the CAA under the “Document Management” Procedure.

The 2018 Ministry of Finance's Internal Audit Report recommended that the CAA should not be certified with ISO-9001-2015 because this standard applies to private enterprises, while public institutions are regulated by laws and sublegal acts. Taking this into account and in order to prevent the access to sensitive documents by the external organizations contracted in the past for quality audit, by decision of the Director-General, the CAA did not apply for re-certification with this standard.

8. WORK DURING THE PRECEDING YEAR

8.1 THE REPUBLIC OF KOSOVO EFFORTS FOR MEMBERSHIP IN INTERNATIONAL AVIATION ORGANIZATIONS

a) International Civil Aviation Organization (ICAO)

ICAO is a specialized UN agency which issues international standards in the field of civil aviation, binding to all 192 member states. The CAA continued to provide assistance for the membership in ICAO by sending letters to the MFA.

On 1 March 2019, the Director-General of the CAA wrote to the Deputy Prime Minister & Minister of Foreign Affairs, Behgjet Pacolli, regarding the Republic of Kosovo’s membership in the International Civil Aviation Organization (ICAO). After elaborating on the functioning of this organization and the membership procedure, the Deputy Prime Minister & Minister of Foreign Affairs, Behgjet Pacolli, was asked to study the composition of the ICAO Council and apply for membership during the autumn of this year when the ICAO General Assembly is held.
On April 1, 2019, the Director-General, addressed a letter with No. 2019/ZDP/67 to the Director of the ICAO Regional Office for Europe and the North Atlantic (EUR/NAT), Silvia Gehrer, on the participation of Kosovo’s aeronautical personnel in EUR/NAT technical activities.

On 10 May 2019, the Director-General sent a letter to the Kosovo Ambassador to USA, Vlora Çitaku, requesting her to inquire with the MFA regarding the possibilities to file an application for obtaining the ONAC observer status.

b) ECAC and EUROCONTROL

The European Civil Aviation Conference (ECAC) is a European intergovernmental civil aviation organization. ECAC covers the broadest group of member states of any European organization dealing with civil aviation. It currently consists of 44 Member States, including all 28 EU Member States as well as 38 of the 41 Member States of EUROCONTROL. ICAO membership is a prerequisite for ECAC membership.

Access to EUROCONTROL training

On 29 March 2019, Director-General Eset Berisha wrote to the Executive Director of EUROCONTROL, Eamonn Brennan, regarding the issue of the refusal of EUROCONTROL Institute for Air Navigation Services (IANS) to provide training in Kosovo for the ANSA staff. These trainings were provided in the past, whereas this year ANSA has been informed that such trainings should get the approval of the member states of this organization. The Director-General told Mr Brennan that political problems should not be a hindrance to a matter merely commercial, as ANSA had previously had commercial arrangements for trainings.

Mr Brennan responded on 8 April 2019 saying that the provision of training in Kosovo is not feasible at the moment and that ANSA staff may attend these trainings at the IANS headquarters in Luxembourg.

Access to Network Management functions

On 1 November 2019, the Director-General Eset Berisha wrote to Mr Carlos Bermejo Acosta of DG MOVE at EC, requesting ANSA’s access to Network Management functions. This function is performed by EUROCONTROL on behalf of the European Union and helps coordinate and manage air traffic in the European sky. Mr Bermejo Acosta responded on 4 December 2019 advising that the Network Manager should be contacted. The Director-General asked the same questions to Mr Iacopo Prissinotti on 16 December.
c) EASA

The CAA has continued its efforts to conclude technical agreements called “Working Arrangements” with the European Aviation Safety Agency (EASA). EASA is a specialized EU agency with responsibility in the field of civil aviation security. These arrangements would enable the CAA to access the European aircraft safety database, establish the framework necessary for EASA’s inspection of CAA’s performance, and for EASA assistance in full implementation of the provisions relevant to the HPEA Agreement. So far, EASA has not entered into contractual arrangements with the CAA due to political reasons, which are outside the scope and capabilities of the CAA or other institutions of the Republic of Kosovo.

On 25 January 2019, Director-General Eset Berisha, through Letter 2019/ZDP/22, asked the EASA Executive Director Patrick Ky to conclude the Working Arrangements between the two institutions and stressed the importance of these arrangements for the civil aviation sector in Kosovo. This letter was forwarded through letter No. 2019/ZDP/26 dated 1 February 2019 to the Ambassador of the Republic of Kosovo to Brussels who was informed of the background of correspondence on this issue during the period 2013-2018. The Embassy of the Republic of Kosovo in Brussels was also asked to provide its support and forward the letter further to EASA.

In his reply dated 29 April 2019, Mr Ky stated that the CAA of Kosovo does have the necessary tools available from the EC, such as technical assistance and evaluation visits from EASA, whereas Working Arrangements will be considered if they deliver additional benefit.

The Director General responded to this letter on 11 June through Letter 2019/ZDP/95, formally inviting EASA to make an evaluation of the state of implementation of the Aviation Safety Acquis in the Republic of Kosovo, which was forwarded to Ms Natalya Apostolova of the EU Office in Kosovo through a separate letter. This invitation was accepted by EASA and the parties agreed that the evaluation should take place in February 2020.

**Participation in EASA International Cooperation Forum**

The Director-General participated in the EASA International Cooperation Forum, EASA ICF 7, held in Budva, Montenegro, from 10 to 12 September 2019. The Director-General met there with Patrick Ky, EASA Executive Director. Mr Berisha briefed him on the positive developments of civil aviation in our country and called for increased EASA support to the CAA by providing the same treatment as other countries party to the HPEA Agreement.
8.2 NORMALISATION OF KOSEVO AIRSPACE

a) Description of Kosovo Airspace

Kosovo airspace has been part of NATO's "Balkans Joint Operations Area - JOA" since September 1999, under the operational control of the Combined Air Operations Control 5 (CAOC 5), which in 2014 was transferred to the Combined Air Operation Centre Torrejon (COAC Tj). This airspace is a controlled space in which air traffic services are provided.

Under the agreement between NATO/KFOR and Hungary, Kosovo’s upper airspace (over 6205 m) will be managed by Hungary’s air navigation service provider, HungaroControl, for a five-year period, since April 2014, which provides services to aircraft that fly over this space. This agreement was automatically renewed in April 2019 for an indefinite period of time.

Kosovo lower airspace (below 6205 m) is managed/controlled by the Air Navigation Services Agency, which provides air navigation services to civil aircraft while flying in Kosovo airspace for the purpose of landing and take-off from “Adem Jashari” Airport. Services are also provided for KFOR, EULEX and general aviation flights in the country’s lower airspace. The lower airspace is classified as Class D and F airspace, in accordance with the provisions on the classification of airspace contained in ICAO Annex 11.

The chart below shows the current (lower and upper) airspace structures of Kosovo.

Kosovo lower airspace

In the lower airspace there are currently only 2 air routes (see Figure 1) used for commercial traffic on arrivals and departures from Prishtina International Airport "Adem Jashari". These are XAXAN and SARAX in the southern part of Kosovo towards Macedonia.

During 2019, the Director-General intensified meetings with NATO officials demanding that the Kosovo authorities take responsibility in the lower airspace. In the framework of the Balkan airspace normalization meetings, several meetings were held on the normalization of lower airspace and the opening of air routes with all neighbouring countries of Kosovo. These meetings are expected to continue through 2020. More details on this topic are provided below.
Kosovo upper airspace

The structure of upper airspace is comprised of 2 sectors (see Figures 2 and 3) from flight level FL205 (6 km) to FL285 (9 km) and from the flight level FL285 (9 km) to the flight level FL660 (20 km)

Sector 1 (FL205 up to FL285) consists of 4 corridors (air routes):

1. Route M867, which starts from the entry point MEDUX and ends at the exit point KOGAT;
2. Route L616, which starts from the entry point REDVA and ends at the exit point KOGAT;
3. Route L608, which starts from the entry point LONTA and ends at the exit point DOLEV;
4. Route M749, which starts from the entry point LONTA and ends at the exit point UDVAR.
Figure 2. The upper airspace structure in the Republic of Kosovo - Sector 1 (FL205 to FL285)

Sector 2 (FL285 up to FL660) consists of 5 corridors (air routes):

1. Route M867, which starts from the entry point MEDUX and ends at the exit point KOGAT;
2. Route L616, which starts from the entry point REDVA and ends at the exit point KOGAT;
3. Route L608, which starts from the entry point LONTA and ends at the exit point DOLEV;
4. Route M749, which starts from the entry point LONTA and ends at the exit point UDVAR; and;
5. Route UL603, which starts from the entry point VABEK and ends at the exit point OLOTA.
b) Normalisation of lower airspace of the Republic of Kosovo

According to the Law on Civil Aviation, air traffic control in the lower airspace of Kosovo is under the regulatory supervision of the Civil Aviation Authority of the Republic of Kosovo, while the services are provided by the Air Navigation Services Agency. The role of KFOR under the 1999 Kumanovo Military Technical Agreement, whose responsibilities are also protected by Law No. 04/L-250 on the Air Navigation Services Agency, should also be mentioned. Since the declaration of independence, authorities of the Republic of Kosovo worked closely with NATO, KFOR, EU, ICAO and other stakeholders in the region to normalise the Kosovo airspace. This activity was developed under NATO’s initiative: Balkans Airspace Normalization Meeting (BANM). Airlines showed great interest, since some routes that have been historically used in the international air traffic cross over Kosovo. Since the upper airspace is now considered to be normalised, as it has been reopened to commercial flights since 2014, BANM activities are mainly focused on the normalisation of the lower airspace, which, above all, implies the opening of new air routes with all neighbouring countries.
In 2017, for the first time under NATO leadership, BANM meetings started to be organized at the so-called "expert level". The meetings were attended by representatives of the Republic of Kosovo, the Republic of Serbia, Montenegro, and KFOR. Efforts to open air routes continued in 2018, but resulted unsuccessful.

The developments during 2019 are described below, in chronological order:

In March 2019, the Director-General met with NATO officials, from whom it was requested the opening of air routes to neighbouring countries and the transfer of responsibility of the lower airspace management to local authorities. After that, all possibilities for such an option were considered, but KFOR found it impossible due to legal constraints related to their mandate.

On 10 July 2019, the preparatory meeting regarding the BANM meeting in Brussels was organized. The Director-General of the CAA together with Deputy Minister of Defense, Burim Ramadani, Ambassador of the Republic of Kosovo to Belgium, Bernard Nikaj, and Defense and Security Attaché at the Embassy of the Republic of Kosovo in Belgium, Colonel Ahmet Ajeti, met with representatives of Iceland and NATO. Iceland has expressed its intention to provide support to the NATO mission in Kosovo, namely by providing their civil aviation services to KFOR as part of their contribution to NATO. These services are concerned with ensuring adequate oversight of civil aviation in accordance with KFOR's mandate and current arrangements.

The BANM meeting was held on 11 July 2019. It was attended by delegations of neighbouring countries of the Republic of Kosovo and representatives of the International Civil Aviation Organization (ICAO), EUROCONTROL, European Commission, IATA and representatives of NATO member states. The Kosovar delegation was headed by Deputy Minister of Defense and the CAA Director-General, while representatives from MIT, CAA, ANSA and Embassy of the Republic of Kosovo in Belgium were amongst the attendees. The meeting was chaired by Giorgio Cioni, Director of Armament and Aerospace Capabilities in NATO, and Paul James, Secretary of BANM-NATO. The CAA Director-General, expressing the disagreement of the Kosovo authorities regarding the airspace of Kosovo being closed for 20 years, confirmed to the participants the position of the institutions of the Republic of Kosovo that the Kosovo authorities, including the Kosovo ANSA and CAA, are ready to assume full responsibility for the management of airspace. The head of the Serbian delegation, General Predrag Bandić, after this statement of the CAA Director General, demonstratively left the meeting, while the rest of the delegation continued to stay at the meeting.
In the period following this meeting, intensive visits by Icelandic aviation experts continued with the aim coordinating on the form and manner of their engagement by KFOR and the CAA.

An expert meeting was also held at EASA in Brussels on 11 December. The meeting was organized by NATO HQ. The Director-General of the CAA led the delegation of the Republic of Kosovo in a meeting with representatives of the International Staff of NATO, KFOR, EASA and Iceland’s CAA. In addition to representatives from the Civil Aviation Authority, representatives of the Air Navigation Services Agency were also part of the Kosovo delegation. At this meeting, concrete steps towards opening of new air routes were determined. It was agreed that the agreement between Iceland’s CAA and the Kosovo’s CAA should be signed after the Framework Agreement between Iceland and KFOR is signed in early 2020, whereas a meeting of BANM experts is scheduled for early next year, with the aim of preparing the necessary documents for cooperation between all neighbouring countries and the Republic of Kosovo.

Full normalization of Kosovo’s lower airspace, among other things, implies the opening of new air routes between the Republic of Kosovo, Albania, Montenegro and Serbia, which would serve all aircrafts flying to PIA “Adem Jashari”. Currently, all flights to Prishtina are operated only through one air route linking the Republic of Kosovo with Macedonia. The new air routes would shorten the flight time by around 25 minutes, reducing the airline’s operating costs, which would consequently result in cheaper plane tickets for our passengers. This normalization would also enable transit overflight through our lower airspace of many aircrafts flying to other airports in the region (e.g. Tirana, Podgorica, Skopje, Thessaloniki, Nis). This will bring significant financial benefits to the Air Navigation Services Agency as well as to the CAA. In addition, normalization will stimulate the development of general aviation in our country.

### 8.3 EUROPEAN COMMON AVIATION AREA AGREEMENT (ECAA AGREEMENT)

ECAA (European Common Aviation Area) Agreement is a multilateral agreement that establishes a single common market and common rules in the field of aviation, signed between the governments of the EU Member States, Iceland, Norway and the Western Balkan countries. UNMIK signed this agreement on behalf of Kosovo and declared it provisionally applicable on 10 October 2006. The Republic of Kosovo, through the Declaration of Independence, among other things, has accepted all of Kosovo's international obligations, including those concluded by UNMIK on its behalf. These obligations include the implementation of the ECAA Agreement. Implementation of the ECAA Agreement in the Republic of Kosovo has become mandatory through the Law on Civil Aviation and recently through the Stabilization and Association Agreement.
The ECAA Agreement formally entered into force on 1 December 2017. The CAA, as a contact point for the Agreement, monitors its implementation by the Kosovo institutions. The CAA regularly monitors the aviation-related legislation issued by the EU, informs other relevant aeronautical authorities of the country about new EU normative acts, and includes in its action plan every legal act, besides mandatory acts, and any other act that it considers necessary and applicable. The EU legislation, planned for implementation in 2019, is included in the National Programme for the Implementation of the SAA.

This Agreement is foreseen to be implemented in two transitional phases. According to the EC's assessment, there are two remaining issues for Kosovo's transition to Phase II of the ECAA: the implementation of the Working Time Directive and the abolition of a provision in the Law on Aviation regarding passenger rights. By the end of the reporting period, the Government submitted to the Assembly a new Draft Law on Labour which contains the directive in question, while the Ministry of Infrastructure and Transport has initiated the drafting of the concept document on amending the law on civil aviation.

a) Confirmation of Annex I to the ECAA Agreement

Through the letter dated 1 April 2019, the Director-General confirmed to Carlos Barmejo Acosta, Director of the European Commission's DG MOVE, E2 Unit, the consent with the content of Annex I to the ECAA Agreement. Revision of Annex I requires the approval of the CEAA Agreement Joint Committee, while this time the written procedure has been followed.

b) The meeting of the ECAA Agreement Joint Committee

On 15 October 2019, the second meeting of the ECAA Joint Committee in Brussels, chaired by the EC’s Directorate for Transport and Movement and was attended by the Western Balkan countries as associate parties to the Agreement and representatives of EASA and the air transport industry. At the meeting, the Republic of Kosovo was represented by a delegation consisting of representatives of the Kosovo aeronautical authorities headed by the Director-General of the CAA. It was announced at the meeting that the updated Annex I to the Agreement entered into force on 12 August 2019.

On 16 October 2019, a bilateral meeting was held between the representatives of the EC and EASA, on the one hand, and the Kosovo aeronautical authorities, on the other hand. The purpose of the meeting was to present the achievements in the implementation of the ECAA Agreement and others, as well as the challenges in exercising civil aviation oversight responsibilities in Kosovo. The Director-General of the CAA made a presentation on the division of civil aviation responsibilities among four aeronautical authorities in the Republic of Kosovo, traffic trends at Prishtina
Airport, and infrastructure investments such as runway extension, upgrading of the
category of aeronautical lighting in runways, etc. He also announced the training of
12 new ATCs. He urged the EC to consider amending the Agreement so that its
associate party is the Republic of Kosovo instead of UNMIK since it is the Kosovo
aeronautical authorities that are responsible for its implementation and not UNMIK.
The Director-General mentioned that Kosovo continues to be treated by and to
benefit unequally from the Agreement, including not being granted observer status
in the EASA’s Management Board, as referred to in Protocol IX of Kosovo, non-
signature of working arrangements with the EASA, non-participation in the EASA’s
technical groups, and lack of access to the EASA’s SAFA database, etc. All these are
serious impediments to the exercise of aviation oversight duties, as CAA inspectors
do not have information on the reported aircraft technical status histories of airlines
registered with the ECAA states, which are reported and recorded in these databases
under EASA management.

The chairperson of the meeting, who is the Director of the Aviation Agreements Unit
within the Directorate for Transport and Movement, said that such amendment is
necessary for several reasons, but it is procedurally complicated. While the EASA
representative said that the issue of concluding Working Arrangements now that the
ECAA Agreement has entered into force has lost its relevance. She further said that
EASA understands Kosovo’s concern but there are some legal obstacles that are
exacerbating the situation. As for the EASA Management Board, she said that the
right to be an observer is allowed to UNMIK and added that they have never
received a request from UNMIK to this end. The Director-General of the CAA
responded to this statement by saying that UNMIK has no rights or responsibilities
under the ECAA Agreement, hence it is not present at the meeting.

Regarding participation in technical groups, she said that they are working closely
with the EC to address this issue. In the meantime, Kosovo will continue to benefit
from EASA technical assistance through the EASA IPA project, so she encouraged
the Kosovo CAA to be as precise as possible in its requests for technical assistance.

8.4 STATE SAFETY PROGRAMME (SSP)

According to Law No. 03/L-051 on Civil Aviation (LCA), the CAA, as the authority
responsible for the safety of civil aviation, should initiate and coordinate drafting and
implementation of the State Safety Programme (SSP) of civil aviation in the Republic
of Kosovo. Drafting and implementation of the SSP is one of the CAA’s strategic

This is a joint programme of all institutions with a role in civil aviation safety and
policy, as determined by LCA, describing the activity of each state entity with a role
in aviation security for the regulation and management of safety in the civil aviation.

Standards for drafting this program are set by the International Civil Aviation
Organization (ICAO) through Annex 19 “Safety Management” of the Chicago
Convention. This Annex entered into force in November 2013 and States that have ratified the Convention have an obligation to fully implement it in their medium-term work plans. The Republic of Kosovo has not yet had the possibility to adhere to this Convention; however, under the Law on Civil Aviation, Kosovo has undertaken to implement all ICAO standards. Implementation of Annex 19 to the ICAO was carried out through CAA’s Regulation No. 04/2018 on Security Management dated 17 August 2018. In order to meet the SSP requirements, the actions described below were undertaken during 2019:

- **Meetings of the Civil Aviation State Safety Programme Committee**

  The 4th meeting of the SSP Committee was held on 16 April 2019, while the 5th meeting of this Committee was held on 15 November 2019. Both meetings were convened by the Director-General of the CAA in fulfilment of the responsibilities of the Committee and the officer responsible for the SSP, as described in the document “Duties and Responsibilities of the Committee”. The meetings focused on the achievements of aeronautical institutions and the challenges faced in the implementation of ICAO Annex 19 standards, along with the plans of participating institutions for 2019. At both meetings, necessary actions were identified for institutions to approximate implementation of the ICAO standards. The conclusions of these meetings can be summarized as follows. First, a working group should be established on the implementation of the Search and Rescue Regulation issued by the EMA pursuant to Annex 12 to ICAO. Second, the Government Decision 05/96 establishing the SSP Committee should be amended to include the MIA and the Minister of Infrastructure therein. Finally, the Committee should lobby for membership of the Republic of Kosovo in important international institutions.

  The SSP Committee in the Republic of Kosovo was established through Government Decision No. 05/96 of 26 June 2016. Besides the CAA, members of this Committee include the Ministry of Infrastructure and Transport, the Air Navigation Services Agency, the Emergency Management Agency and the Aeronautical Accident and Incident Investigation Commission.

- **CAA Safety Council activities:**

  The CAA Safety Council held numerous meetings for reviewing and handling various safety issues. The Council provides recommendations to the Director-General with respect to decisions, changes or immediate solutions in safety issues. Since its establishment in 2015, the Safety Council operates within CAA with the purpose of reviewing and solving aviation safety issues. In order for this Council to cover all fields of aviation safety, its members are directors of all aviation areas related to safety.
During 2019, the Council has managed to:

- Analyse trends of bird strike events and identify additional actions to manage them;
- Complete the process for responding to aviation emergencies and the duties of duty officers at the CAA;
- Analyse the trends of laser attack events and initiate the completion of procedures for responding to these events by all parties involved;
- Review requirements and standards for “runway operations safety” and verify their compliance with all procedures in use.

- Technical support by the EC in the field of safety management

As part of the EASA IPA 4 project, Kosovo has been provided with technical support for the implementation of ICAO Annex 19 and in particular the implementation of the State Safety Programme (SSP) through four different projects, three implemented in Kosovo and one in EASA in Cologne, Germany.

The first mission was carried out from 18 to 21 March 2019. The mission, entitled “Analysing Security Data and Reporting Aviation Occurrences”, aimed to assess the situation in our country regarding the implementation of EU Regulation on event reporting and data analysis and to identify opportunities for support and improvement.

The second mission, entitled “State Self-Assessment Pursuant to ICAO Audits”, was held from 25 to 29 March 2019 during which an ICAO expert stayed in Kosovo. The purpose of this mission was to familiarize the CAA with the ICAO procedures for formalizing and performing the State Audit process under the Universal Aviation Safety Oversight Programme (USOAP). Since Kosovo is not a member state of the ICAO, the procedures for formalizing reports with the ICAO are unknown, so the mission is supported by the EASA in order to enable familiarization with the procedures and process of state auditing by the ICAO.

The third mission was carried out from 23 to 27 September 2019. For this mission, Dr Hazel Courteney, safety management expert, was deployed to Kosovo to provide technical support in drafting the National Aviation Safety Plan, which is both a legal obligation under the new EASA Basic Regulation and a recommendation from Annex 19 of the IACC.

Finally, under the fourth mission of the EASA IPA-4 project, two CAA inspectors were trained by EASA experts for three days (15-17 October 2019), closely
following the aviation events reported to this institution. Events including serious incidents and accidents reported to the EASA are handled according to approved and harmonized processes within the organization.

- Developments in aviation safety management

  - Presentation to the aviation industry on “Aviation incident reporting and safety data”. As part of aviation safety promotion in Kosovo, a presentation meeting was held for the aviation industry in Kosovo and the CAA staff on 20 March 2019 on the topic of “Aviation incident reporting and safety data”. The presentation was delivered by experts of the European Aviation Safety Agency (EASA), Mr Martin Bernandersson and Mr Ante Lazeta, responsible for handling and managing aviation incident safety data at the EASA. The presentation was attended by representatives of relevant positions at operators such as LKIA, ANSA and AAIIC, airline representatives, etc.

*Image from the meeting with the aviation industry*
• **One-day workshop on safety management**

On 25 September 2019, a workshop on "Identifying and Managing Aviation Risks" was held at the CAA. The workshop was organized by the CAA and held by the EASA IPA Program expert deployed to Kosovo for a one-week mission on safety management. The workshop was attended by the CAA technical staff involved in aviation safety related tasks and staff from the industry, i.e. operators implementing the Safety Management System (SMS) within their systems. According to them, this workshop is very important for keeping track of developments and trends in the field of safety management. Such events are important for the promotion of aviation safety and are an obligation of the civil aviation authorities as part of implementing the State Safety Programme.

• **GAP analysis documents** for the SSP have been updated to provide the latest information on the fulfilment of tasks towards the implementation of the SSP.

• **Upgrading of incident reporting system.** Access to the new version of the database-based program, ECCAIRS, has been created at the CAA for the collection of incident reports received at the CAA and access to ECCAIRS-compliant EASA forms that can be used by industry through the CAA website has also been enabled. Along with access to the updated version of ECCAIRS, relevant CAA staff has received basic training on using this database.

### 8.5 AVIATION MATTERS RELATED TO EUROPEAN INTEGRATION

a) **National Programme for the Implementation of the SAA**

The National Programme for the Implementation of the SAA (NPISAA) for the period 2019-2023 was approved by the Government of the Republic of Kosovo on 19 March 2019. For 2019, the CAA has planned to issue 5 EU regulations, namely two (2) regulations in Q2, one (1) in Q3 and two (2) in Q4.

So far, 3 of the 5 measures have been adopted. The remaining two measures will be carried forward to 2020 as their finalization is very close (see table below).
<table>
<thead>
<tr>
<th></th>
<th>Planned measure</th>
<th>Planning</th>
<th>Progress update</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Regulation on common rules in the field of civil aviation and establishing a European Union Aviation Safety Agency (new bylaw), adopted.</td>
<td>Q2</td>
<td>Carried forward to 2020 due to additional consultations with the EC.</td>
</tr>
<tr>
<td>2</td>
<td>Regulation laying down requirements for voice channels spacing for the single European sky (new bylaw), adopted</td>
<td>Q2</td>
<td>Adopted by Regulation (CAA) No. 4/2019 laying down requirements for voice channels spacing for the single European sky.</td>
</tr>
<tr>
<td>4</td>
<td>Regulation laying down common air and operating rules concerning air navigation services and procedures (new bylaw), adopted</td>
<td>Q4</td>
<td>Carried forward to 2020. Has passed the public consultation process.</td>
</tr>
<tr>
<td>5</td>
<td>Regulation on deletion of templates for the authorizations issued to third country operators and for the associated specifications (amended), adopted</td>
<td>Q4</td>
<td>Adopted by Regulation (CAA) No. 07/2019 amending Regulation (CAA) No. 4/2017 as regards the deletion of templates for the authorizations issued to third country operators and for the associated specifications</td>
</tr>
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b) European Commission Country Report on Kosovo

On 29 May 2019, the European Commission presented the Country Report on Kosovo, which, among other areas, covers progress in the area of civil aviation.

As regards to aviation, the report concludes the following:

*On aviation, Kosovo has made progress in aligning with the acquis and has met nearly all the requirements under the first transitional phase of the European Common Aviation Area Agreement (ECAA). Action is now needed to implement the few remaining provisions in the area of economic regulation, in particular relating to the labour law. The lack of revenue from upper air space management constraints Kosovo's ability to invest in training and infrastructure development.*

*The Commission has engaged with Kosovo using the appropriate instruments to enhance understanding of the acquis in the field of aviation security and ensure gradual alignment.*

On 9 October 2019, the CAA provided its first input to the MEI for the EC Country Report on Kosovo valid for the 2020 report. The CAA responded to the EC’s standard questions on candidate and potential candidate countries which aim at a consistent evaluation of these countries. This contribution covered the period 1 February-30 September 2019, while the second reporting will be done in 2020 before the publication of the report.

c) SAA Sub-Committee meeting

On 29 January 2019, the CAA made its written contribution to the report that MEI sent to the EC in preparation for the meeting of the SAA Sub-Committee on Environment, Transport, Energy and Regional Development held on 14 March 2019 in Prishtina.

In response to the EC request, the CAA reported on compliance with the remaining ECAA Phase I requirements, including the implementation of the Working Time Directive, the state of implementation of the ECAA Phase 2 requirements, and the status of aviation safety. The EC representative praised the CAA’s work and progress in implementing Phase II of the ECAA Agreement and also requested the draft Labour Law, which was sent to them on 15 March 2019.

d) Meeting of the SAA Committee and Council

On 4 September 2019, the CAA reported in writing to the MIT on the progress achieved between the two meetings of the Stabilization and Association Committee. The report included activities related to the SAA namely the NPISAA in preparation for the third EU-Kosovo Stabilization and Association Committee meeting to be held
on 8 October 2019 in Brussels and covered the period September 2018 - September 2019.

8.6 INTER-INSTITUTIONAL COOPERATION

The CAA has cooperated closely with other institutions responsible for civil aviation in the Republic of Kosovo so that the entire state regulatory and supervisory system functions in a coordinated manner and in accordance with international standards and best practices. Moreover, professional support has been provided in the field of civil aviation to other state institutions, when necessary.

a) Cooperation with the Parliamentary Committee for EDITIRG

Director-General of the CAA and his associates reported on 10 April 2019 to the Parliamentary Committee for Economic Development, Infrastructure, Trade, Industry and Regional Development of the Assembly of the Republic of Kosovo on the CAA Annual Work Report for 2018. Committee members congratulated the Director-General on taking over the mandate as the head of the CAA and praised the good work of this institution over the years. Among the main questions and additional clarifications requested by the Committee members concerned the process of normalization of the lower and upper airspace of the Republic of Kosovo. Director Berisha assured attendees that the CAA is giving full and unreserved support to this process, but requested from the attendees political and budgetary support to ensure fulfilment of technical conditions for completing this process. He further emphasized that airspace is closely linked to the sovereignty of a state, as it is an integral part of the territory of a state, just like land and water, and should not be treated otherwise. Therefore, airspace control should be the responsibility of local institutions which, with appropriate budget support and inter-institutional interaction and in cooperation with the international factor, will be able to manage both the lower and upper airspace. Finally, the CAA's Annual Work Report for 2018 was approved by the unanimous vote of all MPs present.

b) Cooperation with the Ministry of Infrastructure and Transport

As provided by the Law on Civil Aviation, the CAA offered advice to the Minister of Infrastructure and Transport and the Civil Aviation Department within this Ministry on performing the responsibilities deriving from the law.
On 14 February 2019, the Minister of MIT, Pal Lekaj, and his associates visited the Civil Aviation Authority of Kosovo. Minister Lekaj was received by the Director General, who briefed him on the advances in civil aviation, the role of the Civil Aviation Authority and the actions to be taken by institutions having public responsibility in civil aviation.

The Director-General, through letter No. 2019/ZDP/65 dated 1 April 2019, informed the Minister of Infrastructure and Transport, Pal Lekaj, on the factual situation regarding the management of the airspace of the Republic of Kosovo and related recommendations. The letter addresses the de facto and de jure situation, outlines developments in relation to NATO and HungaroControl, benefits of ICAO membership in this regard and local capabilities, and finally gives recommendations on the normalization of airspace for a transitional period until ICAO membership.

The CAA is also represented in the working group established by the MIT to prepare the concept document for the civil aviation sector, which may recommend the amendment of the Law on Civil Aviation.

The CAA assisted the MIT officials closely in designing the Incentive Program for Capacity Building at PIA "Adem Jashari". This program is the first of its kind and is needed to cope with the competition of neighbouring airports and the incentive measures they offer.
c) Cooperation with the Ministry of Internal Affairs

On 22 March 2019, the Director-General of the CAA visited the Director-General of the Kosovo Police, Rashit Qalaj, and his associates to discuss the cooperation of the two institutions in the field of aviation safety, with an emphasis on preventing dangerous activities for aviation safety such as laser attacks and illegal use of drones.

On 5 September 2019, the CAA’s Operations and Airworthiness inspectors met with the inspectors of the Civil Aviation Safety Division of the Ministry of Internal Affairs of the Republic of Kosovo. The parties discussed and agreed on the coordination of oversight activities in the field of civil aviation as well as the exchange of relevant information for relevant parties.

On 20 September 2019, a joint tripartite meeting was held between Operations and Airworthiness inspectors, Kosovo Police officers and Air Navigation Services Agency officials. The parties discussed the coordination of the activities and responsibilities of each party in dealing with the reported laser attacks on aircraft, in the wake of the tripartite Memorandum of Understanding signed in August this year.

d) Cooperation with the Ministry of Defence

On 22 March 2019, the Director-General of the CAA visited the Minister of Defence Rrustem Berisha to discuss the cooperation of the two institutions in the field of aviation and the possibilities of assisting the Ministry of Defence in the normalization of lower airspace with the international military factor. Director Berisha briefed Minister Berisha on the duties and responsibilities of the CAA in the field of civil aviation safety as well as on the activities undertaken in the exercise of these duties.
e) Cooperation with the AAIIC

On 9 December 2019, in accordance with legal obligations, the Director-General of the CAA signed a Cooperation Agreement between the CAA and the Aeronautical Accident and Incident Investigation Commission (AAIIC). The signing ceremony was attended by the Minister of Infrastructure, Pal Lekaj, and representatives of the Ministry of Infrastructure’s Department of Civil Aviation, Emergency Management Agency, AAIIC and the Office of the Prime Minister. This agreement divided the responsibilities between the two institutions for the investigation of aeronautical accidents and incidents and the on-going monitoring of all reported civil aviation incidents in our country.
f) Cooperation with the EU Office in Kosovo

On 10 May, through the letter No. 2010/ZDP/79 addressed to Ms Natalya Apostolova, Head of the EU Office in Kosovo & EU Special Representative, the Director-General raised a number of issues arguing the CAA's difficulties in carrying out responsibilities mainly for reasons of a political nature. The issues raised in the letter are: the upper airspace management by HungaroControl, refusal of EUROCONTROL to provide training services for ANSA, normalisation of Kosovo's lower airspace through the transfer of responsibility to local authorities and the issue of access to the European Aircraft Safety Assessment Database and participation in technical working groups in the framework of work arrangements between the CAA and EASA. While asking the Ambassador to pursue these issues, the Director-General expressed the readiness of the CAA to be audited by EASA on the level of implementation of air safety legislation in Kosovo as soon as possible.

On 3 June 2019, through the letter No. 2019/ZDP/65, the Director-General once again addressed to Ms Apostolova, raising the issue of the landing of the airline ALK to Zagreb due to technical flight issues, despite having Pristina as its destination. The company had had inspections on the apron, but CAA inspectors did not have access to the European database to find out about the eventual findings of the plane. The Director-General has written that, due to the inability to access EASA
information, the CAA will be forced to cease operations of aircraft suspected of posing a security risk.

g) Cooperation with KFOR officials

The very close cooperation with KFOR Air Force (J3 Air) has continued, especially regarding the normalization of Kosovo's lower airspace, for which KFOR has significant responsibility, as well as the approval of general aviation flights and coordination of activities related to the operation of the unmanned aircraft systems (drones).

h) Cooperation with the Kosovo Cadastral Agency

On 24 June 2019, the General-Director was hosted by the Chief Executive Officer of the Kosovo Cadastral Agency, Avni Ahmeti, who was asked by General-Director to provide assistance in identifying and evidencing geospatial data as well as provide the opportunity to create maps for flights applying Visual Flight Rules (VFR) in Kosovo's airspace.

i) Cooperation with Kosovo Customs

On 1 August 2019, a meeting was held between the CAA Director-General with his associates and the Kosovo Customs Director-General. During the meeting, they discussed the mutual institutional cooperation in the field of civil aviation safety standards, in particular regarding the CAA activities in view of implementing the relevant legislation and increasing the safety of the operations of unmanned aircraft systems (drones) and the cooperation between the two respective institutions in the prevention of activities which pose a risk to the aviation safety, such as laser attacks.

j) Cooperation with the Information and Privacy Agency

On 22 July 2019, the CAA Director-General and the Information and Privacy Agency Director Bujar Sadiku signed a Memorandum of Cooperation between the two institutions. The purpose of this Memorandum of Understanding is the administrative and professional support between the Civil Aviation Authority and the Information and Privacy Agency in the field of financial rules on public money spending.
8.7 CAA ACTIVITIES AT THE INTERNATIONAL LEVEL

The CAA has participated in almost all regional civil aviation initiatives, in which it has been invited. These forums have a special significance for our country, knowing that the Republic of Kosovo is not yet an equal member of the international family of nations in the field of civil aviation. We have used every opportunity to present the work of our authorities and to deepen cooperation with CAAs of other countries. However, because our country has not been able to enter into contractual relations with the EU in the field of civil aviation, there are still serious obstacles to our treatment as a partner fully equal to the CAAs of the region.

a) Bilateral cooperation in the field of civil aviation

The CAA attaches great importance to cooperation with counterpart authorities in the region, considering that all Western Balkans countries are going through the same challenge - that of harmonization of legislation, regulations and standards in civil aviation with those of the EU. To formalize this cooperation, a number of technical cooperation agreements have been signed since the establishment of the CAA in 2009.

- Bilateral cooperation with Albania

Memorandum of Understanding

On 20 March, the Director-General, through the letter No. 2019/ZDP/58, requested from the MFA their consent for signing the Technical Memorandum of Understanding between the CAA of Kosovo and the CAA of Albania. The consent was given on 17 June through the MFA letter No. 284/2019, containing some comments to be addressed. The Memorandum of Understanding is expected to be signed during 2020 at an opportune moment for both parties.

The meeting between CAAK and ACAA

On 5 April 2019, the CAA Director-General and his associates paid an official visit to the Albanian Civil Aviation Authority where they were hosted by the Director-General Krislen Keri and his associates. At the meeting, Mr Berisha emphasized the importance of cooperation between the two authorities, as parties to the ECAA Agreement, in the field of aviation safety standards and the exchange of legislation as well as of the experience and expertise of professional personnel, while requesting the engagement of Kosovar personnel in the various activities taking place in the ACAA.
Image from the meeting between CAAK and ACAA

In the framework of the current cooperation agreement, Kosovo CAA aerodrome inspectors in Kosovo have received an official invitation from their counterparts in Albania to become part of the process for the comprehensive audit of the Tirana International Airport "Nënë Tereza", with inspectors from the CAAs of North Macedonia and Montenegro being amongst the participants. To prove the professional competence of the inspectors, the CAA has sent the credentials, training and notes on experience in various audits and inspections. CAA inspectors have accomplished specific tasks in this process by evaluating and reviewing documentation received by TIA, and by drafting the audit plan, topics and checklists. As part of the process, a comprehensive audit of the Tirana International Airport "Nënë Tereza" was conducted during 08-12 July 2009, and our inspectors continued to coordinate with ACAA colleagues in the preparation of the report and follow-up actions, until the conclusion of the whole process.

• Bilateral cooperation with North Macedonia

On 6 June 2019, in the framework of regional cooperation development, the CAA Director-General and his associates paid a short visit to the North Macedonian Civil Aviation Authority, where they were hosted by the General Manager Tomislav Tuntev and his associates. In a warm and friendly atmosphere, the level of cooperation between the two authorities was highly praised and concrete ways of deepening this cooperation in the future by exchanging experiences and mutual support in the field of operations, aerodromes and air navigation services were discussed. Director Tuntev accepted Director Berisha's invitation to visit the Civil Aviation Authority of Kosovo, a visit he said he would gladly carry out.

Aerodrome inspectors have received a formal request from the North Macedonian CAA for their inspectors to attend the scheduled inspections at Prishtina International Airport "Adem Jashari". The CAA invited them and enabled their
participation in the scheduled inspection "Protecting the Airport from Hazardous Activities". Four inspectors from North Macedonia participated as observers in this inspection. Throughout the inspection process, they assisted CAAK inspectors by sharing experiences on dealing with the topics covered by this inspection.

- **Bilateral cooperation with Austria**

After agreeing on the text between the CAA of Kosovo during 2018, on 1 April, the MFA gave its consent to the signing of the Memorandum of Understanding with the CAA of Austria, which was signed by the CAA Director-General on 29 April and then forwarded to the Austrian side.

Through the letter No. 2019/ZDP/58, the Director-General informed the MFA that the Inter-Institutional Memorandum of Understanding on Technical Cooperation between the Civil Aviation Authority of the Republic of Kosovo and the Civil Aviation Authority of Austria contains no obligations for the Government of the Republic of Kosovo.

- **Bilateral cooperation with Hungary**

On 26 March 2019, the CAA Director-General and his associates paid a visit to Hungary, namely to the Hungarian Air Navigation Service Provider – HungaroControl. The work carried out by this authority regarding the provision of services in Kosovo's airspace managed by HungaroControl was presented during this meeting. Opportunities for cooperation between the two authorities in the future were also discussed. HungaroControl officials informed Director Berisha of the increasing trend of use of Kosovo's upper airspace over the years as only in the first quarter of 2019 this trend had a 20% increase compared to 2018.

On 5 April 2019, through letter No. 2019/ZDP/68, the Director-General requested from the Deputy Prime Minister & Minister of Foreign Affairs to forward to HungaroControl a letter of protest on the overflight of the Republic of Kosovo airspace by the SMATSA aircraft (the air navigation service provider of Serbia and Montenegro) on 20 March, which was contracted to calibrate the equipment needed for Kosovo's upper airspace by HungaroControl. Mr Berisha whereby requested HungaroControl to seek the prior approval of the CAA of Kosovo before engaging SMATSA services over Kosovo's upper airspace.
• Bilateral cooperation with France

At the invitation of the General Authority of Civil Aviation of France (DGAC), on 17-18 June, the Director-General and his associates attended the "Paris Air Show" event in Paris, France during which he met with the Director-General of DGAC, Patrick Gandil, requesting him to continue providing assistance and support to the CAA of Kosovo.

• Bilateral cooperation with Qatar

On 22 February 2019, the Director-General wrote to Mr Abdulla Nasser Turki Al Subaey, President of the Civil Aviation Authority of Qatar. Mr Berisha reminded his counterpart of the promises made by the Qatari side on the occasion of signing the air service agreement between the two countries in July 2018, which provided for the possibility of having direct flights between the two countries by Qatar Airways as well as training young people from Kosovo at Qatar Aeronautical College. The Director-General also invited his counterpart and Qatari Minister Al Sulaiti to visit Kosovo. Since no response was received, the CAA of Qatar was reminded of the matter in late November.

b) Coordination of technical assistance in the field of aviation

The CAA is the focal point for a number of technical assistance projects in aviation, provided to our country by EU, in the scope of instruments available to countries that aim EU membership. During 2019, the largest volume of technical assistance came from EU funds through the EASA IPA 4 Project and the TAIEX Technical Assistance instrument as described below.

• EASA IPA 4 Project

EASA IPA 4 is an EC-funded project implemented by EASA. Its duration was from 1 January 2018 to 31 December 2019. Through this project, which is a continuation of the EASA IPA 3 project, EASA continued to support partner countries from the Western Balkans to integrate into the EU system in meeting their international obligations in the field of air safety and to enhance their knowledge of the EU aviation safety system. During 2019, the CAA has benefited from the following six technical missions:

• From 18 to 21 March 2019, the technical mission "Analysing safety data and reporting on aviation occurrences";
• From 25 to 29 March 2019, the technical mission “States self-assessment according to ICAO audits”;

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• From 23 to 27 September 2019, the technical mission on “Security Management”;
• From 1 to 3 October 2019, a workshop on "Aerodrome Security Management", and
• From 15 to 17 October 2019, practical training in EASA "Occurrence Reporting System and Data Analysis".

EASA IPA 4 Project Steering Committee meeting

On 10 December 2019, the closing meeting of EASA IPA 4 Project was held in Podgorica. The meeting was attended by CAAs of countries benefiting from this project: Kosovo, Albania, Montenegro, Macedonia and Serbia, as well as the EASA officials of the Department for International Cooperation, responsible for project implementation. CAA representatives delivered a presentation on the benefits of the EASA IPA 4 Project and the necessary future technical assistance under the EASA IPA Project. The follow-up project is expected to begin in the first quarter of 2020.

• TAIEX technical assistance

TAIEX is a technical assistance instrument funded by the European Commission for States by supporting them in transposing and implementing EU legislation. During 2019, CAA has benefited from the following 6 TAIEX-funded technical missions:

• From 1-5 April 2019, two Italian experts visited the CAA in the framework of the "Normalisation of airspace" mission. This mission has been a continuation of two previous missions with the same topic;
• From 10-12 April 2019, a workshop on "Assessment Tools for Meteorology Staff" was organized in the field of ANS. The workshop was held by the meteorology expert from the Romanian ANS provider ROMATSA, the expert from the Croatian provider CROCONTROL and the expert from the Italian provider ENAV. Participants from Albania, Bosnia and Herzegovina, Montenegro and Northern Macedonia also attended the workshop;
• From 06-10 May 2019, a French expert on dangerous goods, Mr Pascal Tatin, visited the CAA. This assistance was supported by the EU TAIEX instrument. The purpose of this training was to raise the professional level ofCAA inspectors in the field of oversight of the transport of dangerous goods by air;
• Two Italian experts visited the CAA on 1-5 July and 18-22 November 2019 within the technical mission "Feasibility Study for the Air Transport Network". These missions have been a continuation of three previous missions with the same topic;
• From 18-21 November 2019, aerodrome inspectors have benefited from the workshop on aerodrome firefighting and rescue services, and
• From December 16-20, 2019, Acting Director of ANS Oversight, Aerodromes and Economic Regulation Department, Mr Arianit Islami has participated in the mission related to civil aviation security, with particular emphasis on identifying compliance with the requirements arising from the ONAC and EU regulations.

8.8 REGULATORY/OVERSIGHT ACTIVITY

The basic function of the CAA is the oversight and regulation of civil aviation activities in the Republic of Kosovo in order to guarantee safe operations in accordance with applicable standards. This is achieved through inspections, audits, licensing and certification. The CAA has professional and competent personnel for regulating civil aviation in the country. The CAA regulatory activity includes civil aviation safety in general and the economic regulation of airports and air navigation services providers in the Republic of Kosovo. Following is a brief overview of the regulatory and oversight activities of the CAA in the field of aviation safety, divided into the following categories: flight safety, certification and licensing, air navigation services and aerodromes. A brief overview of the activities of economic regulation at the airport, air navigation services provider and ground handling providers will also be given.

a) Flight safety, certification and licensing

In addition to fully implementing the annual plan of oversight of aviation operators within their scope, CAA Operations and Airworthiness Inspectors have also paid particular attention to global aircraft safety trends. It is worth mentioning here the case of the ban issued by the CAA Director General for the operation and use of the Republic of Kosovo airspace for Boeing 737 Max-8 and Max-9 aircraft types in view of the tragic accidents of Ethiopian Airlines and Lion Air companies suspected of technical irregularities. This was also a consequence of the decision of the European Aviation Safety Agency (EASA) to temporarily ban the use of these aircraft in the airspace and in European Union countries.

• Inspection of foreign aircraft on the apron

In accordance with Article 50 of the Law on Civil Aviation, Operations and Airworthiness Inspectors have conducted thirty-nine (39) security inspections of aircraft of foreign operators (SAFA - Safety Assessment of Foreign Aircraft), operating at PIA "Adem Jashari".

The aircraft of the following airlines were inspected: Austrian Airlines (AUA), Wizz Air (WZZ), Germania Flug (GSW), TUI Fly (JAF), Eurowings (EWG), Orange2Fly
(OTF), ALK Airlines (VBB), Aeroklub Skopje d.o.o., Ciner Aviation, Turkish Airlines (THY), ALK Airlines (VBB), Edelweiss Air (EDW), Swiss International Airlines (SWR), Wizz Air UK (WUK), Adria Airways (ADR), ALK Airlines (VBB), Onur Air (OHY) Norwegian Air Shuttle AS (NAX), Scandinavian Airlines System (SAS), Orange2Fly (OTF), Chair Airlines (GSW), Aeroklub Skopje d.o.o., TUI Fly (JAF), Germanwings (GWJ), Turkish Airlines (THY), JetNetherlands (JNL), DAT LT (DNA), EasyJet Switzerland SA (EZS), Austrian Airlines (AUA), Eurowings (EWG), Edelweiss Air AG (EDW), EasyJet Europe Airline GmbH (EU), Tyrol Air Ambulance GmbH (TYW), Norwegian Air Shuttle ASA (NAX), ALK JSC (VBB), Pegasus Airlines (PGT) dhe Wizz Air UK (WUK).

SAFA inspection of aircraft at PIA apron

During these inspections, two category 2 findings (significant) were identified and the pilot-in-command was informed thereof and appropriate measures were requested for addressing these findings. Also, these inspections identified five category 3 (major) findings for which corrective actions were requested prior to
departure to the next destination. After corrective measures in the presence of FSD inspectors, these aircraft were allowed to continue on the next flight. In addition, the Category 2 and Category 3 findings are communicated to the licensing State Civil Aviation Authority for information and to the air operator's database with a request to take appropriate action to prevent the recurrence of those findings.

- **Audit of aviation operators**

On April 2-3, 2019, CAA inspectors specializing in the transport of dangerous goods audited PIA "Adem Jashari" (LKIA) for the extension of the Certificate of ground handling service providers and cargo handling agents, in accordance with national aviation legislation on the safe transport of dangerous goods by air. Consequently, after fulfilling the conditions by PIA “Adem Jashari” (LKIA) on 31 May 2019 they recommended the extension of the certificate to the concerned operator.

On September 26, 2019, CAA inspectors specialized in the transport of dangerous goods audited PIA “Adem Jashari” (LKIA) for the extension of the Certificate of the Provider of dangerous goods training. CAA inspectors have analysed the documentation submitted by the operator, evaluated the fulfilment of the legislative requirements by the operator, prepared the audit report and recommended the extension of the certificate to the operator concerned.

On October 22, 2019, CAA inspectors have also audited the branch of Turkish Airlines company in the capacity of air carrier of dangerous goods as a non-EU operator for the extension of the certificate for the carriage of dangerous goods by air to and from the territory of the Republic of Kosovo. The relevant certificate was issued after the fulfilment of the legal provisions in force and the positive recommendation of the responsible auditors.

- **Occurrence reporting in aviation**

With the aim of increasing aviation safety by preventing accidents and incidents, the CAA collects and analyses information relevant to the safety of civil aviation through its system of occurrence reporting. This information enables the CAA and the industry to be informed of the safety risks they face in order to support the full spectrum of safety management activities, including the adoption and implementation of mitigation actions where appropriate. Relevant safety information is reported, collected, stored, protected, exchanged, distributed and analysed in accordance with the requirements of CAA Regulation No. 09/2017 on the reporting, analysis and follow-up of occurrences in civil aviation.

Thus, during 2019, the CAA received reporting on a total of 168 occurrences in civil aviation, which represents a slight increase compared to the number of reported occurrences in 2018, where 137 occurrences were reported. Compared to the number
of occurrences reported over the past twelve years, 2019 ranks second in terms of the number of occurrences, following 2014 when a total of 174 occurrences were reported.

The total number of occurrences reported at the CAA from 2006 to the end of 2019 reached a total of 1518 occurrences. The gradual increase in the number of occurrences from year to year does not represent a decrease in the level of safety in civil aviation, but may be a result of awareness and more accurate reporting by participants in the aviation industry.

The reported occurrences are coded into different categories of occurrences according to the elements of aviation involved in these occurrences and together with the occurrences of the past two years are presented in the chart below, which is based on the data extracted from the CAA database in ECCAIRS 5 software platform (European Coordination Centre for Accident and Incident Reporting Systems).

![Categorization of occurrences reported over the past three years](chart)

*Categorization of the occurrences reported over the years 2017, 2018 and 2019 (coding of occurrences according to the aviation elements involved)*

From the chart above it can be noticed that compared to the categories of occurrences over the years 2017 and 2018, the categories of 2019 that have marked an increase and influenced the increase in the total number of occurrences are: ADRM (Aerodrome), ATM (Air Traffic Management/Communications, Navigation and Surveillance), BIRD (bird strike), CFIT (controlled flight into terrain), NAV (navigation error), RAMP (ground handling), WILD (wildlife strikes) and OTHR (other).
While the categories that had marked a decrease are: RI-A (Runway incursion - animal, in fact occurrences of this category are classified into the newly created WILD category) and SEC (Security related, which contains the subcategory of occurrences associated with laser attacks). The subcategory related to laser attack occurrences, last year, had a smaller number of occurrences compared to previous years, which is very useful because the laser beams to flying aircraft pose a serious threat to the safety of passengers and crews as well as people living near airports. Laser attacks may pose a major obstacle to pilots and may blind them during critical flight phases, such as during take-off and landing. These attacks are deliberately carried out by irresponsible persons and constitute a criminal offense.

The other categories did not have a significant impact on the total number of occurrences. For clarification purposes, it should be noted that two of the reported occurrences have been encoded in two categories each and therefore the total number of encoded occurrences appears to be 170, but in fact is 168.

Also, the reported occurrences are classified into different classes based on the severity of their impact on safe aircraft operations and on people on board. These classes, together with the classes of occurrences of the past four years are presented in the chart below.

Total number of occurrences reported during 2014-201 and their classification based on the severity
As it can be noticed from the chart above, out of the 168 occurrences received by the CAA during 2019, 79 of them are classified as “occurrence without safety effect”, 87 are classified as “incident” and one occurrence is classified as “serious incident”, and one as "accident", and there were no occurrences classified as "significant incident" and as "major incident". Also, it can be noticed that the number of “occurrence without safety effect” in percentage was 47% of the total number of occurrences, which represents a smaller number compared to the percentage of occurrences of this class in the past years, where the percentage was close to 76% in 2018, 66% in 2017, 70% in 2016, 50% in 2015 and about 60% in 2014.

The number of 87 incidents in the "Incident" class includes events coded in the categories: ADRM (9 occurrences), ATM (12 occurrences), BIRD (26 occurrences), MAC (2 occurrences), NAV (3 occurrences), RAMP (5 occurrences), SCF-NP (6 occurrences), SCF-PP (1 occurrence), SEC (13 occurrences), WILD (5 occurrences), and OTHR (7 occurrences). Whereas the two events classified as "Serious Incident" and "Accident" were the events coded in the CFIT category.

- **Transport of dangerous goods by air**

Pursuant to the Articles 57 and 59 of Law No. 03/L 051 on Civil Aviation and Article 8.1 of the Regulation No. 8/2014 on the conditions and methods of transporting dangerous goods by air in the Republic of Kosovo, during 2019 a total of one hundred and thirty-seven (137) permits for the transport by air of shipments containing dangerous goods were issued to airlines operating at PIA Adem Jashari, which were previously licensed and possess import licenses for weapons and ammunition issued by the Ministry of Internal Affairs (MIA), or by Kosovo Agency for radiation protection and nuclear safety for import of radioactive material (ARPNS).

Of this number of permits, ninety-nine (99) were issued to “Turkish Airlines”, seventeen (17) permits were issued to “Pegasus Hava Tasimaciligi AS”, sixteen (16) permits were issued to “Austrian Airlines”, and five (5) permits were issued to airline company “Adria Airways”.

On 10 June 2019, following the completion of the documentation evaluation process, the CAA has approved three elementary and periodic training courses of PIA “Adem Jashari” LKIA on dangerous goods, for which PIA applied on 18 March 2019, which are dedicated to the following categories of staff:

- Platform and depot staff (categories 5 & 8 of ICAO);
- Passenger handling staff (ICAO category 9) and security screening staff (ICAO category 12); and
- Cargo supervisors, cargo planners and members of flight crew (ICAO category 10).
• **Oversight of General Aviation**

During 2019, there was a significant number of general aviation activities in the lower airspace of the Republic of Kosovo, including flights under visual flight rules (VFR) with airplane and helicopter, drone operations, etc., which, according to the legal basis and relevant procedures, have undergone through the CAA approval in coordination with the Police of Republic of Kosovo and air unit (J3-Air) of the International Force in Kosovo (KFOR).

• **Flights under visual flight rules (VFR)**

CAA has issued a total of twenty (20) approvals for flight under Visual Flight Rules (VFR). Of them, eighteen were air operations by plane while two were by helicopter. Three other paragliding operations have also been approved. All approvals have been issued in coordination with the Police of Republic of Kosovo and air unit (J3Air) of the International Force in Kosovo (KFOR).

• **Licensing of paragliding pilots and paragliding activities**

On 08 April 2019, according to the oversight activities plan for 2019, based on Regulation No. 01/2012 on the Conditions and Method of Use of Hang-Gliders and Paragliders, amended by Regulation (CAA) 02/2018, the audit of the paragliding training organization “Aviation Academy” was conducted. The audit report did not result in any findings.

Three (3) approvals were issued for paragliding and delta plan flights. On 12 October 2019 and 11 December 2019 the CAA organized the theoretical exam for paragliding pilots, co-pilots promotions and paragliding instructor. Twenty (20) new candidates have participated in the exam out of which thirteen (13) successfully completed the theoretical exam. The practical exam will be organized during 2020 and then the successful candidates will be licensed.

Paragliding activities not authorized by the CAA have also continued in 2019. There is a case of such activity that ended tragically in September 2019, near Prizren. The case is being investigated by AAIIC.

• **Activities with Unmanned Aircraft Systems (UAS)**

According to CAA Regulation No. 1/2017 for Unmanned Aircraft Systems (UAS), all operators of Unmanned Aircraft Systems or otherwise known as “drone” are obliged to register their drones with CAA, depending on their weight.

During 2019, CAA has registered thirty-nine (39) new applicants for Unmanned Aircraft Systems (UAS) operations. The total number of drone operators registered in the Republic of Kosovo for the years 2017 to 2019 has reached one hundred and thirty-nine (139). Twenty-one (21) operations of Unmanned Aircraft Systems registered in other countries have also been approved. The approval of Unmanned Aircraft Systems operators has been conducted in close coordination with the Police
of the Republic of Kosovo and Air unit (J3-Air) of the International Force in Kosovo (KFOR).

![Image of a drone](image_url)

- **Aviation medicine**

The Aviation Medicine sector is responsible for verifying the health condition of some categories of staff (pilots, air traffic controllers, flight engineers, etc.), who are subject to licensing by the Civil Aviation Authority of Kosovo. Verification of health condition is performed at the National Centre of Occupational Medicine in Gjakova, authorized by the CAA in the capacity of the Aeromedical Centre (AeMC) in accordance with the relevant legislation. This centre is subject to continuous audits and inspections by CAA for verification of on-going oversight of the strict implementation of legal requirements. On 07 June 2019, respectively 09 December 2019, following the recommendation of the Authorized Medical Assessor (AMA), the Director-General through Executive Decisions No. 09/ZDP/VE / 2019, respectively No. 29/ZDP/VE/2019 extended twice for a period of 6 (six) months the provisional authorization of the Aeromedical Centre (AeMC) in Gjakova.

On 22 January 2019, an unannounced inspection was carried out at AeMC in Gjakova, according to the oversight activities plan for 2019, based on LCA, part 5, Article 78, that has resulted in a finding of the second category, for which AeMC has been issued a recommendation to address it.

During 2019, following the medical examination of the aviation staff, twenty-six (26) Class 3 Medical Certificates have been issued, of which twenty-five (25) for air traffic controllers of ANSA and one certificate for the air traffic controller of ALBCONTROL,
air navigation services provider in the Republic of Albania. Also, another eleven (11) Class 3 Medical Certificates have been issued for air traffic controller students of ANSA. Following the revision by the authorized medical assessor, the Director General approved the Manual on Aeromedical Procedures Version 2 on 16 September 2019.

- **Banned aircraft in Kosovo**

Some airline companies are banned to operate in the European airspace (including the airspace of the Republic of Kosovo), as they are unsafe and/or lack sufficient oversight by their respective licensing authorities. The list of banned airlines is drafted by the European Commission in close consultation with the aviation security authorities of all member states of European Union and their partners.

According to Article 45 of the Law No. 03/L-051 on Civil Aviation, airplanes of airlines which were banned by the European Union (EU) to operate within the airspace of EU member states are not allowed to fly in the airspace of the Republic of Kosovo. Moreover, the updated EU banned airlines list is posted online in the official website of the CAA.

During 2019, no flight has been carried out by any airlines from this EU list within the airspace of the Republic of Kosovo.

- **Registered civil aircraft and those removed from the civil aircraft register**

In 2019, the CAA has not registered nor removed any aircraft from the civil aircraft register.

- **Approved licenses, certificates and permits, including their suspension and revocation**

<table>
<thead>
<tr>
<th>License/certificate/permit</th>
<th>Reference in legal acts</th>
<th>Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>Permit for transport of dangerous goods by air</td>
<td>Article 57 of LCA and Regulation 8/2014</td>
<td>137</td>
</tr>
<tr>
<td>Permit for general aviation operations</td>
<td>LCA, Article 2 and 75</td>
<td>23</td>
</tr>
<tr>
<td>Permit for registration of Unmanned Aircraft Systems</td>
<td>Regulation 01/2017</td>
<td>39</td>
</tr>
<tr>
<td>Permit for operation of Unmanned Aircraft Systems with foreign registration</td>
<td>Regulation 01/2017</td>
<td>21</td>
</tr>
<tr>
<td>Paragliding pilot license</td>
<td>Regulation 1/2012, amended with 02/2018</td>
<td>0</td>
</tr>
<tr>
<td>Medical certificate, Class 3</td>
<td>LCA, Article 37</td>
<td>37</td>
</tr>
<tr>
<td>Medical certificate, Class 2</td>
<td>LCA, Article 37</td>
<td>0</td>
</tr>
<tr>
<td>Medical certificate, Class 1</td>
<td>LCA, Article 37</td>
<td>0</td>
</tr>
</tbody>
</table>
b) Air Navigation Services

- Air Navigation Services Agency (ANSA)

On 1 January 2016, pursuant to Law No. 04/L-250, the Air Navigation Services Agency was established, as a successor entity of PIA “Adem Jashari” – Air Control JSC. On 19 August 2016, the CAA certified ANSA for a period of 5 years for the provision of the following services: air traffic control services (ATC), communication, surveillance and navigation services (CNS), aeronautical information services (AIS) and meteorological services (MET). The certificate was issued pursuant to Article 78 of Law No. 03/L-051 on Civil Aviation and upon fulfilment of safety, economic sustainability and security criteria deriving from Regulations No. 9/2009 and 7/2012, transposing into the national legal framework of the Republic of Kosovo the Regulation (EC) No. 550/2004 and Regulation (EC) No. 1035/2011, respectively.

ANSA has 26 air traffic controllers, which currently provide air traffic control services in Kosovo. They are licensed in accordance with Regulation No. 19/2017 of the CAA.

*Image of the air control tower at ANSA*
• **Continuous Oversight of ANSA**

The ANS Department is also responsible for overseeing the maintenance and compliance with certification requirements by ANSA through regular audits and ad-hoc visits and inspections.

During 2019, CAA has continuously audited according to ANSA plan, by verifying the compliance with regulatory requirements.

**Audits and inspections**

Under the continuous oversight of Air Navigation Service Agency, during 2019, CAA has conducted a total of three audits in ANSA:

• From 25 February to 1 March 2019, ANS inspectors conducted a safety audit at the Air Navigation Services Agency (ANSA). The audit was aimed at verifying the compliance with requirements of Annex V concerning the specific requirements for the provision of communication, navigation or surveillance services of the Regulation No. 07/2012, which deals with the conditions for providing air navigation services, requirements of ICAO Annex 10 on aeronautical telecommunication, transposed through the Regulation No. 02/2016, requirements of Regulation No. 08/2017 on air traffic flow management, requirements of Regulation No. 09/2017 on reporting of occurrences, requirements of Regulation No. 19/2017 laying down the requirements for licensing the Air Traffic Controllers and requirements on the interoperability of the European air traffic management network based on Regulation No. 11/2009.

The same process regarding this audit has been applied even this time. This means that ANSA has been provided with a report containing all identified findings within the deadline set. The audit identified 12 findings and 1 observation, whereas 18 findings remain open from previous audits. ANSA has provided the plan with corrective steps on 24 April and CAA has received it on 25 April.

• From 10 to 14 June, the second safety audit was conducted in ANSA. This audit was aimed at verifying the compliance with the requirements of Annex I and II on general and specific requirements for the provisions of communication, navigation or surveillance service of Regulation No. 07/2012, concerning the conditions for the provision of air navigation services, requirements of Regulation No. 06/2012 concerning the safety oversight in air traffic management and air navigation services, requirements of Regulation No. 03/2011 on calibration of aeronautical installations from the air, requirements of Regulation No. 14/2009 on establishing a software safety assurance system to be implemented by ANSA and requirements of ICAO
Annex 15 on aeronautical information service, transposed through the Regulation No. 05/2013. In general, the audit had a good progress, in which occasion was found that most of the requirements outlined in the abovementioned regulations are met. The audit identified 23 findings and 1 observation. The complete audit report, along with the details related to the individual findings, has been submitted to ANSA on 12 July. The Plan with corrective steps for addressing the findings has been submitted by ANSA on 5 August and received by CAA on 7 April.

- From 28 October to 1 November 2019, ANS inspectors conducted the third safety audit at ANSA for 2019. This audit was planned based on the regular oversight schedule and was aimed at verifying the compliance with the requirements of Regulation 07/2012 on common requirements, namely applicable articles and Annex II – Part 3 on the safety management system, Regulation 09/2009 on air navigation services provision, Regulation 08/2015 on quality of aeronautical data and Regulation 01/2018 on requirements related to the skills and competence of ATSEP technical staff maintaining the air navigation services equipment.

The audit was also aimed at following up some of the open findings from previous audits, namely following up the status of implementation of these findings. This audit has identified 11 new findings, whereas 26 findings from previous audits have been closed. After the completion of audit, the audit team prepared the audit report, which contains all findings and observations identified during the audit period, and it has been submitted to ANSA. The report includes the current status of implementation of findings open from previous audits. In general, the audit had a good progress, where it was concluded that the most of requirements deriving from the abovementioned regulations are met; however, there are still requirements that need to be further addressed. It is worth mentioning that in the framework of on-going oversight, the inspectors continuously monitor the implementation of corrective steps by ASNA and close the addressed findings when sufficient evidences are received.

- **Assessment audit by EASA**

During 2019, in the light of completing steps proposed for improvement in the audit undertaken by EASA in November 2016, CAA submitted to EASA the Corrective Action Plan Version 13.0 on 17 May 2019. On 18 July 2019, CAA received the notification from EASA Assessment Team Leader that evidences provided in May of this year and Corrective Action Plan Version 13.0 are acceptable to them. From the total 57 corrective steps, 55 are completed and 2 others are expected to be completed.
• **Oversight of ANSA as Training Organization (TO)**

ANSA was certified on 19 December 2017 by the CAA, for a 3 year period, to provide services that are entitled to a Training Organization of Air Traffic Controller (ATC), such as unit training for ATC and continuous training for ATC.

The certification process has started in 2016 when ANSA applied for certification. With the entry into force of Regulation No. 19/2017 on CAA, which has substituted the Regulation No. 5/2012, pursuant to which, at that time ANSA was certified as a TO, the CAA was obliged to make the conversion of the current certificate to the new format set forth by Regulation No. 19/2017. Complying with this requirement, CAA, on 04 January 2019, replaced the certificate issued in 2017 with the certificate CAAK/ANS/1-2019 according to the new format foreseen in the abovementioned regulation. From the time of certification, ANSA TO has been audited several times by CAA, in the framework of the continuous oversight process, to ensure and verify that TO continues to meet all regulation requirements.

The issuance of the certificate attests to the safety and quality of the services provided; however, it requires continuous engagement of ANSA to observe the certification conditions and to further increase of the quality of these services.

• **Changes to ANSA systems**

ANSA is very sensitive to the risks that may occur during daily work. The main purpose of these services is to prevent collision of aircraft in the air and on the ground. For this reason, the safety management system requires that, prior to any changes to their systems, no matter the size, air navigation service providers must undertake appropriate steps to ensure that the change will not cause intolerable risks to the system. According to CAA Regulation No. 6/2012 which transposes EC Regulation No. 1034/2011 into our national legal order, providers of these services are obliged to notify the CAA of any planned changes that could affect safety, and also are required by Regulation No. 7/2012 which transposes EC Regulation No. 1035/2011, to assess the potential risks and take all the necessary precautionary steps to avoid them, before they start implementing the changes.

During 2019, CAA has been notified of 6 new changes expected to be implemented in ANSA systems:

1. **CH/2019/01 - “Changing the Crash Net Alarm System”**

   It is classified as minor. This conclusion resulted after acceptance of the Safety Consideration for this change, as well as reports on investigations of several reported occurrences. Pursuant to the Regulation No. 06/2012, this change is not subject to the review and acceptance by CAA.
2. **CH/2019/02 - “Duplication of AFTN System”**
   It is classified as minor. This conclusion resulted after acceptance of the Security Assessment for this change. However, this change will be subject to the review and acceptance by CAA as it affects aspects related to the Regulation 11/2009 on Interoperability of ANS Systems.

3. **CH/2019/03 - “Switching the converter from FO/LAN to RCMS radar system”**.
   It is classified as minor. This conclusion resulted after acceptance of the Safety Consideration for this change, and reports on investigations of several reported occurrences. According to the Regulation No. 06/2012, this change is not subject to review and acceptance by CAA.

4. **CH/2019/04 - “Change of position Chief Instructor”**.
   It is classified as minor. However, after the assessment of documentation, it has been concluded that even though this change is not classified as major, as to the effect to security, the same requires formal approval by CAA, in compliance with the provisions ATCO.AR.E.010 and ATCO.OR.B.015 of CAA Regulation No. 19/2017. Consequently, CAA reviewed the submitted documentation and concluded that this change does not infringe the fulfilment of requirements deriving from Annex III (PART ATCO.OR) of Regulation No. 19/2017. In compliance with the provision ATCO.AR.E.010 of Regulation No. 19/2017, this change was approved on 29 July 2019.

5. **CH/2019/05 - “Change of FPS Format”**.
   The change is classified as major. So far, preliminary safety assessment documents have been received, and additional documents and implementation plan are expected to be submitted.

6. **CH/2019/06 - “AIM System”**
   Even though the notice for change has been received, the change has not been classified yet as we are awaiting the additional documentation.

All these changes will be addressed in compliance with the requirements set out in CAA Regulation No. 6/2012 on addressing major or minor changes.

During this year, ANS inspectors, in cooperation with aerodrome inspectors, have continuously participated in oversight activities and reviewed the documentation submitted by LKIA and ANSA in relation to the change CH/2018/08 “Runway Extension”, which is in the process of implementation.
• **Issuance of licences for air traffic controllers and assessment of ratings**

The CAA is responsible for the issuance and renewal of licenses to air traffic controllers providing air traffic control services in the territory of the Republic of Kosovo. Considering the importance of air traffic control service in flight safety, the controllers should fulfill a range of requirements and conditions to maintain their licenses and approvals, arising from Regulation no. 19/2017 of CAA laying down the technical requirements and administrative procedures in relation to the licences and certificates of air traffic controllers. The Regulation in question commenced implementation in March 2018 and therefore the air traffic controllers have been relicensed based on this Regulation.

The requirements are mainly related to the level of professional competency, including attendance of professional refreshing trainings and exercise of duties of air traffic controller for a certain number of hours within a year. The controllers are also subject to professional evaluation on annual basis, in order to verify the skill level.

Particular attention is paid to English language skills, as the communication in international aviation is done in this language. English language skills are evaluated periodically and are taken into account when issuing or renewing the license. Controllers should also have good health, in accordance with legal requirements, and this is verified on a regular basis by the CAA, as part of the licensing process.

Details of renewed licenses and revalidating the ratings for 2019 are provided in the table below.

<table>
<thead>
<tr>
<th>Licensing of Air Traffic Controllers (ATCs)</th>
<th>Number of licensees</th>
</tr>
</thead>
<tbody>
<tr>
<td>Renewal of licenses for ATC (unit approvals)</td>
<td>3</td>
</tr>
<tr>
<td>Revalidation of ratings (unit approvals)</td>
<td>4</td>
</tr>
<tr>
<td>Revalidation/renewal of ratings for instructors/assessors</td>
<td>27</td>
</tr>
<tr>
<td>Licensing of ATC students</td>
<td>0</td>
</tr>
<tr>
<td>Licensing of ATCs</td>
<td>0</td>
</tr>
</tbody>
</table>

• **Aeronautical Information Publication**

Pursuant to the CAA Regulation No. 5/2013 for the implementation of Annex 15 of the Convention on International Civil Aviation for aeronautical information services, the CAA is responsible for publishing the “Aeronautical Information Publication” document, known by its English acronym as AIP. This is a very important state document where all information about aviation of a state is published. The document itself contains three chapters: the first chapter contains general information on aviation, the second concerns airspace, and the third chapter deals with detailed specifications for each airport/heliport, including flight procedures for aeroplanes.
As CAA lacks human capacities, the duty for publication of AIP has been delegated to ANSA employees.

Since this publication is used to a great extent by the airline companies operating or intending to operate in Kosovo, the CAA ensures that Kosovo AIP is kept up to date and each change that occurs in relation to civil aviation within the state is reflected in the document. These are regular changes and are carried out through amendments on fixed cycles every 28 days, through the so-called Aeronautical Information Regulation and Control (AIRAC), and become effective every 56 days.

During this year, three amendments were approved to AIRAC (AIP AIRAC AMDT), one to AIP, one supplement and two circulars for publication in the Aeronautical Information Publication (AIP) documents.

The following have been published:

- AIP AIRAC AMDT 01/2019, effective from 31 January 2019
- AIP AIRAC AMDT 02/2019, effective from 28 March 2019
- AIP AMDT 01/2019, published on 20 June 2019
- AIP SUP 01/2019, effective from 20 June 2019
- AIP AIC 01/2019, effective from 3 October 2019
- AIP AIRAC 03/2019, effective from 5 December 2019
- AIP AIC 02/2019, effective from 26 December 2019

The most recent aeronautical information publication is accessible at all times on the CAA website.

c) Aerodromes

Pursuant to Law No. 03/L-51 on Civil Aviation, CAA is responsible for regulating and developing Aerodrome policies and ground service providers, by verifying the implementation of applicable standards of national and international legislation, and by ensuring a safe civil aviation environment in the Republic of Kosovo.

Depending on the nature of operations and use rate, civil aerodromes are categorized into certified aerodromes, approved aerodromes and registered aerodromes. The aerodrome inspectors are responsible to assess the security of groundhandling service providers in aerodromes of the Republic of Kosovo, including the groundhandling service providers for supplying airplanes with fuel.

In order to ensure that professional training of employees of aerodromes and other contracted employees, groundhandling service providers and users of aerodrome services who provide groundhandling services, complies with the standards and criteria set out in the relevant legislation, aerodrome inspectors are responsible to provide recommendation for approving professional training organizations in the field of aerodromes.
For the purpose of maintaining civil aviation safety in the Republic of Kosovo, aerodrome inspectors are responsible for designating and monitoring aerodrome protective zones. Coordination and cooperation between aerodrome operators, the responsible department in ANSA, legal entities/natural persons who own or plan to construct an object within the aerodrome protective zones or any other high objects anywhere in the territory of the Republic of Kosovo and the institutions responsible for issuing construction permits under the Law on Construction. Aerodrome inspectors must ensure that all parties involved comply with the procedures outlined in the Regulation on Aerodrome Protective Zones and the Regulation on Marking of Obstacles.

PIA "Adem Jashari" was initially certified on 1 December 2008 by the CAA as an international airport in accordance with the Law on Civil Aviation, the CAA Regulation No. 1/2008 on Aerodromes, and the ICAO standards and Recommended Practices. In 2011, the airport was given under concession and its management was transferred into the hands of the private operator, the Turkish-French consortium “Limak - Aéroports de Lyon” (Limak Kosovo International Airport J.S.C.). On 8 November 2013, based on legal requirements, on the occasion of transferring the operations at the new terminal, the CAA amended the certificate of the operator, “Limak Kosovo International Airport” J.S.C. (LKIA). Finally, after the entry into force of Regulation no. 17/2017 of the CAA laying down the provisions and administrative procedures relating to aerodromes, which has implemented the Commission Regulation (EU) no. 139/2014 with the same name, in the internal legal order of the Republic of Kosovo, the CAA has certified Prishtina International Airport “Adem Jashari” and aerodrome operator “Limak Kosovo International Airport” on 8 November 2018, according to the highest standards of aerodrome safety and in accordance with the requirements of the European Union.

Pursuant to Regulation no. 4/2011 of the CAA on access to the ground handling market, on 1 January 2012, the CAA issued an approval for a 7 year period to “ExFis” L.L.C. as a ground handling service provider for the category of fuel and oil supply. At the end of 2018, the operator “ExFis” L.L.C. has applied to the CAA for extension of the approval. Due to the exceeding of the threshold of 2 million passengers within the year, the aerodrome operator is obliged to provide the services that would normally be required to be provided by at least two operators (Directive 96/67/EC and Regulation 04/2011). As this also implies the organization of a competitive procedure, the certificate of the current operator has been temporarily extended only for the purpose of protecting the public interest and not terminating these services at the airport.

On 1 June 2012, the CAA approved the LKIA operator as a provider of ground handling services in several categories at PIA “Adem Jashari” which, during 2019, has applied for extension of the approval. Due to the exceeding of the threshold of 2 million passengers within the year, the aerodrome operator is obliged to provide the services that would normally be required to be provided by at least two operators in
this category (Directive 96/67/EC and Regulation 04/2011). As this also implies the organization of a competitive procedure and selection, the certificate of the current operator has been temporarily extended only for the purpose of protecting the public interest and not terminating these services at the airport. The Croatian expert, Ms Ana Kapetanovic, visited the CAA on 21 and 22 March 2019, and drafted the report with recommendations for opening the ground handling market in accordance with the requirements of Directive 96/67/EC and CAA Regulation no. 04/2011 and she also proposed amending the Regulation no 04/2011.

- Continuous aerodrome safety oversight

One of the basic functions of aerodrome inspectors, in ensuring aerodrome safety of aerodromes in the Republic of Kosovo, is the implementation of an effective oversight system. Effective safety oversight is performed through the assessment and approval of various operator manuals, programs and procedures, through safety assessment approvals, and in particular through the conduct of formal inspections (with or without prior notice to the operator), based on the annual oversight plan, or depending on a situation that may require additional vigilance in terms of safety.

According to the plan of activities for regular monitoring and verification of the implementation of standards applicable to PIA "Adem Jashari" operator and ground handling service providers, aerodrome inspectors, during 2019, conducted an audit and ten inspections. The audit aimed at extending the approval of the LKIA operator to provide ground handling services to third parties, while inspections conducted at PIA “Adem Jashari” during 2019 included three inspections to verify and assess the fulfilment of requirements and procedures for wildlife hazard management, of which, one inspection was regular and two were unannounced, three inspections for the oversight of construction works on the project for the extension of PIA "Adem Jashari" runway, two of which were unannounced, regular inspection to verify the implementation of safety procedures during airport construction works, inspection for handling and disposal of hazardous goods at PIA "Adem Jashari", inspection regarding protection against hazardous activities in airport protected areas, regular inspection of "Ex Fis" operator of systems and operations of aviation fuel supply, as well as monitoring operations during the strike at PIA "Adem Jashari".
• Assessment of professional training and qualification programs in the field of civil aviation

The Director General of the CAA, by Decision with Ref. No. 10/2019, has appointed a commission for the assessment of training programs and qualifications in the field of civil aviation. The Commission was tasked to coordinate actions with the institutions responsible for accreditation of training programs and according to the Law no. 03/L-060 on National Qualifications and other bylaws in force. After several meetings with the responsible officials of the National Qualifications Authority (NQA), as well as material and clarifications submitted, the CAA received a recommendation regarding the requirements for inclusion in the National Qualifications Framework and accreditation regarding the credentials of the CAA inspectors issued by the CAA General Director. On the other hand, regarding the accreditation requirements of programs and training organizations that are overseen and authorized by the CAA, the CAA is awaiting a final guidance and recommendation from the NQA to proceed further with this matter. Until that time, aerodrome inspectors will continue to approve professional training under applicable legislation.
Approval of LKIA professional training programs

In accordance with the requirements of CAA Regulation No. 1/2014, on professional training of aerodrome employees and other contracted employees, during 2019, several requests from the LKIA operator of PIA “Adem Jashari” for approvals of various professional training programs have been received. After reviewing the training programs and instructors and concluding that the relevant standards and conditions have been met, the program “Departure Control System, Amadeus Altea” related to the control of aircraft cargo and dangerous goods, has been approved.

- The project for the extension of PIA “Adem Jashari” runway

In February 2019, the LKIA operator has submitted the official request for the proposed change to PIA “Adem Jashari” which will affect the certification bases and the conditions for issuing the certificate. After reviewing and analysing the application and after on-going consultations with the operator, the request for change was approved on 28.02.2019.

Next, reviews and approvals of various safety assessments were made, both for the works on the surface of the taxiway for quick exit from the runway to the safety zone 60 m from the middle of the runway and for the taxiway "A" (TWY A) in the safety zone 26 m from the middle of the road. In addition, the safety assessment documentation for the commencement of soil works for the part of the runway from the “localizer” towards the runway threshold 35 has been analysed, the safety assessment for the runway threshold relocation 35 as well as for the extension of the safety surface at the end of runway 17 (RESA17) has been analysed and reviewed, the data on the publication of aeronautical information has been checked and approved, and the works for the preparation of channels for the extension of the power supply network of the navigation equipment for the part crossing the Delta platform have been analysed and approved.

Aerodrome inspectors have been in constant contact with those responsible for implementing this project through consultative meetings and on-going field visits. During meetings at PIA with representatives of the construction company and airport officials responsible for the implementation of the project as a whole, details of the dynamic plan based on the current state of the works and those planned to be completed have been discussed, including preliminary details on planning the deployment of the "Glide Path" and "Localizer" antenna in order to upgrade the instrument landing system category from "CAT II" to "CAT III b". The CAA continues to closely monitor the works being carried out on this project.
• Extension of the approval of LKIA operator of PIA “Adem Jashari” for provision of ground handling services to third parties

Considering that the existing approval of the LKIA operator for the provision of ground handling services to third parties in PIA “Adem Jashari” issued by the CAA on 1 June 2012 for a period of 7 years was valid until the end of May 2019, LKIA has applied to CAA for extension of the approval. By decision of the CAA Director General, an application assessment commission has been established, consisting of aerodrome inspectors and an economic regulation officer. During this process, the commission has assessed the relevant documentation as well as conducted an inclusive audit on 13-16 May 2019 at the airport in order to verify the compliance with Regulation no. 4/2011 on Access to Ground Handling Market, TP 16 - Criteria and procedures for approval of ground handling services as well as operator's operations manual. The Commission has also cooperated with the Ministry of Internal Affairs - Division of Transport Safety, which is responsible for the field of aviation security as one of the conditions required for issuing the approval. Upon completion of the assessment process, the commission issued a recommendation for the extension of the approval once the two remaining conditions are met: receiving confirmation from the MIA on fulfilment of airport security requirements and submitting costs for the centralized infrastructure. According to the report of the expert from the CAA of Croatia, Ms Ana Kapetanovic, who visited the CAA on 21 and 22 March 2019, the opening of the ground handling market is required in accordance with the requirements of Directive 96/67/EC and CAA Regulation No. 04/2011 and the amendment of the Regulation 04/2011 has been proposed.
On 31 May 2019, the Director General of the CAA, based on the expert report, issued the Decision 08/ODG/VE/2019 for the temporary approval until the remaining conditions are met. Due to the exceeding of the threshold of 2 million passengers within the year, the aerodrome operator is obliged to provide the services that would normally be required to be provided by at least two operators. As this also implies the organization of a competitive procedure, the certificate of the current operator has been temporarily extended only for the purpose of protecting the public interest and ensuring uninterrupted services services at the airport.

- Impact assessment of wind turbines and high constructions on the safety of air operations in the Republic of Kosovo

Aerodrome inspectors have continued to exercise the coordinating role in the impact assessment of high constructions on the safety of air operations in the Republic of Kosovo. According to the Law on Civil Aviation, Regulation (CAA) no. 09/2018 on Aerodrome Protective Zones and Regulation (CAA) no. 03/2019 on Marking of Obstacles, the CAA is responsible for ensuring that all objects, whether immovable or movable, located within a 15 km radius of an aerodrome or any high objects that may be considered as obstacles for aircraft flying out of this area, have been subject to inclusive aeronautical review and assessment by PIA "Adem Jashari" operator (LKIA) and ANSA. Depending on the results of the assessments, the CAA shall determine whether an object represents an obstacle or not, and may require the applicant to apply the procedures for marking (dyeing and/or lighting) the facilities in order to increase flight safety, by making the obstacles distinct from the surrounding area and visible from all directions to the aircraft. By coordinating actions under its responsibility, the CAA should ensure that the construction, installation and operation of wind turbines will not affect the safety of airport operations and the flight trajectories of aircraft in the Republic of Kosovo.

During 2019, several consultative meetings were held with representatives of various companies that have expressed interest in installing wind turbines for electricity generation in the Republic of Kosovo. The safety assessments for the projects of “AKUO ENERGY MED”, “SOWI KOSOVO” and “Kosovo Kika WPP” companies were completed according to the process and the respective response was communicated to the operators.

Following the granting of the status of strategic investor to the "SOWI Kosovo LLC" company by the Government of Kosovo, through decision of the Inter-Ministerial Committee for Strategic Investment for the establishment of an inter-institutional working group for reviewing and assessing requests and documentation submitted by this investment entity, on 12 March 2019 we have received a request from the Kosovo Investment and Enterprise Support Agency (“KIESA”) for CAA institutional representation. The CAA has already been in touch with the investor since 2016,
when the first aeronautical assessments were made, initially for the installation of towers with meteorological measuring equipment and then for the final project for the installation of 27 wind generation turbines in the village of Selac. Based on the assessments of the PIA "Adem Jashari" operator and ANSA for the installation of wind turbines at the locations shown, in accordance with the provisions of Regulation no. 09/2018 on Aerodrome Protective Zones, it has been concluded that the project will not represent an obstacle, provided the turbines are marked according to the requirements of the Regulation No. 03/2019 on Marking Obstacles. In addition, several meetings were organized between the representative of the strategic investor, the company "SOWI Kosovo LLC" and the CAA, to present the project and analyse the risk assessments regarding the marking and lighting of the wind turbines. At these meetings, the investor was required to meet all the requirements arising from the Regulation on Marking Obstacles. Also, aerodrome inspectors have been in constant contact with the operator of the wind turbine farm in the Municipality of Kamenica, in the village of Kika, to ensure that all requirements for the installation of signal lights were met, in accordance with applicable regulations, and they have continued to communicate with representatives of "AKUO ENERGY MED" company, regarding their project.

- Implementation of Regulation 03/2019 on Marking of Obstacles and Regulation 09/2018 on Aerodrome Protective Zones
Implementation of the Plan for verification of the implementation of Regulation 03/2019 and Regulation 09/2018

Aerodrome inspectors have continued field inspections to confirm compliance with the requirements of Regulation 03/2019 on Marking of Obstacles and Regulation 09/2018 on Aerodrome Protective Zones. In this context, aerodrome inspectors have compiled a detailed action plan divided into three main areas:

- Identification of transmission lines in motorways and national roads,
- Inspection of marking (lighting and dyeing) of the objects previously identified,
- Organization of meetings with operators and relevant institutions.

These actions aim to verify the markings of objects/facilities that may be obstacles to civil aviation, to register them and then to present the results to the responsible persons. To this end, after the completion of these actions, the organization of a workshop with all stakeholders was planned.

In 2019, all actions foreseen by the 2018-2019 internal action plan have been completed. In the first phase, the identification and registration of the transmission lines that cross over the motorways and national roads in the Republic of Kosovo have been done. Identification and registration of transmission lines was done by road categorization, based on the road map compiled and published by the Ministry of Infrastructure: motorways (R6 and R7), national roads (N2, N9 and N25) having at least 4 lanes (2x2), and roads that are narrow (with two lanes) but have high frequency and are expected to be expanded soon (N25 Prishtina - Merdare). As a result of inspections, 72 transmission lines have been identified and none has been marked according to standards. The CAA has enabled owners/operators to complete the marking in several phases, according to priorities:

- transmission lines with a voltage higher than 100 kV crossing over motorways;
- transmission lines with an electric voltage higher than 100 kV crossing over national roads;
- other transmission lines that meet these criteria but have not been identified by the CAA.

During November, we have received a request from KOSTT for the derogation of Article 6 of Regulation (CAA) No. 03/2019 on Marking of Obstacles, along with derogation rationale and action plan according to priority, starting with marking of transmission lines that cross the “Ibrahim Rugova” motorway. Based on this plan, the CAA will develop an internal action plan to monitor and verify the full implementation of the requirements for marking of the transmission lines.

In the second phase, the marking (lighting and dyeing) of previously identified facilities has been verified. The primary purpose of inspections is to verify the physical condition of previously identified obstacles, as well as the implementation
of the requirements and standards for their marking, including the maintenance of dye and lighting. On-the-site verification of obstacle markings has shown that, in some cases, the dye and/or lighting have not been maintained by the facility owner/operator, according to the standards. Aerodrome inspectors have requested the refurbishment of lighting and/or re-dyeing of objects/facilities and have emphasized the importance of maintaining marking in order to make facilities distinct from the surrounding area and visible from all directions to the aircraft.

All findings and notes from the identification of the transmission lines on the highways and national roads and from the verification inspections of the marking (lighting and dyeing) of the previously identified objects are summarized in the report "Marking of obstacles in the Republic of Kosovo", which has been disseminated to the stakeholders.

Aerodrome inspectors have held numerous meetings with the representatives of relevant ministries and municipalities and various operators. At the separate meetings, the applicable standards were presented, as well as the obligations that stakeholders have as per the requirements of the Regulation 09/2018 on aerodrome protective zones and Regulation (CAA) 03/2019 on marking of obstacles.

Photo from the workshop held in CAA’s offices.

In order to summarize all actions taken, a workshop has been organized on the implementation of the Regulations on marking of obstacles and aerodrome
protective zones. The workshop, held on 31 October 2019 at the CAA’s offices, was attended by responsible officials of the municipalities around the airport protection zones, as well as representatives of the Ministry of Environment and Spatial Planning, ANSA, LIMAK, KOSTT and ERO. At the workshop, the CAA inspectors presented the role of the Civil Aviation Authority, the roles of different institutions in the implementation of Regulations on APZ and marking of obstacles, the risks to air operations and monitoring of the CAA in the implementation of regulations. The purpose of the workshop was to familiarize with the relevant regulations, clarify the role of each institution for their implementation and inter-institutional cooperation.

The workshop was deemed as very successful and it was agreed to continue the close cooperation between the responsible parties.

- **Constructions within the protective zones of PIA “Adem Jashari”**

LKIA PIA “Adem Jashari” LKIA received several evaluations of applications for constructions within the airport protective zones, such as the application for the construction of the project “Hangar for aeroplanes” at the old airport terminal by investor “Mabetex Holding” J.S.C. A request was also received for evaluation from the Agency for the Management of Memorial Complexes of Kosovo for the building of the Memorial Complex near PIA “Adem Jashari”.

The CAA has evaluated and reviewed in detail the received documentation and, after it ascertained that the construction will not affect the safety of civil aviation operations, has approved the evaluations, provided that all the recommendations submitted are implemented.

- **Evaluation of applications for construction of heliports**

Two applications/expressions of interest for construction of heliports in the Republic of Kosovo and one expression of interest for registering an air field have been received during 2019. In separate meetings, the interested parties were instructed on the steps to be taken until the full realisation of the requirements according to the applicable CAA Regulations.

In the consultative meeting held, in the beginning of the year, with the Head of the Infrastructure Division at the Ministry of Health, a project was presented for the construction of the new Emergency facility within the complex of the University Clinical Centre of Kosovo, where the construction of the heliport to be used for transporting of patients by helicopter is foreseen. The CAA has presented all the requirements and standards to be met for approval of heliport, based on the CAA Regulation No. 3/2012 on approved aerodromes, amended by Regulation (CAA) 10/2018. On 27 February 2019, the CAA inspectors carried out a visit at the location intended for the construction of the heliport.
During November, we have received an expression of interest for the construction of a heliport, whereby the party expressed its interest to bring helicopters with crew from Canada. Together with the department of operations and airworthiness, the interested party was provided the responses with the necessary explanations related to the submitted requests.

An expression of interest for the registration of the aerodrome was received from the representative of the aeronautic club “Fly Klinë”, requesting the interpretation of regulatory requirements for the registration of a sport’s airport in the Municipality of Klinë, for use by the club.

Also, the consultations with the economic operator “KOS-KOMERC” have continued, which in cooperation with the air operator “VIVA Helicopters” from Albania has expressed interest for approval of a heliport in the municipality of Podujeva. During the consultation process, applicants were given all the necessary instructions to initiate the process of applying for and approval of a heliport.

- **Comprehensive emergency response exercise at PIA “Adem Jashari”**

In accordance with the provisions of CAA Regulations and the Aerodrome Emergency Plan, on 18 June 2019, LKIA has organized a comprehensive exercise for emergency response at PIA “Adem Jashari”, which was attended by CAA inspectors as well. In this exercise, inspectors from various CAA departments attended in the capacity of observers, while the on-call inspector exercised the role set forth in the LKIA’s emergency plan.

The comprehensive exercise for emergency response presents simulation of an emergency as close to reality as possible (a real accident), where it was tested the coordination for activation of all airport resources and state agencies for response and deployment. In addition to airport staff, this exercise was also attended by the Civil Aviation Authority of Kosovo, Air Navigation Services Agency, Emergency Management Agency, Kosovo Police, Kosovo Security Forces, KFOR, representatives of airlines, Ministry of Internal Affairs, Aeronautical Accident and Incident Investigations Commission, etc.

Based on the identified findings during the exercise, the inspectors have drafted and submitted the observation report of this exercise to the organiser (LKIA).
Based on the observation reports by the internal and external agencies, including the CAA, the exercise demonstrated a satisfactory level of response readiness, ensuring that the airport can successfully handle a possible emergency. Nevertheless, some deficiencies were identified and alternative ways of improving the response and management of situation in the case of an incident have been presented. In addition, all responsible institutions, foreign and airport agencies have performed analysis and the results will be reflected in the improvement of the airport emergency plan and eventually the national response plan, which is also one of the primary purposes of this exercise.

**d) Economic regulation of the aviation**

Pursuant to Article 15, item e) of the LCA, the CAA is responsible for regulating the economics of airports and air navigation services in the Republic of Kosovo. The economic regulation of these operators implies the measures taken by an aviation regulator to ensure that the charges levied by the airport and the air navigation service provider on airlines are set in a reasonable, transparent and non-discriminatory manner. Moreover, the regulator ensures that these charges are levied only after the service providers and users consult each other by exchanging information in a transparent manner. The CAA regulates and approves only the aeronautical charges which are related to the services provided by the airport and the
air navigation service provider exclusively, without any competition, such as the passenger service charge, landing charge and terminal air navigation charge. In addition, the regulator ensures that the financial sustainability of operators is at an appropriate level in order not to affect the safety of operations. These responsibilities are exercised by the officials responsible for economic regulation of aviation within the CAA.

- **Economic oversight of the airport**

The analysis of audited financial statements on the financial situation of the operator of PIA “Adem Jashari”, at the end of 2018 has confirmed the positive business and financial viability of the company. During the submission of audited financial reports for tariffs regulated by CAA and for groundhandling service fees, the CAA has verified that these financial accounts are separated, as required by Article 4 of Regulation no. 4/2011 of CAA on access to the groundhandling market. With regard to only groundhandling services, the audited reports reflect the separate account of revenues and expenditures of LKIA and this activity is done as required under Article 4 of the Regulation No. 04/2011 on access to groundhandling services.

In terms of the economic oversight of ground handling service providers, the validity of the LKIA insurance policy for operations at PIA, has been confirmed in April. The aviation liability insurance policy covers the period 4 April 2019 - 3 April 2020, and has coverage of EUR 100,000,000 for each case and in aggregate in relation to responsibility for products.

- **Summary of the implementation of the Incentive Program 2018-2020 for PIA “Adem Jashari” LKIA**

The summary of the implementation of the Incentive Program in PIA “Adem Jashari” LKIA 2018-2020 approved on 24 January 2018 by the CAA has been finalized. This summary covers the implementation of the incentive program during the period of March 2018 - March 2019. The approved incentive program contains 5 products with the aim of increasing airport traffic. The analysis concluded that for a one-year period the Incentive Program 2018-2020 did impact the increase of frequencies (24 of them), the addition of new destinations (2 destinations) and the growth of traffic in general. The number of passengers traveling to destinations that were subject to the Incentive Program during the one-year period analysed has increased by approximately 30%. The analysis concludes that the Incentive Program has had a positive effect on both the passengers and the airport operator.

- **Memorandum on strengthening the PIA Incentive Program**

An Explanatory Memorandum has been prepared as input for the inter-institutional working group established by MIT regarding the Strengthening of the Incentive
Program at PIA “Adem Jashari”. The memorandum recalls the recommendations from the report of TAIEX mission for this purpose, the competition situation with Skopje, the potential benefits to the country, the program design tips, the legal requirements and the form of tendering.

- **Review of the MIT Incentive Program proposal**

On 7 November 2019, the Director General was given the evaluation on the Incentive Program proposal submitted by MIT to CAA for review. Given that it was a State initiative, it was assessed that the CAA had no legal basis to approve such a program, however, the CAA provided valuable comments with a view to achieving the goals of the initiative, i.e., air traffic development.

- **Economic oversight of ANSA**

Pursuant to CAA Regulation No. 3/2016 laying down a common charging scheme for air navigation services, ANSA annually proposes to the CAA for approval of a terminal unit charge rate applicable to the following year. In order to evaluate the ANSA’s proposal for the determination of a terminal unit charge for 2020, the CAA, in addition to 2 reports, has also received by ANSA additional documents required during the year. After the aviation economic regulation officers have analysed all documents submitted by ANSA for 2020, they have recommended to the Director General of CAA the issuance of Executive Decision no. 30/ZDP/VE/2019 setting a terminal unit charge in the Republic of Kosovo in the amount of EUR 407 starting from 1 January 2020, valid for one year. This value set by CAA is less than that proposed by ANSA (EUR 422.06). Under the assumption that terminal services units will increase by 5% in 2020 compared to 2019, this charge is expected to bring revenues of approximately EUR 4.87 million to ANSA.

The navigation terminal charge is levied on airlines by ANSA for terminal air navigation services that it provides in the airspace of the Republic of Kosovo. HungaroControl will continue to provide services to aircraft that overfly Kosovo until April 2019 therefore the revenues for this service go to the Hungarian air navigation service provider. While setting aeronautical charges, the CAA takes care to approve only eligible and necessary costs to provide service in accordance with the applicable regulation in order to protect passengers’ interest and airport competitiveness.

In terms of the economic oversight of operators, the validity of the ANSA insurance policy dated 5 September 2018 has been confirmed. The aviation liability insurance policy covers the period 1 January 2019 - 31 December 2019, and has coverage of EUR 200,000,000 for each case and in aggregate in relation to liability for products, whereas EUR 20,000,000 million for personal injury.
• **Economic oversight of groundhandling service providers**

There are two groundhandling service providers operating at PIA, which are approved by the CAA for this purpose: the operator of PIA “Adem Jashari”, LKIA, as provider of a wide range of services (passenger handling service, baggage handling service, aircraft handling on the ground etc.) as well as Ex Fis LLC which supplies aircraft fuel. Both operators are in constant supervision by the CAA on the maintenance of safety and economic criteria.

The operator of PIA “Adem Jashari” LKIA has been extended the approval until April 2020. After reviewing the application it was concluded that the operator meets the conditions set out in Regulation no. 4/2011 as a groundhandling service provider to third parties at Pristina International Airport dealing with the financial viability needed to maintain the desired level of operational security. However, due to exceeding the threshold of 2 million passengers within a year, the aerodrome operator is obliged to provide the services that would normally be required to be provided by at least two operators, as required by LCA, Regulation No. 4/2011 as amended by Regulation (CAA) no. 05/25019 and Directive 96/67/EC part of the ECAA Agreement, applicable in the first phase. As this also implies the organization of the competitive procedure, the current operator’s certificate has been extended.
temporarily only for the purpose of protecting the public interest for ensuring the uninterrupted provision of these services at the airport.

Also, the "Ex Fis" operator’s approval, expired on 31 December 2018, has been extended. After reviewing the documentation submitted by the operator, it was ascertained that all the requirements of Regulation No. 4/2011 regarding financial viability were met and it was recommended to approve the applicant's request, as a supplier of groundhandling services to third parties, for extension for another seven (7) years. Also in this case, due to exceeding the threshold of 2 million passengers within the year, the aerodrome operator is obliged to provide the services that would normally be required to be provided by at least two operators in this category, according to LCA, Regulation No. 4/2011, as amended by Regulation (CAA) No. 05/25019, Directive 96/67/EC, part of the ECAA Agreement, applicable in the first phase. As this also implies the organization of a competitive procedure, which was not performed by the LKIA Company, the Director General of the CAA has temporarily extended the certificate to the current operator only to protect the public interest by ensuring uninterrupted provision of such services at the airport.

The Croatian expert, Ms Ana Kapetanovic, who visited the CAA on 21 and 22 March 2019, drafted the report with recommendations for opening the groundhandling service market in accordance with the requirements of Directive 96/67/EC and CAA Regulation No. 04/2011; she also proposed amending the Regulation 04/2011.

In terms of the economic oversight of groundhandling service providers, the validity of the LKIA insurance policy to operate at PIA has been confirmed. The aviation liability insurance policy covers the period 4 April 2019 - 3 April 2020, and has coverage of EUR 100,000,000 for each case and in aggregate in relation to liability for products.

Analysis of audited financial statements of Ex Fis L.L.C. has confirmed that the company approved by the CAA for the supply of aircraft with fuel has a sound financial situation, and the requirement of CAA Regulation No. 4/2011 for separation of financial accounts regarding activities carried out at the airport from other business activities provided by this company has been met. Also, the validity of the “Ex Fis” L.L.C. insurance policy with coverage of USD 500,000,000 for each case and in aggregate in respect of product liability covering the period from 26 May 2018 - 25 May 2020, has also been confirmed. This is another important element of economic oversight of operators in the field of civil aviation.

8.9 LEGISLATIVE ACTIVITY

Based on the competencies vested by Law No. 03/L-051 on Civil Aviation, the CAA is authorised to issue bylaws for implementation of the Law on Civil Aviation, transposing international civil aviation standards (known as Standards and Recommended Practices “SARP” of the Annexes to the International Convention on Civil Aviation Chicago Convention) and for the implementation of EU legislation in the field of civil aviation, in terms of ECAA Agreement and others, which are
applicable to EU countries, but that have not yet officially become part of this Agreement.

The CAA applies the EU legislation in full compliance with the provisions of the Kosovo Government Administrative Instruction No. 3/2013 on standards for the drafting of normative acts. This implies, inter alia, that each draft regulation drafted by the CAA, which applies an EU bylaw, passes through the procedure of approval by the Ministry of European Integration before being signed by the Director General.

a) Bylaws

The CAA applies transparent procedures during the issuance of bylaws in compliance with CAA Administrative Instruction No. 1/2012 on public consultation procedures. All the CAA bylaws are subject to public consultation by stakeholders. This consultation follows the procedures and time limits provided, during which each stakeholder, whether natural or legal person has the right to give comments, suggestions or require additional information from the CAA structures that place a draft-act in public consultation. The form of receiving these comments/suggestions from stakeholders can be organised in the form of roundtables, depending on the number of interested persons, or through electronic correspondence. Following the completion of the public consultation process, the CAA structures are required within two weeks to prepare a report which provides answers on the comments received, and explains the reasons for accepting or rejecting suggestions to change the provisions of draft bylaws subject of public consultation.

The CAA bylaws are published in the electronic platform of the Official Gazette of the Republic of Kosovo and the official website of the CAA.

Below are the bylaws that were issued during 2019:

- Regulation (CAA) No. 01/2019 laying down Technical Requirements and Administrative Procedures related to Air Operations pursuant to CAA Regulation, signed by the DG on 3 March 2019.
- Regulation (CAA) No. 02/2019 on Administrative Fines and Measures Imposed by Civil Aviation Authority of Kosovo, signed by the DG on 26 April 2019.
- Regulation (CAA) No. 03/2019 on Marking of Obstacles, signed by the DG on 22 May 2019.
- Regulation (CAA) No. 04/2019 laying down Requirements for Voice Channels Spacing for the Single European Sky, signed by the DG on 7 July 2019.
- Regulation (CAA) No. 05/2019 on Amending and Supplementing the Regulation no. 4/2011 on Access to the Groundhandling Market, signed by the DG on 13 August 2019.
- Regulation (CAA) No. 06/2019 on Amending and Supplementing Regulation No. 17/2017 on Requirements and Administrative Procedures related to Aerodromes, signed by the DG on 4 September 2019.
• Regulation (CAA) No. 07/2019 Amending Regulation (CAA) No. 4/2017 as regards the Deletion of Templates for the Authorisations issued to Third Country Operators and for the Associated Specifications, signed by the DG on 16 December 2019.


• Administrative Ordinance (CAA) No. 1/2019 on the implementation of the Technical Publication - TP 16 “Criteria and Procedures for issuance of Groundhandling Approval”.

• Administrative Ordinance (CAA) No. 02/2019 on Use of Language on Board of the Airplane, signed by the DG on 16 December 2019.

The following Draft Regulations are drafted:

• Regulation (CAA) No. XX/2019 on common rules in the field of civil aviation and establishing a European Union Aviation Safety Agency.

• Regulation (CAA) No. XX/2020 laying down the common rules of the air and operational provisions regarding services and procedures in air navigation and amending Regulation (CAA) 07/2012, Regulation (CAA) 03/2016, Regulation (CAA) 15/2010 and Regulation (CAA) 08/2017.

The aforementioned Draft Regulations are expected to enter into force during 2020.

b) Executive decisions and administrative decisions

The following are the Executive and Administrative Decisions issued by the CAA Director General during 2019:

Executive Decisions

1. Decision No. 01/ZDP/VE/2019, dated 08 January 2019, extending the deadline for reviewing the request of Ex Fis L.L.C.

2. Decision No. 02/ZDP/VE/2019 dated 31 January 2019, imposing a fine of EUR 50 to Mr A. M. due to unmanned aircraft operation without the CAA authorization.

3. Decision No. 03/ZDP/VE/2019, dated 14 February 2019, approving the request of Ex Fis L.L.C. as a groundhandling service provider to third parties at PIA "Adem Jashari" to supply airplanes with fuels.

4. Decision No. 04/ZDP/VE/2019, dated 12 March 2019, prohibiting the use of airspace of the Republic of Kosovo by aircrafts such as Boeing 737-8 and 737-9.


8. Decision with Ref. No.: 08/2019, dated 01 February 2019, appointing the Commission for reviewing and verifying the documentation on the request of the legal entity “Ex Fis” L.L.C.
15. Decision with Ref. No.: 13/2019, dated 19 March 2019, appointing the Commission for compiling the technical specifications for the procurement activity “Design and print services”.
16. Decision with Ref. No. 14/2019, dated 19 March 2019, appointing the Commission for compiling the technical specifications for the procurement activity “Supply with IT equipment, hardware, software, etc.”.
18. Decision with Ref. No. 16/2019, dated 25 March 2019, appointing the Commission on compiling the technical specifications for the procurement activity “Physical security of facilities”.
19. Decision with Ref. No. 17/2019, dated 28 March 2019, approving the request of the Director of the ICAER to compensate the expenses of the legal expert from Croatia by the CAA, for provision of technical support on the implementation of the Regulation No. 04/2011.
22. Decision with Ref. No. 20/2019, dated 29 March 2019, appointing the Commission for evaluation of the training programs and qualifications in the field of civil aviation.
23. Decision No. 21/2019, dated 17 April 2019, on the Commission for the Evaluation of the LKIA application.
24. Decision No. 22/2019, dated 27 May 2019, on using the landline and mobile phone services for the purpose of performing official duties and works.
27. Decision No. 25/2019, dated 3 June 2019, appointing the Commission on vehicle insurance.
31. Decision No. 29/2019, dated 01 July 2019, appointing the Selection Commission for Leasing the Object.
32. Decision No. 30/2019, dated 02 July 2019, appointing the Manager of the Contract on office supply.
38. Decision No. 16/ZDP/VE/2019, dated 17.07.2019, appointing the acting Director of the Department of Licensing and Certification.
40. Decision No. 18/ZDP/VE/2019, dated 17.07.2019, appointing the Head of the Quality and Safety Management Unit.
42. Decision No. 20/ZDP/VE/2019, dated 17.07.2019, appointing acting Head of the Human Resource Unit.
43. Decision No. 21/ZDP/VE/2019, dated 17.07.2019, appointing the Head of the Financial Management Service Unit.
44. Decision No. 22/ZDP/VE/2019, dated 17.07.2019, appointing the Head of the Public Procurement Unit.
45. Decision No. 31/2019, dated 24 July 2019, appointing the Manager of the Contract on fuel supply.
46. Decision No. 32/2019, dated 26 July 2019, appointing the Commission for the systematization of employees according to the Regulation on Internal Systematization of CAA.
47. Decision No. 33/2019, dated 06 August 2019, appointing the Commission for review of the administrative violations.
48. Decision No. 34/2019, dated 07 August 2019, appointing a third member of the Complaints Commission for review of complaints.
49. Decision No. 35/2019, dated 14 August 2019, appointing the Manager of the Contract on carpet supply.
50. Decision No. 36/2019, dated 19 August 2019, appointing a third member of the Commission for review of administrative matters.
51. Decision No. 37/2019, dated 03 September 2019, appointing the Manager of the Project “Physical security of the facility”.
52. Decision No. 38/2019, dated 06 September 2019, appointing the officer responsible for resolving the conflict of interest.
53. Decision No. 39/2019, dated 13 September 2019, appointing the members of the Complaints Commission within the CAA.
57. Decision No. 43/2019, dated 04 October 2019, appointing the Manager of the Contract on Vehicle Insurance.
58. Decision No. 44/2019, dated 04 October 2019, appointing the Manager of the Contract on the supply of different IT equipment.
59. Decision No. 45/2019, dated 07 October 2019, appointing members to audit the compliance of CAA’s administrative activities.
60. Decision No. 46/2019, dated 23 October 2019, appointing the Commission for inventorying
62. Decision No. 48/2019, dated 04 November 2019, appointing the Commission for investigating construction works at PIA.
64. Decision No. 50/2019, dated 07 November 2019, appointing the Manager of the Contract for supply with tires LOT 2.
66. Decision No. 52/2019, dated 11 November 2019, appointing the Manager of the Contract for supply with water, carbonated and non-carbonated beverages.
67. Decision No. 53/2019, dated 05 December 2019, appointing the Manager of the Contract on footwear supply.
68. Decision No. 54/2019, dated 09 December 2019, on amending the Decision 51/2019.
69. Decision No. 55/2019, dated 31 December 2019, assigning protocol marks.

c) Penalties/Complaints/Disputes

- The Commission for Review of Administrative Violations has imposed the following fines:
  - The fine for interfering with the work and activities of the CAA with Ref.No. 2019/AACK/GJOBA/01.
  - Towards Mr N.A., a citizen of North Macedonia, due to the incident between the aircraft with the identification mark GM63HZ and aircraft Z3DAO.

- CAA Complaints Commission has received the following complaints:

- CAA inspectors have imposed 10 administrative fines due to unauthorised operation of unmanned aircraft systems.

- Ex Fis L.L.C. has filed a claim against the CAA with the Basic Court of Prishtina, Department for Administrative Matters, requesting the review of legality of the point three (3) of the CAA's Decision 03/VE/ZDP/2019, dated 14 February 2019.
d) Summary of the CAA submissions regarding the package of laws on public administration reform

CAA has submitted its comments regarding the package of laws aimed at public administration reform, namely the Law on Organization and Functioning of State Administration and Independent Agencies and the Draft Law on Salaries, to various local institutions, including: the President of the Republic of Kosovo (dated 11.02.2019), the Minister of Infrastructure and Transport (dated 26.02.2019), the Ombudsperson (dated 14.03.2019) etc. The remarks were mainly related to the proposed status for the CAA. CAA throughout the public administration reform process has provided evidence that the Civil Aviation Authority should not be included in the list of executive agencies within the Ministry of Infrastructure. Whereas, a request for review of the law on salaries was submitted to Ombudsperson since the salaries of the CAA staff were determined by Article 24.2 of Law No. 03/L-051 on Civil Aviation, which has remained in force and has not been repealed by the Law on Salaries. According to this LCA article, the Minister of Finance has adopted a competitive salary scheme with the salaries of industry professionals which also regulate the salaries of other civil aviation authorities in the region, a scheme that has enabled attracting professional personnel in the field of aviation. In the law on salaries, another technical mistake has been made, where after the inclusion of aviation employees in this law with special coefficients L31-L35, the salary of the Director-General and the Deputy Director-General has remained at a different level, namely much lower than the coefficient 8 foreseen for the positions of aviation department directors.

CAA representatives attended a public hearing hosted by the Ministry of Public Administration regarding the streamlining of Independent Agencies. The CAA has emphasized the importance of continuing to perform the functions and responsibilities it has had so far and has requested that it not be transformed into an executive agency within the Ministry of Infrastructure as this would significantly reduce the CAA’s responsibilities even to ANSA. On the other hand, given that the Constitution of the Republic of Kosovo designates the CAA as a regulator, transforming the CAA into an executive agency could be considered a violation.
8.10 TECHNICAL PUBLICATIONS FOR THE INDUSTRY

In order to support the operators in the implementation of the legislation in force, the CAA continuously issues technical publications for the civil aviation industry. New technical publications, published in both Albanian and English, are listed below:

- On May 15, 2019, Technical Publication - TP 29 “Air Operator Certificate (COA) Variation/Revisions/Changes” has been published
- On June 13, 2019, Technical Publication TP-31 "Questions catalogue for the knowledge test on Unmanned Aircraft Systems" has been published
- On July 23, 2019, Technical Publication TP-30 "Catalogue of theory exam questions for licensing and authorizations of microlight aircraft pilots" has been published

Upon completion of internal procedures of drafting, quality control and approval, the new versions of the following technical publications were published:

- TP 16 - “Criteria and procedure for issuance of groundhandling approval”;
- TP 22 - “Catalogue of theoretical exam questions for Paragliding Pilot License or Instructor Privileges”
- TP 07 - Air Operator Certificate (COA) - First Certification

Publication of the Occurrence Reporting Overview

In order to support the operators in the implementation of the legislation in force, CAA regularly issues technical publications for the civil aviation industry.

Publication of the Occurrence Reporting Overview

In March 2019, CAA published the report “Occurrence Reporting Overview 2018”, which summarized all occurrences reported to the CAA during 2018. According to applicable legislation in the Republic of Kosovo, “occurrence” means any event related to safety, that endangers or that may, if not corrected or addressed, endanger the aircraft, the passengers on board or any other person, and in particular, includes serious accidents or incidents.

During 2018, a total of 137 occurrences were reported in CAA, occurrences which were categorized according to aviation elements involved in these occurrences and classified according to the severity of their impact on the safe operation of the aircraft and passengers on board. These occurrences were reported by the staff of Prishtina International Airport “Adem Jashari”, Air Navigation Services Agency, KFOR and airlines. “Occurrence reporting overview” contains a brief explanation of occurrence classes and categories, an analysis of statistics of occurrences reported in 2018, a more detailed description of coded occurrence categories, listing of all occurrences (with their number, title and class) within each category and a detailed description of the most significant occurrences.

Number of occurrences reported by months in 2019

8.11 PUBLIC INFORMATION AND ACCESS TO PUBLIC DOCUMENTS

a) CAA Bulletin “The Aviator”

Civil Aviation Authority publishes a monthly bulletin “The Aviator”, with an emphasis on developments in the CAA and the aviation industry in general. A total of 3 editions of this bulletin were published during 2019, and distributed to the Kosovo institutions, industry and general public electronically through email and the CAA official website.
b) Access to public documents

Through Decision No. 19/2012, the Director-General appointed the Public Communications Officer, who is at the same time responsible for receiving and reviewing requests made by legal and physical persons for access to public documents of the CAA in accordance with Law No. 03/L-215 on Access to Public Documents.

During 2019, 6 requests for access to public documents were received. All requirements have been met within the legal deadline. Two requests were from the media, one from civil society and three from the natural person. Of the six requests submitted, one concerned questions about aviation security which received the response, two requests from the media for personal file documents that were rejected and also from the natural person, all three requests submitted were for personal file documents for which two requests were rejected and one partially accepted, based on Regulation (MPA) No. 03/2011 on the Civil Servants' Files and Central Register and Law No. 03/L-215 on Access to Public Documents.

c) CAA official website and social networks

Upon completion of the contract and in accordance with the terms of the new contract for “Redesigning and Maintenance of the website of the Civil Aviation Authority of Kosovo”, during 2018, the winning company selected by the CPA introduced and launched the redesigned CAA website. The new website is structured and designed to meet all the needs of the CAA and users of this website.
The official website of the CAA is constantly updated by the staff, in order to reflect the new regulations and instructions published by CAA, as well as the latest versions of online forms that serve for application or voluntary and mandatory reporting of occurrences. Direct online reporting facilitates and encourages the procedure for reporting of aviation occurrences. Also, during 2019, the CAA’s official website on facebook and linkedin social network was launched, in order to inform the general public about events relevant to the CAA's work.

9 PROCUREMENT

<table>
<thead>
<tr>
<th>Procurement activities conducted by two CPA Departments:</th>
<th>Name of Economic Operator that was awarded the contract</th>
<th>Contract signing date and contract duration</th>
<th>Contract value</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Department for Centralized Procurement at the <strong>Central Level</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>2. Procurement Department on behalf of the Contracting Authorities pursuant to Article 21/A of the PPL.</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>1. CPA – Central level</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>- Supply of fuel</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>With two Economic operators</td>
<td>1.”HIB PETROLL” LLC</td>
<td>6 month contract</td>
<td><strong>Premium per litre</strong></td>
</tr>
<tr>
<td>6 month contract. The contract may be extended by agreement between all parties; also this contract may be terminated earlier than 6 months if such a decision comes from the competent authorities with an obligation to terminate before the deadline.</td>
<td>2.”AL PETROLL” LLC</td>
<td>12.02.2019</td>
<td>1. Diesel for cars, generators, heaters and other rolling stock 10ppm 0.01 €</td>
</tr>
<tr>
<td></td>
<td></td>
<td>11.08.2019</td>
<td>2. Gasoline for cars, generator 10ppm 0.01 €</td>
</tr>
</tbody>
</table>
## 2. CPA - Procurement Department on behalf of the Contracting Authorities pursuant to Article 21/A of the PPL.
- Physical security of premises Re-tender

<table>
<thead>
<tr>
<th>Contractor</th>
<th>Duration</th>
<th>Price</th>
</tr>
</thead>
<tbody>
<tr>
<td>LLC “COMMANDO”</td>
<td>12 month contract</td>
<td>924.00 €</td>
</tr>
<tr>
<td></td>
<td>20.03.2019</td>
<td></td>
</tr>
<tr>
<td></td>
<td>19.03.2020</td>
<td></td>
</tr>
</tbody>
</table>

## 3. CPA – Central level
- Supply of various official material

<table>
<thead>
<tr>
<th>Item Details</th>
<th>Duration</th>
<th>Notes</th>
</tr>
</thead>
<tbody>
<tr>
<td>Lot I, “ARF” LLC &amp; “Shilova”</td>
<td>36 month contract</td>
<td>Contract Value is at Central Level, the deviation allowed from the total indicative value is (+ -) 30% CAA follows the quantities specified in the technical specification</td>
</tr>
<tr>
<td>The contract was signed on 29.05.2019</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

## 4. CPA - Procurement Department on behalf of Contracting Authorities 21/A of the PPL.
- Supply of print materials and design services for the needs of Independent Agencies - Re-tender

<table>
<thead>
<tr>
<th>Contractor</th>
<th>Duration</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>“ARF” SH.P.K</td>
<td>36 month contract</td>
<td>3,363.40 € The allowable deviation from the total indicative value is (+ -) 30% CAA follows the quantities specified in the technical specification</td>
</tr>
<tr>
<td></td>
<td>19.06.2019</td>
<td></td>
</tr>
<tr>
<td></td>
<td>18.06.2022</td>
<td></td>
</tr>
</tbody>
</table>

## 5. CPA – Central level
- Supply of fuel

<table>
<thead>
<tr>
<th>Contractor</th>
<th>Duration</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>“HIB PETROL” LLC</td>
<td>36 month contract</td>
<td></td>
</tr>
<tr>
<td></td>
<td>12.07.2019</td>
<td></td>
</tr>
<tr>
<td></td>
<td>11.07.2022</td>
<td></td>
</tr>
</tbody>
</table>

## 6. CPA - Procurement Department on behalf of the Contracting Authorities pursuant to Article 21/A of the PPL.
- Physical security of facilities

<table>
<thead>
<tr>
<th>Contractor</th>
<th>Duration</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>SH.P.K “COMMANDO”</td>
<td>36 month contract</td>
<td></td>
</tr>
<tr>
<td></td>
<td>05.08.2019</td>
<td></td>
</tr>
<tr>
<td></td>
<td>04.08.2022</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Monthly payment</td>
</tr>
<tr>
<td></td>
</tr>
<tr>
<td>802.4 €</td>
</tr>
<tr>
<td></td>
</tr>
<tr>
<td>---</td>
</tr>
<tr>
<td>7</td>
</tr>
<tr>
<td>8</td>
</tr>
<tr>
<td></td>
</tr>
<tr>
<td>9</td>
</tr>
<tr>
<td></td>
</tr>
<tr>
<td>10</td>
</tr>
<tr>
<td></td>
</tr>
<tr>
<td>11</td>
</tr>
<tr>
<td></td>
</tr>
<tr>
<td>12</td>
</tr>
<tr>
<td></td>
</tr>
<tr>
<td></td>
</tr>
<tr>
<td>---</td>
</tr>
</tbody>
</table>
|13.| Procurement Department on behalf of the Contracting Authorities pursuant to Article 21/A of the PPL.  
- Supply of hygienic material and toilet paper | N.T “AME”       | One-off supply contract 25.10.2019 | 975.86     |
|14.| CPA – Central level  
- Supply of office inventory LOT 2 | LLC “Galantaria” | 36 month contract 01.11.2019 - 01.11.2022 | 2000       |
|15.| CPA – Central level  
- Supply of tires for vehicles LOT 2 | LLC “Eurogoma”  | 36 month contract 01.11.2019 - 01.11.2022 | 1800       |
|16.| Procurement Department on behalf of the Contracting Authorities pursuant to Article 21/A of the PPL.  
- Supply of clothing and shoes (shoes for inspectors) | “Sport In”-LLC  | One time contract 21.11.2019         | 960        |
8.13 FINANCIAL REPORT

a) Budget vs expense report

The CAA’s approved budget for 2019 was 1,000,236 €. CAA had budgetary cuts in the economic categories according to the decisions of the Government of the Republic of Kosovo on savings and budget allocations, as well as for the transfers and budgetary organizations reallocations for 2019. According to Decision No. 05/113, dated 05 November 2019 and Decision No. 03/115, dated 17 December 2019 of the Government of Kosovo, savings have been made in the budget allocation for 2019.

Following the Government decisions on savings, the CAA final budget for 2019 in KFMIS was €968,628.96, including the funds received in the amount of €5,928.21, from “BEYOND” project funded by the European Commission.

During the fiscal year 2019, CAA spent €921,773.50, which means that the realization in percentage is 95% of the final allocated budget. The table 1 represents the approved budget and incurred expenditures in percentage for each category.

<table>
<thead>
<tr>
<th>Description</th>
<th>Final Budget in KFMIS</th>
<th>Expenditures</th>
<th>Expenditures in %</th>
</tr>
</thead>
<tbody>
<tr>
<td>Wages and salaries</td>
<td>725,910.75</td>
<td>725,910.75</td>
<td>100%</td>
</tr>
<tr>
<td>Goods and services</td>
<td>228,980.21</td>
<td>189,954.65</td>
<td>83%</td>
</tr>
<tr>
<td>Utilities</td>
<td>13,738.00</td>
<td>5,908.10</td>
<td>43%</td>
</tr>
<tr>
<td>Total</td>
<td>968,628.96</td>
<td>921,773.50</td>
<td>95%</td>
</tr>
</tbody>
</table>

b) Revenues

CAA revenues are deposited in the official bank account established by the Director of the Treasury Department at the Ministry of Finance. Revenues from the passenger safety charge for November and December 2019 are registered at the beginning of 2020, in accordance with the memorandum signed between the CAA and the PIA Adem Jashari operator. These revenues are transferred 45 days after the end of the month.

CAA revenues from passenger safety charges, licensing and certification fees, drones and fines pursuant to Regulation No. 2/2015 on the Fees levied by the CAA are shown in Table 2 below.
Table 2 - Own Revenues

<table>
<thead>
<tr>
<th>Description</th>
<th>Notes</th>
<th>2019</th>
<th>2018</th>
<th>2017</th>
<th>% of total</th>
<th>The change from 20</th>
</tr>
</thead>
<tbody>
<tr>
<td>Tax revenue 1</td>
<td>%</td>
<td>%</td>
<td>%</td>
<td>%</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Tax revenue 2</td>
<td>%</td>
<td>%</td>
<td>%</td>
<td>%</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Revenue from penalties - Fines 1</td>
<td>1</td>
<td>1</td>
<td>1</td>
<td>%</td>
<td>%</td>
<td></td>
</tr>
<tr>
<td>Revenue from penalties - Fines 2</td>
<td>%</td>
<td>%</td>
<td>%</td>
<td>%</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Revenues from certification &amp; licensing 1</td>
<td>6</td>
<td>40</td>
<td>16</td>
<td>%</td>
<td>%</td>
<td></td>
</tr>
<tr>
<td>Revenue from the SPA-DRON registration fee</td>
<td>1</td>
<td>1</td>
<td>1</td>
<td>%</td>
<td>%</td>
<td></td>
</tr>
<tr>
<td>Revenues from sale of assets and services</td>
<td>%</td>
<td>%</td>
<td>%</td>
<td>%</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Revenues from the passenger security charge 2,332</td>
<td>2,074</td>
<td>1,848</td>
<td></td>
<td>%</td>
<td>%</td>
<td></td>
</tr>
<tr>
<td>Bank interest income</td>
<td>%</td>
<td>%</td>
<td>%</td>
<td>%</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Revenue from exchange position changes</td>
<td>%</td>
<td>%</td>
<td>%</td>
<td>%</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Accreditation fees</td>
<td>%</td>
<td>%</td>
<td>%</td>
<td>%</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Revenues from property</td>
<td>%</td>
<td>%</td>
<td>%</td>
<td>%</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Other receipts</td>
<td>%</td>
<td>%</td>
<td>%</td>
<td>%</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>2,340</strong></td>
<td><strong>2,115</strong></td>
<td><strong>1,865</strong></td>
<td><strong>0%</strong></td>
<td><strong>%</strong></td>
<td></td>
</tr>
</tbody>
</table>

c) Set donor grants

In November 2019, CAA received another part of donation from the European Commission for the project “Design and flight procedures through satellite signals” in the amount of EUR 263.81. The remaining part in the amount of EUR 5,664.40 from 2018 was carried to 2019. During 2019, the CAA had no expenditures from the project “Design and flight procedures through satellite signals”.

Table 3 – Carried grants received, spent and unspent

<table>
<thead>
<tr>
<th>Description</th>
<th>2019</th>
<th>2018</th>
<th>2017</th>
</tr>
</thead>
<tbody>
<tr>
<td>Të hyrat vetanake/donacioni të bartura nga viti i kaluar</td>
<td>5,664</td>
<td>4,694</td>
<td>0</td>
</tr>
<tr>
<td><strong>Plus</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Të hyrat vetanake/donacioni të pranuara në këtë vit</td>
<td>264</td>
<td>1,971</td>
<td>4,694</td>
</tr>
<tr>
<td><strong>Totali në dispozicion për ndarje në vitin aktual</strong></td>
<td>5,928</td>
<td>6,664</td>
<td>4,694</td>
</tr>
<tr>
<td><strong>Minus</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Shuma e shpenzuar në vitin aktual</td>
<td>-</td>
<td>(1,000)</td>
<td>-</td>
</tr>
<tr>
<td><strong>Shuma e mbetur për bartje</strong></td>
<td>5,928</td>
<td>5,664</td>
<td>4,694</td>
</tr>
</tbody>
</table>
d) Budget Expenditures

The financing of all the CAA activities for 2019 according to economic classifications is presented in the tables below. Expenditures were €921,773.50. CAA employees are paid the base salary (including work experience) and they receive no other allowances.

Budget expenditures based on categories are presented in Table 4, the salaries in Table 5, while the budget expenditures based on activities (goods and services, and utilities) are presented in the Tables 6 and 7.

Table 4 - Statement of cash receipts and payments

<table>
<thead>
<tr>
<th>Statement of cash receipts and payments to the Civil Aviation Authority</th>
<th>2019</th>
<th>2018</th>
<th>2017</th>
</tr>
</thead>
<tbody>
<tr>
<td>Single Treasury Account</td>
<td>Single Treasury Account</td>
<td>Single Treasury Account</td>
<td></td>
</tr>
<tr>
<td>KCB</td>
<td>KCB</td>
<td>KCB</td>
<td></td>
</tr>
<tr>
<td>Notes</td>
<td>000</td>
<td>000</td>
<td>000</td>
</tr>
</tbody>
</table>

SOURCES OF FUNDS - RECEIPTS

- Governmental grant: 922 | 896 | 840
- Own revenues: |
- Dedicated revenues: |
- Revenues from PAK: |
- Donor designated grants: |
- Investment clause: |
- Development trust funds: |
- Other receipts: |

Total: 922 | 897 | 840

USE OF FUNDS - PAYMENTS

Operations

- Wages and salaries: 2 | 726 | 699 | 640
- Goods and services: 3 | 190 | 192 | 193
- Utilities: 4 | 6 | 6 | 6

Total: 922 | 897 | 840

Transfers

- Transfers and subsidies: 5 |

Capital expenditures

- Properties, building and equipment: 6 |

Other payments

- 7 |

Total: 922 | 897 | 840
### Table 5 - Salaries

<table>
<thead>
<tr>
<th>Description</th>
<th>Total 2019</th>
<th>Budget 2018</th>
<th>2017</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total</td>
<td>726</td>
<td>699</td>
<td>640</td>
</tr>
<tr>
<td>Net wages through payroll</td>
<td>599</td>
<td>577</td>
<td>528</td>
</tr>
<tr>
<td>Union payment</td>
<td>-</td>
<td>-</td>
<td>-</td>
</tr>
<tr>
<td>Net payment overtime</td>
<td>-</td>
<td>-</td>
<td>-</td>
</tr>
<tr>
<td>Contract employees (not on payroll)</td>
<td>-</td>
<td>-</td>
<td>-</td>
</tr>
<tr>
<td>Tax withheld on personal income</td>
<td>57</td>
<td>56</td>
<td>51</td>
</tr>
<tr>
<td>Pension contribution - employees</td>
<td>35</td>
<td>33</td>
<td>30</td>
</tr>
<tr>
<td>Pension contribution - employer</td>
<td>35</td>
<td>33</td>
<td>30</td>
</tr>
</tbody>
</table>

### Table 6 - Goods and services

<table>
<thead>
<tr>
<th>Goods/services</th>
<th>2019</th>
<th>Budget 2018</th>
<th>2017</th>
</tr>
</thead>
<tbody>
<tr>
<td>Pageant</td>
<td>€ 0'000</td>
<td>€ 0'000</td>
<td></td>
</tr>
<tr>
<td>GQ</td>
<td>€ 0'000</td>
<td>€ 0'000</td>
<td></td>
</tr>
<tr>
<td>THV</td>
<td>€ 0'000</td>
<td>€ 0'000</td>
<td></td>
</tr>
<tr>
<td>THD</td>
<td>€ 0'000</td>
<td>€ 0'000</td>
<td></td>
</tr>
<tr>
<td>TH-AKP</td>
<td>€ 0'000</td>
<td>€ 0'000</td>
<td></td>
</tr>
<tr>
<td>GPD</td>
<td>€ 0'000</td>
<td>€ 0'000</td>
<td></td>
</tr>
<tr>
<td>KI</td>
<td>€ 0'000</td>
<td>€ 0'000</td>
<td></td>
</tr>
<tr>
<td>HM</td>
<td>€ 0'000</td>
<td>€ 0'000</td>
<td></td>
</tr>
<tr>
<td>Total</td>
<td>190</td>
<td>190</td>
<td>183</td>
</tr>
</tbody>
</table>
Table 7 - Utilities

<table>
<thead>
<tr>
<th>Përshkrimi</th>
<th>Pagesat</th>
<th>GQ</th>
<th>THV</th>
<th>THD</th>
<th>TH-KP</th>
<th>GPD</th>
<th>K1</th>
<th>M</th>
<th>FZH</th>
<th>Krahas</th>
<th>Final</th>
<th>%</th>
<th>'000</th>
<th>'000</th>
</tr>
</thead>
<tbody>
<tr>
<td>Rëfina</td>
<td>5</td>
<td>5</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>7</td>
<td>63%</td>
<td>4</td>
<td>5</td>
<td></td>
</tr>
<tr>
<td>Uji</td>
<td>0</td>
<td>0</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>1</td>
<td>31%</td>
<td>0</td>
<td>0</td>
<td></td>
</tr>
<tr>
<td>Mbetitjeve</td>
<td>0</td>
<td>0</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>1</td>
<td>21%</td>
<td>0</td>
<td>0</td>
<td></td>
</tr>
<tr>
<td>Ngjëlja Qendrore</td>
<td>-</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>0%</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Shpenzimet telefonike</td>
<td>1</td>
<td>1</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>4</td>
<td>16%</td>
<td>1</td>
<td>1</td>
<td></td>
</tr>
<tr>
<td>Pagësa-vendimet gjyqësore</td>
<td>-</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>0%</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Shpenzime komunale</td>
<td>6</td>
<td>6</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>14</td>
<td>43%</td>
<td>6</td>
<td>6</td>
<td></td>
</tr>
</tbody>
</table>

E) Budget forecast/execution

Table 8 represents the revenues collected, the approved budget and its execution. As explained in Table 1 above, the CAA has executed 95% of the final allocated budget.

Table 8 - Budget Execution Report
Statement of the comparison of budget and actual amounts for the Civil Aviation Authority
For the year ended 31 December 2019

<table>
<thead>
<tr>
<th>Notes</th>
<th>Execution A</th>
<th>Final budget B</th>
<th>Initial budget C</th>
<th>Variance D=B-A</th>
<th>Execution E</th>
<th>Execution F</th>
</tr>
</thead>
<tbody>
<tr>
<td>Cash Inflow</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Tax revenues</td>
<td>8</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Non-tax revenues</td>
<td>9</td>
<td>2,340</td>
<td>(2,340)</td>
<td>2,135</td>
<td>1,865</td>
<td></td>
</tr>
<tr>
<td>Dedicated revenues</td>
<td>10</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Donor designated grants</td>
<td>11</td>
<td>0</td>
<td>(0)</td>
<td>2</td>
<td>5</td>
<td></td>
</tr>
<tr>
<td>Other</td>
<td>12</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Total receipts</td>
<td>2,341</td>
<td>-</td>
<td>(2,341)</td>
<td>2,137</td>
<td>1,870</td>
<td></td>
</tr>
</tbody>
</table>

Cash Outflow

<table>
<thead>
<tr>
<th>Notes</th>
<th>Execution A</th>
<th>Final budget B</th>
<th>Initial budget C</th>
<th>Variance D=B-A</th>
<th>Execution E</th>
<th>Execution F</th>
</tr>
</thead>
<tbody>
<tr>
<td>Wages and salaries</td>
<td>2</td>
<td>726</td>
<td>726</td>
<td>763</td>
<td>699</td>
<td>640</td>
</tr>
<tr>
<td>Goods and services</td>
<td>3</td>
<td>190</td>
<td>229</td>
<td>223</td>
<td>192</td>
<td>193</td>
</tr>
<tr>
<td>Utilities</td>
<td>4</td>
<td>6</td>
<td>14</td>
<td>14</td>
<td>(8)</td>
<td>6</td>
</tr>
<tr>
<td>Transfers and subsidies</td>
<td>5</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td></td>
</tr>
<tr>
<td>Capital expenditures</td>
<td>6</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td></td>
</tr>
<tr>
<td>Other</td>
<td>7</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td></td>
</tr>
<tr>
<td>Total payments</td>
<td>922</td>
<td>969</td>
<td>1,000</td>
<td>(47)</td>
<td>897</td>
<td>840</td>
</tr>
</tbody>
</table>

F) Capital Investments

CAA did not have any capital expenditures in 2019.
g) Comparative budget table for the last three years

<table>
<thead>
<tr>
<th>Description</th>
<th>Budget</th>
<th>Execution</th>
</tr>
</thead>
<tbody>
<tr>
<td>Salaries</td>
<td>725,911</td>
<td>699,327</td>
</tr>
<tr>
<td>Goods and services</td>
<td>228,980</td>
<td>232,216</td>
</tr>
<tr>
<td>Utilities</td>
<td>13,738</td>
<td>11,238</td>
</tr>
<tr>
<td>TOTAL</td>
<td>968,629</td>
<td>942,781</td>
</tr>
</tbody>
</table>

h) CAA budget for 2020

The Civil Aviation Authority of the Republic of Kosovo has made the budget request for 2020, in accordance with the terms and legal procedures of the Republic of Kosovo.

For the operation and performance of activities as planned, the CAA requested a budget of 1,875,234.96 €. By the time of the drafting of this report, the budget for 2020 has not been approved by the Assembly of Kosovo.

9. AUDIT OF CAA

a) Audit by the National Audit Office of Kosovo

In February of 2019, the National Audit Office (NAO) audited the CAA’s annual financial statements for the year ended on 31 December 2018. This audit has been focused on the annual financial statements, financial management and internal control (including budget management and execution) and internal audit system. The NAO report, received in May 2019, in the overall conclusion states that the CAA has designed a good system of internal control and financial management. This year, as in the previous ones, the NAO has given an “Unmodified Opinion” and confirmed that the “CAA financial statements for 2018 present a true and fair view in all material aspects”. According to this report, budget management is performed in full harmony with the adequate principles of financial management. No recommendation was given in the report of the National Audit Office.

b) Internal Audit by the Ministry of Finance

During 2019, the CAA did not have an audit by the Internal Audit Office of the Ministry of Finance for the year ended on 31 December 2018, but all recommendations of the report from 2018 have been fulfilled, including the
amendment of the internal regulation on harmonization of organizational structure with legal requirements.

10 CHALLENGES

Also during 2019, CAA has faced numerous challenges, which in the technical-professional aspect were related to the fact that the CAA still, for political reasons outside its scope, could not become an equal member of the family of aviation organisations, be they European or global. Although the CAA strictly meets the requirements of the European Common Aviation Area Agreement, the other party to this Agreement, the European Commission on behalf of the European Union, despite our efforts, has not ensured that the CAA is treated equally with other associated agreement parties by accepting the conclusion of Working Arrangements between EASA and CAA and giving Kosovo the status of observer with this EU agency. At the same time, the failure to gain membership in intergovernmental organisations, ICAO, ECAC and EUROCONTROL represent daily obstacles in the work of the CAA and the overall development of aviation in Kosovo.

The insufficient budget, which continues to be allocated to the CAA year after year without regard to the revenue allocated under the LAC and the Public Finance Management Law, is significantly hindering the proper operation of the institution. The insufficient budget for training, which would enable inspectors to pursue refresher trainings, which are mandatory under international standards in order to hold inspector credentials, is becoming a concern with each passing year. The aviation Acquis is constantly being amended and supplemented and the aviation regulator should have a well-trained staff, either through trainings or through consultations, in order to oversee the implementation of these requirements in the industry it regulates. Similarly, the CAA is not being enabled to recruit the staff needed, as foreseen by the internal regulation of the organization and, as a consequence, part of the professional and technical staff is delegated administrative responsibilities from public finances.

Loss of technical staff is a challenge that is accompanying the CAA in the recent years and this is of even greater concern given the deficit of aviation educated staff in Kosovo. This will become even more serious if state administration reform laws start being implemented because the CAA’s professional and technical staff salaries will be reduced by around 30%. Also, if the status of the CAA is changed to a regulatory or executive agency within the Government, the regulatory independence of the authority, which is very important for exercising its responsibilities under the Law, will be undermined. The CAA is part of the streamlining of agencies in the first stage, whereby in addition to the foreseen change of its status, it is also foreseen to be transformed from an agency with dedicated revenue into an agency funded by the state budget. This will be a problem in itself because the CAA is funded by the passenger safety fee and these revenues should only be used for this purpose; any other use of this revenue for other purposes is inconsistent with the purpose for
which it is collected, and contrary to the law on public financial management and the international principles of civil aviation revenue expenditure.

Another challenge that remains is designating a government building for CAA needs or building a CAA facility with own source revenues in order not to pay rent.

11 AIR TRAFFIC STATISTICS

During 2019, PIA Adem Jashari served a total of 2,373,698 passengers, according to statistics compiled by the LKIA operator. This number of passengers represents an increase of 9.6% compared to the previous year (2,165,749).

The months that had the highest number of passengers were August with 302,413 and July with 280,295 passengers while the months with the lowest number of passengers were February with 138,443 and November with 156,651. The double-digit rise was in January, February, March, June and October.

During 2019 Prishtina had 9,113 departures or 8.64% more than last year. The month with the highest number of departures was August with 1,158 while the month with the least number of departures was February with 543.

Of the destinations, Zurich accounts for 16.1% of all passenger traffic, Basel (BSL / MLH) - 14%, Düsseldorf - 8.2%, Stuttgart - 8%, Geneva - 6.6%, Istanbul (IST) - 5.9%, Munich - 5.2% and Vienna - 4.9%. Of the countries, Switzerland leads with 37% of total traffic from Prishtina, followed by Germany with 33%, Turkey with 15%, Austria with 5%, England with 3% and so on.

Of the airlines, Eurowings leads with 343,701 passengers served during 2019 from and to Prishtina, followed by EasyJet with 268,694, Edelweiss - 254,636, Wizzair - 253,282, Orange2fly 232,669, Turkish Airlines - 179,351, Chair Airlines 169,013, Pegasus Airlines - 129,744 and so on.

Regarding onward destinations from Pristina, New York (JFK) is in the lead, followed by Frankfurt, Copenhagen, London (Heathrow) and Chicago.

Transport of mail and freight by air marked a decline of (-2)%.

Complete statistics can be found in Appendix 3 to this report and on the CAA website: http://caa-ks.org

During 2019 the entire Western Balkans region including Kosovo served over 30 million passengers. As can be seen from the following table, Tirana, Prishtina and Skopje had the highest increase in passenger numbers in 2019 by around 10%. With the exception of Kosovo citizens, citizens of other countries in this chart travel visa-free to Europe.
<table>
<thead>
<tr>
<th>City</th>
<th>Number of passengers in 2019</th>
<th>Number of passengers in 2018</th>
<th>Difference (%)</th>
<th>Difference</th>
</tr>
</thead>
<tbody>
<tr>
<td>Tirana</td>
<td>3,338,147</td>
<td>2,947,172</td>
<td>13.3%</td>
<td>390,975</td>
</tr>
<tr>
<td>Prishtina</td>
<td>2,373,698</td>
<td>2,165,749</td>
<td>9.6%</td>
<td>207,949</td>
</tr>
<tr>
<td>Skopje</td>
<td>2,360,400</td>
<td>2,158,258</td>
<td>9.4%</td>
<td>202,142</td>
</tr>
<tr>
<td>Sarajevo</td>
<td>1,143,680</td>
<td>1,046,635</td>
<td>9.3%</td>
<td>97,045</td>
</tr>
<tr>
<td>Belgrade</td>
<td>6,159,000</td>
<td>5,641,105</td>
<td>9.2%</td>
<td>517,895</td>
</tr>
<tr>
<td>Podgorica</td>
<td>1,297,365</td>
<td>1,208,525</td>
<td>7.4%</td>
<td>88,840</td>
</tr>
<tr>
<td>Zagreb</td>
<td>3,435,531</td>
<td>3,336,310</td>
<td>3.0%</td>
<td>99,221</td>
</tr>
<tr>
<td>Ljubljana</td>
<td>1,721,355</td>
<td>1,812,411</td>
<td>(-5.0)%</td>
<td>(91,056)</td>
</tr>
</tbody>
</table>

*Prishtina Airport’s position compared to other capital cities airports of the region*
## ANNEX 1 - LIST OF TRAININGS

* sponsored trainings are marked in blue

<table>
<thead>
<tr>
<th>Position</th>
<th>Training/Workshop</th>
<th>Training institution</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Airworthiness Inspector 1</strong></td>
<td>Training on the ONAC and EASA IPA 4 requirements for the safety management system</td>
<td>JAA</td>
</tr>
<tr>
<td></td>
<td>Workshop on Aviation Risk Identification and Management</td>
<td>EASA IPA 4</td>
</tr>
<tr>
<td></td>
<td>Training on Occurrence Reporting System and Safety Analysis</td>
<td>EASA IPA 4</td>
</tr>
<tr>
<td></td>
<td>Training on Personal Data Protection</td>
<td>KIPA</td>
</tr>
<tr>
<td><strong>Airworthiness Inspector 2</strong></td>
<td>Training on Legislation for Dangerous Goods - Beginners - Category 6</td>
<td>IATA</td>
</tr>
<tr>
<td></td>
<td>Workshop on Aviation Risk Identification and Management</td>
<td>EASA IPA 4</td>
</tr>
<tr>
<td></td>
<td>Training on Personal Data Protection</td>
<td>KIPA</td>
</tr>
<tr>
<td><strong>Helicopter Operations Officer</strong></td>
<td>Training on Occurrence Reporting in Aviation</td>
<td>JAA</td>
</tr>
<tr>
<td></td>
<td>Workshop on Aviation Risk Identification and Management</td>
<td>EASA IPA 4</td>
</tr>
<tr>
<td><strong>General Aviation Inspector</strong></td>
<td>Participation in the EASA IPA 4 Flight Crews Licencing Training Course under EU Regulation No. 1178/2011</td>
<td>JAA</td>
</tr>
<tr>
<td></td>
<td>Training on Personal Data Protection</td>
<td>KIPA</td>
</tr>
<tr>
<td><strong>Authorized Medical Examiner</strong></td>
<td>Training on Personal Data Protection</td>
<td>KIPA</td>
</tr>
<tr>
<td></td>
<td>Refresher Training in the field of Aviation Medicine</td>
<td>CCAA</td>
</tr>
<tr>
<td><strong>General Aviation Officer</strong></td>
<td>Training on Regulatory Audit Techniques</td>
<td>JAA</td>
</tr>
<tr>
<td><strong>Aerodrome Inspector 1</strong></td>
<td>Training on Obstacle Assessment</td>
<td>Airsight, Berlin</td>
</tr>
<tr>
<td></td>
<td>Workshop on Aerodrome Safety Management System (SMS)</td>
<td>EASA IPA 4</td>
</tr>
<tr>
<td></td>
<td>Workshop on Aerodrome Fire-fighting and Rescue Services</td>
<td>TAIEEX</td>
</tr>
<tr>
<td><strong>Aerodrome Inspector 2</strong></td>
<td>Training on Wildlife Risk Management</td>
<td>Airsight, Berlin</td>
</tr>
<tr>
<td></td>
<td>Workshop on Aviation Risk Identification and Management</td>
<td>EASA IPA 4</td>
</tr>
<tr>
<td>Role</td>
<td>Course</td>
<td>Provider</td>
</tr>
<tr>
<td>-----------------------------</td>
<td>------------------------------------------------------------------------</td>
<td>------------------------</td>
</tr>
<tr>
<td><strong>Aerodrome Inspector 3</strong></td>
<td>Training on Heliport Design and Planning</td>
<td>Airsight, Berlin</td>
</tr>
<tr>
<td></td>
<td>Workshop on Aviation Risk Identification and Management</td>
<td>EASA IPA 4</td>
</tr>
<tr>
<td></td>
<td>Workshop on Aerodrome Safety Management System (SMS)</td>
<td>EASA IPA 4</td>
</tr>
<tr>
<td></td>
<td>Workshop on Aerodrome Fire-fighting and Rescue Services</td>
<td>TAIEX</td>
</tr>
<tr>
<td><strong>ANS Director</strong></td>
<td>Workshop on Aviation Risk Identification and Management</td>
<td>EASA IPA 4</td>
</tr>
<tr>
<td><strong>ANS Inspector 1</strong></td>
<td>Training on Performance Plan from RP2 to RP3</td>
<td>IANS</td>
</tr>
<tr>
<td></td>
<td>Workshop on Occurrence Reporting based on Regulation No. 376/2014</td>
<td>IANS</td>
</tr>
<tr>
<td></td>
<td>Workshop on Aviation Risk Identification and Management</td>
<td>EASA IPA 4</td>
</tr>
<tr>
<td></td>
<td>Training on State Security Programme (SSP)</td>
<td>French National School of Civil Aviation</td>
</tr>
<tr>
<td></td>
<td>Training on Personal Data Protection</td>
<td>KIPA</td>
</tr>
<tr>
<td><strong>ANS Inspector 2</strong></td>
<td>Workshop on Aviation Risk Identification and Management</td>
<td>EASA IPA 4</td>
</tr>
<tr>
<td></td>
<td>Training on Air Navigation Services Management</td>
<td>IATA</td>
</tr>
<tr>
<td></td>
<td>Training on Personal Data Protection</td>
<td>KIPA</td>
</tr>
<tr>
<td><strong>ANS Officer 3</strong></td>
<td>Workshop on Occurrence Reporting based on Regulation No. 376/2014</td>
<td>IANS</td>
</tr>
<tr>
<td>Position</td>
<td>Training</td>
<td>Organization</td>
</tr>
<tr>
<td>-------------------------------------------</td>
<td>---------------------------------------------------------------------------</td>
<td>---------------</td>
</tr>
<tr>
<td>Senior International Cooperation Officer</td>
<td>Practical training on Financing of Air Navigation Services in Europe</td>
<td>IANS</td>
</tr>
<tr>
<td>Economic Regulation of Airports and Air Navigation Services Officer</td>
<td>Training on Strategies of Cost Reduction for Air Navigation Service Providers</td>
<td>IATA</td>
</tr>
<tr>
<td></td>
<td>Training for Commanding Officer</td>
<td>MoF</td>
</tr>
<tr>
<td>Director of Quality and Safety Department</td>
<td>Training on Advanced Security Management System and Integrated Management System</td>
<td>JAA</td>
</tr>
<tr>
<td></td>
<td>Workshop on Aviation Risk Identification and Management</td>
<td>EASA IPA 4</td>
</tr>
<tr>
<td></td>
<td>Training on Occurrence Reporting System and Data Analysis</td>
<td>EASA IPA 4</td>
</tr>
<tr>
<td>AHRD Director</td>
<td>Training on Human Resources Audit</td>
<td>KIPA</td>
</tr>
<tr>
<td></td>
<td>Training on Leadership and Management in Public Administration</td>
<td>KIPA</td>
</tr>
<tr>
<td>Finance Officer</td>
<td>Training on Budget Impact Assessment in New Government Initiatives</td>
<td>KIPA</td>
</tr>
<tr>
<td>Procurement Manager</td>
<td>Training on the Steps of Developing Procedures for the Procurement of Specific Services</td>
<td>FLSA</td>
</tr>
<tr>
<td>Personnel Manager</td>
<td>Training on Occupational Safety and Health</td>
<td>KIPA</td>
</tr>
<tr>
<td></td>
<td>Training on Human Resource Planning, Budgetary Impacts on Implementation of New Law on Public Sector Salaries and Other Related Laws, Budget Execution</td>
<td>FLSA</td>
</tr>
<tr>
<td></td>
<td>Training on Budget Impact Assessment in New Government Initiatives</td>
<td>KIPA</td>
</tr>
<tr>
<td>ADM Officer</td>
<td>Training on Strategic Planning, Project Management and Administration of Official Work</td>
<td>FLSA</td>
</tr>
<tr>
<td>Logistics Officer</td>
<td>Training on the Steps of Developing Procedures for the Procurement of Specific Services</td>
<td>FLSA</td>
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</table>
## 1. NORMALIZATION OF AIRSPACE

<table>
<thead>
<tr>
<th>ACTIONS (planned)</th>
<th>Responsible Unit</th>
<th>DEADLINE</th>
<th>STATUS Brief Report</th>
<th>In Progress</th>
<th>Completed</th>
<th>Not Completed</th>
<th>Outside CAA or externally dependent</th>
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</thead>
<tbody>
<tr>
<td>1.1 Full normalization of the lower airspace for general aviation</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>1.1.1 Coordination with ANSA and Cadastral Agency on VFR maps</td>
<td>ANS/FSD/AGA</td>
<td>X</td>
<td>X</td>
<td></td>
<td></td>
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<tr>
<td>1.1.2 Preparing VFR maps</td>
<td>ANSA</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>1.1.3 Map approval (after acceptance by ANSA)</td>
<td>ANS/FSD/AGA</td>
<td></td>
<td>X</td>
<td></td>
<td></td>
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<tr>
<td>1.1.4 Delegation of lower airspace to the Kosovo authorities</td>
<td>COMKFOR</td>
<td></td>
<td></td>
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</table>

## 2. MEMBERSHIP IN INTERNATIONAL ORGANIZATIONS

### 2.1 Membership in ICAO

<table>
<thead>
<tr>
<th>ACTIONS (planned)</th>
<th>Responsible Unit</th>
<th>DEADLINE</th>
<th>STATUS Brief Report</th>
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<th>Completed</th>
<th>Not Completed</th>
<th>Outside CAA or externally dependent</th>
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<tbody>
<tr>
<td>2.1.1 Technical support to MFA in the application process for ICAO membership</td>
<td>GDO/ICAER</td>
<td>X</td>
<td>X</td>
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<tr>
<td>2.1.2 Membership in ICAO</td>
<td>MFA</td>
<td></td>
<td></td>
<td></td>
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</tr>
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</table>

### 2.2 Membership in ECAC
## 2.3 Membership in EUROCONTROL

2.3.1 Technical support to MFA in the application process for membership. The next steps towards membership can only begin after ICAO membership (point 1.2.4)

<table>
<thead>
<tr>
<th>ACTIONS (planned)</th>
<th>Responsible department</th>
<th>DEADLINE</th>
<th>STATUS Brief Report</th>
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<tbody>
<tr>
<td></td>
<td>ICAER/GDO</td>
<td>Q 1 Q 2 Q 3 Q 4</td>
<td>In Progress</td>
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### 3. CONCLUSION OF INTERNATIONAL AND REGIONAL TECHNICAL AGREEMENTS

#### 3.1 Conclusion of Working Arrangements with EASA

<table>
<thead>
<tr>
<th>ACTIONS (planned)</th>
<th>Responsible department</th>
<th>DEADLINE</th>
<th>STATUS Brief Report</th>
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</thead>
<tbody>
<tr>
<td>3.1.1 Signing of working arrangements between CAA and EASA for standardization</td>
<td>GDO</td>
<td>Q 1 Q 2 Q 3 Q 4</td>
<td>In Progress</td>
</tr>
<tr>
<td>3.1.2 Signing of working arrangements between CAA and EASA for SAFA</td>
<td>GDO</td>
<td></td>
<td>Not Completed</td>
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<tr>
<td>3.1.3 Signing of working arrangements between CAA and EASA for ECCAIRS</td>
<td>GDO</td>
<td></td>
<td>Outside CAA or externally dependent</td>
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### 4. FULL IMPLEMENTATION OF REGULATORY RESPONSIBILITIES

#### 4.1 Completion of secondary legislation

<table>
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<tr>
<th>ACTIONS (planned)</th>
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<th>STATUS Brief Report</th>
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<tbody>
<tr>
<td>4.1.1 Regulation on penalties in civil aviation</td>
<td>Working Group</td>
<td>Q 1 Q 2 Q 3 Q 4</td>
<td>In Progress</td>
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</table>

AACK/DSC-PLN 01
<table>
<thead>
<tr>
<th>Section</th>
<th>Description</th>
<th>Responsible</th>
<th>Signature</th>
<th>Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>4.1.2</td>
<td>Draft Regulation laying down common air rules and operating provisions relating to air navigation services and procedures, which implements Regulation (EU) no. 923/2012 of the European Parliament and of the Council</td>
<td>ANS/ FSD</td>
<td>X</td>
<td>X</td>
</tr>
<tr>
<td>4.1.3</td>
<td>Regulation 2018/1139 on common rules in the field of civil aviation and the establishment of a European Aviation Safety Agency</td>
<td>CAA/MIT/KHAIA</td>
<td>X</td>
<td>X</td>
</tr>
<tr>
<td>4.1.5</td>
<td>Regulation 2016/1158 on the removal of templates for authorizations issued to third-country operators and related specifications</td>
<td>FSD</td>
<td>X</td>
<td></td>
</tr>
<tr>
<td>4.1.6</td>
<td>Regulation on amending and supplementing Regulation No. 08/2014 on the transport of dangerous goods by air</td>
<td>FSD</td>
<td>X</td>
<td></td>
</tr>
<tr>
<td>4.1.8</td>
<td>Amendment of Regulation 01/2014 on Vocational Training of Aerodrome Employees</td>
<td>AGA</td>
<td>X</td>
<td></td>
</tr>
<tr>
<td>4.1.9</td>
<td>Amendment and supplement of Regulations No. 02/2010 and 02/2013 on marking obstacles</td>
<td>AGA</td>
<td>X</td>
<td></td>
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<tr>
<td>4.1.10</td>
<td>Drafting the CAA Vocational Training Manual</td>
<td>FSD/AGA/ANS/QSD</td>
<td>X</td>
<td></td>
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<tr>
<td>4.1.11</td>
<td>Transposition of Commission Regulation (EU) 2017/363 of 1 March 2017 amending Regulation (EU) No 965/2012 as regards the specific approval of single-engined turbine aeroplane operations at night or in instrument meteorological conditions and the approval requirements for the dangerous goods training relating to commercial specialised operations, non-commercial operations of complex motor-powered aircraft and non-</td>
<td>FSD</td>
<td>X</td>
<td></td>
</tr>
<tr>
<td>4.1.12</td>
<td>Amendment and supplement of TP-16</td>
<td>ICAER</td>
<td>X</td>
<td></td>
</tr>
<tr>
<td>4.1.13</td>
<td>Amendment and supplement of ICAER Department Manual</td>
<td>ICAER</td>
<td>X</td>
<td></td>
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<tr>
<td>4.1.14</td>
<td>Amendment and supplement of KMA Manual</td>
<td>ANS</td>
<td>X</td>
<td></td>
</tr>
<tr>
<td>4.1.15</td>
<td>Amendment and supplement of TP-12, TP-13, TP-14, TP-15</td>
<td>ANS</td>
<td>X</td>
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<tr>
<td>4.1.16</td>
<td>Amendment and supplement of TP-26</td>
<td>QSD/FSD</td>
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<tr>
<td>4.1.17</td>
<td>Amendment and supplement of TP-05</td>
<td>QSD/FSD</td>
<td>X</td>
<td></td>
</tr>
<tr>
<td>4.1.18</td>
<td>Translation of all TPs into Albanian and Serbian as amended based on the findings of the annual documentation review.</td>
<td>AGA</td>
<td>X</td>
<td></td>
</tr>
<tr>
<td>4.1.19</td>
<td>Amendment of Regulation 17/2017 on Aerodromes in accordance with EASA Regulation 2018/401.</td>
<td>AGA</td>
<td>X</td>
<td></td>
</tr>
<tr>
<td>4.1.20</td>
<td>Amendment and supplement of CAA Regulation No. 4/2011 on Access to Ground handling Services</td>
<td>ICAER</td>
<td>X</td>
<td></td>
</tr>
</tbody>
</table>

### 4.2 Implementation of planned steps in accordance with ISIS project for performance scheme

| 4.2.1 | Data collection and analysis | ANS/ICAER | X | X |
| 4.2.2 | Monitoring of the performance scheme implementation | ANS/ICAER | X | X |

### 4.3 Implementation of the Corrective Plan for addressing the EASA findings

| 4.3.1 | Implementation of the CAA Corrective Plan | ANS | X | X | X | X |
| 4.3.2 | Monitoring of the implementation of the ANSA Corrective Plan | ANS | X | X | X | X |

### 4.4 Issuance and re-validation of licenses of operator personnel and issuance of permits

| 4.4.1 | Issuance and validation of aeronautical licenses | FSD | X | X | X | X |
| 4.4.2 | Issuance and validation of medical certificates | FSD | X | X | X | X |
| 4.4.3 | Licensing of Controllers (on-going process) | ANS | X | X | X | X |
| 4.4.4 | Issuance of permits for DGR (upon request) | FSD | X | X | X | X |
| 4.4.5 | Registration of SAP Operators | FSD | X | X | X | X |
| **4.5 Continuous oversight of operators and internal oversight** |  |  |
| 4.5.1 | A detailed plan of oversight activities is part of the plan for 2018, CAAK/QSD-PLN 03 | AGA/ANS/FSD/ICAER/QSD |  |
| **4.6 Economic oversight of ANSA, PIA Adem Jashari LKIA and ground handlers** |  |  |
| 4.6.1 | ANSA Economic Oversight (2019 Insurance Policy) | ICAER | X |  |
| 4.6.2 | Economic oversight of PIA “Adem Jashari” LKIA LLC (2019 insurance policy, 2018 financial performance, 2018 audited financial reports) | ICAER | X |  |
| 4.6.4 | Economic oversight of “ExFis” LLC for airport kerosene supply services (2019 risk insurance policy for ground handling services and validity of certificates submitted) | ICAER | X |  |
| 4.6.5 | Economic oversight of “ExFis” LLC for airport kerosene supply services (separation of financial accounts, 2018 Financial Performance Assessment, 2018 Audited Financial Statements) | ICAER | X |  |
| 4.6.6 | Extension of approval for LKIA as a third-party ground service provider in PIA “Adem Jashari” | ICAER | X |  |
| **4.7 Internal and inter-institutional reporting** |  |  |
| 4.7.1 | Consolidation of CAA Annual Report | ICAER | X | X |  |
| 4.7.2 | Submission of the annual report to the Assembly of Kosovo | GDO | X |  |
| 4.7.3 | Consolidation of CAA Quarterly Reports | ICAER | X | X | X |  |
| 4.7.4 | Submission of Quarterly Report to the Supervisory Board | GDO | X | X | X | X |
| 4.7.5 | Reporting on integration processes (Country Report, SAA Subcommittee on Transport) | ICAER | X | X | X | X |
| 4.7.6 | Reporting to NPISAA | ICAER/ AGA/ANS/FSD | X | X | X | X |
| 4.7.7 | Submission of financial statements to MoF and OAG | ADM/GDO | X |
| 4.7.8 | Submission of financial report to the Parliamentary Committee on Budget and Finance | ADM/GDO | X |
| 4.7.9 | Submission of Mid-Term Expenditure Framework 2016-2018 | ADM/GDO | X |
| 4.7.10 | Annual budget planning | ADM/GDO | X |
| 4.7.11 | Realization of planned revenues from the passenger safety charge | ADM/GDO | X | X | X | X |
| 4.7.12 | Financial report of reconciliation with MoF every quarter | ADM/ | X | X | X | X |
| 4.7.13 | Monthly financial report for GDO | ADM/GDO | X | X | X | X |
| 4.7.14 | CHU reporting on internal and external audit report | GDO/ADM | X |
| 4.7.15 | Preparation of the LVV and submission to the CHU-MoF | GDO/ ADM | X |

### 4.8 Implementation of ECAA Agreement

| 4.8.1 | Matrix update and notice to staff on the transposition of remaining legislation from Annex 1 ECAA | ICAER | X | X | X | X |

### 4.9 Approval of regulated aeronautical charges

| 4.9.1 | Evaluation of ANSA Initial Request on Terminal Unit Charge | ICAER | X |
| 4.9.2 | Evaluation of ANSA’s second request on Terminal Unit Charge | ICAER | X |
| 4.9.3 | Issuance of Administrative Decision on the value of Terminal Unit Charge in RKS for 2020 | ICAER | X |

### 4.10 Drafting of national strategy for the development of Civil Aviation
### 4.10.1 Support to the drafting of the Civil Aviation Strategy under the Multimodal Transport Strategy

ICAER/QSD | X | X | X | X

### 4.11 Arrangement of cooperation agreements with state authorities for environmental protection

#### 4.11.1 MoU with stakeholders

GDO/AGA/ANS | X

### 4.12 Implementation of the Regulation on the marking of obstacles, in particular, the inspection and identification of overhead power lines

#### 4.12.1 Compilation of comprehensive report based on inspections and evaluations made

AGA | X

#### 4.12.2 Separate meetings with representatives of ministries, municipalities and other stakeholders, as a follow-up to monitoring the implementation of the Regulation on Aerodrome Protected Areas and the Regulation on Obstacle Marking

AGA | X | X

#### 4.12.3 Organizing of a workshop for industry and stakeholders on the implementation of the Regulation on Aerodrome Protected Zones and the Regulation on Obstacle Marking

AGA | X | X

### 4.13 Approval of change to PIA, extension of runway and raising of ILS category

#### 4.13.1 Evaluation and approval of change application

AGA | X

#### 4.13.2 Evaluation and approval of the Project

AGA | X | X | X | X

#### 4.13.3 Evaluation and approval of safety assessments

AGA | X | X | X | X

#### 4.13.4 Supervision of works

AGA | X | X | X | X

### 4.14 Continuation of LKIA Approval as a Ground Service Provider

#### 4.14.1 Evaluation of application and supporting documentation

AGA | X

#### 4.14.2 Comprehensive audit

AGA | X

#### 4.14.3 Preparing of recommendation for extension of approval

AGA | X

## 5. Compilation and Implementation of State Safety Program (SSP)

### 5.1 Implementation of SSP requests related only to CAA
<table>
<thead>
<tr>
<th>ACTIONS (planned)</th>
<th>Responsible unit</th>
<th>DEADLINE</th>
<th>STATUS Brief Report</th>
</tr>
</thead>
<tbody>
<tr>
<td>5.1.1 Organization of Security Committee meeting</td>
<td>QSD/GDO</td>
<td>X</td>
<td>In Progress</td>
</tr>
<tr>
<td>5.1.2 CAA Security Council meetings</td>
<td>Security Council</td>
<td>X X X X</td>
<td>Completed</td>
</tr>
<tr>
<td>5.1.3 ORs analysis and report drafting</td>
<td>Working group</td>
<td>X</td>
<td>Not Completed</td>
</tr>
<tr>
<td>5.1.4 Preparing of summary lists of reported incidents (managing the incident reporting system)</td>
<td>FSD</td>
<td>X X X X</td>
<td>Outside CAA or externally dependent</td>
</tr>
<tr>
<td>5.1.5 Updating of the SSP to include the MI Regulation on Search and Rescue transposing Annex 12</td>
<td>QSD</td>
<td>X</td>
<td>Completed</td>
</tr>
<tr>
<td>5.1.6 Risk Management in Civil Aviation (Establishment of a Risk Measurement Registry)</td>
<td>QSD</td>
<td>X</td>
<td>Not Completed</td>
</tr>
<tr>
<td>5.1.7 Updating of “Enforcement Manual” to reflect the Regulation on Fines in Civil Aviation</td>
<td>QSD</td>
<td>X</td>
<td>Completed</td>
</tr>
<tr>
<td>5.1.8 Drafting of the CAA “Safety Management” manual</td>
<td>QSD</td>
<td>X</td>
<td>Not Completed</td>
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</table>

6. IMPLEMENTATION AND CONTINUOUS IMPROVEMENT OF QMS

6.1 Implementation and continuous improvement of QMS

<table>
<thead>
<tr>
<th>ACTIONS (planned)</th>
<th>Responsible unit</th>
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<th>STATUS Brief Report</th>
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<td></td>
<td></td>
<td>Q Q Q Q</td>
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<td>Outside CAA or externally dependent</td>
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<tr>
<td>6.1.1</td>
<td>Closing of recommendations from QMS internal audit</td>
<td>QSD/ all departments</td>
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</tr>
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<td>-------</td>
<td>-----------------------------------------------</td>
<td>---------------------</td>
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</tr>
<tr>
<td>6.1.2</td>
<td>Closing of recommendations from QMS external audit</td>
<td>QSD/ all departments</td>
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<tr>
<td>6.1.3</td>
<td>ADM MAN Revision</td>
<td>ADM</td>
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<tr>
<td>6.1.4</td>
<td>Complete harmonization of CAA Risk Registry format with requirements from MoF</td>
<td>QSD/ADM</td>
<td>X</td>
</tr>
<tr>
<td>6.1.5</td>
<td>Review of Regulations transposing ICAO Annexes to Article requiring publication in AIP of “Differences” from SARPs</td>
<td>AGA/ANS/FSD</td>
<td>X</td>
</tr>
</tbody>
</table>

### 6.2 Execution of budget expenses according to planned cash flow (in %)

| 6.2.1 | Total Implementation (Allocated Budget Expenditures) | ADM | X | X | X | X |
|-------|-----------------------------------------------------|-----|---|---|---|
| 6.2.2 | Salaries and wages | ADM | X | X | X | X |
| 6.2.3 | Goods and services | ADM | X | X | X | X |
| 6.2.4 | Utilities | ADM | X | X | X | X |

### 6.3 Implementation of plans as approved by CAA management

<table>
<thead>
<tr>
<th>6.3.1</th>
<th>Implementation of training plan for CAA staff (CAA/ADM/BNJ-PLN 03)</th>
<th>HR</th>
<th>X</th>
<th>X</th>
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</thead>
<tbody>
<tr>
<td>6.3.2</td>
<td>Realization of the Recruitment plan (CAA/ADM/BNJ-PLN 04)</td>
<td>HR</td>
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</tr>
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<td>6.3.3</td>
<td>CAA Personnel Planning (in accordance with Mid-Term Expenditure Framework No. 04/2014)</td>
<td>HR</td>
<td>X</td>
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<tr>
<td>6.3.4</td>
<td>Realization of updating of files in HRMIS</td>
<td>HR</td>
<td>X</td>
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<tr>
<td>6.3.5</td>
<td>Implementation of the procurement plan</td>
<td>PROCUREMENT</td>
<td>X</td>
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</tr>
<tr>
<td>6.3.6</td>
<td>Implementation of the asset management plan</td>
<td>ADM</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
</tr>
</tbody>
</table>
ANNEX 3 - AIR TRANSPORT STATISTICS 2019

Passenger traffic
2000-2019

Bar chart showing annual passenger traffic from 2000 to 2019.
Flight departures
2000-2019

- 2,176 (2000)
- 3,902 (2001)
- 4,171 (2002)
- 4,163 (2003)
- 4,716 (2004)
- 4,983 (2005)
- 4,077 (2006)
- 4,316 (2007)
- 4,928 (2008)
- 5,709 (2009)
- 6,143 (2010)
- 6,738 (2011)
- 6,947 (2012)
- 7,305 (2013)
- 5,994 (2014)
- 6,773 (2015)
- 7,254 (2016)
- 7,508 (2017)
- 8,388 (2018)
- 9,113 (2019)
Passengers by state
2019

- Switzerland 37%
- Germany 33%
- Turkey 15%
- Austria 5%
- Britain 3%
- Slovenia 2%
- Norway 1%
- Other 4%
- Belgium 1%
- Hungary 1%
- Italy 1%
- Sweden 1%
Passengers by air carrier
2019

- Eurowings: 343,701
- Easy Jet: 268,694
- Edelweiss: 254,636
- Wizzair: 253,282
- Orange2Fly: 232,669
- Turkish Airlines: 179,351
- Pegasus Airlines: 169,013
- Adria Airways: 129,744
- Austrian: 111,549
- ALK LSC: 49,276
- Swiss: 42,921
- TUIfly (Benelux): 42,374
- TUIfly GMBH: 30,626
- Germany: 26,391
- SunExpress: 24,789
- Corendon Airlines: 18,106
- Norwegian Air International: 16,637
- Onur Air: 12,763
- Enter Air: 12,206
- SAS: 9,844
- Other: 7,013
- Other: 5,760
Passengers by destination
2019

- ZRH 16.1%
- MLH/BSL 14.0%
- DUS 8.2%
- STR 8.0%
- CPH 6.5%
- BUD 5.8%
- HAJ 5.6%
- VRN 5.9%
- HAM 4.9%
- CGN 4.2%
- HEL 2.8%
- LTN 2.6%
- FRA 2.3%
- DTM 2.0%
- FMM 2.0%
- OSL 1.6%
- BRU 1.3%
- LUJ 1.5%
- Other 5.6%
Onward destinations
2019
Cargo (kg)
2010-2019

- 2010: 1,383,441
- 2011: 1,168,433
- 2012: 1,120,095
- 2013: 1,020,735
- 2014: 1,007,872
- 2015: 1,017,132
- 2016: 1,157,785
- 2017: 1,203,585
- 2018: 1,230,598
- 2019: 1,200,647
Translated by:

Global Consulting & Development Associates SH.P.K. (NUI: 811181669)

Rr. Bulevardi i Pavaresise II/2, Gjilan, Republika e Kosoves