



Water and Waste Regulatory Office
Zyra Rregullatore për Ujë dhe Mbeturina
Regulatorni Ured Za Vodu i Otpad

UNMIK



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WATER AND WASTE REGULATORY OFFICE (“WWRO”)

RULE
FOR THE LICENSING
OF
WASTE COLLECTION SERVICE PROVIDERS IN KOSOVO

26 January 2005

TABLE OF CONTENTS

Chapter 1: Scope, Purpose and Definitions.....	5
Section 1 : Authority for this Rule	5
Section 2 : Scope	5
Section 3 : Purpose	5
Section 4 : Definitions	5
Section 5 : Rules of Interpretation.....	8
Chapter 2: General Service License Provisions	8
Section 6 : Applicability	8
Section 7 : Term of the Service License.....	8
Section 8 : Number of Service Licenses.....	8
Section 9 : Expenses for Obtaining Service License.....	9
Section 10 : Limitations.....	9
PART 2: SERVICE LICENSE APPLICATION.....	9
Chapter 1: Service License Application Process.....	9
Section 11 : Schedule for Service License Application	9
Section 12 : Service License Application Forms	9
Section 13 : Service License Application Fee	10
Section 14 : Approval of Supervisory Board	10
Section 15 : Approval of Financial Statements by the KTA.....	10
Section 16 : Acknowledgement by the Regulator	10
Section 17 : General Identification Information.....	10
Section 18 : Service Area and Customers and Inhabitants Served.....	11
Section 19 : Municipal Solid Waste Collected and Disposed Of.....	11
Section 20 : Waste Collection Capacity	12
Section 21 : Service Tariffs	12
Section 22 : Prior Operating Experience	12
Section 23 : Eligibility For Management Authority.....	12
Chapter 2: Required Documentary Evidence	12
Section 24 : Curricula Vitae of Senior Managers.....	12
Section 25 : Authorization from Municipality within the Service Area	13
Section 26 : Agreement for Disposal of Collected Municipal Solid Waste.....	13
Section 27 : Business Documents.....	14
Section 28 : Tax and Utilities Invoices and Related Liabilities Documents	15
Section 29 : Other Documents.....	15
PART 3: REVIEW OF APPLICATION AND ISSUE OF SERVICE LICENSE.....	15
Chapter 1: Review of the Service License Application.....	15
Section 30 : General Review of the Service License Application and Accompanying Documents	15
Section 31 : Inability to Provide the Requested Information	16
Section 32 : Detailed Review of the Service License Application.....	16
Section 33 : Request for Supplementary Information	16
Chapter 2: Issue of the Service License	16
Section 34 : Issue of the Service License	16
PART 4: THE SERVICE LICENSE.....	17
Chapter 1: Content of a Service License	17
Section 35 : Contents of the Service License	17
Chapter 2: Obligations of the Waste Collection Service Providers	18

Section 36 : General Obligation of the Waste Collection Service Provider.....	18
Section 37 : Obligations Specific to All Waste Collection Service Providers	18
PART 5: SERVICE LICENSE REFUSAL.....	19
Section 38 : Refusal to Issue or Renew a Service License.....	19
PART 6: RENEWAL AND TRANSFER OF A SERVICE LICENSE	19
Chapter 1: Renewal or Transfer of a Service License	19
Section 39 : Renewal of a Service License	19
Section 40 : Transfer of a Service License	20
PART 7: CHANGES, TERMINATION AND REVOCATION OF A SERVICE LICENSE 20	
Chapter 1: Amendment, Supplements or Replacement to Service License Conditions	20
Section 41 : Regulator’s Right to Amend, Supplement or Replace a Service License.....	20
Section 42 : Review of Qualifications of the Managing Director	20
Section 43 : Informing the Regulator of Significant Change	21
Chapter 2: Termination, Revocation or Surrender of a Service License.....	21
Section 44 : Termination of a Service License.....	21
Section 45 : Revocation on a Service License.....	21
Section 46 : Surrender of a Service License.....	21
PART 8: SERVICE LICENSE CONDITIONS AGREEMENT.....	22
Section 47 : Service License Conditions Agreement	22
Section 48 : Negotiation of a Service License Conditions Agreement	22
Section 49 : Entering into a Service License Conditions Agreement	23
Section 50 : Legal Nature and Enforceability of Service License Conditions Agreement	23
Section 51 : Compliance with Service License Conditions.....	24
PART 9: ENFORCEMENT, PENALTIES, AND APPEALS	24
Chapter 1: Enforcement of Service License Conditions	24
Section 52 : Enforcement of Service License Conditions	24
Chapter 2: Reports and Records on Service License Conditions	24
Section 53 : Records and Reports on Service License Conditions.....	24
Chapter 3: Offenses and Penalties.....	25
Section 54 : Offences and Penalties	25
Chapter 4: Appeals	26
Section 55 : Appeals.....	26
PART 10: MISCELLANEOUS.....	26
Section 56 : Languages.....	26
Section 57 : Entry into Force.....	26
APPENDICES	28
APPENDIX 1	29
FORMS AND DOCUMENTS	29
APPENDIX 1(a)	30
SERVICE LICENSE APPLICATION FORM	30
APPENDIX 1(b)	33
EQUIPMENT LIST FORM	33

APPENDIX 1 (c)	34
SUPERVISORY BOARD AUTHORIZATION.....	34
APPENDIX 1 (d)	35
APPROVAL OF FINANCIAL STATEMENT	35
APPENDIX 1 (e)	36
CONFIRMATION LETTER FROM THE MUNICIPALITY.....	36
APPENDIX 1 (f).....	37
AUTHORIZATION LETTER BY MUNICIPALITY	37
APPENDIX 1(g)	38
ADMINISTRATIVE COMPLETENESS CHECK LIST	38
APPENDIX 1(h).....	41
SERVICE LICENSE CERTIFICATE	41
APPENDIX 1 (i).....	42
FORMAT OF CURRICULUM VITAE TO	42

GENERAL PROVISIONS

Chapter 1: Scope, Purpose and Definitions

Section 1 : Authority for this Rule

The Regulator issues this Rule under the authority of UNMIK Regulation NO. 2004/49 On The Activities of Water and Waste Services Providers, dated 26. November 2004.

Section 2 : Scope

All currently operating Publicly Owned Enterprises providing Waste Collection Services and shall apply for and be granted a Service License by the Regulator as per the provisions of this Rule.

Section 3 : Purpose

The purpose of this Rule is to establish the procedure, under which Service Licenses for the specific purpose of providing Waste Collection Services shall be applied for, issued, maintained, renewed, and revoked.

Section 4 : Definitions

The terms and expressions used in this Regulation shall bear the following meanings:

- “**Annual License Fee**” means the fee to be paid by all Waste Collection Service Providers to the Regulator in order for the Waste Collection Service Provider to be able to continue the enjoyments of the rights granted by the Regulator with regards the provision of service;
- “**Business Day**” means any day, other than Saturday, Sunday, statutory holiday or public holiday in Kosovo;
- “**Commercial /Industrial Customer**” means any person, legal entity, or business organization classified by the Service provider as a Customer using the Services for or in connection with the exercise of a commercial or industrial activity;
- “**Consolidation Plan**” means the sector restructuring plan created by the Kosovo Trust Agency (“KTA”) for the consolidation and restructuring of Water and Wastewater Service Providers, and Solid Waste Service Providers dated 10 September 2002 as amended, supplemented or replaced from time to time by the KTA;
- “**Customer**” means a person that has entered into a Service Contract with a Services Provider or has received services supplied by a Service Provider;
- “**Disposal Site**” means a site or location licensed by the Ministry of the Environment and Spatial Planning for disposal of Municipal Solid Waste and any residual matter after Municipal Solid Waste has been processed and the recovery of conversion products or energy has been accomplished;
- “**Hazardous Waste**” means by-products of society that can pose a substantial or potential hazard to human health or the environment when improperly managed. Substances classified as Hazardous Wastes possess at least one of the four following characteristics: ignitability, corrossivity, reactivity or toxicity or as been classified as hazardous waste by the European Union;

- “Household Customer”** means the Customer classified by the Waste Collection Service Provider as one using the services at his or her home or residence;
- “Inhabitant”** means a person living within the Service Area;
- “Institutional Customers”** means any legal entity classified by the Waste Collection Service Provider as a governmental authority, international organisation or institution that carries out activities of common or public interest and that is not registered as a business organization in accordance with UNMIK Regulation On the Registration of Business Organizations in Kosovo;
- “Invoice”** means a written document delivered to Customers for the specific purpose of charging the Customers for the Waste Collection Services rendered by the Waste Collection Service Provider or another entity legally entitled to do so and of a format approved by the Regulator;
- “Licensed Disposal Facility”** means a facility, which is licensed by the Ministry of Environment and Spatial Planning and where the operating entity of the facility is licensed by the Regulator to operate such a facility;
- “Liquid Waste”** means any waste in liquid form including wastewaters and sewage sludge;
- “Management Authority”** means the authority and powers granted under a written agreement entered into and between a Waste Collection Service Provider and any other Waste Service Providers in which it is specifically stated that (1) the Waste Collection Service Provider designated for such purpose in accordance with Section 9 is authorized to and responsible for the overall management and operations of any other Service Provider operating in the Service Area and (2) that the other Service Provider in the Service Area will comply with the requirements of the said agreement;
- “Medical Waste”** means any waste originating from a healthcare providing facility or activity and includes infectious, anatomical, sharp, chemical and pharmaceutical waste products. All waste from originating from such healthcare providing facilities or activities that does not contain risk waste as listed shall be recognized as commercial solid waste;
- “Minimum Service Standards”** means the minimum service levels established by the Regulator in the Rule on Minimum Service Standards for Waste Collection Service Providers in Kosovo;
- “Municipal Solid Waste”** means non-hazardous solid waste generated in households, commercial and business establishments, institutions and non-hazardous industrial process waste;
- “Municipality”** means the Municipalities set out in Schedule A to UNMIK Regulation NO. 2000/43 of 27 July 2000 On the Number, Names and Boundaries of Municipalities as at the date this Administrative Direction enters into force;
- “Person”** means an individual, legal or public entity including a corporation, a partnership, a trust, an unincorporated organization, a government or any agency or subdivision thereof;
- “Publicly Owned Enterprises”** means an enterprise that was created as publicly-owned by the Kosovo, a municipality or other public-political organization and

as defined in UNMIK Regulation 2002/12 of June 13, 2002 On The Establishment of the Kosovo Trust Agency;

“Regulator” means the authority responsible for the economic regulation of Service Providers under the applicable law;

“Residence” means any house, dwelling, multi-unit residence, apartment building, house or any other building utilized for residential purposes;

“Rule on Computations and Charges of Tariffs” means the Rules on Tariff Setting for Waste Collection Service Providers in Kosovo;

“Service Area” means in relation to a Service License, the Region or Municipality within which the relevant Service Provider may provide its Services;

“Service Contract” means an agreement signed between the Waste Collection Service Provider and any type of Customer;

“Service License Applicant” means any Publicly Owned Enterprise filing a License Application to the Regulator;

“Service License Application Fee” means the official non-refundable fee due to the Regulator by the License Applicant upon the filing of the License Application as foreseen under Section 13;

“Service License Application” means the information and documents submitted by a License Applicant for the purpose of obtaining a Service License from the Regulator

“Service License Certificate” means the certificate issued by the Regulator to a Waste Collection Service Provider.

“Service License Conditions Agreement” means the agreement that can be entered into and between the Regulator and the Waste Collection Service Providers to amend, modify, alter or supplement any Service License Conditions in accordance with the provisions of Part 8 of this Rule;

“Service License” means a license issued by the Regulator pursuant to this Rule authorising a Publicly Owned Enterprise to provide or to offer Waste Collection Services to the public.

“Service License Conditions” means the specific conditions under which the Regulator issues a Service License to a Waste Collection Service Provider;

“Service Tariffs” means any rate, charges or fees of a Service Provider in relation to the provision of its Services to Customers;

“Toxic Waste” means a waste product that can produce injury if inhaled, swallowed or absorbed through the skin;

“Waste Collection Service Provider” means a any Person providing or intending to provide Waste Collection Services;

“Waste Collection Services” means collecting Municipal Solid Waste and transporting it to a Disposal Site”

“Waste Disposal Service Provider” means any person providing or intending to provide Waste Disposal Services;

“Waste Disposal Services” means the operations of a Disposal Site.

Section 5 : Rules of Interpretation

In this Rule:

- (a) Any terms and expressions used in this Rule, not specifically defined herein and that might be in question, shall bear the meanings as defined in the legal acts referred to in the Preamble of this Rule and/or in any other law applicable in Kosovo; and
- (b) References to a Rule shall be construed as meaning any Rule issued, modified, amended, supplemented, and/or replaced by the Regulator from time to time as per the powers that have been granted to the Regulator; and
- (c) The singular includes the plural and vice versa; and
- (d) Words of any gender used shall include any other gender; and
- (e) References to Parts, Chapters, and Sections are, unless otherwise expressly stated, references to Parts, Chapters and Sections of this Rule.

Chapter 2: General Service License Provisions

Section 6 : Applicability

All Publicly Owned Enterprises or entities relative to the activity of collecting, removing and transporting Municipal Solid Waste in Kosovo, whether actively involved and participating in or intending to do so, either on a part-time or full-time basis, are required to apply for and obtain a Service License from the Regulator as per the provisions of this Rule, for the: following activities:

- (a) collecting, removing and transporting Municipal Solid Waste in Kosovo;
- (b) collecting, removing and transporting debris, or waste resulting from construction and /or demolition activities, land clearing operations, remodeling or rehabilitation of buildings and structures;
- (c) collecting, removing and transporting, for the purpose of recycling, non-toxic and non-hazardous solid waste materials from commercial, public or international institutions, including military installation;
- (d) collecting, removing and transporting of debris or waste resulting from landscaping activities;
- (e) collecting, removing and transporting of debris or waste resulting from the provision of street and road cleaning operations or
- (f) relative to the purpose of raising funds through the collection, removal and transport of solid waste including waste materials separated at source, or other Municipal Solid Waste products.

Section 7 : Term of the Service License

All Service Licenses shall be issued for fixed time duration of not less than one calendar year and not exceeding five calendar years.

Section 8 : Number of Service Licenses

The number of Service Licenses that shall be issued by the Regulator shall be limited to the following:

- (a) No more than one (1) Service License shall be issued to any single Waste Collection Services Provider.
- (b) The Regulator may, when deemed to be in the interest of the public, issue Service Licenses to more than one Waste Collection Services Provider within the official boundaries of a single Municipality.
- (c) The Regulator may, when deemed to be in the public interest, issue a Service License for which the Service Area covers more than one Municipality in whole or in part to the Waste Collection Service Providers identified in the Consolidation Plan as having Management Authority over other Waste Collection Service Providers

Section 9 : Expenses for Obtaining Service License

- 9.1 All expenses incurred by the Service License Applicant relative to applying for and/or obtaining a Service License, including the Service License Application Fee referred to in Section 13 shall be the sole responsibility of the Licence Applicant.
- 9.2 The Waste Collection Service Provider shall include in the Service Tariffs the amount it pays for its Service License Application Fee.

Section 10 : Limitations

- 10.1. The Service License issued by the Regulator shall be used only for the provision of collection and removal of Municipal Solid Waste and its transport to a Licensed Disposal Facility designated in the Services License.
- 10.2. The following activities regarding the collection, transport and disposal of:
 - (a) Liquid Waste;
 - (b) Medical and Pathological Waste;
 - (c) Toxic and/or Hazardous Waste.

cannot be carried out under the conditions issued under this Rule required for the a Service License and shall require and be the subject to specific license conditions for each of such activities to be issued under specific Rules by the Regulator, as the Regulator may determine from time to time .

PART 2: SERVICE LICENSE APPLICATION

Chapter 1: Service License Application Process

Section 11 : Schedule for Service License Application

All eligible unlicensed existing and operating Waste Collection Service Providers shall submit a complete Service License Application, as per the provisions of this Rule within four (4) months from the date of entry into force of this Rule.

Section 12 : Service License Application Forms

All Service License Applications shall be submitted in triplicate to the Regulator (one original and two copies) as per the instructions provided in the Service License Application as included in Appendix 1(a) to this Rule.

Section 13 : Service License Application Fee

- 13.1. The Service License Applicant shall pay in full a non-refundable Service License Application Fee, which shall be remitted in cash to the Regulator at the same time that the Service License Application is submitted.
- 13.2. The Deputy Special Representative of the Secretary General for the Economic Development and Reconstruction shall, in accordance with the recommendation of the Regulator specify the amount of the Service License Application Fee payable pursuant to this Section.

Section 14 : Approval of Supervisory Board

- 14.1 The Service License Application shall be approved by the Supervisory Board
- 14.2 The approval of the Supervisory Board determined in sub-section 14.1 above, shall be granted in the form of a letter issued by the Supervisory Board and is to be attached to the Service License Application.

Section 15 : Approval of Financial Statements by the KTA

- 15.1 The KTA's senior financial officer or any other Person authorized to do so by the KTA Supervisory Board, shall approve all financial statements provided by the Service License Applicant to the Regulator for the purpose of obtaining a Service License.
- 15.2 The approval of the financial statements that must be attached to the Service License Application shall be in the form of a letter signed by the authorized senior financial officer or by any other Person authorized to do so by the KTA as per the format in Appendix 1(d) to this Rule

Section 16 : Acknowledgement by the Regulator

- 16.1 The Regulator shall send to the Service License Applicant, an acknowledgement letter for acceptance of the application, accompanying documents and confirming the date and time of submittal, not later than (5) working days from receipt of the Application.
- 16.2 The letter of acknowledgement of reception of a Service License Application shall not bind the Regulator as to his acceptance, completeness and approval of the Service License Application.
- 16.3 The Regulator shall remit a receipt for an amount equivalent to the Service License Application Fee remitted by the Service License Applicant.

Section 17 : General Identification Information

The Service License Applicant shall provide in the appropriate section of the Service License Application the following general identification information as well as other information's as may be indicated on the Service License Application:

- (a) Identification of the Service License Applicant: The complete current postal address of its main place of business or registered office, including telephone numbers, fax number and email address;

- (b) Applicant contact person: The complete name and contact details of the person that has been assigned to prepare and compile the Application and whom the Regulator would subsequently contact for any question relative to the Application;
- (c) Identification of Senior Managers: The names and addresses of the Chairman of the Supervisory Board and/or of the Chairman of the Board of Directors, as may be applicable, the names and addresses of the Managing Director or General Manager, Senior Financial Officer, the Senior Operations Manager, the Customer Services Manager and the name of the person responsible for the Service License Application.

Section 18 : Service Area and Customers and Inhabitants Served

The Service License Applicant shall provide in the appropriate section of the License Application the following Service Area and Customer and Inhabitants information:

- (a) Service Area identification: The Service Area, including the name of the Municipality served at the date of submission of the Service License Application as well as the geographical boundaries shall be provided; and
- (b) Villages and Settlements: Names of the villages and settlements served at the date of submission of the Service License Application shall be provided; and
- (c) Customers served: An estimate number of Customers served by the Service License Applicant at the time of submission of the Service License Application broken down in the following categories:
 - (i) Household Customers;
 - (ii) Commercial and Industrial Customers (including Socially Owned Enterprises);
 - (iii) Institutional Customers;
- (d) Inhabitants served: An estimate of the total number of inhabitants in the Service Area, estimated number of rural villages receiving Services and an estimate of how many are or will be receiving Waste Collection Services in the coming twelve (12) months period.

Section 19 : Municipal Solid Waste Collected and Disposed Of

The Service License Applicant shall provide as of the date of submission of the Service License Application in the appropriate section of the Service License Application form, the following information:

- (a) Amount of Municipal Solid Waste collected: The quantity of Municipal Solid Waste collected on a daily basis by the Service License Applicant as of the date of submission of the Service License Application. The amount shall be represented and quantified on a weight basis in tons or volume (cubic metres) collected per eight (8) hour work shift; and.
- (b) Licensed Disposal Facility: The name(s) of the Licensed Disposal Facility used by the Service License Applicant for disposal of the collected Municipal Solid Waste. The number of Municipal Solid Waste loads transported to each Licensed Disposal Facility.

Section 20 : Waste Collection Capacity

The Service License Applicant shall provide as of the date of submission of the Service License Application in the appropriate section therein the following information:

- (a) Employees: The total number of employees enjoying full-time employment as well as the number of employees whose functions are dedicated fulltime to the provision of Waste Collection Services as per the categories listed in the Service License Application form;
- (b) Waste Collection Equipment: A summary of the names and types of equipment and machinery dedicated to the provision of Waste Collection Services as per the categories listed in the Service License Application form; and
- (c) Support Equipment: A list of major equipment and machinery including mechanical maintenance capabilities used to support the provision of Waste Collection Services and as per the categories listed in the Service License Application form.

Section 21 : Service Tariffs

The Service License Applicant shall provide a list of the various Service Tariffs in force as of the date at which the Service License Application was submitted for the different types of Waste Collection Services provided.

Section 22 : Prior Operating Experience

- 22.1 The Service License Applicant shall provide in the appropriate section of the Service License Application a summarized narrative clearly demonstrating its experience in the provision of Waste Collection Services.
- 22.2 Information on the prior operating experience of the Service License Applicant shall be supplemented by the curriculum vitae of each staff member named in Section 26 in this Rule.

Section 23 : Eligibility For Management Authority

A Service License Applicant shall, if applicable, list in the Service License Application the names of all Waste Collection Service Providers who, as per the Consolidation Plan will be under its Management Authority for the provision of Waste Collection Services in any geographical sectors within the Service Area.

Chapter 2: Required Documentary Evidence

Section 24 : Curricula Vitae of Senior Managers

- 24.1 The Service License Applicant shall submit with the Service License Application a curriculum vitae for the following senior managers position:
 - (a) The Chairman of the Supervisory Board or as the case may be the Chairman of the Board of Directors;
 - (b) The Managing Director or General Manager as the case may be;
 - (c) The Senior Financial Director or Manager;
 - (d) The Senior Solid Waste Collection Operations Director or Manager; and

- (e) The Customer Services Director or Manager.
- 24.2 The curriculum vitae of each of the senior managers listed in sub-section 24.1 of the Service License Applicant shall be provided as per the format provided in Appendix 1(i) to this Rule.

Section 25 : Authorization from Municipality within the Service Area

- 25.1 The Service License Applicant shall submit with the Service License Application documentary proof that the Waste Collection Service Provider applying for a Service License is duly authorized to collect Municipal Solid Waste in the Municipality or Municipalities within the geographical boundaries of the Service Area to which the Service License Application refers.
- 25.2 The documentary proof required under sub-section 25.1 above may be produced in the form of:
 - (a) Any existing agreement with the Municipality or Municipalities concerned which clearly demonstrates that the Service License Applicant is authorized to collect, remove and transport Municipal Solid Waste within all or part of the territorial boundaries of such Municipality or Municipalities. If the authorization is valid only for a portion of territory of the said Municipality or Municipalities a geographical description of the authorized Service Areas shall be clearly provided in the agreement; and
 - (b) Confirmation by the Chief Executive Officer of the Municipality that the License Applicant has been providing Waste Collection Services to the Municipality for a number of years or has always been doing so evidenced by means of a letter issued in accordance with the standard form provided in Appendix 1(e) to this Rule.

Section 26 : Agreement for Disposal of Collected Municipal Solid Waste

- 26.1 The Service License Applicant shall submit with the Service License Application, documentary proof that he has an agreement with a Licensed Disposal Facility and is authorized to bring the collected Municipal Solid Waste to such facility for disposal. In addition, such agreement shall clearly show the disposal or tipping fees charged to the Waste Collection Services Provider by the Waste Disposal Service Provider.
- 26.2 The agreement referred to in sub-section 26.1 above may be evidenced by:
 - (a) A copy of a contract or agreement between the Waste Collection Service Provider and the operator of the Licensed Disposal Facility;
 - (b) A copy of a letter issued in the form provided in Appendix 1(f) to this Rule, by the Municipality in which the Licensed Disposal Facility is located and signed by the Chief Executive of the Municipality clearly demonstrating that the License Applicant is authorized to bring and tip Municipal Solid Waste collected in the Service Area at the Licensed Disposal Facility and a confirmation of the fee paid by the Waste Collection Services Provider for being authorized to do so. Refer to, item for a copy of the letter and format to be utilized; and
 - (c) Any other document issued by a competent authority in which it is clearly demonstrated that the Service License Applicant is authorized to provide Waste

Collection Services in the Service Area for which the Service License is being applied.

Section 27 : Business Documents

The Service License Applicant shall submit together with the Service License Application the following business documents:

- (a) The documentary proof that the Service License Applicant is authorized by its Supervisory Board to apply for a Service License;
- (b) A copy of the statutes or the founding documents legally establishing or incorporating the Service License Applicant;
- (c) The organization chart showing and labeling all functions levels starting at the Supervisory Board;
- (d) A copy of the in-force and valid Business Registration Certificate issued by UNMIK to the Service License Applicant;
- (e) A copy of the VAT Tax Registration Certificate issued to the Service License Applicant;
- (f) Written confirmation by Senior Financial Officer of the Service License Applicant that all employees wages and salaries have been paid are current and if applicable in accordance with the agreement with the said employees; and that the income taxes and pensions paid retained by the employer on behalf of the employees have been remitted to the appropriate fiscal authorities of Kosovo;
- (g) A copy of the most recent set of financial statements, audited if available. The financial statements must cover the complete fiscal period immediately preceding the date at which the Service License Application is submitted plus financial statements for each of the months covering the period starting on the first day of the month following that of the end of the said fiscal period to the last day of the month preceding the one during which the Service License Application is submitted to the Regulator
- (h) If the Service License Applicant is a general partnership, a limited partnership, a joint stock company or a limited liability company, the financial statements shall be certified by the Chairman of the Board and by the Managing Director and the Senior Financial Officer and also by the KTA if the Service License Applicant is under the management oversight of the KTA;
- (i) A copy of bank statements for all bank accounts held by the Service License Applicant for the period covering six (6) complete months preceding the date at which the Service License Application is submitted;
- (j) Proof of the “general comprehensive public liability insurance” required pursuant to the Rule on “Service Standards for Waste Collection Service Providers in Kosovo” as issued and amended or supplemented from time to time by the Regulator; and
- (k) Proof of the performance guarantee financial instrument required pursuant to the Rule on “Service Standards for Waste Collection Service Providers in Kosovo” as issued and amended or supplemented from time to time by the Regulator.

Section 28 : Tax and Utilities Invoices and Related Liabilities Documents

The Service License Applicant shall submit with the Service License Application the following public utilities and tax related documents.

- (a) Documented proof clearly demonstrating that the License Applicant is current on its Property Tax liabilities. The documented proof shall be in the form of a Property Tax bill stamped “paid in full” by an authorized official of the Municipality within which the Service License Applicant is located. If the License Applicant is not current with its Property Tax liabilities, an explanation as to the reasons why as well as the amount owed and a description of the corrective measures to be taken must be provided.
- (b) Documented proof clearly demonstrating that the Service License Applicant is current on his water, electricity and telephone bills must also be presented upon the filling of the Service License Application. It shall be in the form of letter clearly indicating that the Service License Applicant is current on all relevant utility invoices to date, or a copy of the most recent public utility invoice preceding the date of submission of the Service License Application which shows a “zero” value with regards to previous invoices and stamped “paid in full”. If the Service License Applicant is not current on the payment of its utility bills, an explanation as to the reasons why as well as the amount owed and a description of the corrective measures to be taken must be provided.
- (c) Documented proof clearly demonstrating that the Service License Applicant is current on VAT, taxes on revenues and any other tax defined by law as due and payable to a competent authority, must be attached to the Service License Application. In the event that the Service License Applicant is not current on the payment of such tax bills, an explanation as to the reasons why as well as the amount owed and a description of the corrective measures to be taken must be provided.

Section 29 : Other Documents

The Service License Applicant shall also submit with the Service License Application, a map of the Service Area with the perimeter of such area clearly identified in such map.

PART 3: REVIEW OF APPLICATION AND ISSUE OF SERVICE LICENSE

Chapter 1: Review of the Service License Application

Section 30 : General Review of the Service License Application and Accompanying Documents

The Regulator shall complete general review of the submitted Service License Application and of the attached documents as follows:

- (a) The Regulator shall ensure that the Service License Application submitted by the Service License Applicant has been properly completed and that requested information's and attached documents have been included. The Regulator shall record the Service License Application general review results on the form provided in Appendix 1(g) to this Rule;
- (b) The Regulator shall inform the Service License Applicant in writing within thirty (30) Business Days of any missing or incomplete information and that

the Service License Application will be held in abeyance until such a time that the missing documents or information are provided, but for a period not exceeding thirty (30) Business Days, after which the Service License Application documents shall be returned to the Service License Applicant. In the occurrence of such an event the full amount of the Service License Application Fee is forfeited and shall be retained by the Regulator.

Section 31 : Inability to Provide the Requested Information

The Service License Applicant shall provide in writing justification relative to his inability to provide any of the requested information's and documents that must accompany the Service License Application and provide a time-bound action plan completed with corrective measures for rectifying the situation.

Section 32 : Detailed Review of the Service License Application

When the Service License Agreement is deemed acceptable the Regulator shall proceed to perform and complete within thirty (30) Business Days a and objective technical review with regard to:

- (a) The accuracy and completeness of the information provided in the Service License Application and in the respective accompanying documents;
- (b) The management capacity and operational capability of the Service License Applicant to provide Waste Collection Services at an acceptable level of quality, reliability and safety at an affordable cost to the Customers and under the economic conditions prevailing in Kosovo;
- (c) The financial capacity of the Service License Applicant with regards to maintain and continue operations for the period to be covered by the Service License; and
- (d) Evaluating the impacts on the grant of a Service License relative to any missing information and documents as well as the corrective measures proposed in Section 31.

Section 33 : Request for Supplementary Information

The Service License Applicant shall fully cooperate with the Regulator to promptly provide any additional information and documents reasonably required by the Regulator to properly appraise the Service License Application.

Chapter 2: Issue of the Service License

Section 34 : Issue of the Service License

34.1. The Regulator shall issue a Service License to a successful Service License Applicant within thirty (30) Business Days from the date at which the detailed review was completed and the review results judged to justify the issue of the Service License to a Service License Applicant that has demonstrated to fulfil the following Service License Conditions:

- (a) Remitted the Service License Application Fee;
- (b) Submitted a completed Service License Application form and other requested documents;

- (c) Demonstrated through the Service License Application process that it has the financial probity and the technical and economic capacity to maintain and continue operation at a level required for in the Service License Conditions;
 - (d) Demonstrated through the Service License Application process that it has the basic managerial skills and experience for providing Waste Collection Service to the Minimum Service Standards as required the Service License Conditions;
 - (e) Demonstrated through the Service License Application process that it has adequate equipment and adequate resources for their maintenance and repair to render Waste Collection Services to the minimum Service Standards as required the Service Licensing Conditions.
 - (f) Obtained all necessary permits, consents, and other authorizations as required from other appropriate authorities and has complied with the requirements of such permits, consents and authorizations
- 34.2. All Service Licenses shall be issued for a given specified time duration of not less than one calendar year and not exceeding five calendar years.

PART 4: THE SERVICE LICENSE

Chapter 1: Content of a Service License

Section 35 : Contents of the Service License

All Services Licenses issued by the Regulator shall at a minimum specify or include the following:

- (a) The Service License Certificate;
- (b) The term for which the Service License is issued;
- (c) Name of the Municipality (ies) to be serviced, identification the Service Areas as well as description of the geographical boundaries of the Service Area;
- (d) Name of the Licensed Disposal Facility at which the Waste Collection Service Provider is authorized to transport and tip the collected Municipal Solid Waste;
- (e) The Service License Maintenance Fee to be paid by the Waste Collection Service Provider as per the related remittance terms;
- (f) A description of the type of Municipal Solid Waste that will be authorized for the Waste Collection Service Provider to collect, remove and transport;
- (g) The minimum Service Standards with regards to the service level that will be required for the Waste Collection Service Provider to maintain and provide by reference to the Rule “On Waste Collection Service Standards” as issued, amended and/or supplemented by the Regulator from time to time;
- (h) The basic reporting requirements and information disclosure obligations that will be required of the Waste Collection Service Provider to perform and provide to the Regulator as the latter may determine from time to time;
- (i) A list of the equipment authorized for the Waste Collection Service Provider to operate under the terms of the Service License;

- (j) A statement to the effect that the Waste Collection Service Provider shall be required to accept the overall responsibility for the provision of Waste Collection Services in the Service Area covered by its Service License;
- (k) A statement to the effect that the Waste Collection Service Provider is responsible for the coordination and management of operations of the Waste Collection Service Providers designated by the Consolidation Plan to be under its Management Authority within its Service Area;
- (l) The identification of the Waste Collection Service Providers that come under the overall responsibility and Management Authority of the Waste Collection Service Provider; and
- (m) A statement to the effect that the Waste Collection Service Provider shall ensure a gradual standardization of the Waste Collection Services provided in all areas included within the Service Area of all Municipalities covered by the Service License provided that it is technically and financially feasible to do so.

Chapter 2: Obligations of the Waste Collection Service Providers

Section 36 : General Obligation of the Waste Collection Service Provider

The Waste Collection Service Provider is obliged to conform to all general Service Licensing Conditions listed in the Service License and to any additional specific conditions that may have been required by the Regulator in the Service License.

Section 37 : Obligations Specific to All Waste Collection Service Providers

- 37.1 The Service License issued by the Regulator shall clearly identify the following obligations of the Waste Collection Service Provider:
- (a) To provide and maintain Waste Collection Services to the level of standards established in the Rule “On Service Standards for Waste Collection Services” as established, amended and/or supplemented by the Regulator from time to time;
 - (b) Provide on a regular basis and without exception, an Invoice to all Customers receiving Waste Collection Services;
 - (c) To provide reports to the Regulator as per the reporting and information disclosure requirements determined by the Regulator from time to time;
 - (d) To collect, remove and transport Municipal Solid Waste which was produced and generated within the Service Area;
 - (e) To collect, remove and transport only Municipal Solid Waste as permitted by the Service License;
 - (f) To transport the collected Municipal Solid Waste only to Licensed Disposal Facilities approved or licensed by the Regulator.
- 37.2 The Waste Collection Service Provider shall also be required to pay to the Regulator an Annual License Fee which shall be determined as follows:
- (a) The Deputy Special Representative of the Secretary General for Economic Development and Reconstruction shall, in accordance with the recommendation of the Regulator, specify the amount of Annual License Fees payable pursuant to this Section;

- (b) The Annual License Fee due and payable by the Waste Collection Service Provider to the Regulator shall not exceed one and a half percent (1.5%) of the gross turnover reported by the Waste Collection Service Provider in its audited profit and loss accounts; and
 - (c) The Annual License Fee shall be set by reference to the expenses that the Regulator anticipates it will incur in connection with issuing and monitoring Service Licenses as set out in the annual action plan and annual budget prepared by the Regulator for the calendar year in which such Annual License Fee become due and payable.
- 37.3 The Waste Collection Service Provider shall remit the Annual License Fee in twelve (12) equal instalments to the Regulator, the first instalment being due and payable on the first Business Day of the calendar month following the date on which the Service License was issued to the Service Provider or renewed and each subsequent instalment becoming due on the first Business Day of each calendar months thereafter.

PART 5: SERVICE LICENSE REFUSAL

Section 38 : Refusal to Issue or Renew a Service License

- 38.1 The Regulator may refuse to approve an application for a Service License or renew a Service License based on:
- (a) failure of a Service License Applicant or Waste Collection Service Provider to provide the required information within the specified time limits;
 - (b) an evaluation concluding that the Service License Applicant or Waste Collection Service Provider cannot provide Waste Collection Services at the required levels of Service Standards with the required reliability and safety;
 - (c) failure of the Service License Applicant or Waste Collection Service Provider to obtain necessary authorizations or specific licenses from other competent authorities as required by law and/or
 - (d) for other justified reasons as may be specified in the Service Licensing Conditions.
- 38.2 If the Regulator refuses to issue or renew a Service License, it shall inform the Service License Applicant in writing within ten (10) Business Days, providing the explanation of the reasons for such a decision.

PART 6: RENEWAL AND TRANSFER OF A SERVICE LICENSE

Chapter 1: Renewal or Transfer of a Service License

Section 39 : Renewal of a Service License

- 39.1 A Waste Collection Service Provider must apply for renewal of a Service License at least two (2) months prior to the date upon which the Service License expires.
- 39.2 An application for renewal of a Service License shall be made on the Service License Applications form provided by the Regulator and as per the procedure set in

this Rule or as may be amended and/or supplemented from time to time by the Regulator.

- 39.3 The Regulator shall renew a Service License to a successful Service License Applicant within thirty (30) Business Days of the date at which the detailed review was completed and the review results judged acceptable with regards to:
- (a) Remitting the Service License Application Fee;
 - (b) Meeting the conditions set forth in this Rule relative to applying for a Service License;
 - (c) Demonstrating through the Service License renewal application process that it has fulfilled the Service Licensing Conditions of its previous license;
 - (d) Demonstrating that all necessary licenses, permits, consents and other authorizations from all appropriate authorities shall be valid for the time duration equivalent of exceeding the time period for which the Service License is being renewed for; and
 - (e) Other requirements of this Rule as may be applicable.

Section 40 : Transfer of a Service License

Service Licenses issued under this Rule shall no be transferred or otherwise assigned to any third party without the written approval of the Regulator.

PART 7: CHANGES, TERMINATION AND REVOCATION OF A SERVICE LICENSE

Chapter 1: Amendment, Supplements or Replacement to Service License Conditions

Section 41 : Regulator's Right to Amend, Supplement or Replace a Service License

The Regulator shall have right to amend, supplement or replace any part of a Service License following a review upon at least thirty (30) Business Days written notice to the Waste Collection Service Provider. Such notification shall state clearly the nature, extent and time of entry into force of such amendment, supplement or replacement of Service License Conditions

Section 42 : Review of Qualifications of the Managing Director

- 42.1 Prior to the appointment of a Managing Director other than the one named in the Service License Application and subsequently in the Service License, the Chairman of the Service Provider's Supervisory Board, shall send to the Regulator a copy of the proposed Managing Director's curriculum vitae detailing the education, work experience, language proficiency and other skills and abilities relevant to the position.
- 42.2 The Regulator shall review the qualifications and experience of proposed Managing Director to assure technical competency and shall provide in writing a response to the Supervisory Board submitted the request for the appointment of the Managing Director within 10 Business Days from the date of at which the Regulator received the documents referred to in sub-section 42.1.

Section 43 : Informing the Regulator of Significant Change

- 43.1 The Waste Collection Service Provider shall inform the Regulator in writing within five (5) Business Days of any significant change in details submitted in or attached to the Service License Application.
- 43.2 The following events are deemed, without limitations, as constituting significant change to the situation of the Waste Collection Service Provider as outlined in the Service License Application:
- (a) Significant alterations made or annulments, cancellation or refusal of grant or renewal of any permit consents, or authorizations obtained from other agencies or competent authorities;
 - (b) Significant expansion or reduction of capacity of facilities used for the provision of Waste Collection Services;
 - (c) Significant alterations on the scope of the Service Area;
 - (d) Significant alterations on the economic and financial good standing of the Waste collection Service Provider;
 - (e) Significant reduction or increases on the assets and/or liabilities of the Waste Collection Service Provider;
 - (f) Alterations on the effective ownership or/management control of the Waste Collection Service Provider.

Chapter 2: Termination, Revocation or Surrender of a Service License

Section 44 : Termination of a Service License

A Service License shall terminate on the earlier of:

- (a) the last day of the period for which it was issued;
- (b) the date on which the Service License is revoked by the Regulator;
- (c) the date on which the Service License is surrendered.

Section 45 : Revocation on a Service License

- 45.1 The Regulator may revoke a Service License pursuant to of UNMIK Regulation NO. 2004/49 On The Activities of Water and Waste Services Providers, dated 26. November 2004, Section 7.
- 45.2 The Waste Collection Service Provider whose Service License has been revoked, can appeal the Regulator's decision in accordance with the of UNMIK Regulation NO. 2004/49 On The Activities of Water and Waste Services Providers, dated 26. November 2004, referred to under sub-Section 45.1 above.

Section 46 : Surrender of a Service License

- 46.1 A Waste Collection Service Provider may surrender its Service License upon giving six (6) months prior written notice to the Regulator.
- 46.2 The written notice required pursuant to sub-Section 46.1 must be signed by the Chairman of the Supervisory Board of the Service Provider surrendering the Service License.

PART 8:

SERVICE LICENSE CONDITIONS AGREEMENT

Section 47 : Service License Conditions Agreement

- 47.1 The Regulator may enter into a written agreement with any Waste Collection Service Provider for the purposes of amending, altering and/or supplementing any Service License Conditions established under this Rule.
- 47.2 Service License Conditions Agreements may be entered into given any conditions precedent as determined by the Regulator and proposed to the Waste Collection Service Provider, including, without limitation, entering into the other binding agreements with the Waste Collection Service Provider on:
- (a) Establishment, review or modification of any Service Standards;
 - (b) Establishment, review or modification of Service Tariffs;
 - (c) Extension of the territorial scope of the Service Area;
 - (d) Establishment, alteration, extension, modification or supplement to any Customer-related provisions as outlined in the Rule on Customers' Charter as issued, amended, modified or supplemented by the Regulator from time to time.
- 47.3 Service License Conditions to be subject to a Service License Conditions Agreement shall not, in any event, be less strict or demanding than the Service License Conditions imposed under this Rule as amended and/or supplemented by the Regulator from time to time.
- 47.4 For the avoidance of doubt, Waste Collection Service Providers have the right but not the obligation to propose to the Regulator to enter into a Service License Conditions Agreement in accordance with the provisions of Section 48 below.

Section 48 : Negotiation of a Service License Conditions Agreement

- 48.1 Waste Collection Service Providers wishing to enter into a Service License Conditions Agreement shall submit a written request to the Regulator requesting beginning of the negotiations to enter into such an agreement justifying the reasons why they deem that both public interest and their legitimate rights and legal expectations would be best served if the Regulator would accept to enter into a Service License Conditions Agreement.
- 48.2 The Regulator shall respond in writing within five (5) Business Days from the date of receipt of the communication referred to in sub-section 48.1 above, either agreeing to enter into negotiations for a Services License Conditions Agreement or refusing to do so.
- 48.3 If the Regulator decides to refuse to start negotiations to enter into a Service License Conditions Agreement, it shall provide its reasons for such a refusal.
- 48.4 If the Regulator agrees to start negotiations to enter into a Service License Conditions Agreement, it shall also grant to the Waste Collection Service Provider a reasonable period of time, in any event of no less than 30 (thirty) Business Days, to allow the Waste Collection Service Provider to submit to the Regulator a draft Service License Conditions Agreement.

- 48.5 Within ten (10) Business Days of receiving the draft Service License Conditions Agreement, the Regulator shall notify in writing the Waste Collection Service Provider of the scheduling of a first meeting to start negotiate such an agreement.
- 48.6 The Regulator may also determine a maximum period of time for the conclusion of the negotiations to enter into a Service License Conditions Agreement that cannot be less of twenty (20) Business Days from the date of the first negotiation meeting scheduled in accordance with sub-section 48.5 above.
- 48.7 For the avoidance of doubt, the Regulator has the right but not the obligation to enter into a Service License Conditions Agreement and, therefore, either his refusal to enter into negotiations to enter into such an agreement or any failure to successfully complete the said negotiations are deemed as contractual decisions and not as administrative acts or decisions subject to any administrative and/or judicial review.

Section 49 : Entering into a Service License Conditions Agreement

- 49.1 In case of successful conclusion of the negotiations conducted in accordance with Section 48 above, the Regulator and the Waste Collection Service Provider shall enter into the Service License Conditions Agreement in writing.
- 49.2 Service License Conditions Agreement shall be signed in three versions in each of the following official languages in use in Kosovo:
- (a) Albanian;
 - (b) Serbian
 - (c) English.
- 49.3 In case of any discrepancies between any of the versions in which the Service License Conditions Agreement is signed the English version shall prevail.
- 49.4 Except if information's and/or documents could be deemed to contain any privileged or confidential information as the Regulator may justify in a written decision, the Service License Conditions Agreement, its Appendices, and all information's used for the negotiation and entering of such agreement shall be published or made public by the means the Regulator may determine from time to time and available at all times for public consultation.
- 49.5 Any amendments, alterations, modifications or supplementary provisions pertaining to Service License Conditions Agreements shall require the consent of both the Regulator and the signatory Waste Collection Service Provider and must be entered into in writing, published and made public in accordance with the provisions of the sub-sections above of this Section.

Section 50 : Legal Nature and Enforceability of Service License Conditions Agreement

- 50.1 Service License Conditions Agreement is deemed as an administrative contract for all intended legal purposes being the Regulator obliged to negotiate, enter and execute such an agreement with strict observance of the general legal principles, rules and procedures governing the exercise of the prerogatives and duties of a public authority.
- 50.2 Service License Conditions Agreement, as a bilateral legal act, is legally binding, enforceable and executable in accordance with its terms for both parties and can

only be amended, extended, modified, supplemented, reviewed and/or terminated in light of its own provisions and the law applicable in Kosovo.

Section 51 : Compliance with Service License Conditions

The Waste Collection Service Providers are obliged to respect and to comply with the Service License Conditions established in general terms in this Rule:

- (a) While the negotiations for entering into a Service License Conditions Agreement are pending until the date of the entering into force of such agreement;
- (b) Immediately upon the termination, cancellation, revocation and/or expiration of the Service License Conditions Agreement insofar as any rights and obligations contained in the Service License Conditions Agreement are not agreed upon to survive when it ceases to be in full force and effect for whatever legal cause;
- (c) In all respects where the Service License Conditions Agreement does not otherwise stipulated and/or in all respects not specifically contemplated in such an agreement.

PART 9: ENFORCEMENT, PENALTIES, AND APPEALS

Chapter 1: Enforcement of Service License Conditions

Section 52 : Enforcement of Service License Conditions

- 52.1 The Regulator shall monitor compliance with Service License Conditions established in this Rule on the basis of the regular reports sent by the Waste Collection Service Providers from time to time as determined by the Regulator in accordance with Section 535 below.
- 52.2 The Regulator shall also monitor compliance with this Rule by inspections and surveys and from reports sent by other entities and public authorities.

Chapter 2: Reports and Records on Service License Conditions

Section 53 : Records and Reports on Service License Conditions

- 53.1 Each Waste Collection Service Provider shall prepare and file reports to the Regulator in prescribed form and within the intervals specified by the Regulator from time to time.
- 53.2 Each Waste Collection Service Provider shall file to the Regulator, no latter than 31 March of the calendar year further to the closing of the previous calendar year an Annual Report in the format that the Regulator may specify from time to time.
- 53.3 Quarterly non-audited Accounts shall be submitted by 15th day of the month following the end of months March, June, September, and December in the format compatible with the generally accepted accounting standards and accounting rules in force in Kosovo
- 53.4 A report on any changes to the ownership and/or management control of the Water Collection Service Providers shall be submitted at least once a year no latter than the

15th of January of each given calendar year and/or within 10 (ten) Business Days from the date where any relevant fact has occurred that would have determined any change on the management control and/or ownership of the Waste Collection Service Provider

- 53.5 No latter than 10 (ten) Business Days from the date where any material change has occurred in any fact or information contained on any document that has accompanied the Service License Application the Waste Collection Service Provider shall send an updated version of such document and/or shall send to the Regulator an information update in the format that the Regulator may specify from time to time or by means of a written communication
- 53.6 Waste Collection Service Providers shall notify in writing the Regulator of any facts or situations that have occurred that have produced the result of the Waste Collection Service Provider no longer be able to comply or has failed to comply with the terms and conditions of such official permits, authorizations or consents from other competent authorities deemed as essential for the grant of the Service License in accordance with this Rule
- 53.7 Waste Collection Service Providers are obliged to report in writing to the Regulator any facts or situations that can actually or potentially affect their economic and financial good standing and/or solvability, their managerial capacity to provide the Waste Collection Services and/or the ready availability of technical expertise and resources required for the provision of Waste Collection Services to the standards determined by the Regulator, including, without limitation, whenever:
- (a) any security interest over an asset material to the provision of Waste Collection Services by the Waste Collection Service Provider becomes enforceable;
 - (b) any Person takes possession of, or any process is levied, enforced upon or sued out against any asset material to the provision of Waste Collection Services by the Waste Collection Service Provider;
 - (c) any action and/or legal proceedings are started or any other steps are taken to bankrupt or liquidate the Waste Collection Service Provider or declare it insolvent.
- 53.8 All records shall be kept at the main business office of the Waste Collection Service Provider and shall be available during regular business hours for examination by the Regulator.
- 53.9 All records and reports foreseen in this Section must be organized and kept by the Waste Collection Service Provider for at least 2 (two) calendar years from the date where they were first prepared or became due unless any other applicable law determines they should be kept for any longer period of time in which case the latter retention period shall apply.

Chapter 3: Offenses and Penalties

Section 54 : Offences and Penalties

- 54.1 Failure to comply at all times with any of the Service License Conditions determined under this Rule shall constitute an offence and shall subject the defaulting Waste Collection Service Provider to a fine levied in accordance with the UNMIK Regulation No. 2004/49 On The Activities of Water and Waste Services Providers.

- 54.2 Fines for the breach of any Service License Conditions shall also be levied in accordance with the procedures established under the Rules on levying of fines and with any other procedural Rules as determined by the Regulator from time to time.

Chapter 4: Appeals

Section 55 : Appeals

- 55.1 Waste Collection Service Providers may appeal to the Review Committee established pursuant to UNMIK Regulation No. 2004/49 On The Activities of Water and Waste Services Providers on any concrete decisions of the Regulator taken on any relevant issues, including, without limitation, on any of the:
- (a) Issue, alteration, modification, amendment, supplement, renewal, extension and/or modification on a Service License;
 - (b) Revocation, declaration of termination and/or cancellation of any Service License determined by the Regulator under this Rule
 - (c) Establishment and/or enforcement of any Service License Condition foreseen under this Rule;
 - (d) Levy of any fines for any breach of Service License Conditions and/or for the breach of any other provisions of this Rule.
- 55.2 The Waste Collection Service Providers may also appeal to the courts of Kosovo from any decision of the Review Committee taken on any concrete decisions as to the enforcement of this Rule in accordance with the UNMIK Regulation referred to in sub-Section 55.1 above.
- 55.3 Upon the issue of any concrete decision on the enforcement of this Rule the Regulator shall inform the Waste Collection Service Provider to which such an enforcement decision is addressed of his rights of appeal pursuant to this Section.

PART 10: MISCELLANEOUS

Section 56 : Languages

- 56.1 This Rule is issued and published in three versions written in the official languages in use in Kosovo:
- (a) English
 - (b) Albanian
 - (c) Serbian
- 56.2 In case of any discrepancy between any of versions in which this Rule has been issued, the English version shall prevail.

Section 57 : Entry into Force

- 57.1 This Rule shall enter into force thirty (30) days from the date of its issuance.

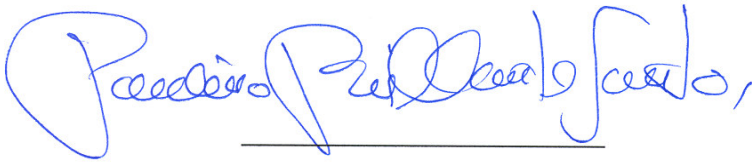
PART 10: MISCELLANEOUS

Section 56 : Languages

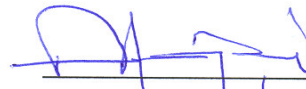
- 56.1 This Rule is issued and published in three versions written in the official languages in use in Kosovo:
- (a) English
 - (b) Albanian
 - (c) Serbian
- 56.2 In case of any discrepancy between any of versions in which this Rule has been issued, the English version shall prevail.

Section 57 : Entry into Force

- 57.1 This Rule shall enter into force thirty (30) days from the date of its issuance.
- 57.2 Waste Collection Service Providers shall have four (4) months to comply with the requirements of this Rule counted from the date of its entry into force determined in sub-Section 57.1 above.



Paulino Brilhante Santos
Director



Afrim Lajci
Deputy Director

Water and Waste Regulatory Office

APPENDICES

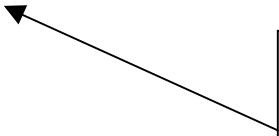
APPENDIX 1

FORMS AND DOCUMENTS

The Service License for Waste Collection Service Providers in Kosovo

The following forms and documents are an integral part of this Regulation.

- (a) Appendix 1(a): The Service License Application Form;
- (b) Appendix 1(b): Equipment List Form for Waste Collection, Transport and Maintenance Equipment;
- (c) Appendix 1(c): Supervisory Board Authorization;
- (d) Appendix 1(d): Approval of Financial Statements;
- (e) Appendix 1(e): Confirmation Letter from the Municipality;
- (f) Appendix 1(f): Authorization Letter from the Municipality to Dispose of Collected Municipal Solid Waste;
- (g) Appendix 1(g): The Service License Application Administrative Completeness Check List;
- (h) Appendix 1(h): The Service License Certificate;
- (i) Appendix 1(i): Format for Curriculum Vitae
- (j) Appendix 1(j): The Service License.



Appendix 1(j) will be prepared and submitted separately. This appendix will consist of the complete service license template document.

APPENDIX 1(a)
SERVICE LICENSE APPLICATION FORM
FOR A
SERVICE LICENSE FOR WASTE COLLECTION SERVICES IN KOSOVO

APPLICATION IS HERBY MADE TO THE WATER AND WASTE REGULATORY OFFICE, FOR A SERVICE LICENSE TO PROVIDE WASTE COLLECTION SERVICES.. WE ACKNOWLEDGE THAT PROVIDING FALSE INFORMATION MAY RESULT IN REFUSAL OF THE SERVICE LICENSE

THIS APPLICATION MUST BE DELIVERED TO:	FOR OFFICIAL USE ONLY	
WATER AND WASTE REGULATORY OFFICE NEW ECONOMICS FACULTY BUILDING PRISHTINË, KOSOVA	Date Received	
	Date Accepted	
	Date Rejected	
	Service License Application Fee Paid	<input type="checkbox"/> Yes <input type="checkbox"/> No

PART 1 - SERVICE LICENSE APPLICANT IDENTIFICATION			
(a) Name			
(b) Address			
(c) Main telephone number		(d) Mobile t telephone number	
(e) Fax number		(f) Email address	
PART 2 – SERVICE LICENSE APPLICANT CONTACT PERSON			
(a) Name of contact person			
(b) Title and position			
(c) Office telephone number		(d) Mobile telephone number	
PART 3 - SENIOR MANAGERS			
(a) Name of Chairman of the Supervisory Board (or Chairman of the Board)			
(b) Name of Managing Director (or General Manager)			
(c) Name of Senior Financial Officer (or equivalent)			
(d) Name of Senior Operations Manager (or equivalent)			
PART 4 - ASSOCIATED WASTE COLLECTION SERVICE PROVIDERS			
<i>(The information required in this section is to be completed only by a Waste Collection Service Provider who will have Management Authority over other Waste Collection Service Providers)</i>			
(a) Name of all the Waste Collection Service Providers, which will be under the Management Authority of the Service License Applicant	1- 2- 3- 4- 5-		
(b) Name of the Local Area Senior Manager for each of the associated Waste Collection Service Providers Listed above in 4(a).	1- 2- 3- 4- 5-		

PART 5 - SERVICE AREA AND CUSTOMERS / INHABITANTS SERVED

(All Service License Applicants must provide in addition to information specifically related to its own operation, the information related to Service Areas and inhabitant/customers serviced Waste Collection Service Providers under its Management Authority)

(a) Names of Municipality served <i>The Service License Applicant must list all the municipalities including those serviced by the Waste Collection Service Providers under its Management Authority.</i>	1-	6-
	2-	7-
	3-	8-
	4-	9-
	5-	10-
(b) Name of villages and settlement served at date of the Service License Application <i>(The Service License Applicant must list all the villages and settlements including those serviced by the Waste Collection Service Providers under its Management Authority. (Add supplemental page if required))</i>	1-	10-
	2-	11-
	3-	12-
	4-	13-
	5-	14-
	6-	15-
	7-	16-
	8-	17-
	9	18-
(c) Geographical boundaries of the Service Area <i>The Service License Applicant must provide a description of all the Service Areas, including those serviced by the Waste Collection Service Providers under its Management Authority. A map clearly identifying the Service Area must also be provided.</i>		
(d) Total number of Inhabitant served at the date of the Service License Application <i>The Service License Applicant must include in the total number of Inhabitants those serviced by the Waste Collection Service Providers under its Management Authority.</i>		
(e) Number of Household Customers served <i>The Service License Applicant must include in the total the number of Household Customers those serviced by the Waste Collection Service Providers under its Management Authority.</i>	Presently:	Expected after 12 months:
(f) Number of Commercial Customers served <i>The Service License Applicant must include in the total number of Commercial Customers those serviced by the Waste Collection Service Providers under its Management Authority.</i>	Presently:	Expected after 12 months:
(g) Number of Industrial Customers served <i>The Service License Applicant must include in the number of Industrial Customers those serviced by the Waste Collection Service Providers under its Management Authority.</i>	Presently:	Expected after 12 months:
(h) Number of Government and Public Institutions served <i>The Service License Applicant must include in the number of Government and Public Institutions Customers those serviced by the Waste Collection Service Providers under its Management Authority.</i>	Presently:	Expected after 12 months:
(i) Number of International Customers served <i>The Service License Applicant must include in the number of international customers those serviced by the Waste Collection Service Providers under its Management Authority.</i>	Presently:	Expected after 12 months:
(j) Name of additional villages and settlements that are expected to be served in the 12 months period following the date of the Service License Application <i>The Service License Applicant must list all the villages and settlements including those serviced by the Waste Collection Service Providers under its Management Authority. (Add supplemental page if required).</i>	1-	7-
	2-	8-
	3-	9-
	4-	10-
	5-	11-
	6-	12-
(k) Total Number of Inhabitants that are expected to be served at the end of the 12 months period following the date of Service License Application <i>The Service License Applicant must include in the total, the number of Inhabitants expected to be serviced by the Waste Collection Service Providers under its Management Authority.</i>		

PART 6 – MUNICIPAL SOLID WASTE COLLECTED AND DISPOSED OF (The Service License Applicant must provide in addition to information specifically related to its own operation, the information related to the Waste Collection Service Providers under its Management Authority)		
(a) Estimated total amount of Waste Collected per shift	Cubic Metres:	Tons:
(b) Name of all the Disposal Sites where Municipal Solid Waste is transported for disposal of and the number loads transported to each site per work shift.	Name of Disposal Sites	Number of loads per work shift
	1-	
	2-	
	3-	
	4-	
	5-	
	6-	
PART 7 – MUNICIPAL SOLID WASTE COLLECTION CAPACITY (The Service License Applicant must provide in addition to information specifically related to its own operation, the information related to the Waste Collection Service Providers under its Management Authority)		
(a) Total number of full-time employees	(b) Total number of employees in waste collection	
(c) Total number of truck and tractor drivers	(d) Total number of truck helpers in waste collection	
(e) Total number of mechanical maintenance employees	(f) Total number of office employees	
(g) Number of hours per day during which waste collection services are provided	(h) Number of days per week during which waste collection services are provided	
(i) List of waste collection equipment Use the provided separate form specific to this purpose		
(j) List of major equipment and support machinery Use the provided separate form specific to this purpose		
PART 8 - PRIOR EXPERIENCE (The Service License Applicant must provide brief narrative summarizing the Service License Applicant's experience in the activity of Municipal Solid Waste collection, removal and transport, including that of the Senior Managers . The same information shall be provided for Waste Collection Service Providers under its Management Authority)		
<div style="border: 1px solid black; height: 100px; width: 100%;"></div>		

PART 9 – SERVICE LICENSE APPLICATION AUTHORIZATION AND SIGNATURE <p>The undersigned certifies that he is a person of good standing and further certifies that he is authorized by the Service License Applicant to submit and sign this Service License Application for a Service License for Waste Collection Services in Kosovo” and that the information contained in the application is true, accurate and correct.</p> <p>(Print name and title of person signing on behalf of the Service License Applicant)</p> <p>Name: _____</p> <p>Title: _____</p> <p>Name of Waste Collection Service Provider : _____</p> <p>I _____, affirm under the penalty of Law, that the statements and information contained within this document are true and correct.</p> <p>Signature: _____ Date: _____</p>
--

APPENDIX 1(b)
EQUIPMENT LIST FORM
FOR

WASTE COLLECTION, TRANSPORT AND MAINTENANCE EQUIPMENT

AS PER THE REQUIREMENTS OF THIS RULE, THE SERVICE LICENSE SERVICE APPLICANT MUST PROVIDE, IN ADDITION TO THE INFORMATION RELATED TO ITS OWN OPERATION, INCLUDE THE INFORMATION RELATED TO THAT OF THE WASTE COLLECTION SERVICE PROVIDERS THAT ARE UNDER ITS MANAGEMENT AUTHORITY

1. SERVICE LICENSE APPLICANT IDENTIFICATION

(a) Name			
(b) Address			
(c) Main telephone number		(d) Mobile telephone number	
(e) Fax number		(f) Email address	

2. MUNICIPAL WASTE COLLECTION CONTAINERS

(If the Service License Applicant does not have any equipment in a given group or category, "0" must be entered under Quantity)

Type and Size of Containers	Quantity	Type and size of containers	Quantity
• 50 to 100 litres		• 1.6 to 2.9 cubic metres	
• 101 to 250 litres		• 3.0 to 7.0 cubic metres	
• 251 to 1000 litres		• 10 cubic metres	
• 1.1 to 1.5 cubic metres		• 11 to 25 cubic metre	

3. MUNICIPAL WASTE COLLECTION VEHICLES

(If the Service License Applicant does not have any equipment in a given group or category, "0" must be entered under Quantity)

Equipment	Quantity	Year of Manufacture	Volumetric Capacity per Unit (metres)
• Mini Tractors			
• Farm Tractors			
• Farm Tractor Trailer			
• Tipper Truck – Double Axles			
• Tipper Trucks – Triple Axles			
• Rotary Compactors – Double Axles			
• Rotary Compactors – Triple Axles			
• Hydraulic Rear-end Compactor Truck – Double Axles			
• Hydraulic Rear-end Compactor Truck – Triple Axles			
• Hook Loader or Roll-off Truck – Double Axles			
• Hook Loader or Roll-off Truck – Triple Axles			
• Front Loader Compactor Truck			

4. OTHER VEHICLES AND EQUIPMENT

(If the Applicant does not have any equipment in a given group or category, "0" must be entered under Quantity)

Equipment	Quantity	Year of Manufacture	Volumetric Capacity per Unit As Applicable (metres)
• Backhoe Tractor- Loader			
• Bulldozer			
• Front-Loader			
• Articulated Truck and Trailer			
• Low-bed heavy equipment transport trailer			
• Pickup utility vehicle			

5. MECHANICAL MAINTENANCE

(If the Applicant does not have any equipment in a given group or category, "0" must be entered under Quantity)

Equipment	Quantity	Size	Description
• Mechanical maintenance garage			
• Mobile mechanical maintenance vehicle			
• Air compressor			
• Electric Generator			

APPENDIX 1 (c)
SUPERVISORY BOARD AUTHORIZATION

The letter, referred to in the Rule on The Licensing of Waste Collection Service Providers in Kosovo, shall be provided as per the following format and content by the Supervisory Board of the Waste Collection Service Provider making the Service License Application on its official letterhead paper and signed by the Chairman of the Supervisory Board and remitted by the Service License Applicant with the Service License Application to the Regulator.

Date: Day-Month-Year

[Insert name of the Waste Collection Service Provider]

[Insert address of the Waste Collection Service Provider]

[Insert address of the Waste Collection Service Provider]

Attention: *[Insert name of the Managing Director of the Waste Collection Service Provider]*
Managing Director

Dear *[Select one: Mr. / Mrs. / Miss.] [Insert name of recipient]*,

Subject: Supervisory Board Authorization for a Service License
Application for Waste Collection Services in Kosovo

We the Supervisory Board of *<insert the complete name of the Service Provider>* are cognizant of the need of the enterprise to apply for and obtain a Service License from the Water and Waste Regulatory Office.

Furthermore we confirm that the Managing Director of *<insert the complete name of the Service Provider>* is fully mandated and authorized on behalf of the said Waste Collection Service Provider to apply for a Service License to collect, remove and transport Municipal Solid Waste and provide the documents required by the Rule on The Licensing of Waste Collection Services Providers in Kosovo for this purpose.

Yours truly,

[Type name of person signing the letter]

[Type title of person signing the letter]

[Signature of person whose name is typed]

APPENDIX 1 (d)
APPROVAL OF FINANCIAL STATEMENT

The letter, referred to the Rule on Licensing of Waste Collection Service Providers in Kosovo is to be provided as per the following format and content on the official letterhead paper of the Kosovo Trust Agency and signed by a person mandated to do so and remitted by the Service License Applicant with the Service License Application to the Regulator.

Date: Day-Month-Year

[Insert name of the Waste Collection Service Provider]
[Insert address of the Waste Collection Service Provider]
[Insert address of the Waste Collection Service Provider]

Attention: *[Insert name of the Managing Director of the Waste Collection Service Provider]*
Managing Director

Dear *[Select one: Mr. / Mrs. / Miss.] [Insert name of recipient]*,

Subject: Financial Statements
[Insert complete name of the Waste Collection Service Provider]

Enclosed you will find the most recently available *[indicate if “audited” or “un-audited”]* financial statements for your enterprise and which cover the twelve months period starting *[indicate start date as Day-Month-Year]* and finishing *[indicate end date as Day-Month-Year]*.

We attest that the accounts and figures contained in the enclosed financial statements embrace all of the financial operations of your enterprise and further certify that the financial statements, which are approved by the Kosovo Trust Agency, represent the true and correct financial status of the enterprise.

Yours truly,

[Type name of person signing the letter]
[Type title of person signing the letter]

[Signature of person whose name is typed]

Enclosures

APPENDIX 1 (e)
CONFIRMATION LETTER FROM THE MUNICIPALITY

The letter, referred to in the Rule on Licensing of Waste Collection Service Providers in Kosovo is to be provided as per the following format and content by the Municipality to the Waste Collection Service Provider on the official letterhead paper of the Municipality and signed by the Chief Executive of the Municipality and remitted by the Service License Applicant with the License Application to the Regulator.

Date: Day-Month-Year

[Insert name of the Waste Collection Service Provider]
[Insert address of the Waste Collection Service Provider]
[Insert address of the Waste Collection Service Provider]

Attention: *[Insert name of the Director of the Waste Collection Service Provider]*
Managing Director

Dear *[Select one: Mr. / Mrs. / Miss.] [Insert name of recipient]*,

Subject: Confirmation Letter from the Municipality

We, the Municipality of *[<insert complete name of the municipality >* confirm that your enterprise *<insert complete name of the enterprise>*, has been providing Municipal Waste Collection services to our municipality since *<insert year when provision of services was started>* and is authorized to continue collecting and removing Municipal Solid Waste and transport it to a Licensed Disposal Site.

Yours truly,

[Type name of person signing the letter]
[Type title of person signing the letter]

[Signature of person whose name is typed]

APPLY OFFICIAL
SEAL OF THE
MUNICIPALITY

APPENDIX 1 (f)
AUTHORIZATION LETTER BY MUNICIPALITY
TO DISPOSE OF COLLECTED MUNICIPAL SOLID WASTE

The letter referred to in the Rule on Licensing of Waste Collection Service Providers in Kosovo shall be provided as per the following format and content by the Municipality to the Waste Collection Service Provider on the official letterhead paper of the Municipality and signed by the Chief Executive of the Municipality and remitted by the Service License Applicant with the License Application to the Regulator.

Date: Day-Month-Year

[Insert name of the Waste Collection Service Provider]
[Insert address of the Waste Collection Service Provider]
[Insert address of the Waste Collection Service Provider]

Attention: *[Insert name of the Director of the Waste Collection Service Provider]*
Managing Director

Dear *[Select one: Mr. / Mrs. / Miss.] [Insert name of recipient]*,

Subject: Authorization to Dispose of Municipal Solid Waste

We the Municipality of *[<insert complete name of the municipality>]* confirm that your enterprise *<insert complete name of the enterprise>*, is authorized to transport Municipal Solid Waste collected in the Municipality of *<insert complete name of the municipality>* to the *<insert name of Licensed Disposal Site>* for purposes of disposal only.

Yours truly,

[Type name of person signing the letter]
[Type title of person signing the letter]

Signature of person whose name is typed]

APPLY OFFICIAL
SEAL OF THE
MUNICIPALITY

APPENDIX 1(g)
ADMINISTRATIVE COMPLETENESS CHECK LIST
FOR THE
SERVICE LICENSE APPLICATION FOR WASTE COLLECTION IN KOSOVO

ALL THE ITEMS INCLUDED IN THIS CHECKLIST REFER TO PARTS AND ITEMS FOUND IN THE SERVICE LICENSE APPLICATION FORM. THE APPLICANT MAY USE THIS FORM AS A GUIDE TO ENSURE COMPLETENESS OF THE SERVICE LICENSE APPLICATION. IT IS NOT OBLIGATORY FOR THIS FORM TO BE SUBMITTED WITH THE APPLICATION, HOWEVER IT IS ADVISABLE FOR THE APPLICANT TO DO SO.

1. APPLICANT IDENTIFICATION				
(a) Name of Waste Collection Service Provider				
(b) Address				
(c) Main telephone number		(d) Mobile telephone number		
(e) Fax number		(f) Email address		
2. LICENSE APPLICATION FORM ("Parts" as on the License Application form)				
Part 1 – Applicant Identification		Check "√" only one		Remarks
• Item 1(a) Name of Waste Collection Service Provider	<input type="checkbox"/> Present	<input type="checkbox"/> Absent		
• Item 1(b) Address	<input type="checkbox"/> Present	<input type="checkbox"/> Absent		
• Item 1(c) Main telephone number	<input type="checkbox"/> Present	<input type="checkbox"/> Absent		
• Item 1(d) Mobile telephone number	<input type="checkbox"/> Present	<input type="checkbox"/> Absent		
• Item 1(e) Fax number	<input type="checkbox"/> Present	<input type="checkbox"/> Absent		
• Item 1(f) Email address	<input type="checkbox"/> Present	<input type="checkbox"/> Absent		
Part 2 – Applicant Contact Person		Check "√" only one		Remarks
• Item 2(a) Name of contact person	<input type="checkbox"/> Present	<input type="checkbox"/> Absent		
• Item 2(b) Title and position	<input type="checkbox"/> Present	<input type="checkbox"/> Absent		
• Item 2(c) Office telephone number	<input type="checkbox"/> Present	<input type="checkbox"/> Absent		
• Item 2(d) Mobile telephone number	<input type="checkbox"/> Present	<input type="checkbox"/> Absent		
Part 3 Senior Managers		Check "√" only one		Remarks
• Item 3(a) Name of the Board Chairman	<input type="checkbox"/> Present	<input type="checkbox"/> Absent		
• Item 3(b) Name of the Managing Director / General Manager	<input type="checkbox"/> Present	<input type="checkbox"/> Absent		
• Item 3(c) Name of the Senior Financial Officer	<input type="checkbox"/> Present	<input type="checkbox"/> Absent		
• Item 3(d) Name of the Senior Operations Manager	<input type="checkbox"/> Present	<input type="checkbox"/> Absent		
Part 4 Associated Service Providers		Check "√" only one		Remarks
• Items 4(a) Name of Associated Service Providers	<input type="checkbox"/> Present	<input type="checkbox"/> Absent		
• Item 4(b) Name of Associated Service Provider senior managers	<input type="checkbox"/> Present	<input type="checkbox"/> Absent		
Part 5 Service Area and Customers / Inhabitants Served		Check "√" only one		Remarks
• Item 5(a) Names of Municipalities served	<input type="checkbox"/> Present	<input type="checkbox"/> Absent		
• Item 5(b) Names of Villages and Settlements served	<input type="checkbox"/> Present	<input type="checkbox"/> Absent		
• Item 5(c) Geographical boundaries	<input type="checkbox"/> Present	<input type="checkbox"/> Absent		
• Items 5(d) Total number of Inhabitants served	<input type="checkbox"/> Present	<input type="checkbox"/> Absent		
• Item 5(e) Number of Household Customers served	<input type="checkbox"/> Present	<input type="checkbox"/> Absent		
• Item 5(f) Number of Commercial Customers served	<input type="checkbox"/> Present	<input type="checkbox"/> Absent		
• Item 5(g) Number of Industrial Customers served	<input type="checkbox"/> Present	<input type="checkbox"/> Absent		
• Item 5(h) Number of Government and Public Institutions served	<input type="checkbox"/> Present	<input type="checkbox"/> Absent		
• Item 5(i) Number of International Customers Served	<input type="checkbox"/> Present	<input type="checkbox"/> Absent		
• Item 5(j) Number of Villages and Settl. to be served in the future	<input type="checkbox"/> Present	<input type="checkbox"/> Absent		
• Item 5(k) Number of Inhabitants to be Served in the Future	<input type="checkbox"/> Present	<input type="checkbox"/> Absent		
Part 6 Municipal Solid Waste Collected and Disposed		Check "√" only one		Remarks

Item 6(a) Estimated amount of Municipal Solid Waste collected	<input type="checkbox"/> Present	<input type="checkbox"/> Absent	
• Items 6(b) Names of Licensed Disposal Sites utilized	<input type="checkbox"/> Present	<input type="checkbox"/> Absent	

Part 7 Municipal Solid Waste Collection Capacity	Check “√” only one		Remarks
• Item 7(a) Number of full-time employees	<input type="checkbox"/> Present	<input type="checkbox"/> Absent	
• Item 7(b) Number of employees in Municipal Solid Waste collection	<input type="checkbox"/> Present	<input type="checkbox"/> Absent	
• Item 7(c) Number of truck and tractor drivers	<input type="checkbox"/> Present	<input type="checkbox"/> Absent	
• Item 7(d) Number of helpers	<input type="checkbox"/> Present	<input type="checkbox"/> Absent	
• Item 7(e) Number of mechanical maintenance employees	<input type="checkbox"/> Present	<input type="checkbox"/> Absent	
• Item 7(f) Number of office employees	<input type="checkbox"/> Present	<input type="checkbox"/> Absent	
• Item 7(g) Number of service hours per day	<input type="checkbox"/> Present	<input type="checkbox"/> Absent	
• Item 7(h) Number of service days per week	<input type="checkbox"/> Present	<input type="checkbox"/> Absent	
Part 8 Prior Experience	Check “√” only one		Remarks
• Prior Experience of Applicant in the Waste Collection	<input type="checkbox"/> Present	<input type="checkbox"/> Absent	
Part 9 Signature and Authorizations	Check “√” only one		Remarks
• Authorization, Signature and Date	<input type="checkbox"/> Present	<input type="checkbox"/> Absent	
3. DOCUMENTS REQUIRED <i>(All required documents including the completed License Application form must be provided in triplicate)</i>			
Section 17 Approval of Financial Statements	Check “√” only one		Remarks
• Approval of Financial Statements	<input type="checkbox"/> Present	<input type="checkbox"/> Absent	
Section 22 (b) and (c) Municipal Waste Collection Equipment	Check “√” only one		Remarks
• (c) List of collection equipment	<input type="checkbox"/> Present	<input type="checkbox"/> Absent	
• (d) List of maintenance and support	<input type="checkbox"/> Present	<input type="checkbox"/> Absent	
Section 23 Solid Waste Collection Fees	Check “√” only one		Remarks
• List of in-force waste management fees	<input type="checkbox"/> Present	<input type="checkbox"/> Absent	
Section 26a), (b), (c), (d), (e) Curriculum Vitae	Check “√” only one		Remarks
• (a) Chairman of the Board	<input type="checkbox"/> Present	<input type="checkbox"/> Absent	
• (b) Managing Director	<input type="checkbox"/> Present	<input type="checkbox"/> Absent	
• (c) Senior Financial Director	<input type="checkbox"/> Present	<input type="checkbox"/> Absent	
• (d) Senior Operations Manager	<input type="checkbox"/> Present	<input type="checkbox"/> Absent	
• (e) Customer Service Director	<input type="checkbox"/> Present	<input type="checkbox"/> Absent	
Section 27.1 and 27.2 Authorization from Municipality served	Check “√” only one		Remarks
• (a) Authorization from the Municipality	<input type="checkbox"/> Present	<input type="checkbox"/> Absent	
• (b) Confirmation Letter from the Municipality	<input type="checkbox"/> Present	<input type="checkbox"/> Absent	
Section 28 Agreement for Disposal	Check “√” only one		Remarks
• (a) Agreement to Dispose of Solid Waste or	<input type="checkbox"/> Present	<input type="checkbox"/> Absent	
• (b) Letter from the Municipality Authorizing Disposal or	<input type="checkbox"/> Present	<input type="checkbox"/> Absent	
• (c) Letter from Other Competent Authority	<input type="checkbox"/> Present	<input type="checkbox"/> Absent	
Section 329 Business Documents	Check “√” only one		Remarks
• (a) Board Approval Letter	<input type="checkbox"/> Present	<input type="checkbox"/> Absent	
• (b) Statutes or Founding Documents	<input type="checkbox"/> Present	<input type="checkbox"/> Absent	
• © Organization Chart	<input type="checkbox"/> Present	<input type="checkbox"/> Absent	
• (d) Copy of UNMIK Business Registration Certificate	<input type="checkbox"/> Present	<input type="checkbox"/> Absent	
• (e) Copy of VAT Tax Registration	<input type="checkbox"/> Present	<input type="checkbox"/> Absent	
• (f) Letter re payment of employee wages, salaries, income tax and pension remittances	<input type="checkbox"/> Present	<input type="checkbox"/> Absent	
• (g) and (h) Financial Statements and proof of certification	<input type="checkbox"/> Present	<input type="checkbox"/> Absent	
• (i) Bank Statements	<input type="checkbox"/> Present	<input type="checkbox"/> Absent	
• (h) Proof of insurance	<input type="checkbox"/> Present	<input type="checkbox"/> Absent	
Section 30 Utilities and Tax related Documents	Check “√” only one		Remarks
• (a) Proof of Property Tax bill payment	<input type="checkbox"/> Present	<input type="checkbox"/> Absent	
• (b) Proof of payment for Electricity, Water and Telephone utilities bills	<input type="checkbox"/> Present	<input type="checkbox"/> Absent	
• (c) Proof of payment of VAT, Taxes on Revenues and other taxes	<input type="checkbox"/> Present	<input type="checkbox"/> Absent	
Section 32 Other Documents	Check “√” only one		Remarks
• (a) Map of the Service Area	<input type="checkbox"/> Present	<input type="checkbox"/> Absent	

APPENDIX 1(h)
SERVICE LICENSE CERTIFICATE

SERVICE LICENSE NUMBER: [CLICK HERE AND INSERT LICENSE NUMBER]

NAME OF WASTE COLLECTION SERVICE PROVIDER: [CLICK HERE AND INSERT LICENSEE NAME]

DATE OF ISSUANCE: [CLICK HERE AND INSERT DATE] **EXPIRATION DATE:** [CLICK HERE AND INSERT DATE]

MODIFICATION DATE: [IF APPLICABLE, CLICK HERE AND INSERT DATE, IF NOT TYPE NOT APPLICABLE]

NAME OF WASTE COLLECTION SERVICE PROVIDER MANAGING DIRECTOR:
[CLICK HERE AND INSERT DIRECTOR NAME]

ADDRESS OF THE WASTE COLLECTION SERVICE PROVIDER: [CLICK HERE AND INSERT ADDRESS]

SERVICE AREA: [CLICK HERE AND INSERT MUNICIPALITY AND SERVICE AREA NAME]

NAME OF WASTE COLLECTION SERVICE PROVIDERS UNDER THE MANAGEMENT AUTHORITY OF THE WASTE COLLECTION SERVICE PROVIDER NAMED ON THIS SERVICE LICENSE:

1. [CLICK HERE AND INSERT SERVICE PROVIDER NAME]
2. [CLICK HERE AND INSERT SERVICE PROVIDER NAME]
3. [CLICK HERE AND INSERT SERVICE PROVIDER NAME]
4. [CLICK HERE AND INSERT SERVICE PROVIDER NAME]
5. [CLICK HERE AND INSERT SERVICE PROVIDER NAME]

ACTIVITIES AUTHORIZED UNDER THIS SERVICE LICENSE:

Pursuant to the Water and Waste Regulatory Office Rule on the Licensing of Waste Collection Services Providers in Kosovo, a Service License is issued to [CLICK HERE AND INSERT LICENSEE NAME] for the specific purpose of providing within the Service Area of [CLICK HERE AND INSERT NAME OF MUNICIPALITY WHERE THE SERVICE WILL BE PROVIDED] the services of collecting and removing authorized Municipal Solid Waste as specifically listed in the Service License and for transporting said Municipal Solid Waste to the Licensed Disposal Site listed in this Service License.

WASTE DISPOSAL:

All Municipal Solid Waste directly collected and removed by the Waste Collection Service Provider shall be transported exclusively for the specific purpose of disposal to:

- ☐ **Licensed Disposal Site:** [IF APPLICABLE CLICK HERE AND INSERT SITE NAME]
- ☐ **Licensed Transfer Station:** [IF APPLICABLE CLICK HERE AND INSERT STATION NAME]
- ☐ **Licensed Recycling and Waste Transformation Site:** [IF APPLICABLE CLICK HERE AND INSERT SITE NAME]

All Municipal Solid Waste directly collected and removed by Waste Collection Service Providers under the Management Authority of the Waste Collection Service Provider to which this license is issued, shall be transported for the specific purpose of disposal to the Licensed Disposal Site listed in the Service License.

RESTRICTIONS:

The Waste Collection Service Provider is specifically prohibited from collecting, removing or transporting liquid and/or hazardous and/or toxic waste products or any other products than those listed above under "LICENSED ACTIVITIES".

OTHER APPLICABLE TERMS AND CONDITIONS:

This issuance of this Service License is based on the information provided by the Waste Collection Service Provider at the time of submitting the application on [CLICK HERE AND INSERT LICENSE APPLICATION DATE]. The Service License may be revoked if the information provided by the Waste Collection Service Provider is subsequently found to be incorrect and/or misrepresented and/or if it is determined that the conditions and terms under which this Service License was issued are not complied with. The Service License is effective on the date of issuance and shall remain in force until the Expiration Date provided above unless revoked pursuant to the provisions of the Water and Waste Regulatory Office Rule on The Licensing of Waste Collection Services Providers in Kosovo.

SIGNED:
[CLICK HERE AND INSERT DATE]

DATE:

NAME: [CLICK HERE AND INSERT NAME]

TITLE: Head of Water and Waste Regulatory Office

APPLY THE OFFICIAL SEAL OF
THE WATER AND WASTE
REGULATORY OFFICE

APPENDIX 1 (i)
FORMAT OF CURRICULUM VITAE TO

BE PROVIDED WITH THE SERVICE LICENCE APPLICATION

Position title: *Insert the title of the most recent position worked.*

Qualifications:

- ☐ Education:
List the names of the schools, colleges, universities, technical or other professional training institutes that have been attended including the years attended and the degrees or certificates obtained.
- ☐ Experience:
Provide the brief description of the work experience, starting with the most recent. For each, list the name of the employer, the address and telephone number, the starting and ending year for each employer, and the title of the position

Knowledge, Skill, Abilities:

- ☐ Driver's License
Indicate if you have a driver's license valid in Kosovo (yes / no). If "yes", provide date of issue and name of issuing authority. A copy of the driver's license is to be attached to the curriculum vitae.
- ☐ Computer proficiency
List your computer ability level as not knowledgeable, or knowledgeable, or very knowledgeable. Also list the name of the computer software applications that you are familiar and functional with.
- ☐ Language
List your languages abilities. For each indicate the speaking, writing and reading proficiency abilities in terms of beginner, fair, good, excellent and native level.

Other:

- ☐ Personal Characteristics:
List any special characteristics that would have an impact on the position that your are applying for.
- ☐ Health:
Identify your general state of health in terms of any impact that it may have on the position that you are applying for. Indicate any work restrictions that you may have for reasons of your state of health.
- ☐ Criminal Record:

Indicate if you have ever been convicted of a crime and if “yes”, indicate the nature of the conviction and year of conviction. This information is to be provided for each crime convicted.