



Urban Research Institute

## “CIVIL PARTICIPATION” MANUAL

The activities of this project aimed at ensuring citizen participation and support for the establishment of new tariffs of public services, in particular cleaning and water fees. These fees are set based on the estimated cost by the local government units. During discussions in the cities where such project were implemented, was discussed about the feedback that citizens would have because of the increased tariffs and options of their involvement in these processes.

The purpose of this manual is to support the local government unites to find the best ways of cooperation with citizens, to get their opinions, to educate and aware them about their role and to empower, with these indicators, the network between citizens and local government nearby.

This manual include the communication tools applied in some of the cities, where during the second phase were included even cities as Përmeti, Delvina and Erseka, and communication tools ideas that emerged from these meetings.

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