

Kosovo Country Commercial Guide Template

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Doing Business in Kosovo

Market Overview

- The Republic of Kosovo is Europe's youngest country – and one of its poorest – but it has managed to record positive economic growth rates, 2.8 percent on average, since 2012. The Government of Kosovo (GoK) is working to improve the investment climate by strengthening the legal environment necessary to attract and retain foreign investment.
- Foreign Direct Investment reached €324.4 million in 2015 despite a challenging political environment. Kosovo's unemployment rate is estimated at 32.9 percent. The difficult labor-market conditions affect youth and women disproportionately and risk undermining the country's social fabric. Despite these challenges, Kosovo's relatively young population, low labor costs, and abundant natural resources have attracted foreign investment, with several international firms and franchises already present in the market.
- Kosovo's main trade partners are European Union (EU) countries (approximately 42.2 percent of imports and 32.6 percent of exports) and its neighbors through the Central European Free Trade Agreement (CEFTA -- approximately 29.2 percent of imports and 38 percent of exports). Kosovo continues to run a large trade deficit, with exports covering only about 12 percent of imports.
- Switzerland was the largest investor in Kosovo in 2015 (€72.9 million). U.S. investment reached €24.9 million in 2015.
- The Kosovo Investment and Enterprise Support Agency at the Ministry of Trade and Industry (KIESA) is responsible for promoting foreign investment in Kosovo. KIESA's top five advantages of investing in Kosovo include:
 - A **liberal trade regime** through CEFTA that allows producers in Kosovo to export duty-free to CEFTA members. The EU Autonomous Trade Preference regime also enables duty-free exports for the majority of Kosovo goods to the EU market. The April 2016 implementation of the Stabilization and Association Agreement (SAA) with the EU reinforced trade liberalization and removed many of the remaining trade and tariff barriers for the European Union.
 - Kosovo's **location** in the heart of the Balkans offers easy access to the Balkans and CEFTA members, which represent a market of approximately 28 million people.
 - Improving **infrastructure** evident by the completion of a modern highway to Albania and a second highway to Skopje, Macedonia currently under construction. Kosovo's international airport terminal was completed in 2013 and hosts over one million passengers a year. Additional upgrades are planned to avoid flight cancellations in the winter months and accommodate larger planes.
 - Kosovo's **young workforce** has an average age of 26; most are multilingual (often speaking English and German).
 - Kosovo has very competitive **labor costs and tax policies**. Kosovo's average monthly salary of €360 is amongst the lowest in Europe, and the current tax regime is business-friendly with a flat, 10 percent corporate income tax. VAT rates for basic food items and public utilities are 8 percent, while VAT for all other items is 18 percent.
- Kosovo is ranked 66 out of 189 countries in the World Bank's Doing Business report. The government is working to improve its ranking by pursuing new incentives for foreign investment, including tax breaks and additional legal protections.
- Major foreign investment projects in the near term include the ongoing construction of a €600M highway to Macedonia and the revitalization and the construction of a new

450MW coal-fired thermal power plant. As a member of the EU-funded Western Balkans 6 core transportation network aimed at improving regional connectivity, Kosovo plans to revitalize key railway lines.

Political and Administrative Overview

- Following Kosovo's declaration of independence in 2008, the political situation has been relatively stable, with occasional protests and inter-ethnic incidents. Kosovo Force (KFOR), a NATO peacekeeping mission, remains in the country to ensure freedom of movement and a safe and secure environment. Although Kosovo has been recognized by over 100 countries and is a member of international organizations, including the International Monetary Fund and World Bank, its membership in the United Nations and other important international organizations continues to be blocked by non-recognizers, including Russia.
- The European Union is facilitating a dialogue between Pristina and Belgrade with the goal of normalizing relations between the two countries. Recently, the two sides agreed on integrating the police and judiciary and have made progress on energy, telecommunications, and insurance issues. A similar dialogue between the chambers of commerce of Kosovo and Serbia aims to increase commercial cooperation.
- Deficiencies in bureaucratic and technical capacities at the local and central government levels remain a challenge to economic development. Backlogs in court cases continue despite the 2010 adoption of a “National Backlog Reduction Strategy” by the Kosovo Judicial Council. Corruption is widespread and reflects a “cost-of-doing-business” mentality prevalent in many parts of the region. Anticorruption efforts suffer from a lack of cohesion, forceful action, and follow through measures, including prosecution.

Market Challenges

- **Market size:** Kosovo’s population – officially 1.8 million people based on census results published in 2012 – may present a challenge to investment in industries requiring a substantial economy of scale to realize profitability.
- **Weak judicial system:** In addition to a significant backlog, Kosovo’s judicial system lacks the competency and business orientation to enforce commercial contracts. The Kosovo Bar Association includes very few firms capable of providing legal services at the level expected in more developed markets.
- **Corruption:** Perceived and actual corruption is widespread in Kosovo. Senior-level public officials have been accused of bribery, racketeering, and other forms of corruption. Corruption is widespread and reflects a “cost-of-doing business” mentality prevalent in many parts of the region. Anti-corruption efforts suffer from a lack of cohesion, forceful action, and follow-through measures, including prosecution.
- **Public procurement:** The government lacks the capacity to successfully manage large-scale public-sector transactions on its own. The GoK contracts international firms as transaction advisors, which has resulted at times in conflicts of interests and delays. Local and regional distributors have consistently complained about irregularities in public tenders at the national and municipal levels. On the private-sector front, tenders for higher-end goods, such as medical appliances, automobiles, and essential pharmaceuticals, are generally conducted without incident. Most large contracts contain an Alternative Dispute Resolution clause.
- **Weak IPR enforcement:** Despite having EU-compliant legislation on IPR protection, there is a general shortage of awareness. Legal professionals often lack the necessary

expertise to deal with IPR cases. This situation is an impediment to franchise growth in the Kosovo market.

- **Workforce:** Kosovo’s young, educated, and multi-lingual workforce is often mismatched with the skill sets required by employers, increasing training costs.

Market Opportunities

The World Bank reported a Gross Domestic Product (GDP) growth rate of 3.6 percent in 2015, among the highest in the region. The World Bank attributes this growth to domestic consumption and diaspora revenue. The Central Bank of Kosovo estimated that diaspora contributions totaled €693.7 in 2015, which is over 12 percent of GDP. Leading domestic industries include agriculture, metals and mining, and construction materials. The country’s narrow export base has resulted in a significant trade deficit requiring an increase in local manufacturing and investment. Kosovo’s largest exports are scrap metal, nickel, and lead.

The following is a snapshot of Kosovo’s economy broken down by business sector:

Sector	No. of Businesses	Share (%)	Initial Capitalization (in €)
Processing / Manufacturing	526	6.82	151,603,510.22
Construction	662	55.61	1,235,983,317.16
Trade	2,017	12.86	285,880,461.62
Transport and Hotel	504	8.03	178,473,998.00
Finance	94	15.97	354,929,654.62
Consulting	412	0.66	14,679,344.15
Other services	102	0.01	184,750.00
Education	44	0.03	758,500.00
Total	4,361	100.00	2,222,493,535.77

Kosovo's highly pro-American population welcomes U.S. investment in various sectors, including:

Energy: Kosovo’s vast lignite-coal resources and strategic regional location, along with the substantial power deficit in Southeastern Europe, provide opportunities for energy-generation projects.

Mining: Historically an important contributor to Kosovo's economy, mining has declined in relevance due to a lack of investment in equipment, facilities, and development of new mines. The sector has significant foreign investment potential, and the Independent Commission of Mines and Minerals (ICMM) has issued over 500 exploration and mining licenses since 2007. Serbia claims ownership of one of Kosovo’s largest mines, Trepca, despite its location in Kosovo. The Privatization Agency of Kosovo plans to draft a restructuring plan for Trepca by November 2016, which will identify core assets, address outstanding creditor claims, and allow for privatization of the complex.

Telecommunications: Kosovo’s telecommunications operators are transitioning to 3G and 4G services. Opportunities to provide support services for 4G networks may exist in the near future. Opportunities to support Kosovo’s transition to its own the country code may develop in the coming year. The Independent Media Commission is initiating a tender to move from

analog to digital broadcasting in 2016. The Government of Kosovo is working to position the country as a regional hub for information technology (IT)-related products and services, building on the strong IT and English-language skills within the workforce. There are a growing number of IT companies focused on outsourcing for European and U.S. companies, and the number of inbound and outbound call centers is growing.

Health: Kosovo has an urgent and growing need for quality basic and specialized health and medical services, facilities, and products. The sector is dominated by public-sector services, but private-sector investment has recently increased. Many Kosovo citizens travel to other countries to meet their health-care needs, and local solutions present a potentially lucrative opportunity for outside investors.

Infrastructure Development: Kosovo is in vital need of infrastructure development, including modern roads, housing, healthcare, water, and sanitation projects. The GoK and the private sector are seeking project designers, engineers, and managers, as well as high-quality production inputs, machinery, and tools. The concession of Adem Jashari Pristina International Airport to a French-Turkish consortium resulted in the construction of a new 42,000-square meter terminal, control tower, parking lot, runway, and access road improvements. Following the completion of the Route 7 (Pristina-Albania) Highway in 2013, construction of Route 6 connecting Pristina with the Macedonian border by an American-Turkish consortium began in 2014. Further improvements to road and railway infrastructure connecting Kosovo with its neighbors are planned as part of the Western Balkans 6 initiative

Food Products: Considerable demand exists for U.S. food products, such as frozen meat, chicken, canned goods, cereals, and alcoholic and non-alcoholic beverages. Kosovo's first American food franchise is expected to open in late 2016, and there is significant demand for other U.S. brands. Demand for fresh and organic products from the region is also growing.

Other Services: As Kosovo's economy develops, the need for expert financial, legal, architectural, engineering, public relations, and graphic design services will grow.

Market Entry Strategy

- Conduct appropriate market research and due diligence to adequately assess investment climate.
- Visit Kosovo and meet potential partners, government officials, and business associations. This is essential for understanding the local business climate.
- Establish strong personal ties, which is the key to doing business in Kosovo.
- Choose good legal representation (usually international) to protect interests.
- Exercise due diligence when identifying a local agent or partner to enhance business opportunities.
- Be prepared to invest significant financial resources for business development given Kosovo's limited banking and financial sectors.
- Note that commercial and physical infrastructure, including electricity and some transport facilities, are inadequate and not reliable.
- Consider opportunities to develop company-based workforce training and development programs with local partners to build necessary labor inputs for the investments.

More information on doing business in Kosovo is available on the U.S. Embassy in Kosovo's website: <http://pristina.usembassy.gov/business.html>.

Political Environment

Political Environment

For background information on the political and economic environment of the country, please click on the link below to the U.S. Department of State Background Notes.

<http://www.state.gov/r/pa/ei/bgn/100931.htm>

Selling US Products & Services

Using an Agent to Sell US Products and Services

Foreign companies doing business in Kosovo are not required to have a local agent, but it is advisable to retain one in order to enhance knowledge of local economic and market conditions. Kosovo does not have laws regulating local agent and distributor agreements. Any local agent or distributorship relationship should be clearly defined, stipulated by contract, and contain an alternative dispute resolution clause. Agreements should also be registered with local courts in case of a legal disagreement.

U.S. Embassy Pristina was established as the 59th Department of State Commercial Partnership Post in January 2014. Through our partner post (Commercial Service Vienna), we provide business facilitation and some Commercial Services to interested U.S. and U.S.-affiliated businesses. Please see our website for more information:

http://pristina.usembassy.gov/services_for_us_companies.html.

Establishing an Office

The procedures for opening a business are the same for local and foreign companies. The steps, as detailed by the World Bank, are to: (i) open a bank account in Kosovo; (ii) register with the Kosovo Business Registration Agency (KBRA) of the Ministry of Trade and Industry; (iii) obtain a VAT number with the Tax Administration; (iv) make a company seal; (v) obtain inspection of the business premise by the Tax Administration; and (vi) register local employees for the pension scheme with the Tax Administration. Business registration usually takes between two and eleven days. The following types of business can be registered: sole-proprietor enterprise, general partnership, limited-liability company, limited partnership, and joint-stock company.

Registration forms vary by type of business and are found on the KBRA's website at:

<http://www.arbk.org/en/Home>.

There is no limitation on foreign ownership of local companies, and foreign investors face no restrictions on moving capital and profits outside of Kosovo. The KBRA reported 16 new American companies registered during 2015, marking the highest number of foreign companies registered in a one-year period.

Franchising

According to the KBRA, there are no legal requirements for franchising; partners can agree internally on the form of such partnership. With improved legal and physical infrastructure, the Kosovo market is open for certain franchising opportunities, especially in the hotel, restaurant, and hospitality industries.

Current U.S. franchisees and licensees include: Coca-Cola, RC Cola (bottling license in Kosovo, distribution rights for Serbia, Macedonia, Albania, and Montenegro), Nike (distribution license for Kosovo), Office One Superstore, Apple (branch of Apple Premium Reseller in Croatia), Century 21, and Hertz Rent-a-Car. A restaurant chain plans to open its first Kosovo location in 2016.

Direct Marketing

Many foreign companies actively market their products and services in Kosovo. The Internet is used, but more traditional means of advertising, such as television, radio, and leaflets, are considered generally more effective. Direct mailing is not a viable option due to the unreliability of Kosovo's postal system.

Joint Ventures/Licensing

The Foreign Investment Law (Kosovo Assembly Law 04/L-220) allows foreign investors to wholly own businesses in all sectors of the economy, with the exception of the manufacturing or distribution of military products, where equity is limited to 49 percent. Foreign investors in all other areas are subject to the same licensing requirements as local investors. Licensing is done by the economic regulator in the respective sector. Foreign investors may be required to file a statement with local authorities identifying principal stakeholders and types of investment. No other filing requirements in excess of those required for similar domestic businesses are required for foreign investors.

Selling to the Government

Kosovo is not a WTO member and thus not a signatory of the Government Procurement Agreement. Similarly, Kosovo is not party to a Free-Trade Agreement (FTA) with the United States and accordingly, is not bound by any U.S. FTA commitments on government procurement. The procurement process in Kosovo is based on the tendering procedures outlined in the Public Procurement Law, which applies to all procurement-related actions involving funds from the Kosovo consolidated budget. The law provides guarantees for equal treatment and non-discrimination, transparency, fair competition, and accountability. Foreign companies are permitted to bid on an equal basis with local firms. Despite an absence of local-content requirements, the amended Public Procurement Law gives preference to local bidders when the quality and price are comparable to that of foreign bidders. There are opportunities in areas such as energy, healthcare equipment, and infrastructure. Nevertheless, vendors routinely complain about irregular conduct in public tenders at the national and municipal levels, and have generally found the official appeals system inadequate to redress grievances. In an effort to enhance transparency, the GoK recently amended the Public Procurement Law to mandate electronic procurement across the government and expects to implement the new program by early 2017.

Distribution & Sales Channels

Many local importers are also wholesalers, distributors, and retailers. Until 2001, retail goods were sold almost exclusively through small, family-owned businesses. In the last several years, locally owned supermarket chains "ETC" and "Viva Fresh" opened mega stores in key cities, and foreign companies have partnered with local businesses to open supermarkets such as Interex, JYSK, Lesna, and Conad. Because Kosovo is land-locked, all goods arrive by road, limited rail service from Macedonia, or air. Goods usually arrive at border crossing points and

afterwards are taken to customs terminals for clearance. The closest seaports are Durres, Albania, and Thessaloniki, Greece (about 130 miles and 170 miles from Pristina respectively). A newly-built highway connects Kosovo to Durres with a drive time from Pristina of less than four hours.

Express Delivery

FedEx, DHL, and UPS operate in Kosovo. It normally takes two days for express delivery to arrive from major U.S. cities, and the service is considered reliable. Goods arriving on express delivery undergo the same customs procedures as goods arriving through other channels. *De minimis* amount for customs duty purposes are those goods worth less than €22 per delivery.

Selling Factors & Techniques

U.S. goods and services enjoy an excellent reputation in Kosovo. If a U.S. representative is unable to be in Kosovo full time, a local agent or distributor is recommended. The capacity of newly-established local marketing firms is improving, but local companies distributing U.S. goods usually seek marketing assistance from the producer or let the foreign company market the product directly. Domestic and regional business exhibitions are useful for identifying and establishing contacts with local distributors. Although English is widely spoken in Kosovo, it is advisable that sales materials be printed in Albanian and Serbian if possible.

eCommerce

E-Commerce in Kosovo is growing. The service and trade sectors are the primary users of e-commerce; however, the majority of their sales are done through traditional methods. Nine commercial banks have introduced internet banking, and all utility companies offer customers online bill payment options.

Notable B2B websites include <http://ceed-kosovo.org/> and <http://www.stikk-ks.org/>.

Trade Promotion & Advertising

Local advertising and marketing firms primarily provide services to domestic companies, but also cater to a handful of established international firms operating in Kosovo. Several companies offer strictly promotional services, while others, such as Zero Pozitive and ProCon, offer fully-integrated marketing and advertising packages. In addition, the Congress and Event Organization is a private company that organizes local and regional tradeshows.

In the context of Embassy Pristina's commercial services partnership with Embassy Vienna, we offer Single Company Promotion (SCP) services.

Advertising and Marketing Firms:

Zero Pozitive Publicis

Ulpiana, te Kulla 31

10000 Pristina, Kosovo

Telephone: +381 (0)38 22 00 20/22 00 30/22 00 50

E-mail: info@zeropozitive.com

Web: <http://www.zeropozitive.com/>

ProCon Group

Mother Theresa Square, N.n

10000 Pristina, Kosovo
Telephone: +381 (0)38 738 383
E-mail: info@procon-ks.com
Web: www.procon-ks.com

CMB Production (Marketing Agency)
Mother Theresa, Radio Kosova Annex, n.n.
10000 Pristina, Kosovo
Telephone: +381 (0)38 225 611
E-mail: info@cmbonline.net
Web: www.cmbonline.net/english/home.htm

Rrota (Advertising Agency)
Kroi i Bardhe 60-62
10000, Pristina, Kosovo
Telephone: +381 (0)38 544 299
E-mail: info@rrota.net
Web: www.rrota.com

Paper Communications
Mujo Ulqinaku No12
10000 Pristina, Kosovo
Telephone: +381 38 60 99 60
E-mail: info@paper.al

Init Production (Ad Agency/Production)
Rexhep Luci 5, Hyrja 2, Kati 2
10000 Pristina, Kosovo
Telephone: +381 (0)38 243 841
E-mail: info@init.tv; alush@init.tv

Pixels Production
Perandori Justinian12, Pejton
10000 Pristina, Kosovo
Telephone: +381 (0)38 749 357; +377 (0)44 749 357; or +386 (0)49 749 357
E-mail: gazi@pixels-production.com; info@pixels-ks.com
Web: www.pixels-ks.com

Congress & Event Organization
Rrustem Statovci 14
10000 Pristina, Kosovo
Telephone: +381 (0)38 220 003
E-mail: info@ceokos.com
Web: www.kosovafair.com

Newspapers:

Koha Ditore (Albanian-language daily)
Mother Theresa Street 31
10000 Pristina, Kosovo
Telephone: +381 (0)38 249-104/105; 243 875
Fax: +381(0)38 249-106

E-mail: info@koha.net
Web: www.kohaditore.com/

Zeri (Albanian-language daily)
Media House Annex, nn
10000 Pristina, Kosovo
Telephone: +381 (0)38 249 071; 222 451; 249 751 (marketing)
Fax: +381 (0)38 249 071; 222-451
E-mail: marketing@zeri.info
Web: www.Zeri.info

Express (Albanian news portal)
Dardania 1/1 10000 Pristina, Kosovo
Telephone: +381 (0)38 76 76 76 Fax: +381 (0)38 76 76 78
E-mail: marketing@gazetaexpress.com
Web: www.gazetaexpress.com/

Kosova Sot (Albanian-language daily)
Interpress Compound,
Industrial Zone
10000 Pristina, Kosovo Telephone: +381 (0)38 60 10 10; 601 007;
E-mail: kosovasot.marketing@gmail.com
Web: www.kosova-sot.info

Lajm (Albanian-language daily)
Meto Bajraktari 18-1
10000 Pristina, Kosovo
Telephone: +377 44 215 791
E-mail: lajmgazeta@gmail.com
Web: www.lajmonline.com/

Bota Sot (Albanian-language daily)
Bedri Pejani 3
10000 Pristina, Kosovo
Telephone: +381 (0)38 237 732
E-mail: redaksia_pr@botasot.info; marketing@botasot.info
Web: www.botasot.info

Epoka e Re (Albanian-language daily)
Gazeta Epoka e Re, Across from ex- UNMIK HQ
10000 Pristina, Kosovo
Telephone: +377 44 127 434; +386 49 127 434
E-mail: epokaere@hotmail.com

Tribuna (Albanian-language daily)
Media Palace
10000 Pristina, Kosovo
Telephone: +381 38 227 138
E-mail: gazeta@tribunashqiptare.info; marketing@tribunashqiptare.info
Web: www.gazetatribuna.com/en/

Radio Stations:

There are three national radio stations, and three nationwide TV channels:

RTK-Radio Televizioni i Kosoves is a public television channel with two radio stations:

Radio Kosova, covers all of Kosovo

Radio Kosova Building, Mother Theresa Street

10000 Pristina, Kosovo

Telephone: +381 (0)38 242 273

Web: www.rtklive.com/new/radiokosova/

Radio Blue Sky (covers all of Kosovo)

Radio Kosova Building, Mother Theresa Street

10000 Pristina, Kosovo

Tel: +381 (0)38 242 273

Web: <http://tunein.com/radio/RTK-2-Blue-Sky-977-s25797/>

Television Stations:

RTK-Radio Televizioni i Kosoves (Kosovo's public TV station – also broadcasting via satellite and two radio stations)

Xhemail Prishtina 12

10000 Pristina, Kosovo

Telephone: +381 (0)38 230 102/103

Fax: +381 (0)38 235 336;

E-mail: post@rtklive.com; marketing@rtklive.com

Web: www.rtklive.com/new/en/

RTV21 (privately owned television station that also owns a radio station)

Media House, RTV21

10000 Pristina, Kosovo

Telephone/Fax: +381 (0)38 55 00 88

E-mail: lajmet@rtv21.tv

Radio 21 – Tel: +381 (0)38 241 522

Koha Vision (privately owned, part of Koha Group)

Mother Theresa Street n.n.

10000 Pristina, Kosovo

Telephone: +381 (0)38 248 014/015

Fax: +381 (0)38 226 442

E-mail: lajmet@kohavision.net; marketing@koha.net; ktvmarketing@yahoo.com

Web: www.kohavision.net

Klan Kosova TV (cable TV only)

Qendra Tregtare, Bregu i Diellit, kati i dyte

10000 Pristina, Kosovo

Telephone: +381 (0) 38 767 680; +381 (0) 38 551 144

E-mail: info@klankosova.tv; marketing@lemondesignstudios.com

Web: <http://klankosova.tv>

Pricing

Kosovo uses the euro as its currency. As a result, the Central Bank of Kosovo does not have an independent monetary policy, and prices largely reflect market trends in the larger eurozone. Prices include a differentiated VAT rate of 8-18 percent. Local consumers are price conscious and actively seek out sales and discounts. Local businesses frequently offer promotions and sales events in order to attract customers and gain market share. U.S. firms should study the market carefully to ensure that their goods and services are competitively priced.

Sales Service/Customer Support

After-sales service and customer support are considered to be the responsibility of the local agent or distributor.

Protecting Intellectual Property

Protecting Your Intellectual Property in Kosovo

Several general principles are important for effective management of intellectual property (IP) rights in Kosovo. First, it is important to have an overall strategy to protect your IP. Second, IP may be protected differently in Kosovo than in the United States. Third, rights must be registered and enforced in Kosovo, under local laws. For example, your U.S. trademark and patent registrations will not protect you in Kosovo. There is no such thing as an “international copyright” that will automatically protect an author’s writings throughout the entire world. Protection against unauthorized use in a particular country depends, basically, on the national laws of that country. However, most countries do offer copyright protection to foreign works in accordance with international agreements.

Granting patents registrations are generally is based on a first-to-file [or first-to-invent], depending on the country basis. Similarly, registering trademarks is based on a first-to-file [or first-to-use, depending on the country], so you should consider how to obtain patent and trademark protection before introducing your products or services to the Kosovo market. It is vital that companies understand that intellectual property is primarily a private right and that the U.S. government cannot enforce rights for private individuals in Kosovo. It is the responsibility of the rights' holders to register, protect, and enforce their rights where relevant, retaining their own counsel and advisors. Companies may wish to seek advice from local attorneys or IP consultants who are experts in Kosovo law. The Embassy provides a list of local lawyers on its website, at: <http://pristina.usembassy.gov/legalinfo.html>.

While the U.S. Government stands ready to assist, there is little we can do if the rights holders have not taken these fundamental steps necessary to securing and enforcing their IP in a timely fashion. Moreover, in many countries, rights holders who delay enforcing their rights on a mistaken belief that the USG can provide a political resolution to a legal problem may find that their rights have been eroded or abrogated due to legal doctrines such as statutes of limitations, laches, estoppel, or unreasonable delay in prosecuting a law suit. In no instance should U.S. Government advice be seen as a substitute for the responsibility of a rights holder to promptly pursue its case.

It is always advisable to conduct due diligence on potential partners. A good partner is an important ally in protecting IP rights. Consider carefully, however, whether to permit your partner to register your IP rights on your behalf. Doing so may create a risk that your partner will list itself as the IP owner and fail to transfer the rights should the partnership end. Keep an

eye on your cost structure and reduce the margins (and the incentive) of would-be bad actors. Projects and sales in Kosovo require constant attention. Work with legal counsel familiar with Kosovo laws to create a solid contract that includes non-compete clauses, and confidentiality/non-disclosure provisions.

It is also recommended that small and medium-size companies understand the importance of working together with trade associations and organizations to support efforts to protect IP and stop counterfeiting. There are a number of these organizations, both Kosovo or U.S.-based. These include:

- The U.S. Chamber and local American Chambers of Commerce
- National Association of Manufacturers (NAM)
- International Intellectual Property Alliance (IIPA)
- International Trademark Association (INTA)
- The Coalition Against Counterfeiting and Piracy
- International Anti-Counterfeiting Coalition (IACC)
- Pharmaceutical Research and Manufacturers of America (PhRMA)
- Biotechnology Industry Organization (BIO)

IP Resources

Information on protecting IP is freely available to U.S. rights holders. Some excellent resources for companies regarding intellectual property include the following:

- For information about patent, trademark, or copyright issues -- including enforcement issues in the US and other countries -- call the STOP! Hotline: **1-866-999-HALT** or visit: www.STOPfakes.gov.
- For more information about registering trademarks and patents (both in the U.S. as well as in foreign countries), contact the U.S. Patent and Trademark Office (USPTO) at: **1-800-786-9199**, or visit: <http://www.uspto.gov/>.
- For more information about registering for copyright protection in the United States, contact the U.S. Copyright Office at: **1-202-707-5959**, or visit: <http://www.copyright.gov/>.
- For more information about how to evaluate, protect, and enforce intellectual property rights and how these rights may be important for businesses, please visit the “Resources” section of the STOPfakes website at: <http://www.stopfakes.gov/resources>.
- For information on obtaining and enforcing intellectual property rights and market-specific IP Toolkits visit: www.stopfakes.gov/businesss-tools/country-ipr-toolkits. The toolkits contain detailed information on protecting and enforcing IP in specific markets and also contain contact information for local IPR offices abroad and U.S. government officials available to assist SMEs.

The U.S. Department of Commerce has positioned IP attachés in key markets around the world. You can get contact information below for the IP attaché who covers the following countries:

CHINA

Beijing, China

Joel Blank

joel.blank@trade.gov

Guangzhou, China

Timothy Browning

timothy.browning@trade.gov

Shanghai, China

Michael Mangelson

michael.mangelson@trade.gov

Southeast Asia

Vacant – contact Dominic Keating

Dominic.Keating@USPTO.GOV

South America

Vacant – contact Dominic Keating

Dominic.Keating@USPTO.GOV

Geneva, Switzerland

Deborah Lashley-Johnson

deborah_e_lashley-johnson@ustr.eop.gov

Mexico, Central America and the Caribbean

Todd.Reves@trade.gov

India & South Asia

Vacant – contact Dominic Keating

Dominic.Keating@USPTO.GOV

Middle East & North Africa

Aisha Y. Salem

aisha.salem@trade.gov

Lima, Peru

Ann Chaitovitz

Ann.chaitovitz@trade.gov

Russia, the C.I.S. and Georgia

Donald Townsend

donald.townsend@trade.gov

Due Diligence

No credit rating agencies in Kosovo cover private-sector actors. All U.S. businesses are advised to perform their own due-diligence checks prior to developing relationships with local firms. Due-diligence checks on socially-owned enterprises are particularly essential since the Privatization Agency of Kosovo (PAK) does not extend liability warranties to purchasers. U.S. companies are strongly encouraged to perform due diligence checks on private firms as well to ensure that the local company:

- is not facing any bribery or corruption charges;
- enjoys a certain level of financial stability that will enable it to meet financial obligations; and
- enjoys, along with its owners, a solid professional reputation in Kosovo.

Businesses are also encouraged to consult the chambers of commerce (American, Kosovo, Turkish, and German) and the Kosovo Business Alliance (KBA).

In addition, the U.S. Embassy's Economic/Commercial team offers fee-based International Company Profile (ICP) services containing limited background checks on local companies.

For more information, please visit: <http://pristina.usembassy.gov/business.html>.

Local Professional Services

Auditing Firms:

Deloitte LLP Albania and Kosovo, www2.deloitte.com/al/en.html
Grant Thornton, www.grant-thornton.com.mk/AboutUs/GTKosovo.htm
KPMG, www.kpmg.com/al/en/pages/default.aspx

Banking:

ProCredit Bank, www.procreditbank-kos.com
Raiffeisen Bank, www.raiffeisen-kosovo.com
NLB Banka, www.nlbprishtina-kos.com
Banka Ekonomike, www.bekonomike.com
Banka per Biznes, www.bpbbank.com
Banka Kombetare Tregtare, www.bkt-ks.com
TEB, www.teb-kos.com
Turkiye Is Bankasi, www.isbankkosova.com
Komercijalna Banka AD Beograd, www.kombank.com (NOTE: This bank operates only in Serb-majority areas)

Insurance Companies:

Illyria Insurance, www.illyriainsurance.com/?page=2,1
SIGURIA, www.ks-siguria.com/
SIGAL, www.sigal-ks.com

Note: You can find more information on banks and insurance companies on the Central Bank of Kosovo's website: www.bqk-kos.org

Courier Services

FedEx (express mail services only)
 Eqrem Cabej St. 147
 10000 Pristina, Kosovo
 Contact: Astrit Gosalci, Sales Representative
 Tel: +381 (0)38 550 870; +377 (0)44 550 225
 E-mail: fedexkosovo@gmail.com

UPS

105/1 UCK Street
 10000 Pristina, Kosovo

Contact: Artan Bislimi, Manager of A.L. Dushi Services (authorized service contractor for UPS)
Tel: +381 (0)38 242-222
Fax: +381 (0)38 249 999
E-mail: artanb@aldushi.com

DHL

25b Mother Teresa Street
10000 Pristina, Kosovo
Tel: +381 (0)38 545-545
E-mail: dhl@kujtesa.com
Web: www.dhl.com

Freight Forwarding:

Some local shipping companies own trucks registered in third countries, making transit of goods easier across territories that do not recognize Kosovo, as well as for more efficient transport throughout the region. Memoranda of Understanding with Macedonia and Albania have been signed to smooth the transit of Kosovo-registered trucks, and several Kosovo-based companies have partnerships with firms in Albanian-majority areas of Serbia.

Please contact the Kosovo Transport Association or one of the following shipping companies regarding transport of goods in and out of Kosovo.

Kosovo Transport Association, Telephone: +377 44 30 80 00, E-mail: laki.company@gmail.com

SHPK Euro Import, Gjilan/Gnjilane, Kosovo, Telephone: +377 (0)44 133 209

NPT Gratis Commerc, Mitrovica/e, Kosovo, Telephone: +377 (0)44 501 100

CINI Commerc, Prizren, Kosovo, Telephone: +377 (0)44 119 022

Varna, Rogocice, Kosovo, Telephone: +377 (0)44 183 570

NT Nderimi, Ferizaj/Uroševac, Kosovo, Telephone: +377 (0)44 503 868

Railtrans, Dardania, BL9 LB4, n.n., 10000 Pristina, Kosovo

Telephone /Fax: +381 (0) 38 551 021/551 470; Cell: +377 (0) 44 333 231/329 881

E-mail: info@railtrans.biz; naim.spahiu@railtrans.biz

Web: www.railtrans.biz

Hotels:

There are several privately-owned hotels in Pristina, as well as a handful of privatized socially-owned enterprises offering accommodations. For more information on Pristina hotels, please visit: www.inyourpocket.com/kosovo/pristina/hotels.

Hotel Emerald

Telephone: +381 (0) 38 588 888

E-mail: contact@emeraldhotel.info; reservation@emeraldhotel.info

Web: www.emeraldhotel.com

Hotel Pristina

Telephone: +381 (0) 38 22 32 84

E-mail: reservations@hotelprishtina.com

Web: www.hotelprishtina.com/

Hotel Sirius

Telephone: +381 (0) 38 22 22 80; +377 (0) 44 740 126

E-mail: info@hotelsirius.net
Web: <http://hotelsirius.net/web/?lang=en>

Hotel Swiss Diamond

Telephone: +381 (0) 38 220 000
Fax: +381 (0) 38 250 000
E-mail: reservations@sdhprishtina.com
Web: www.sdhprishtina.com/home

Hotel Victory

Tel: +381 (0)38 543-277/ 543-276; +377 (0)44 504 429
Fax: +381 (0)38 54 3-286
E-mail: reservation@hotel-victory.com; info@hotel-victory.com
Web: www.hotel-victory.com/en

Legal Firms:

The U.S. Embassy Pristina assumes no responsibility for the professional ability or integrity of lawyers or law firms. Please note that all fees for services rendered by the firm selected are the responsibility of the individual who requests the services. Neither the U.S. Embassy Pristina nor the U.S. Government can assume responsibility for the fees or expenses incurred in use of services from these lawyers.

The list of attorneys is available at: http://pristina.usembassy.gov/attorney_information.html.

The American Chamber of Commerce in Kosovo (AmCham) is home to the Alternative Dispute Resolution (ADR) Center, which provides arbitration and mediation services. The ADR Center is an efficient alternative to the Kosovo Court System, which manages a heavy workload and backlog of cases. A list of arbiters that serve in the ADR Center can be obtained on the organization's website. More information is available at: www.adr-ks.org/.

Principle Business Associations

The American Chamber of Commerce in Kosovo, the Kosovo Chamber of Commerce, the German Chamber of Commerce, and the Kosovo Business Alliance are the main business organizations in Kosovo; most are open to U.S. companies. Their primary role is to protect the interests of the business community and advocate for policies to improve the business environment. These associations lobby the government on business issues. In June 2015, the government re-activated the inter-ministerial National Economic Development Council, which brings together the business community and policymakers to discuss issues of concern.

Limitations on Selling US Products and Services

Kosovo legislation does not stipulate that any particular sector or service is only available to its nationals. Foreigners can own property and invest in the same way as locals.

Selling U.S. Products and Services Web Resources

Kosovo Government, www.rks-gov.net
UNMIK (United Nations Mission in Kosovo), www.unmikonline.org
EULEX (European Union Rule of Law Mission), www.eulex-kosovo.eu
Kosovo Customs, <http://dogana.rks-gov.net/en/>
Privatization Agency of Kosovo, www.pak-ks.org

Kosovo Investment and Enterprise Support Agency, www.invest-ks.org
Business Registration Agency, <http://www.arbk.org/en/Home>
Kosovo Chamber of Commerce, www.oek-kcc.org
American Chamber of Commerce in Kosovo, www.amchamksv.org
Kosovo Pension Savings and Trust, <http://www.trusti.org/>
Statistical Office of Kosovo, <https://ask.rks-gov.net/eng/>
Central Bank of Kosovo, <http://www.bqk-kos.org>
Kosovo Railways, www.trainkos.com
Pristina International Airport, <http://airportpristina.com>
Radio and Television of Kosovo (RTK), www.rtklive.com
Kohavision, www.kohavision.net
Koha Ditore Daily Newspaper, www.koha.net
Express News Portal, www.gazetaexpress.com
Zeri Daily Newspaper, www.zeri.info
Lajm Daily Newspaper, www.gazetalajm.info
Kosovalive News Agency, www.kosovalive.com/?cid=2
Kosovapress News Agency, www.kosovapress.com
Telegrafi, www.telegrafi.com
Kosovo Information Center, www.kosova.com/kategoria/english
Kosovo Telecom, www.kosovotelecom.com
Kosovo Public Tenders, <http://krpp.rks-gov.net/Default.aspx?LID=2>
Economic Initiative for Kosovo, www.eciks.org/english

Please note that all of Kosovo's laws and regulations can be found at: <http://gzk.rks-gov.net/> or www.kuvendikosoves.org/?cid=2,122

Foreign Investment Law:

www.kuvendikosoves.org/common/docs/liqjet/2005_02-L33_en.pdf

Law on Business Organizations: www.kuvendikosoves.org/common/docs/liqjet/2007_02-L123_en.pdf

Law on Public Procurement:

www.kuvendikosoves.org/common/docs/liqjet/Law%20on%20public%20procurement.pdf

Public Tendering Procedures:

<http://krpp.rks-gov.net/Default.aspx?LID=2>

Law on Public Private Partnerships:

www.assembly-kosova.org/common/docs/liqjet/Law%20on%20public%20private%20partnership.pdf

Trade Regulations, Customs, & Standards

Import Tariff

Kosovo is a member state of the Central European Free Trade Agreement (CEFTA) and has expressed interest in seeking observer status in the World Trade Organization during 2016. Most agricultural equipment is imported free of customs duties, while an 18 percent VAT must be paid for construction materials coming from CEFTA members. Most imports from CEFTA countries are duty free, except for certain agricultural products, such as wheat. A 10 percent customs duty and 8 percent VAT must be paid on essential goods, while an 18 percent VAT

must be paid on all other imported goods. In April 2016, Kosovo implemented a Stabilization and Association Agreement (SAA), which lifted customs duties on over 1044 agricultural and 487 fishery imports from the EU. Under the same agreement, customs tariffs on industrial imports will be phased out gradually over a period of 10 years.

VAT is assessed on the cost, insurance, and freight of the goods. Certain products are also subject to an additional excise tax. These include petroleum, tobacco, vehicles, and alcohol. The excise tax is applied as a flat percentage rate of the value of the item or as a pre-determined amount depending on the item. This tax can significantly increase the final price of the good for consumers. In 2014, a law was enacted to expand to the list of VAT-exempt goods, mostly agricultural inputs, chemical agents, wood products, health and medical devices, and some medicines. In 2015, production-line expenses, raw materials, machinery used in production, and IT equipment purchases also became exempted from the tax.

Kosovo adopted a Customs and Excise Code in compliance with European Union and World Customs Organization standards in early 2009:

www.assembly-kosova.org/common/docs/liqjet/2008_03-L-109_en.pdf.

Kosovo uses an integrated tariff schedule broken down into goods categories and applicable rates: http://dogana.rks-gov.net/tarik/TARIK_PDF_01012015_ENG/INTRODUCTION.pdf.

Detailed information on the SAA between Kosovo and the EU is available at: <http://data.consilium.europa.eu/doc/document/ST-10728-2015-REV-1/en/pdf>.

Trade Barriers

Kosovo has no general restrictions on imports. When applicable, products are required to undergo sanitary, phytosanitary, or veterinary inspections at border control. The Food and Veterinary Agency (FVA), which functions under the Prime Minister's Office, waived import permits for milk and dairy products in 2012, while still requiring them for imported meat, poultry, and live animals. The permits are issued upon the importing companies' presentation of health certificates from the exporting country and certificates of origin.

U.S. companies must complete an application form and health certificate to import animal food products, including poultry products. Kosovo accepts USDA food-safety inspection service certificates. The FVA's Phytosanitary Division requires control certificates and certificates of origin for all imports.

Import licenses are required for pharmaceutical, live animals, and tobacco products. An import license is required for production inputs and raw materials associated with manufacturing of pharmaceutical products. Licenses can be obtained from the Kosovo Medicines Agency (KMA) for six months, with an additional six months in case the import was not completed as scheduled. The KMA requires that the shelf-life of imported pharmaceutical products must be valid for at least one year from the date of entry into Kosovo. Its quality and safety requirements for pharmaceutical products also demand every import is accompanied by the following:

- Business license issued by the Competent Authority;
- Marketing authorization for medicinal product issued by KMA;
- Importing authorization held by the importer granted by the KMA, or an
- Import license issued by KMA that should meet the Good Manufacturing Practice standards;

- Batch Certificate of Analysis for each batch of medicinal product imported.

These procedures are subject to change; please contact the KMA for up-to-date guidance. Information on sanitary requirements can be obtained from Kosovo Ministry of Health. Information on phytosanitary and veterinary requirements can be obtained from the Kosovo Food and Veterinary Agency in the Office of the Prime Minister.

Import Requirements & Documentation

Kosovo's Customs Law requires a single administrative document (SAD) be completed by the importer. The SAD must be obtained from the Kosovo Customs' office in Pristina and is not available online. Completion of the SAD requires the certificate of origin, commercial invoice, and customs goods declaration.

More information on import requirements and documentation can be found at:
[https://dogana.rks-gov.net/repository/docs/AI_on_CEC - English version 392461.pdf](https://dogana.rks-gov.net/repository/docs/AI_on_CEC_-_English_version_392461.pdf).

Labeling/Marking Requirements

Labels must contain the name of the product, full address of the importer and country of origin, net quantity/weight/volume of the product, ingredients, method of storage (transport, use, or maintenance), and any applicable consumer warnings. Labels must be in Kosovo's official language and labeling in more than one language is permitted.

Consumer protection legislation requires that technical products be accompanied by instructions for usage, the manufacturer's specifications, a list of authorized maintenance offices, warranty information, warranty period, and other applicable data.

For food importers, it is advisable to use the European date system of expiry or spell out the month of expiration on the label.

More information on labeling requirements can be found on the website of the Ministry of Trade and Industry at: <http://www.mti-ks.org/en-us/Regulations/page/2>, and the Regulation on Labelling, Presentation, and Advertising Food Products: [www.mti-ks.org/repository/docs/Rregullore Nr. 09-2013 95825.pdf](http://www.mti-ks.org/repository/docs/Rregullore_Nr._09-2013_95825.pdf).

U.S. Export Controls

Most electronic equipment and products can enter Kosovo without a U.S. export license. However, U.S. businesses are strongly advised to obtain export licenses from the Department of Commerce's Bureau of Industry and Security (BIS) or the Department of State's Bureau of Verification, Compliance, and Implementation (VCI), depending on the product. BIS and VCI coordinate the licensing process with each other, as well as with the Department of Defense. If a U.S. firm has a product that may require an export license, the company must obtain the export commodity control number (ECCN) from the manufacturer. The U.S. exporter can also obtain the ECCN by filling out the BIS-748 Multipurpose Form.

To order forms, you may submit a request by fax at (202) 219-9182 or call our Exporter Counseling Division at (202) 482-4811 or from the following link:
www.bis.doc.gov/licensing/facts4.htm.

More detailed information on export controls can be obtained from the U.S. Department of Commerce, Export Controls – Bureau of Industry and Security at: www.bis.doc.gov/licensing/exportingbasics.htm.

A search tool for the consolidated export-screening lists of the Departments of Commerce, State, and Treasury is available at: <http://developer.trade.gov/consolidated-screening-list.html>.

Temporary Entry

Kosovo permits the temporary importation of products for re-exportation provided they do not undergo any change while in country. Such goods are assessed import duties at a rate of 3 percent of value for every month or fraction of a month in storage. Kosovo has “bonded” customs warehouses, which are privately owned storage facilities that allow importers to store goods duty free until they are released into the local economy or re-exported free-of-charge. Their use, however, is limited. Companies importing warranty and non-warranty items for repair must be authorized by Customs for internal repair or repair under Customs’ control.

Prohibited & Restricted Imports

The importation of narcotics is prohibited. The importation of most non-hunting use firearms is prohibited. The importation of certain chemicals and pharmaceuticals is restricted.

More information on chemical import regulations can be found at: www.assembly-kosova.org/common/docs/liqjet/04-L-197%20a.pdf.

More information on pharmaceutical import regulations can be found at: <http://msh-ks.org/wp-content/uploads/2013/11/On-Medicinal-Products-and-Medical-Devices.pdf>.

Customs Regulations

Kosovo Customs

Telephone: +381 (0)38 541 031

Web: <https://dogana.rks-gov.net/en/Contact>

Laws and regulations are translated into English and are available online.

Customs and Excise Code: www.kuvendikosoves.org/common/docs/liqjet/2008_03-L-109_en.pdf

Integrated Tariff Schedule: http://dogana.rks-gov.net/tarik/TARIK_PDF_01012015_ENG/INTRODUCTION.pdf

Kosovo International Trade Guide: <http://itg-rks.com/en-us/Home>

Trade Standards

Overview

Kosovo’s Law on Standardization reflects European and international systems of standards, and outlines procedural rules on drafting, approval, determination, and application of these standards in Kosovo. Product certification also falls under this law. Kosovo does not have its own national standards, but uses European/CEN and International Standardizations Organization (ISO) standards from the General Directorate of Standardizations in Albania.

The Kosovo Standardizations Agency (KSA) had identified construction codes/euro codes as a priority for the government. Kosovo is not member of the ISO or any other international or regional standardization bodies. The government is pursuing membership and/or alternatives methods of cooperation with these organizations.

Standards

The KSA and Accreditation Directorate (AD) within the Ministry of Trade and Industry are the only government bodies responsible for standardization and accreditation activities in Kosovo. The government requires the KSA to:

- Organize procedures on the formulation of standards; approve and apply such standards; certify products, services, quality systems, and personnel.
- Organize procedures on standardization, accreditation, and certification based on international and European standardization systems.
- Approve, adapt, and implement international and European standards, except in the area of telecommunications.
- Revise existing standards in Kosovo.
- Maintain and administer a standardizations archive on foreign and local standards; upon request, communicate technical information to domestic and foreign subjects that conduct business activities in the territory of Kosovo.
- Prepare the laws and by-laws for activities it covers.

KSA does not develop national standards, but uses SK EN and SK EN ISO standards. It also has an agreement in place to use ASTM standards.

NIST Notify U.S. Service

Member countries of the World Trade Organization (WTO) are required under the Agreement on Technical Barriers to Trade (TBT Agreement) to report to the WTO all proposed technical regulations that could affect trade with other member countries. Kosovo is not a WTO member and is not subject to this requirement. **Notify U.S.** is a free, web-based e-mail subscription service that offers an opportunity to review and comment on proposed foreign technical regulations that can affect your access to international markets. Register online at: www.nist.gov/notifyus/.

Conformity Assessment

The KSA and Accreditation Directorate are the primary conformity and accreditation assessment bodies in Kosovo.

Product Certification

Product certification falls under the Law on Standardization. Every certified product must carry a certification marking, indicating that the product has undergone appropriate testing and conforms to relevant regulations. Kosovo does not have a national product certification body, but it has certified experts in ISO 9001 and similar areas cooperating with relevant foreign companies in the certification of Kosovo businesses. U.S. exporters have not reported problems related to product-certification requirements. In 2014, KSA signed a certification agreement with the Turkish Standardizations Institute, but it is not being implemented pending amendments to the Law on Standardization. Kosovo has no product certification agreements with the United States.

Accreditation

The Accreditation Directorate is the national accreditation body in Kosovo. It has been a member of the European co-operation for Accreditation (EA) since 2009 and a member of the International Laboratory Accreditation Cooperation (ILAC) and International Accreditation Forum (IAF) since 2010. The AD has signed a number of agreements with its counterparts in the region.

Test certificates from laboratories in EAC countries and from countries with which AD has agreements are accepted. Seven inspection bodies, 30 testing laboratories, and one calibration laboratory are currently accredited by the AD. More information on accreditation is available at the AD's website: www.dak-ks.org/?cid=2,11,97.

Publication of technical regulations

The Government publishes all laws and regulations in the Official Gazette: <http://gzk.rks-gov.net>. Only final regulations are published. U.S. entities can comment on regulations by attending the relevant working groups, upon invitation by the government agency sponsoring the regulation, and business associations such as the American Chamber of Commerce regularly collect comments from members on proposed legislation. Kosovo maintains an annual legislative program available on the website of the Office of Prime Minister at: www.kryeministri-ks.net/?page=2,1.

Contact Information

U.S. Embassy Pristina

Yllka Bina, Commercial Advisor
Telephone: +381 (0)38 5959 3211
E-mail: BinaYL@state.gov

Kosovo Standardization Agency

Hafiz Gara, Chief Executive
Telephone: +381 (0)38 200 36 539; +377 (0)44 626 802
E-mail: hafiz.gara@rks-gov.net; askinfo@ks-gov.net

Kosovo Accreditation Directorate

Osman Hajdini, Acting Director
Telephone: +381 (0)38 200 36 563
E-mail: osman.hajdini@rks-gov.net

Kosovo Department of Metrology

Blerim Sokoli, Department Director
Telephone: +381 (0)38 200 36 537
E-mail: blerim.sokoli@rks-gov.net

Office of the Prime Minister

Kosovo Food and Veterinary Agency

Valdet Gjinovci, Executive Director
Telephone: +381 (0)38 551 957; +377 (0)44 800 444
E-mail: valdet.gjinovci@rks-gov.net

Kosovo Medicines Agency

Jeton Shala, CEO

Telephone: +381 (0)38 200 24 267

E-mail: jeton.shala@rks-gov.net

Trade Agreements

Kosovo's Ministry of Trade and Industry manages its international trade relations. In some cases, opposition by non-recognizing states means that Kosovo is included under the name Kosovo*, with a footnote clarifying that the name is made without prejudice to Kosovo's legal status. In other cases, UNMIK ensures Kosovo's ability to fulfill international obligations under agreements where UNMIK is the signatory on behalf of Kosovo.

Kosovo is a member of the Central European Free Trade Area (CEFTA) and has signed Free-Trade Agreements (FTA) with Albania, Macedonia, Croatia, Bosnia-Herzegovina, and Turkey. The Stabilization and Association Agreement aimed at liberalizing trade with the EU entered into force in April 2016. Preparations for negotiations on a double-taxation agreement with Austria began in March 2015 and are ongoing. Additionally, Kosovo has signed double taxation treaties with Albania, Macedonia, Slovenia, Turkey, the United Arab Emirates, and the United Kingdom.

Kosovo is member of the European Common Aviation Area and member of the Athens Process on Energy for the Southeastern Europe Energy Community Treaty.

More information on Kosovo's trade agreements can be found on the website of the Ministry of Trade and Industry at: www.mti-ks.org/en-us/Ministry-of-Trade-and-Industry.

Licensing Requirements for Professional Services

According to the KBRA, many professional services do not require a license. The Law on the License and Permit System adopted in 2013 stipulates the procedures and general criteria for licensing of foreign professional services by competent boards of respective ministries. Legal and accountancy professions require a license, while consulting does not.

Foreigners who wish to practice law in Kosovo must register with the Kosovo Bar Association, present their home country Bar Association certificate and law license, and pass a test on their knowledge of Kosovo legislation before applying for a license at the Ministry of Justice. Details on licensing of foreign lawyers may be found on the website of Kosovo Bar Association at: www.oak-ks.org/en-us/Home.

Similarly, to become a licensed accountant, a foreign professional must apply for registration with the Society of Certified Accountants and Auditors of Kosovo (SCAAK), documenting their professional standing from their respective home country, and pass SCAAK's eligibility test. The licensing determination is made by the Kosovo Council for Financial Reporting, which is part of the Ministry of Finance.

Trade Regulation Web Resources

Kosovo Customs, <http://dogana.rks-gov.net/en/Home>

Official Gazette, <http://gzk.rks-gov.net>

Ministry of Finance, <http://mf.rks-gov.net/en-us/fillimi.aspx>

Ministry of Trade and Industry, www.mti-ks.org/en-us/Ministry-of-Trade-and-Industry

Kosovo International Trade Guide, <http://itg-rks.com/en-us/Home>

Kosovo Bar Association, www.oak-ks.org/en-us/home

Society of Certified Accountants and Auditors (SCAAK), www.scaak.org

Law on Permit and License System, www.kuvendikosoves.org/common/docs/liqjet/04-L-202%20a.pdf

Investment Climate Statement

Executive Summary

Openness to and Restrictions upon Foreign Investment

Conversion and Transfer Policies

Expropriation and Compensation

Dispute Settlement

Performance Requirements and Investment Incentives

Right to Private Ownership and Establishment

Protection of Property Rights

Transparency of the Regulatory System

Efficient Capital Markets and Portfolio Investment

Competition from State-Owned Enterprises

Corporate Social Responsibility

Political Violence

Corruption

Corruption, including bribery, raises the costs and risks of doing business. Corruption has a corrosive impact on both market opportunities overseas for U.S. companies and the broader business climate. It also deters international investment, stifles economic growth and development, distorts prices, and undermines the rule of law.

It is important for U.S. companies, irrespective of their size, to assess the business climate in the relevant market in which they will be operating or investing, and to have an effective compliance program or measures to prevent and detect corruption, including foreign bribery. U.S. individuals and firms operating or investing in foreign markets should take the time to become familiar with the relevant anticorruption laws of both the foreign country and the United States in order to properly comply with them, and where appropriate, they should seek the advice of legal counsel.

The U.S. Government seeks to level the global playing field for U.S. businesses by encouraging other countries to take steps to criminalize their own companies' acts of corruption, including bribery of foreign public officials, by requiring them to uphold their obligations under relevant international conventions. A U.S. firm that believes a competitor is seeking to use bribery of a foreign public official in international business, for example to secure a contract, should bring this to the attention of appropriate U.S. agencies, as noted below.

U.S. Foreign Corrupt Practices Act: In 1977, the United States enacted the Foreign Corrupt Practices Act (FCPA), which generally makes it unlawful for U.S. persons and businesses (domestic concerns), and U.S. and foreign public companies listed on stock exchanges in the United States or which must file periodic reports with the Securities and Exchange Commission (issuers), to offer, promise or make a corrupt payment or anything of value to foreign officials to

obtain or retain business. The FCPA also applies to foreign firms and persons who take any act in furtherance of such a corrupt payment while in the United States. In addition to the anti-bribery provisions, the FCPA contains accounting provisions applicable to public companies. The accounting provisions require issuers to make and keep accurate books and records and to devise and maintain an adequate system of internal accounting controls. The accounting provisions also prohibit individuals and businesses from knowingly falsifying books or records or knowingly circumventing or failing to implement a system of internal controls. In order to provide more information and guidance on the statute, the Department of Justice and the Securities and Exchange Commission published *A Resource Guide to the U.S. Foreign Corrupt Practices Act*, available in PDF at: <http://www.justice.gov/criminal/fraud/fcpa/guidance/>. For more detailed information on the FCPA generally, see the Department of Justice FCPA website at: <http://www.justice.gov/criminal/fraud/fcpa/>.

Other Instruments: It is U.S. Government policy to promote good governance, including host countries' implementation and enforcement of anti-corruption laws and policies pursuant to their obligations under international agreements. Since enactment of the FCPA, the United States has been instrumental to the expansion of the international framework to fight corruption. Several significant components of this framework are the Convention on Combating Bribery of Foreign Public Officials in International Business Transactions negotiated under the auspices of the OECD (Antibribery Convention), the United Nations Convention against Corruption (UN Convention), the Inter-American Convention against Corruption (OAS Convention), the Council of Europe Criminal and Civil Law Conventions, and a growing list of U.S. free trade agreements. Kosovo is not party to these other instruments.

OECD Antibribery Convention: The Antibribery Convention entered into force in February 1999. As of January 2016, there are 41 parties to the Convention, including the United States (see <http://www.oecd.org/corruption/oecdantibriberyconvention.htm>). Major exporters China and India are not parties, although the U.S. Government strongly endorses their eventual accession to the Antibribery Convention. The Antibribery Convention obligates the Parties to criminalize bribery of foreign public officials in international business transactions, which the United States has done under U.S. FCPA. Kosovo is not member of OECD and it is not party to the Convention. The Criminal Code regulates anti-bribery measures and there is no specific Anti-Bribery Law.

UN Convention: The UN Convention entered into force on December 14, 2005, and there are 178 parties to it as of January 2016 (see <http://www.unodc.org/unodc/en/treaties/CAC/signatories.html>). The UN Convention requires countries to establish criminal and other offences to cover a wide range of acts of corruption, from basic forms of corruption such as bribery and solicitation, embezzlement, and trading in influence to the concealment and laundering of the proceeds of corruption. The Convention contains transnational business bribery provisions that are functionally similar to those in the OECD Antibribery Convention and contains provisions on private sector auditing and books and records requirements. Other provisions address matters such as prevention, international cooperation, and asset recovery. Kosovo is not member of the UN and it is not signatory to the UN Convention.

OAS Convention: In 1996, the Member States of the Organization of American States (OAS) adopted the first international anticorruption legal instrument, the Inter-American Convention against Corruption (OAS Convention), which entered into force in March 1997. The OAS Convention, among other things, establishes a set of preventive measures against corruption, provides for the criminalization of certain acts of corruption, including transnational bribery and illicit enrichment, and contains a series of provisions to strengthen the cooperation between its

States Parties in areas such as mutual legal assistance and technical cooperation. As of January 2016, the OAS Convention has 34 parties (see <http://www.oas.org/juridico/english/Sigs/b-58.html>) and the follow-up mechanism created in 2001 (MESICIC) has 31 members (see http://www.oas.org/juridico/english/mesicic_intro_en.htm). Kosovo is not a party to the OAS Convention.

Council of Europe Criminal Law and Civil Law Conventions on Corruption: Many European countries are parties to either the Council of Europe (CoE) Criminal Law Convention on Corruption, the Civil Law Convention on Corruption, or both. The Criminal Law Convention requires criminalization of a wide range of national and transnational conduct, including bribery, money-laundering, and accounting offenses. It also incorporates provisions on liability of legal persons and witness protection. The Civil Law Convention includes provisions on whistleblower protection, compensation for damage relating to corrupt acts, and nullification of a contract providing for or influenced by corruption, inter alia. The Group of States against Corruption (GRECO) was established in 1999 by the CoE to monitor compliance with these and related anti-corruption standards. Currently, GRECO comprises 49 member States (48 European countries and the United States). See http://www.coe.int/t/dghl/monitoring/greco/general/about_en.asp. As of January 2016, the Criminal Law Convention has 44 parties and the Civil Law Convention has 35 (see <http://conventions.coe.int/Treaty/Commun/QueVoulezVous.asp?CL=ENG&NT=173>; <http://conventions.coe.int/Treaty/Commun/QueVoulezVous.asp?CL=ENG&NT=174>). Kosovo is not a direct party to either convention, but it has voluntarily chosen to abide by some provisions and the Charter on Local Government.

Free Trade Agreements: While it is U.S. Government policy to include anticorruption provisions in free trade agreements (FTAs) that it negotiates with its trading partners, the anticorruption provisions have evolved over time. The most recent FTAs negotiated now require trading partners to criminalize “active bribery” of public officials (offering bribes to any public official must be made a criminal offense, both domestically and trans-nationally) as well as domestic “passive bribery” (solicitation of a bribe by a domestic official). All U.S. FTAs may be found at the U.S. Trade Representative Website: <http://www.ustr.gov/trade-agreements/free-trade-agreements>.

Local Laws: U.S. firms should familiarize themselves with local anticorruption laws, and, where appropriate, seek legal counsel. While the U.S. Department of Commerce cannot provide legal advice on local laws, the Department’s U.S. and Foreign Commercial Service can provide assistance with navigating the host country’s legal system and obtaining a list of local legal counsel.

Assistance for U.S. Businesses: The U.S. Department of Commerce offers several services to aid U.S. businesses seeking to address business-related corruption issues. For example, the U.S. and Foreign Commercial Service can provide services that may assist U.S. companies in conducting their due diligence as part of the company’s overarching compliance program when choosing business partners or agents overseas. The U.S. and Foreign Commercial Service can be reached directly through its offices in every major U.S. and foreign city, or through its website at: www.trade.gov/cs.

The United States provides commercial advocacy on behalf of exporters of U.S. goods and services bidding on public sector contracts with foreign governments and government agencies. An applicant for advocacy must complete a questionnaire concerning its background, the relevant contract, and the requested U.S. Government assistance. The applicant must also certify that it is in compliance with applicable U.S. law, that it and its affiliates have not and will

not engage in bribery of foreign public officials in connection with the foreign project, and that it and its affiliates maintain and enforce a policy that prohibits bribery of foreign public officials. Problems, including alleged corruption by foreign governments or competitors, encountered by U.S. companies in seeking such foreign business opportunities can be brought to the attention of appropriate U.S. government officials, including local embassy personnel, and reported through the Department of Commerce Trade Compliance Center "Report a Trade Barrier" Website at: tcc.export.gov/Report_a_Barrier/index.asp. Potential violations of the FCPA can be reported to the Department of Justice via e-mail to: FCPA.Fraud@usdoj.gov.

Guidance on the U.S. FCPA: The Department of Justice's (DOJ) FCPA Opinion Procedure enables U.S. firms and individuals and issuers to request a statement of the Justice Department's present enforcement intentions under the anti-bribery provisions of the FCPA regarding actual, prospective business conduct. The details of the opinion procedure are available on DOJ's Fraud Section Website at: www.justice.gov/criminal/fraud/fcpa and general information is contained in Chapter 9 of the publication *A Resource Guide to the U.S. Foreign Corrupt Practices Act*, at: <http://www.justice.gov/criminal/fraud/fcpa/guidance/>. Although the Department of Commerce has no enforcement role with respect to the FCPA, it supplies general information to U.S. exporters who have questions about the FCPA and about international developments concerning the FCPA. For further information, see the Office of the General Counsel, U.S. Department of Commerce, website, at: <http://www.commerce.gov/os/ogc/transparency-and-anti-bribery-initiatives>. More general information on the FCPA is available at the websites listed below.

Exporters and investors should be aware that generally all countries prohibit the bribery of their public officials, and prohibit their officials from soliciting bribes under domestic laws. Most countries are required to criminalize such bribery and other acts of corruption by virtue of being parties to various international conventions discussed above.

Public-sector corruption, including bribery of public officials, remains a major challenge for U.S. firms operating in Kosovo. Kosovo has enacted strong legislation to combat corruption, but the government has been unsuccessful thus far in efforts to investigate, prosecute, confiscate the assets of, and jail corrupt individuals. The Anti-Corruption Agency and the Office of Auditor General are government agencies mandated to fight corruption. The Law on Prevention of Conflict of Interest and Discharge in Public Function, as well as the Law on Declaration, Origin, and Control of Property of Public Officials, are intended to combat nepotism. They require senior public officials and their family members to disclose their property and its origins. The Criminal Code also punishes bribery and corruption; however, corruption is widespread. The Embassy is unaware of any government activity to encourage private companies to establish internal codes of conduct. U.S. companies operating in Kosovo adhere to their FCPA requirements, but the Embassy is unaware of any local company that has internal control systems to detect and prevent corruption. Kosovo participated in 2013 as an observer member in the Anti-Corruption conference organized by the United Nations Convention against Corruption (UNCAC) and has attended several international conferences on anti-corruption with the support of the Council of Europe and UNDP. Kosovo's laws protect NGOs that investigate corruption.

The Kosovo Anti-Corruption Agency is responsible for combating corruption:

Hasan Preteni

Director

Kosovo Anti-Corruption Agency

Nazim Gafurri Street, No 31, Pristina, Kosovo

+381 (0)38 518 980
hasan.preteni@rks-gov.net

The Kosovo Democratic Institute is a local organization monitoring corruption:

Ismet Kryeziu

Executive Director
Kosovo Democratic Institute
18/6, Mother Theresa Boulevard, Pristina, Kosovo
+381 (0)38 248 038
ikryeziu@kdi-kosova.org

Anti-Corruption Resources

Some useful resources for individuals and companies regarding combating corruption in global markets include the following:

- Information about the U.S. Foreign Corrupt Practices Act (FCPA), including *A Resource Guide to the U.S. Foreign Corrupt Practices Act*, translations of the statute into numerous languages, documents from FCPA related prosecutions and resolutions, and press releases are available at the U.S. Department of Justice's Website at: <http://www.justice.gov/criminal/fraud/fcpa> and <http://www.justice.gov/criminal/fraud/fcpa/guidance/>.
- The U.S. Securities and Exchange Commission FCPA Unit also maintains an FCPA website, at: <https://www.sec.gov/spotlight/fcpa.shtml>. The website, which is updated regularly, provides general information about the FCPA, links to all SEC enforcement actions involving the FCPA, and contains other useful information.
- General information about anticorruption and transparency initiatives, relevant conventions and the FCPA, is available at the Department of Commerce Office of the General Counsel website at: <http://www.commerce.gov/os/ogc/transparency-and-anti-bribery-initiatives>.
- The Trade Compliance Center hosts a website with anti-bribery resources, at: <http://tcc.export.gov/Bribery>. This website contains an online form through which U.S. companies can report allegations of foreign bribery by foreign competitors in international business transactions.
- Additional country information related to corruption can be found in the U.S. State Department's annual *Human Rights Report* available at: <http://www.state.gov/g/drl/rls/hrrpt/>.
- Information about the OECD Antibribery Convention including links to national implementing legislation and country monitoring reports is available at: <http://www.oecd.org/corruption/oecdantibriberyconvention.htm>. See also Antibribery Recommendation: <http://www.oecd.org/daf/anti-bribery/oecdantibriberyrecommendation2009.htm> and Good Practice Guidance Annex for companies: <http://www.oecd.org/daf/anti-bribery/44884389.pdf>.
- GRECO monitoring reports can be found at: http://www.coe.int/t/dghl/monitoring/greco/evaluations/index_en.asp.

- MESICIC monitoring reports can be found at: http://www.oas.org/juridico/english/mesicic_intro_en.htm.
- The Asia Pacific Economic Cooperation (APEC) Leaders have also recognized the problem of corruption and APEC Member Economies have developed anticorruption and ethics resources in several working groups, including the Small and Medium Enterprises Working Group, at: <http://businessethics.apec.org/>, and the APEC Anti-Corruption and Transparency Working Group, at: <http://www.apec.org/Groups/SOM-Steering-Committee-on-Economic-and-Technical-Cooperation/Working-Groups/Anti-Corruption-and-Transparency.aspx>. For more information on APEC generally: <http://www.apec.org/>.

There are many other publicly available anticorruption resources which may be useful, some of which are listed below without prejudice to other sources of information that have not been included. (The listing of resources below does not necessarily constitute U.S. Government endorsement of their findings.)

- Transparency International (TI) publishes an annual Corruption Perceptions Index (CPI). The CPI measures the perceived level of public-sector corruption in approximately 180 countries and territories around the world. The CPI is available at: <http://www.transparency.org/research/cpi/overview>. TI also publishes an annual *Global Corruption Report* which provides a systematic evaluation of the state of corruption around the world. It includes an in-depth analysis of a focal theme, a series of country reports that document major corruption related events and developments from all continents, and an overview of the latest research findings on anti-corruption diagnostics and tools. See <http://www.transparency.org/research/gcr>.
- The World Bank Institute's Worldwide Governance Indicators (WGI) project reports aggregate and individual governance indicators for 215 economies over the period 1996-2014, for six dimensions of governance (Voice and Accountability, Political Stability and Absence of Violence, Government Effectiveness, Regulatory Quality, Rule of Law, and Control of Corruption). See <http://info.worldbank.org/governance/wqi/index.aspx#home>. The World Bank Business Environment and Enterprise Performance Surveys may also be of interest and are available at: <http://data.worldbank.org/data-catalog/BEEPS>. See also the World Bank Group *Doing Business* reports, a series of annual reports measuring regulations affecting business activity, available at: <http://www.doingbusiness.org/>.
- The World Economic Forum publishes every two years the *Global Enabling Trade Report*, which assesses the quality of institutions, policies and services facilitating the free flow of goods over borders and to their destinations. At the core of the report, the Enabling Trade Index benchmarks the performance of 138 economies in four areas: market access; border administration; transport and communications infrastructure; and regulatory and business environment. See <http://www.weforum.org/reports/global-enabling-trade-report-2014>.
- Global Integrity, a nonprofit organization, publishes its annual *Global Integrity Report*, which typically assesses anti-corruption and good governance mechanisms in diverse countries. For more information on the report, see <https://www.globalintegrity.org/global-report/what-is-gi-report/>.

[Bilateral Investment Agreements](#)

[OPIC and Other Investment Insurance Programs](#)

[Labor](#)

[Foreign Trade Zones/Free Ports/Trade Facilitation](#)

[Foreign Direct Investment and Foreign Portfolio Investment Statistics](#)

[Contact for More Information on the Investment Climate Statement](#)

Trade & Project Financing

Methods of Payment

About 75 percent of Kosovo importers regularly receive goods under short-term supplier credits. Longer term financing may be sought for larger purchases, but may be difficult to obtain. For payments abroad, remittances, documentary collections, checks, and letters of credit are used in Kosovo. No credit rating agencies currently operate in Kosovo. Kosovo obtained its own SWIFT code in 2013 and the IBAN format for bank accounts in 2014.

Banking Systems

Kosovo uses the euro as its national currency even though the country is not a member of the European Central Bank and has no independent monetary policy of its own.

Kosovo's banking system is well regulated, profitable, and liquid. The CBK is an independent public agency with the authority to license, supervise, and regulate financial institutions and insurance companies in Kosovo. The CBK has adopted banking rules and regulations in line with the Basel Accords and EU directives.

Ten commercial banks operate in Kosovo, representing 69 percent of total assets in the financial sector, eight of which are foreign-owned and comprise about 90 percent of total banking system assets. Two domestic banks account for the remaining 10 percent. Commercial banks account for 70 percent of financial sector assets. Pension funds, insurance companies, and other financial intermediaries comprise the rest. In December 2015, financial-sector assets amounted to €4.9 billion, recording an annual growth rate of 8 percent.

Neither the banking sector nor local commercial enterprises are sufficiently capitalized to finance large investment projects. In 2015, private investment represented over 74 percent of overall investment due to improvement on access to credit. Approximately 70 percent of bank loans have maturities of two years or more, with maturities of two to five years accounting for 48 percent of loans. Nearly 68 percent of loans are directed towards enterprises and 4 percent towards the agricultural sector. Transferable deposits represent 55 percent of banks' liabilities.

Kosovo signed the Foreign Account Tax Compliance Act (FATCA) with the United States in March 2015. FACTA is an information-sharing agreement between the GoK and the U.S. Department of Treasury that ensures that American citizens and legal permanent residences with foreign-held bank accounts comply with their U.S. tax obligations.

There are no special rules or regulations that might impact U.S. businesses.

Foreign Exchange Controls

Kosovo unilaterally adopted the euro as its national currency in 2002. The CBK has no monetary policy tools to influence its currency. Other than reporting the removal or importation of €10,000 into the country to Kosovo Customs, there are no currency or payment restrictions related to the use of the euro in Kosovo.

US Banks & Local Correspondent Banks

There are no U.S. banks and local correspondent banks in Kosovo. Ex-Im Bank does not have any programs in Kosovo.

Project Financing

The following are international bilateral and multilateral institutions that provide project financing:

Overseas Private Investment Corporation (OPIC):

OPIC is a U.S. Government agency that promotes economic growth in developing and high-risk countries or regions by encouraging U.S. private investment. OPIC's investment incentive tools are loan guarantees, direct loans, and political risk insurance. OPIC has supported two projects in Kosovo – a hydro power plant project and a real estate development project. OPIC funds also supported the development of the American Hospital.

OPIC

1100 New York Ave, NW
Washington, DC, 20572
Telephone: (202) 336-9700
Fax: (202) 408-5155
Web: www.opic.gov

U.S. Trade and Development Agency (USTDA):

USTDA is a U.S. Government agency that advances economic development and U.S. commercial interests in developing and middle-income countries. The Agency funds various forms of technical assistance, early investment analysis, training programs, orientation visits, and business workshops that support the development of a modern infrastructure and a fair and open trading environment. Contracts funded by USTDA grants must be awarded to U.S. companies. USTDA has been active in Kosovo's telecommunications and information technology sectors.

The United States Trade and Development Agency
1000 Wilson Blvd., Suite 1600
Arlington, VA 22209
Telephone: (703) 875-4357
E-mail regional office for Europe: mena_ee@ustda.gov
Web: www.ustda.gov

World Bank:

The World Bank serves as a vital source of financial and technical assistance to developing countries around the world.

Kosovo Resident Representative: Marco Mantovanelli, Country Manager
Pristina, Kosovo

Telephone: +381 38 224 454

Web: www.worldbank.org

European Investment Bank (EIB):

The EIB is the European Union's bank. It is owned by and represents the interests of European Union Member States. It works closely with other EU institutions to implement EU policy. In June 2013, the EIB signed a Framework Agreement with Kosovo, allowing it to finance priority projects, particularly in the areas of the environment, transport, telecommunications, and energy infrastructure. EIB's involvement will facilitate the co-financing of projects with other donors and support the implementation of the Western Balkans Investment Framework and the Western Balkans Enterprise Development and Innovation Facility. Kosovo has identified eight priority projects for potential EIB support, six of which are in the infrastructure sector, including the rehabilitation and modernization of railways.

Konstantions Mastrogiannopoulos, Country Manager for Kosovo
Luxembourg

Telephone: +352 43791

Web: www.eib.org

Council of Europe Bank (CEB):

The CEB is a multilateral development bank with a social vocation. Established in 1956 to bring solutions to the problems of refugees, its scope of action has progressively widened to other sectors of action directly contributing to strengthening social cohesion in Europe.

Thierry Poirel, Head of Loans and Social Development
Paris, France

Telephone: +33(0)1 47 55 55 00

Web: www.coebank.org

European Bank for Reconstruction and Development (EBRD):

The EBRD is an international financial institution that supports projects in 30 countries from central Europe to central Asia. Investing primarily in private sector clients whose needs cannot be fully met by the market, the EBRD promotes entrepreneurship and fosters transition towards open and democratic market economies.

Elena Petrovska, Head of Office
Pristina-Fushe Kosove Main Road
PO Box 122
Pristina, Kosovo

Telephone: +381 (0)38 242 07000

Fax: +381 (0)38 242 07071

E-mail: petrovskae@ebrd.com

Web: www.ebrd.com

Financing Web Resources

Trade Finance Guide: A Quick Reference for U.S. Exporters, published by the International Trade Administration's Industry & Analysis team,

www.export.gov/tradefinanceguide/index.asp

Export-Import Bank of the United States, www.exim.gov

Country Limitation Schedule, www.exim.gov/tools/country/country_limits.html

OPIC, www.opic.gov
Trade and Development Agency, www.tda.gov/
SBA's Office of International Trade, www.sba.gov/oit/
USDA Commodity Credit Corporation, www.fsa.usda.gov/cc/c/default.htm
U.S. Agency for International Development, www.usaid.gov
World Bank, www.worldbank.org
European Investment Bank, www.eib.org
Council of Europe Development Bank, www.coebank.org
European Bank for Reconstruction and Development, www.ebrd.com

Business Travel

Business Customs

Business meetings occur at any time of the business day, which usually starts at 8:00 a.m. and ends at 4:00 p.m. Government ministries and offices are open Monday through Friday during these hours. Business meetings can be formal or informal.

English is generally understood by business professionals in most communities in Kosovo, but not by the general public. Depending on one's audience, saying a few words in Albanian or Serbian or knowing a few greetings or phrases in other local languages, such as Turkish, will impress locals who nearly universally admire the United States. Most Kosovo Albanians over the age of 35 speak Serbian; however, unless you know your interlocutors well, it is preferable to use English or Albanian. Kosovo Serbs who operate businesses are generally fluent in English, but rarely in Albanian. Many Kosovo nationals – Albanians more so than Serbs – have studied in the United States.

Kosovo nationals of all ethnic backgrounds are hospitable to foreigners, especially westerners. Invitations to lunch, dinner, receptions, even religious family customs, and other official and/or private family hospitalities are normally offered and should be accepted if possible. Be prepared for small talk dominating much of the discussion and do not be concerned if your interlocutor does not immediately get down to business. If offered, be prepared to accept coffee, tea, or other beverages, which are signs of respect for the host.

Dress at meetings should be business attire, but a formal suit is not expected. It is preferable to print business cards with one side in English and the other side in Albanian and/or Serbian. It is advisable, but not necessary, to have a temporary local or international mobile phone, which can be obtained locally. While not expected, giving gifts depends on the closeness of the relationship. If it is known that your local contact will provide you with a gift, be prepared to offer one in exchange. Emphasis is not placed on the value of the item, but on the thought.

Travel Advisory

The State Department Consular Information Sheet for Kosovo is available at:
http://pristina.usembassy.gov/information_for_travelers.html.

Visa Requirements

To enter Kosovo, U.S. citizens need a passport that will be valid at least six months upon entry. No visa is required, but visitors may be asked to produce documentation to demonstrate the purpose of their visit. Visitors authorized entry into Kosovo are permitted to stay up to 90 days.

Persons who wish to prolong their stay beyond 90 days will need to register at the Office for Registration of Foreigners, located in the Main Police Headquarters in Pristina.

Prior to traveling to Kosovo, U.S. business travelers are strongly encouraged to obtain general and country-specific travel information from the U.S. Department of State's website at: http://travel.state.gov/travel/cis_pa_tw/cis/cis_4170.html.

U.S. companies that require travel of foreign businesspersons to the United States should be advised that security evaluations are handled via an interagency process. Visa applicants should go to the following links.

State Department Visa Website, <http://travel.state.gov/visa/>
United States Embassy in Pristina, Kosovo, <http://pristina.usembassy.gov>
United States Embassy in Skopje, Macedonia, <http://macedonia.usembassy.gov>

Currency

Kosovo has adopted the euro as its currency. Serbia's dinar is also used in the northern part of the country. Visa and MasterCard are increasingly accepted, and ATMs are available throughout Kosovo. Travelers' checks are not routinely accepted.

Telecommunications/Electric

Kosovo has both fixed line and mobile telephony services, which are in the process of being modernized and updated. Telephone charges are the lowest in the region. U.S. calling cards are not accepted in Kosovo. Most major U.S. cell phone carriers work in Kosovo, including AT&T, Verizon, TMobile, and Nexttel (through Kosovo Telecom only). Please note that roaming charges will apply. Prepaid cellular phones may be rented locally for a fee. There are charges on all calls made from and received on cellular phones.

Kosovo's Internet service is provided by two privately-owned companies, Kujtesa and IPKO, and through the public provider Kosovo Telecom. According to a September 2015 report by the telecom regulator, 50.3 percent of households have internet at home. Free Wi-Fi is common in Pristina's cafes, restaurants, and hotels. Like elsewhere in Europe, appliances in Kosovo run on 220 volts. Plug adapters and power converters are needed for U.S. appliances.

Transportation

The most convenient way to travel to and from Kosovo is through its modern international airport, located in Slatina, 20 minutes from the capital Pristina. Road transportation options for business travelers are limited to car rentals or private taxi.

There are two international rental firms, Europcar and Hertz, represented by a local agent at Pristina International Airport. Local travel company MCM offers similar services, with locations at the airport and downtown Pristina. Another local firm, Limo Prishtina, offers car rentals with or without a driver, and also acts as a travel agent. A considerable number of private taxis are available.

Language

Albanian and Serbian are the official languages in Kosovo. English is widely spoken and understood, but it is advisable to use an interpreter.

Health

Kosovo's public health and medical facilities are in poor condition. The quality of the numerous private clinics varies. Many locals and internationals travel to Macedonia, Albania, Serbia, and Turkey for more complex health-care services and medical treatment. In 2015, the American Hospital opened in Kosovo, offering state-of-the-art technology and equipment, as well as more advanced procedures than typically offered locally.

For additional medical information, visit the U.S. Embassy Pristina's website at: http://pristina.usembassy.gov/medical_information2.html.

Local Time, Business Hours and Holidays

Kosovo is six hours ahead of U.S. Eastern Standard Time. Kosovo local time is GMT plus one hour. The Government of Kosovo's official working hours are from 8:00 a.m. to 4:00 p.m., Monday through Friday. Banking hours depend on the bank and the location, although most are open from 9:00 a.m. to 5:00 p.m. and closed on public holidays. Some banks are open on Saturdays from 9:00 a.m. to 2:00 p.m.

U.S. Embassy Pristina hours are 8:00 a.m. to 5:00 p.m., Monday through Friday. The Embassy closes for U.S. and Kosovo holidays. The list of public holidays for U.S. Embassy Pristina is available at: <http://pristina.usembassy.gov/holidays3.html>.

Kosovo adheres to the western calendar. Two major Muslim holidays are observed based on the lunar calendar: Eid al-Fitr marks the end of the fasting month of Ramadan and Eid al-Adha marks the conclusion of the pilgrimage (Hajj) to Mecca. The exact dates of these holidays are determined by the government and religious leaders in advance of their observance. Catholic and Orthodox Christian holidays are also observed.

Public-sector officials and private-industry representatives often take vacation from July to September. The week between New Year's and Orthodox Christmas is also a popular time to take leave.

The list of Kosovo's national holidays is available on the Ministry of Public Administration website at: <http://map.rks-gov.net/institucion/Calendar-of-Oficial-Holidays/Kalendari-i-festave-zyrtare-2015.aspx>.

Temporary Entry of Materials or Personal Belongings

Most standard business equipment for individual use may be brought into Kosovo temporarily without incurring customs duties. Exhibition materials may be imported for temporary use, but a tax-based bank guarantee must be paid. Upon departure, the guarantee is reimbursed to the importer. If the items are sold in Kosovo, customs duties will be applied.

Exhibition organizers generally designate a local freight forwarder and a clearing agent for specific events in order to assist foreign exhibitors with entry procedures.

Travel Related Web Resources

State Department Visa Website, <http://travel.state.gov/visa/>
United States Embassy in Pristina, Kosovo,
http://pristina.usembassy.gov/information_for_travelers.html

United States Embassy in Skopje, Macedonia,

http://macedonia.usembassy.gov/information_for_travelers.html

Kosovo Embassy in Washington, D.C., <http://ambasada-ks.net/us/?page=2,49>

Kosovo National Holidays, <http://map.rks-gov.net/institucion/Calendar-of-Oficial-Holidays/Kalendari-i-festave-zyrtare-2015.aspx>

Leading Sectors for US Exports & Investments

Best Prospect Overview

Energy

Overview

Energy is potentially an attractive sector for U.S. and foreign investment. Kosovo is currently unable to meet its domestic energy consumption needs, and demand for energy is rising locally and regionally. The World Bank estimates demand in southeastern Europe at 30,000 MW/year, with a supply deficit of around 15,000 MW. Kosovo's strategic location in southeastern Europe and vast lignite-coal resources (5th largest in the world) provide opportunities for an independent power producer to service Kosovo and the region. The Law on Mines and Minerals allows for private entities to request exploration and mining licenses for lignite.

There is a vital need for stable, base-load power generation in Kosovo that can meet consumer demand. Power shortages and outages have grown less frequent, but can still occur when generation and import capacity do not meet demand or when there is a service failure at one of Kosovo's power plants.

Electricity in Kosovo is produced by two lignite-fired thermal power plants, known as Kosovo A and Kosovo B, which use 1960s and 1970s technology respectively, in addition to a small hydropower plant (HPP) in the north of the country. The two thermal power plants are currently capable of producing up to 880 MW, and the hydropower plant produces an additional 32 MW (reaching a capacity of over 42 MW when four other smaller HPPs are added). However, industry estimates place Kosovo's daily needs at over 1,400 MW on peak hours by 2020. High import prices, caused in part by a general regional deficit of energy, inhibit the government's ability to meet domestic demand and often result in rolling blackouts.

In the 2013 energy strategy that was adopted in consultation with the European Commission, World Bank, and U.S. Government, Kosovo seeks to advance sector reform via closure of Kosovo A, rehabilitation of Kosovo B, development of a new power plant ("Kosovo C"), the pursuit of renewable sources, and enactment of energy-efficient measures. The Ministry of Economic Development (MED) is conducting a feasibility study to define the next steps on the Kosovo B power plant. During 2016, MED is expected to launch a feasibility study that will define the future of Kosovo A. The World Bank is funding an energy-efficiency project aimed at reducing energy consumption and fossil-fuel use in government buildings. Several commercial banks offer eco-loans to private customers for energy-efficiency purposes.

The government sold the Kosovo Energy Distribution Services (KEDS) company to a Turkish consortium in a multi-bidder process in June 2012, and the transfer of ownership took place in May 2013. The new owners have invested heavily to improve and expand the distribution network, increase collections, reduce electricity losses, and improve the security of supply and overall service quality. In January 2015, KEDS unbundled its operations, separating supply from distribution and created KESCO, the public electricity-supply provider.

In November 2015, MED awarded preferred bidder status for the construction of a new, 1 billion euro lignite-coal thermal power plant to the American firm, Contour Global. Construction of the power plant, known as Kosovo C, is expected to begin in early/mid-2017.

The government, with financial assistance from the World Bank, engaged consultants to conduct preliminary environmental and social assessments for the construction of a new hydropower plant at Zhur in southern Kosovo. The Zhur hydropower plant is envisaged to produce a maximum of 305 MW of electricity. The government's current plans for the project are unclear.

The government has expressed interest in exploring the potential for solar, wind, and geothermal energy. Reliable baseline data are required for all sources, including hydro-electric. The Ministry of Economic Development conducted a feasibility study on the hydro-potential of Kosovo in 2010 that shows the best prospects for project development in the hydro generated energy sector. Development of projects will require the establishment of a suitable regulated tariff regime that clearly addresses all aspects of system reliability and any subsidies that may be required. The World Bank has been providing the Energy Regulatory Office assistance to develop a renewable-energy tariff regime.

End-use energy-efficiency improvements will become increasingly attractive once collection discipline is complete and full-cost tariffs provide proper incentives. Several donors are already beginning to develop programs in this area. Increased base-load fossil-fuel generation will be needed as a back-up to any new renewable energy generation.

	2014	2015	2016 (Estimated)	2017 (Estimated)
Local Production	5,000 GWh \$171 million	5,600 GWh \$192 million	5,800 GWh \$198.9 million	6,000 GWh \$205.8 million
Imports	900 GWh \$52.6 million	668 GWh \$38.6 million	541 GWh \$31.6 million	550 GWh \$31.8 million
Exports	392 GWh \$14.3 million	601 GWh \$22.3 million	701 GWh \$26.0 million	750 GWh \$27.9 million
Total Market Size	5,508 GWh \$209.3 million	5,667 GWh \$208.3 million	5,841 GWh \$204.5 million	5,800 GWh \$208.9 million

Unit: Gigawatt hour (GWh); USD

Total market size = (total local production + imports) - exports

Data Source: KOSTT measured and estimated data; ERO price per MWh

Sub-Sector Best Prospects

- Turbines
- Generators
- Power system spare parts
- Power operation and maintenance services
- Legal and consulting services

Opportunities

- New, independent power plants
- Renewable energy, especially wind and water
- Energy efficiency, especially in residential dwellings

Web Resources

Kosovo Energy Corporation, www.kek-energy.com

Kosovo Energy Distribution Service, www.keds-energy.com

Kosovo Energy Supply Company, www.kesco-energy.com

Kosovo Energy Regulatory Office, www.ero-ks.org
Kosovo Transmission, System, and Market Operator (KOSTT), www.kostt.com
Ministry of Economic Development, <http://mzhe.rks-gov.net/>
World Bank Kosovo Office, www.worldbank.org/kosovo

Infrastructure

Overview

Infrastructure improvements are essential to Kosovo's economic development. Demand is growing for quality urban housing, Class-A office space, government buildings, schools, roads, highways, and basic health and sanitation systems, among other infrastructure needs.

The GoK has completed the first phase of urban planning strategies for Pristina and major roads and highways throughout the country. The most visible foreign construction project in Kosovo is Route 7 (the Ibrahim Rugova National Highway) constructed by a U.S.-Turkish consortium. The highway, a modern dual carriageway, connects the greater Pristina area to the border with Albania. A new highway, Route 6, being built by the same consortium, will connect Pristina and the Macedonian border near Skopje.

The GoK will continue to allocate funding toward infrastructure development, increasing the demand for qualified private contractors to implement these projects. Kosovo's participation in the Western Balkans 6 initiative will likely include additional funding for infrastructure projects, such as railway infrastructure and road construction.

Due to limited government revenue, the Government of Kosovo may need to pursue alternative funding models, such as public-private partnerships, for some infrastructure projects.

The U.S. Government has urged Kosovo to consider legislation conducive to attracting commercial real-estate investment, including allowing purchasers to obtain 99-year commercial leases.

Several U.S. citizens have invested significant resources in construction, real estate, financial services, and infrastructure development in anticipation of growth in this sector.

Sub-Sector Best Prospects

- Project designers
- Project managers
- Engineering specialists
- Architectural services
- Interior design services
- Heavy machinery
- High-quality tools, accessories, and production inputs

Opportunities

- Residential housing
- Commercial buildings, office space
- Professional architectural and engineering design and management services
- First-rate hardware store or supplying of equipment, tools, accessories and inputs

Web Resources

Ministry of Infrastructure, www.mi-ks.net

Pristina International Airport, www.airportpristina.com

Kosovo Telecom, www.kosovotelecom.com

Kosovo Railways, www.trainkos.com

Mining and Minerals

Overview

The mining sector has traditionally been an important contributor to Kosovo's economy, but the industry declined during the 1990s due to a lack of investment in equipment, facilities, and the development of new mines. Significant foreign investment potential exists in this sector. Kosovo has a varied geology containing a range of exploitable metal and mineral deposits. A joint British-Finnish geosciences project completed in 2006-2007 revealed higher-than-expected deposits of gold, chrome, and nickel, as well as aluminum, copper, iron metals, and lead-zinc deposits. Kosovo also possesses the world's fifth-largest proven reserves of lignite coal.

Many of the existing mines have been privatized, with varying degrees of success. The Privatization Agency of Kosovo (PAK) is in the process of re-privatizing many mines where investors failed to fulfill their obligations. The Trepça mining complex contains Kosovo's largest and most developed mines. At the height of production in the 1960s and 1970s, Trepça employed over 22,000 workers throughout the former Yugoslavia, although most mining operations and processing facilities were located in Kosovo. Significant investment in the complex is at a standstill while the Privatization Agency of Kosovo carries out a legislatively-mandated process to evaluate creditors and reorganize the enterprise. The Government of Kosovo has initiated a new Law on Trepça to define Trepça's legal status. Serbia claims ownership of Trepça's assets.

The Independent Commission for Mines and Minerals (ICMM) regulates Kosovo's minerals sector, issues exploration and mining licenses, and ensures legislative compliance with international mining, environment, and safety standards. ICMM provides key technical information to prospective bidders.

	2014	2015	2016 (Jan-Feb)	2017 (Estimated)
Local Production	76.7	N/A	N/A	N/A
Imports	528.2	456.4	43.7	N/A
Exports	50.5	47.0	6.6	N/A
Total Market Size	554.4	N/A	N/A	N/A

Unit: USD millions

Total market size = (total local production + imports) - exports

Data Source: Kosovo Statistical Agency

Sub-Sector Best Prospects

- Exploration, mining, and extraction
- Legal and consulting services
- Equipment and spare parts sales; maintenance services

Opportunities

- Possible ownership or operation of new or existing mines
- Sales of equipment, spare parts, and maintenance services
- Minerals export to global markets

Web Resources

Kosovo Energy Regulatory Office, www.ero-ks.org

Kosovo Ministry of Economic Development, <http://mzhe.rks-gov.net/>

Kosovo Privatization Agency, www.pak-ks.org

Independent Commission on Mines and Minerals, www.kosovo-mining.org

Ramiz Krasniqi, Director of ICMM
Armend Daci Street
Pristina, Kosovo
Telephone: +381 (0)38 240 252 ext. 228
Fax: +381 (0)38 245 844
E-mail: rkrasniqi@kosovo-mining.org
Web: www.kosovo-mining.org

Telecommunications

Overview

Public operator Kosovo Telecom (TK) is the major provider of landline services. Due to its failed privatization process in late 2013, TK lagged in investments, but began upgrading to 3G and 4G technology in 2015.

The Regulatory Authority of Electronic and Postal Communications (RAEPC) estimated the total number of fixed and mobile internet users was 927,436 in 2015, representing a 51.0 percent penetration rate – a significant increase from the 2014 penetration level of 26.1 percent. Three main companies – IPKO, TK, and Kujtesa – provide internet service for about 87.7 percent of Kosovo’s market.

Kosovo Telecom offers mobile telephone services through its subsidiary Vala and has over 1,000,000 customers (55.6 percent of the overall market). Kosovo’s telecommunications sector is one of the least expensive in the region and comparatively has the same quality of voice services as other providers in the region. Mobile telephony penetration in Kosovo is over 97.7 percent, covering over 99 percent of inhabited places and 88 percent of Kosovo’s territory.

Slovenija Telekom, a Slovenian state-owned company partnering with local firm IPKO, won the 2006 tender for a second mobile-phone operator. Although the tendering process was marred by allegations of irregularities, IPKO started operations in January 2008. By early 2009, both IPKO and TK separately reached agreements with Mobile Virtual Network Operators (MVNO) to brand their products in Kosovo. Z-Mobile was launched in December 2009 using TK’s infrastructure. Effectively, three mobile providers currently operate in Kosovo.

Mobtel, a Serbian company specializing in services aimed at the Kosovo-Serb community, does not have a license to operate in Kosovo. When the Norwegian company Telenor purchased Mobtel in 2006, Mobtel voluntarily ceased operations in most parts of Kosovo. Telenor continues to provide service illegally in some Kosovo-Serb areas. In late 2015, a branch of Serbia’s telecom company registered with the Kosovo Business Registration Agency (KBRA) as

part of the EU-brokered process to normalize telecom operations in Kosovo. It is estimated that more than 200,000 people are using the services of unlicensed providers, including those that encroach into Kosovo's territory from Macedonia and Montenegro.

Through the auspices of the EU, Kosovo and Serbia are also working on an agreement through which Kosovo would obtain its own unique international dialing code in 2016. Currently, Kosovo uses Serbia's country code (381) for international landline calls, while Vala rents Monaco's country code (377) and IPKO uses Slovenia's country code (386), which results in higher tariffs for end users.

Services	Revenues in 2014	Revenues in 2015
Mobile	162.0	139.4
Landline	12.5	11.7
ISP	22.8	23.3
Infrastructure	1.4	0.6
Cable TV	21.6	23.0
TOTAL	220.3	198.0

Unit: USD millions

Data Source: Regulatory Authority of Electronic and Postal Communications

Sub-Sector Best Prospects

- General service mobile (GSM) operator
- GSM network supplies, equipment, and technology
- Network management
- Telecommunications infrastructure development, including WiMax and other municipal wireless internet services.

Opportunities

IPKO launched 3G and 4G in 2014, while Vala launched 4G in 2015 with the help of American-French consortium Alcatel-Lucent. Both operators are committed to improving their 4G services so there will be opportunities for provision of related infrastructure.

Web Resources

Regulatory Authority of Electronic & Postal Communications, www.arkep-rks.org

IPKO Telecommunications, LLC, www.ipko.com

Kosovo Telecom, www.kosovotelecom.com/

Z-Mobile, <http://zmobileonline.com/>

Health

Overview

Kosovo's poor health and medical facilities lead many local residents to seek health-care services in neighboring countries, even for routine check-ups. The growing demand for quality health care and the lack of government resources to meet these needs create opportunities for U.S. companies to provide a variety of health-related services, including basic and specialized treatments, hospitals, clinics, emergency medical treatment facilities, and high-quality medicines and pharmaceutical products. Although Kosovo's public health facilities are available to all

Kosovo citizens, many public health services in Serb-majority areas are paid for by the Government of Serbia. In 2015, the American Hospital opened in Kosovo, offering state-of-the-art technology and equipment, as well as more advanced procedures than typically offered locally.

There is little comprehensive, reliable data for the health-care industry in Kosovo. The data listed below is for the pharmaceutical sector; information for the wider-health sector is unavailable.

	2014	2015	2016 (Estimated)
Local Production	N/A	N/A	N/A
Imports	65.1 million	75.4 million	87.3 million
Exports	149,763	118,806	150,000
Total Market Size	N/A	N/A	N/A

Unit: USD

Total market size = (total local production + imports) - exports

Data Source: 2014-2015, Kosovo Statistical Agency; 2016, unofficial estimate

Sub-Sector Best Prospects

- Hospitals, clinics, and other medical facilities
- Emergency medical treatment services and equipment
- Medicines, pharmaceutical products, and pharmacies
- Hospital management, staff training, legal services
- Dental clinics

Opportunities

- Private hospitals, clinics, and emergency medical facilities
- Dental clinics
- Medical supplies and pharmacies
- Provision of medical equipment and supplies
- Professional staff training and consulting

Web Resources

National Institute of Public Health

Prof. Naser Ramadani, Executive Director

Telephone: +381 (0)38 541 432; +377 (0)44 503-526

E-mail: naser.ramadani@niph-kosova.org

Kosovo Medicine Agency

Address: City Hospital Roundabout

University Clinic Center

10000 Pristina, Kosovo

Telephone: +381 (0)38 512 807

Fax: +381 (0)38 512 810

Web: <https://akppm.com/en>

Jeton Shala, Chief Executive Officer

E-mail: jeton.shala@rks-gov.net

Ardian Rugova, Head of Medicine Registration

E-mail: ardian.rugova@rks-gov.net

Haki Ejupi, Head of Licensing and Imports

E-mail: haki.ejupi@rks-gov.net

Ministry of Health

Zagreb st. nn. (Former Lung Hospital in Dragodan/Arberi)

Pristina, Kosovo

Web: <http://msh-ks.org/en/>

Gani Shabani, Secretary General

Telephone: +381 (0)38 212 113

E-mail: gani.shabani@rks-gov.net

Bekim Fusha, Head of Pharmaceutical Division

Telephone: +381 (0)38 200 24 091

E-mail: Bekim.fusha@rks-gov.net

Lindita Avdyli, Director of Pharmaceutical Department

Telephone: +381 (0)38 212 298

E-mail: lindita.avdyli@rks-gov.net

Agricultural Sector

Overview

Despite being known for its agriculture, Kosovo currently imports much of its domestic consumption. The country has abundant, productive land that is not optimally used, with economies of scale hampered by small parcels and poor, inconsistently-applied property rights regimes. Given the relative absence of valued-added food processing in Kosovo, largely due to a lack of investment over the past two decades, great potential exists for increased domestic agricultural production and expanded food processing.

Domestic demand has been growing in recent years as consumer purchasing power increases, particularly in urban areas. Over the past decade, demand for fruits and vegetables surged more than for any other food category, and is expected to continue growing. KIESA foresees that regional demand will bring sizeable opportunities for growth and profit in the fruit and vegetables sector. Demand for milk and dairy products in the domestic market is also expected to grow. The livestock and meat processing sector is a potentially lucrative business opportunity due to domestic production covering only 69 percent of the market demand. Purchasing power relies heavily on remittances which comprise 12 percent of GDP. Following the April 2016 implementation of the Stabilization and Association Agreement with the EU, Kosovo is projected to benefit from duty-free exports of 2,560 different agricultural products to EU countries. The agricultural sector represents 11 percent of the total GDP of Kosovo, and 61 percent of the population living in the rural areas.

	2014	2015	2016 (Jan- Feb)	2017 (Estimated)
Local Production	585.8	585.8	585.8	590.0
Imports	699.0	720.6	725.0	730.0

Exports	44.7	47.4	48.0	50.0
Total Market Size	1,240.1	1,259.0	1,262.8	1,270.0

Unit: USD millions

Total market size = (total local production + imports) – exports

Data Source:

- Total Local Production: Raw estimates based on the latest unofficial data from 2014 from Ministry of Agriculture, Forestry and Rural Development
- Total Exports: 2014-2016, Kosovo Statistical Agency; 2017, estimates based on 2015
- Total Imports: 2014-2016, Kosovo Statistical Agency; 2017, estimates based on 2015

Sub-Sector Best Prospects

- Fruits and vegetables sector
- Livestock and dairy sector
- Value-added food processing

Opportunities

- Greenhouses
- Livestock
- Food processing facilities
- Dairy processing facilities

Web Resources

Ministry of Agriculture, Forestry, and Rural Development, <http://www.mbpzhr-ks.net>

Kosovo Investment and Enterprise Support Agency (KIESA), www.invest-ks.org

Kosovo Ministry of Economic Development, <http://mzhe.rks-gov.net/>