



Business Support Centre Kosovo

Project Title	Facilitating Business Friendly Environment through One Stop Shops and Business Advisory Services
Financed by	European Union Office in Kosovo
Start project date	1st of December, 2010
End project date	30th of November, 2012

Project Objectives:

The summary of main activities conducted from December 2010 until November of 2012 are as follows:

- Simplifying the business registration procedures, and possible improvement of Kosovo in World Bank ranking of doing business.
- Cost reduction of municipality and businesses related to business registration and tax procedures.
- Improving of business advisory services for existing businesses and development of business advisories and a service in different fields (i.e. taxes, legal issues, marketing, business management, etc.) from professional business advisors that will be located in municipality buildings.

Project Results:

1. BSKC established **8 Business One-Stop-Shop Centres** and Business Advisory Services in Municipalities of Region Centre. In six Municipalities from June 01st 2011, the Business Centres were facilitated with Business Consultants. The municipality of Lipjan/Lipljan and Graçanicë/Gračanica were involved in project with business consultants since August of 2012, signing of MoU with BSKC.
2. **Six One stop shop centres** are connected with ARBK/MTI server. (Fushë Kosovë/Kosovo Polje, Shtime/Štimlje, Drenas/Glogovac, Podujevë/o Lipjan/Lipljan and Graçanicë/Gračanica.)
3. Municipality of **Prishtina and Obilić** are still in negotiation process with ARBK about MoU and delegation of competences for business registration.
4. In Totally from June 01st 2011 until 30th November of 2012 from Project officers/consultants located in eight municipality centres "One Stop Shop" were consulted 1878 businesses.
5. BSKC business consultants for advanced consultancy had consulted 584 businesses in different area of consultancy.
6. In totally from both type of consultancy the number of businesses who benefit from consultancy is 2462 (1878+584 businesses).



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7. The study research for the most appropriate model for “One Stop Shop” Centres has been conducted presented to PSC (Project Steering Committee), translated and published in three languages.
8. BSCK has realised a study visit to One Stop Shop centres in Poland together with officials from six municipalities
9. Also, BSCK has realised a study visit to One Stop Shop Centres in Tirana/Albania with 28 municipal officials of seven Municipalities of Region Centre,
10. In coordination with partner municipalities BSCK conducted five rounds of Start ups training and in coordination with RDA centre and EU Office in Kosovo have certified 1008 participants in 3 main modules of Entrepreneurship trainings, 658 participants more than is proposed in the project. From this number 301 are from existing businesses younger than three years and 708 are business aspirants who aspiring to start they business in future.
11. Training participants have submitted about 130 Business Plans; from this number 71 presented their business ideas to the committee for evaluation.
12. The BSCK jury has selected 35 business plans that are receiving free coaching consultancy activities. Until the end of Project 31 beneficiaries have used a free consultancy, the rest of this number didn’t expressed any interest for consultancy.
13. Raising **capacities of 14 municipal officials and 7 BSCK Project Officers/consultants** positioned in Business centres about application software of Business registration.
14. Raising **capacities of 35 municipal officials in entrepreneurship training.**
15. Raising **capacities of 14 municipal project officers through Project Management Training** based on needs of local authorities who presented this request to BSCK through PSC. The participants were mainly officers who are engaged in Project management sector in respective Municipalities.
16. In total they are **63 municipal authorities** who benefit from BSCK trainings (in project proposal were 35 officials).
17. BSCK organize and conduct the seminar **“One Stop Shop Centers as Support for Friendly Business Environment and Local Economic Development in Region Centre “** aiming to:
 - Present the role of the Centre “One Stop Shop” on the ease of doing business and its impact on improving business environment.
 - Exchange experiences from One Stop Shop-s of two countries NCR/Albania and ARBK/MTI); achievements, challenges and actions to overcome their operational difficulties.
 - Enhance and promote One Stop Shop as a Center for business consulting.
 - Present One Stop Shops as a Center to identify existing and prospective entrepreneurs’ needs.
18. BSCK realized hand over activities of One Stop Shop centers to Municipal authorities,
19. BSCK organized a Project Closing Event with Partner Municipalities, RDA centre and EU Office in Kosovo.