



# OSCE Mission in Kosovo Fact Sheet

## 2014

---

### INTRODUCTION

The OSCE Mission promotes human rights and safety of all people living in Kosovo through monitoring and supporting the work of local institutions. The Mission, established in 1999, is the largest field operation of the Organization for Security and Co-operation in Europe.

The Mission mandate includes human rights, rule of law and good governance promotion. To assist the development of a democratic and a multi-ethnic society in Kosovo where the rights of all communities are protected, the Mission has initially helped create and develop a number of necessary institutions. Examples include the Assembly of Kosovo, municipal administrations, the Ombudsperson, the judicial institute, the Central Election Commission, the public broadcaster, media regulators, the police school and inspectorate. In line with the OSCE's status-neutral

position, the Mission now continues to support these institutions by monitoring their work for compliance with human rights standards and good governance principles, and by providing advice and training to address observed shortcomings.

With staff present in municipalities, the Assembly of Kosovo, and a number of independent public institutions, the Mission promotes mutual respect and tolerance among all communities and the establishment of a viable multi-ethnic society. The reconfiguration of the UN Interim Administration Mission in Kosovo in 2008 increased the significance of the unique OSCE field presence, especially in the area of monitoring and protecting the rights of communities.

In implementing its mandate, the Mission has established good working relations with all communities and local institutions. It is one of the key interlocutors for communities, institutions and international organizations. The Mission's field teams and specialized sections dealing with property, good governance, communities, judicial and police issues keep the international community abreast of developments and assist in effecting positive change.

### Activities

The OSCE Mission is engaged in three main areas: human rights, democratization and public safety. The Mission works with central and municipal institutions in Kosovo, as well as with independent institutions, in each of these fields. It monitors the work of the institutions and provides advice on how to improve their performance and better serve the people.



## Human rights protection

Protection and promotion of human rights in Kosovo is one of the Mission's key priorities. It requires a functioning judicial system and effective human rights protection mechanisms. Therefore, the Mission works with Kosovo institutions, including the law enforcement agencies, to promote their compliance with international human rights standards and rule of law principles.

The Mission pays special attention to community rights, including housing and property restitution; returns and reintegration; protection of cultural and religious heritage; as well as participation in decision-making; access to public services; education; and the use of official languages. The Mission's field structure with five regional centres and over 30 field teams makes the OSCE unique in this regard and enables effective monitoring and reporting. Furthermore, the Mission's regional communities teams serve as a bridge between different ethnic groups and facilitate dialogue between the communities and the institutions.

To ensure sustainable and institutionalized human rights protection, the Mission helped establish and now supports the work of the Ombudsperson Institution which among other investigates alleged human rights violations and provides legal services.

In an effort to prevent human rights violations at an early stage, the Mission advises and supports local actors who review laws and secondary legislation for compliance with human rights standards, including the Assembly of Kosovo Committee on Human Rights, Gender Issues, Missing Persons and Petitions, and the Assembly Committee on the Rights and Interests of Communities and Return.

The Mission is a key international actor in monitoring the judiciary in Kosovo. For more than ten years, the OSCE has monitored the work of criminal and civil courts for human and community rights compliance. The Mission issues thematic reports which provide concrete recommendations on how to improve court proceedings and bring them in line with international standards. The reports are shared with the judicial system in Kosovo and are used by the OSCE-

established Kosovo Judicial Institute (KJI) to further develop the training for new and sitting judges and prosecutors.

Furthermore, the Mission monitors the work of the police for human and community rights compliance. The Mission shares with the police its reports on identified human rights concerns, such as the use of force, security issues affecting communities, protection of socially vulnerable groups, and hate crimes. These reports are helping the police to address the shortcomings. The Mission also supports the development of a sustainable local detention monitoring mechanism to help prevent torture and other cruel, inhuman or degrading treatment or punishment.

In an effort to help fight discrimination and gender inequality, the Mission supports Kosovo institution in improving and implementing relevant legislation, it promotes inter-faith dialogue and acceptance of diversity, and assists civil society and media organization in taking a proactive role in monitoring and reporting on freedom of expression and hate speech.

The Mission also works to help fight trafficking in human beings, prevent domestic violence and to improve victim protection and reintegration by improving co-operation between all relevant actors including line ministries, police, prosecutors, social workers, victim advocates and shelter providers.

## Democratization and good governance

The OSCE Mission continues to support development of democratic institutions in Kosovo. It monitors their performance, identifies progress and shortcomings and recommends and implements relevant remedial activities.

The Mission has been assisting the Assembly of Kosovo ever since it was established in 2001. The Mission initially helped it develop the legislative know-how and later on it focused on the development of the oversight functions such as monitoring the implementation of legislation. Current focus is on developing a comprehensive



centralized system that would track laws from their adoption to their implementation. Civil society participation and outreach to public and media remain an integral part of this process and the Mission thus helped the Assembly to develop software solutions which it now uses in contacts and communication with these key audiences. As a result of the Mission's support to selected Assembly committees in drafting annual work plans and in reviewing draft legislation for compliance with international human rights standards, the committees have intensified their legislative drafting and oversight initiatives. Moreover, the Mission works to strengthen Assembly groups representing non-Albanian communities, and promotes their inclusion and the inclusion of civil society groups in the legislative process.

Between 2000 and 2007, the OSCE helped organize five rounds of elections in Kosovo and has established local election institutions, primarily the Central Election Commission and its Secretariat. As of 2008 the Mission provides non-executive technical advice to election institutions, including Electoral Appeals and Complaints Panel and supports the election reform process. In May 2012, the Mission facilitated two rounds of balloting for the Serbian presidential and parliamentary elections for the eligible voters in Kosovo, whereas in late 2013 and early 2014 the Mission facilitated elections for mayors and municipal assemblies in four northern Kosovo municipalities.

At the municipal level, the Mission monitors and supports the work of local institutions to improve services offered to all communities and to facilitate local governance reform, in line with the European Charter of Local Self-Government. In this regard, the OSCE provides a forum for a dialogue between central and local institutions, which is crucial to the success of the reform.

Furthermore, the Mission helps municipal assemblies and their committees to exercise effective oversight of the municipal executive and to improve the quality of their legal acts. It works to increase transparency and public participation in decision-making and advocates for unimpeded access to official documents and greater involvement of local consultative committees and

civil society organization in public life.

The Mission is helping municipalities to apply administrative justice practices by training officials on how to resolve disputes relating to municipal decisions, in line with administrative rules and regulations and before those reach the courts.

Throughout its work, the Mission supports the participation of women and youth in decision-making processes through municipal and the Assembly of Kosovo women caucuses and central and local youth action councils which it helped establish and develop.

Since its establishment, the Mission has supported media development. It has helped establish the public broadcaster, Radio Television of Kosovo; regulatory bodies for broadcast and print media, Independent Media Commission and Press Council respectively; and the Kosovo Media Institute, a mid-career training centre for the journalists. The Mission remains a trusted partner to Kosovo media stakeholders and continues to support public institutions in securing the independent functioning of the media and media regulatory bodies through staff training, legislative review and provision of recommendations in line with international best practices.



---

## Security and public safety

The OSCE Mission has an active role in strengthening the security and public safety sector in Kosovo. It provides advance training and helps law enforcement agencies to improve and implement their strategies and action plans on combating organized crime and intelligence-led policing.

One of the initial tasks of the OSCE Mission, in 1999, was to establish a police school that would train a new multi-ethnic police service in Kosovo. As the police school's training capacity grew, it also started providing training to other public safety institutions, including corrections, customs, and fire and rescue services. In 2006, the school evolved into the Kosovo Centre for Public Safety Education and Development - Kosovo Academy for Public Safety (KAPS) since 2011 – while the managerial responsibility was handed over to local institutions in 2007. To date, the Mission supports KAPS in becoming a certified higher education institution in line with the European Qualification Framework and Bologna criteria.

The Mission also supports the establishment and the work of the Local Public Safety Committees that bring together residents, police and municipal representatives to discuss and address their safety concerns and improve living conditions and inter-ethnic relations. The Mission helps raise public safety awareness through outreach activities, ranging from school lectures to information campaigns and assists the development of the Community Safety Coordination Office established under the Ministry of Internal Affairs. Over the next two years the Office should assume the responsibility for all the training and community safety co-ordination activities in Kosovo.

## Facts and figures

Ambassador Jean-Claude Schlumberger of France has been the Head of the OSCE Mission in Kosovo since 1 October 2012. The Mission has three programmatic departments: Human Rights and Communities, Democratization, and Security and Public Safety. Its field presence includes five regional centres - Gjilan/Gnjilane, Mitrovicë/Mitrovica, Pejë/Peć, Prishtinë/Priština and Prizren - as well as more than 30 field teams covering municipalities throughout Kosovo. The Mission's current staffing table includes 603 posts; 166 international and 437 local. Almost half of the Mission's staff works in the field.

The mandate of the Mission, outlined in UN Security Council Resolution 1244 and the OSCE Permanent Council Decision No. 305 from 1 July 1999, gives the Mission a "lead role in matters relating to institution- and democracy-building and human rights".

---

Press and Public Information Office  
**OSCE Mission in Kosovo**  
Tel.: +381 38 240 100 ext. 1449  
press.omik@osce.org

[www.osce.org/kosovo](http://www.osce.org/kosovo)

■ The Organization for Security and Co-operation in Europe (OSCE) works for **stability, prosperity and democracy** through political dialogue about shared values and through practical work that makes a lasting difference.