



ICDT

International Centre for Democratic Transition

ENHANCING MINORITY INTEGRATION THROUGH IMPROVED IMPLEMENTATION OF THE LAW ON THE USE OF LANGUAGES IN KOSOVO



GRAND-DUCHÉ DE LUXEMBOURG
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FINAL REPORT

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GENERAL INFORMATION

EXECUTIVE SUMMARY

In 2006, the Assembly of Kosovo passed comprehensive legislation known as the Law on the Use of Languages, which aimed to protect the linguistic identities of Kosovo's minority groups. However, throughout Kosovo, minorities remain unaware of their rights and unable to reap the benefits of the legislation. The effective implementation of the Law on the Use of Languages is essential in order to develop and ensure a multiethnic, integrated society.

Because Albanian-majority municipalities may prove more receptive to outside attempts to promote democratic transition due to their acceptance of the institutions and the rule of law of the Kosovo government, Prizren and Pejë/Peć were the target municipalities of this project. The ICDT launched an assessment mission six months before the project started. The mission's conclusions were published in an expert study. Based on this, the ICDT chose the two municipalities for pilot areas.

The project intended to improve the implementation of the law by identifying the main deficiencies in the regulations, assessing the existing opportunities and giving policy recommendations for the municipalities.

The ICDT organized three workshops and a conference in the frames of the project. As a result of the project the participants became more aware of the necessity to change the implementation. The project was only the first phase of a longer initiative, therefore the ICDT is willing to continue the project with expanding its geographic scope and deepen the cooperation with the two municipalities.

To strengthen the local impact of the project and to exploit the local expertise, the ICDT implemented the project in partnership with the Pristina based Kosovo Local Government Institute (KLG I).

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BASIC DATA

Project title	Enhancing Minority Integration through Improved Implementation of the Law on the Use of Languages in Kosovo
Total amount of the contribution	50 000 EUR
Donor	The Government of Luxembourg
Period for which the report applies	September 2009 – June 2010

PROJECT BACKGROUND

In 2006, the Assembly of Kosovo passed comprehensive legislation known as the Law on the Use of Languages, which aimed to promote the multiethnic nature of the province and protect the linguistic identities of Kosovo's minority groups. With a population of an estimated 2.15 million individuals, of which 92% are Albanian, 5.3% are Serbian, and 2.7% are members of smaller minority communities such as Turkish, Bosniak, Gorani, Roma, Ashkali, and Egyptian, Kosovo has a rich linguistic tradition. Four years after the passage of this legislation and two years since Kosovo's declaration of independence, however, the implementation of the Law on the Use of Languages has fallen short and failed to ensure the protection of minority language rights.

The text of the law provides for extensive language rights for Kosovo's various minority communities. It first and foremost establishes both Albanian and Serbian as the official languages, equal in all capacities. Additionally, the law states that any minority community with a mother tongue not already an official language that comprises 3% of a given municipality has the right for that language to be a "language in official use" by the municipality (Article 2.4, Law on the Use of Languages), while any such minority community whose population comprises 5% of a municipality receives the status of an official language, on par with Albanian and Serbian, within that municipality.

Furthermore, this law makes detailed provisions for language rights in the realms of education, judicial proceedings, and media, among others. To ensure the proper execution of the law, it establishes a Language Commission for oversight and requires each municipality to adopt thorough regulations regarding language use.

Throughout Kosovo, minorities remain unaware of their rights and unable to reap the benefits of the legislation. Without the enforcement of the law by the central government and the municipal governments, minority communities struggle to obtain recognition and equal access to services. For example, despite the eligibility of the Romani language to be recognized in Prizren, the municipality has failed to acknowledge the status of or provide protection for it. Still more violations are present in terms of equal access to education: in several municipalities, minority communities do not have access to minority language schools or school materials for their children, putting these individuals at a disadvantage despite the alleged protections provided for by the Law. The Language Commission, created in May 2007 and put in place to safeguard against these violations, has so far failed to do so due to a lack of office space, budget, and general public awareness. Additionally, due to the fact that members of the Language Commission were selected without the input of the linguistic communities, there is an inherent disconnect between the Commission and the communities it is supposed to safeguard.

The effective implementation of the Law on the Use of Languages is essential in order to develop and ensure a multiethnic, integrated society. Only a little more than a year old, the survival of Kosovo as an independent nation relies on the ability of its many ethnic communities to integrate, cohabite, and cooperate, which can only be achieved through a foundation of mutual respect, understanding, and protection of each group’s cultural and linguistic identity. Where provided for in the Law, minority and majority communities alike must have equal access to education and information.

The violations of the Law must be corrected in order to improve the situation and enhance integration of Kosovo’s minority communities. This should first be approached by facilitating cooperation and communication between minority leaders, municipal government leaders, and Language Commission representatives.

PROJECT TIMELINE OVERVIEW

Months	Activity	Implementing body
Preparation		
September 2009 – January 2010	Preparation Activity 1 (Selection of participating representatives of the Language Commission, municipal governments of Prizren and Pejë/Peć, and substantial minority communities.)	ICDT, KLGI
	Preparation Activity 2 (Selection international and local	ICDT, KLGI

	specialists)	
	Preparation Activity 3 (Preparation of Workshop 1)	ICDT, KLGI
Implementation – Phase 1		
February 2010	Execution Activity 1 (Workshop 1)	ICDT, KLGI
February – March 2010	Preparation Activity 4 (Preparation of Workshop 2)	ICDT, KLGI
	Preparation Activity 5 (Development of ideas regarding municipal regulations by representatives)	ICDT, KLGI, representatives
Implementation – Phase 2		
April 2010	Execution Activity 2 (Workshop 2)	ICDT, KLGI
	Execution Activity 3 (Drafted municipal regulations by representatives)	ICDT, KLGI, representatives
	Preparation Activity 6 (Preparation of Workshop 3)	ICDT, KLGI
Implementation – Phase 3		
May 2010	Execution Activity 4 (Workshop 3)	ICDT, KLGI
May – June 2010	Execution Activity 5 (Continued interaction between members of each working group)	ICDT, KLGI, representatives
	Execution Activity 6 (Compilation of a guide on the creation of the municipal regulations)	ICDT, KLGI, representatives

DETAILED NARRATIVE REPORT

In the first months, preparations were made to ensure a successful implementation of the project. Two preparation trips to Kosovo were done in September and December when the ICDT's representatives met representatives of the OSCE, Council of Europe, EU, development agencies such as Sida, the Prime Minister's Office, the Ombudsman etc. The general response was that it is very timely and meets to current needs. The international organizations were very positive and offered their help with preparations and willingness to consult the agenda and project implementation. After successful lobbying by the ICDT, the Prime Minister's Office informed the ICDT that the implementation of the law on the use of languages was made one of the priorities of the PMs Office for 2010.

The ICDT run the project together with a carefully selected local partner. KLG I ensured the local ownership of the project in close cooperation with ICDT. The ICDT led the project implementation, selected the experts and prepared the agenda while KLG I prepared the project locally. KLG I selected facilities and organized the event on the ground. Furthermore, KLG I was consulted and asked for input throughout the process to ensure that their extensive local knowledge is taken into consideration.

Official results of the second round of Mayoral elections were ready by the 16th December. However, due to numerous complaints the elections complaints committee decided to re-hold the elections in Prizren. Therefore, the first workshops which was scheduled for 24-25 January had to be postponed to February. In Peja/Pec the elections were conducted according to procedures and KLG I contacted the municipalities of Peja/Pec and met with representatives on 19 December. During this meeting KLG I met with the newly elected mayor and explained the general purpose of the project. Participants to participate in this project from each municipality were discussed.

PHASE 1

The first workshop of the project was held in Ohrid, Macedonia. The reason for taking the event out of Kosovo stemmed from the experiences of the KLG I. In Kosovo, there are several conferences and workshops where the representatives of the municipalities are present. In order to be more attractive for the participants, and be able to gather the persons we intended, the workshop had to be outside of Kosovo. Another reason was that on a neutral venue the participants were more open for discussing the real problems.

During the first session of the workshop local and international experts presented achievements and challenges of implementation of the legislation on use of languages in Kosovo. The workshop was held in Ohrid, Macedonia between 19 and 21 February 2010. The participants and experts are listed in the Annex.

The workshop started with the explanation of the international context and legal framework for the use of languages on the international level. The first part of the workshop focused on the requirements in the European Union, stressing that this issue will be one of the main chapter during Kosovo's accession to European Union. The second part introduced the general legal environment in Kosovo, and it concentrated on the opportunities in Kosovo and more broadly on the Western Balkans.

The following session of the workshop demanded the participants to form two smaller working groups according to the municipalities to identify the main problems with the implementation.

The conclusions drawn from the first workshop:

The two municipalities, Prizren and Pejë were targeted in this project for two main reasons: the number of persons belonging to non-Albanian communities in both municipalities is relatively low, and apparently the local municipal governments are supporting successfully the peaceful co-existence and development of inter-ethnic relations in these regions.

The municipal competences in Kosovo cover various areas and the implementation of the Law on the use of languages is also partly within the competences of the municipalities. The Law itself is more offering a general framework for regulation, but there is a large burden on municipal governments to make the legal provisions operational on their territory. In principle the implementation of the Law requires serious efforts from municipalities, inasmuch it recognises both Albanian and Serb as official languages in all the territory of Kosovo, and set up a relatively low limit (5% of the population) for the recognition of other languages as local official languages. Furthermore the Law offers specific language rights for those who speak a non-official language and reach 3% of the total population in the municipality. In this context the local regulation on language use shall be based on some general principles:

- Municipal regulation shall give *an offer* to non-Albanian speakers for the use of their language both in institutions and in services, without expecting or requiring “request” from those who speak a language which fits the criteria of the Law;
- There shall be a legal commitment – and financial sources – on raising awareness among non-Albanian speakers on their language rights in the municipality;
- There seems to be a need for training and language learning programs for municipality officers to learn minority languages: this could be regulated also in the municipal regulation.
- The municipal regulation – in line with the Law – shall clearly define its areas of competence where it can guarantee the application of the Law on the use of languages and where starts the responsibility of the central government

In more concrete commitments there is a need to focus on the clarification of the following issues:

- What shall be the criteria for granting accession to official formulas in minority languages at municipal offices?
- What shall be the prerequisites of presenting oral claims in minority languages? Shall local officials be expected to be bi- or trilingual or the Municipality provides for translation?
- For written claims how can the Municipality guarantee replying in the applicant's language within due time?
- There seems to be a need to set a deadline for the publication of municipal regulations in minority languages and for missing this deadline there shall be a sanction for the responsible Municipality officials

PHASE 2

The second workshop of the project was held in Ulcinj, Montenegro. The reason to chose the venue outside of Kosovo was similar as the one we considered before the first workshop. Furthermore, the strategy to organize the event outside of Kosovo proved to be successful, that is why we did not have any reasons to change that. We made cost-effectiveness calculations and the estimated costs for Ulcinj was not significantly higher than a workshop would have been in Kosovo.

The workshop was held in Ulcinj, Montenegro between 19 and 21 April 15-17, 2010. The participants and experts are listed below.

The different contributors brought multi-disciplinary perspectives. For instance, contributors from municipalities stressed their experience on the practical examples on legislation's implementation in the respective municipalities, as well as potential discrepancies between international and local norms. The local and international experts provided their insights and interpretations on how these discrepancies can be softened and how these international and local norms can be further strengthened. Whereas, the representatives from the central government showed their interest to elaborate policy and financial measures in order to advance the implementation of the legislation.

It should be noted that the second workshop demonstrated that the method the project used will be effective for raising the attention on the importance of the implementation of the law at the local level. The workshop was the appropriate platform where officials from the local level could gradually change the overall unfavorable impression that the designation of local policies is taking place at higher levels and sometime in absence of inclusion, consultation and contribution of local level official and other relevant representatives. Thus, the situation on the ground regarding the implementation of the current legislation remains under huge pressure by constrains and limitations

that cannot be passed by municipalities alone in the near future. However, it seems that with more concentrated and oriented efforts this situation can be improved.

Huge burden of expectations has been placed on the local level administration, whereas to a great extent these expectations have not been matched with the concrete delivering capacities at this level. Based on legislative provisions in Peja and Prizren, it was expected that the officials would be able to provide exact information on the use of local languages. But, it became clear that the municipalities do not possess appropriate information, thus, it is hardly expected that the local society do so, either. In municipalities, where more languages have equal official status, it is a formal expectation that there will be effective and uninterrupted use of these in the municipal administrative procedures, such as in inter-action with citizens, including here some aspects that oblige the municipal administration to pay public attention to the use of minority languages, use of public signs, distribution of information. However, in the reality there are two options how this takes place on the ground. First, according to the law and municipality regulation/s, it is the municipalities' duty to carry out the full implementation of the primary and secondary legislation on this issue; however, considering subjective and objective constrains related to limited resources and capacities, this is not always the case. Hereby, we have only partial and limited implementation of the legislation on the use of official and other languages. Second, despite of municipal activities, the legislation obliges municipalities to respond to citizens and community requests and needs, by guaranteeing certain rights to them related to the use of their mother tongue. In this case, at least formally it is *a priori* understood that there cannot be any justification for failing to respond the citizen's request.

As of today, there has not been born an elaborated assessment by about the cost of implementation of the legislation. There is a gap between the expectations of the legislators and the implementation capacities. Moreover, instead of concentrating efforts on regular reports on implementation of this legislation, these efforts have been oriented towards narrowing the gap between legal obligations and limited delivering capacities of municipalities. According to our observation and the evidence gathered from the two municipalities, the main concern is related to human and financial capacities.

Among the challenges, there are some which need to enjoy priority. These challenges are related to financial, human, professional, and capacity issues. In Peja and Prizren, the municipalities are willing to achieve the objectives of the implementation, however, they face financial constrains. Therefore, we face a situation where the implementation of the legislation is interpreted under the light of routine practices which provides some solid official and other public information on the languages of non majority population in these municipalities or answers to non majority citizens in their native languages but only upon their request. Even if the language of non-majority population in the municipalities has formally been granted equal status with the language of majority population, these languages are not used equally in written or verbal communication.

Also, the same fact is valid for the use of these languages in public. Nevertheless, no field research has been undertaken and no one has ever monitored the level of implementation of this legislation. Even contributors from the municipalities have not been in the position to provide factual information on the use of languages.

Another, sometimes the biggest challenge is the lack of human resources. Translators and interpreters in municipalities are not always able to cope with the increasing volume of documents which need to be translated. Participants from Prizren mentioned few punitive measures undertaken

against misbehavior of municipal employees e.g. when documents were released in the languages not requested by the citizen.

Conclusions drawn from the second workshop

The Law requires from all municipalities to offer a wide range of official services in non-majority official languages as well. As it turned out during the workshops (in Ohrid and Ulcinj) one of the great challenges of local officials in implementing effectively the Law is the instability of accessible financial and therefore technical assistance in this field. Nevertheless, in conformity with the Law, both Peja and Prizren municipalities have adopted their own local regulation on the use of languages. In principle the regulations adopted at municipality level should be more specific than the Law itself.

One of the main problems of municipal regulations is that they do not specify detailed, strict and practical rules for implementation, but their provisions seem to reflect the framework character of the Law. Officials working at Peja and Prizren municipalities explained that one of the reasons for these regulatory shortcomings lies in the lack of massive technical and financial structures that could assure the creation of stable, effective and high quality language services at municipalities. Thus local regulations do not aim to raise further high expectations that could not be met by the municipality office. Nevertheless despite these problems, the implementation of the Law could be improved at municipal level as well: the promotion of language learning among civil servants could improve offering multilingual services at municipalities; multilingual civil servants could help the better communication of local citizens with local authorities, it helps effective civil service and in a long-term improves social integration of different language communities. On the other hand, more expensive translation services could be reserved to the publication of municipality regulations in short time after their adoption in all official languages. The professional interpretation service could be reserved only to the assembly meetings of the municipality, when it is requested. Translation and interpretation services could be better organized and managed without any external assistance.

In general the following conclusions can be formulated: local regulations at municipality level could be more specific on the technical and financial arrangements of the implementation of the Law; local regulations should set up deadlines for specific languages services (e.g. the publication of local regulations in non-majority official languages) and the organization of these services shall be improved and better coordinated. However it must be mentioned also that at national level there seems to be a need for further actions helping language training of civil servants, improving special linguistic skills in public administration, in providing accessible financial means for municipalities to meet their full obligations under the Law on the use of languages. As a matter of fact during the discussions in the two workshops it turned out that there is a need for a more constructive dialogue and more structured co-operation between municipalities and the central government on issues related to the effective implementation of the Law. The initiatives taken in this direction by the Ministry for Community and Return should be maintained and reinforced. The establishment of a regular advisory assistance service to the municipalities could be considered in this field.

PHASE 3

The third workshop of the project and the final conference was held on May 20, 2010 in Pristina, Kosovo. Here the reason was different. The third workshop was connected to the final conference. The goal of the conference was to raise the attention of the decision-makers from the central government on the importance of the implementation of the law. The conference showed the enthusiastic engagement of the two municipalities and served as an example for continuation the project in other municipalities, too. Therefore, we invited the relevant representatives of the central government, the relevant NGOs and the representatives of the international organizations. In order to disseminate the achievements of the project towards the broadest audience possible, we devoted effort for inviting the most important television channels to the conference. The report on the conference was transmitted on the evening news in four national television channels.

The conference published the findings of the three workshops. In order to be able to do so at the conference, the third workshop was for finalizing the policy recommendations. These are listed below:

Recommendations for municipalities:

1. Municipality regulations on municipality level should be specific on the technical and financial consequences of the implementation of the Law;
2. Municipality regulations should set up deadlines for specific languages services (e.g. the publication of local regulations in non-majority official languages) and the organisation of these services shall be improved and better co-ordinated.
3. Use of term and action “affirmation” and “promotion” instead of “protection” or just “safeguarding” in the legislation and everyday work with regards to the use of languages.
4. Municipality websites should be updated and well maintained in all languages.
5. Measures should be taken in order to maintain the pool of experts for translation and interpretation in the local level.
6. The culture of usage of the different languages on free will by the citizens and administration should continue and should be stimulated.
7. There should be pragmatic approach towards the usage of languages in public spaces, insignia, street names, etc. The usage of the languages should not provoke any instability or unrest, and in case it does, its use should be postponed until this seems safe. Also usage of only Serbian or Bosnian for street insignia and street names should be sufficient for pragmatic reasons (if the written forms fully coincide in both languages).
8. The cost of interpretation and translation could be very high; therefore there should be priorities set with the maximum and minimum timeline, workload and schedule for the interpreters and translators.

9. Municipal legislation should foresee the deadline the sets the time needed for the translation/interpretation from the moment of submission of the request.
10. Municipal regulations should enable all citizens to use languages according to the law without having to submit a written or any other request.
11. There is a need for more effective dissemination of information: there should be some PR activities related to the rights of the communities with regards to their rights of using their languages.
12. Possibility of stimulating the use of languages by all admin workers in the municipality who know certain languages should be reviewed. Maybe even looking through the old system of so called “double language use”
13. In cooperation with civic society and other interlocutors municipalities should look into possibilities of finding financial means from other sources for the enhancements in the local language use. These possibilities include the use of funds from Instrument of Pre Accession, and other big donors in the donor community in Kosovo.
14. Local media should be stimulated to publish and have on the air shows and articles, as well as other features in local languages in use.
15. There should be a mechanism in place to control the quality of translation/interpretation.
16. Reduction of staff in the municipalities makes things difficult in all areas of work, as well as in the language use. Any reduction in the number of translators and interpreters should be avoided, while their number is already low.
17. Interpreters and translators should be motivated for the hard awaiting them.
18. Municipalities should have a translation/interpretation unit managed by a professional linguist not just a group of 2-3 interpreters/translators.
19. Finding a way to disburse some small grants for the civil society in the municipalities regarding the use of languages would be an asset.

Suggestions and recommendations for the central government:

- a. There should be a follow up with regards to the use of languages in the local level for all over Kosovo. A general survey of municipal workers and clients should be carried out. This would give a good picture of where we are at this moment!
- b. A general plan for the use of languages with a practical guideline would be welcome by the municipalities.
- c. An association of professional interpreters or translators could be one of the solutions for the pool of professionals and training, as well as protection of the rights and dignity of the translators/interpreters.
- d. There should be a constant training possibility for the local municipal interpreters.
- e. The State University of Pristina should have a special department for education of future translators/interpreters.
- f. There should be a central initiative for the promotion of language learning among civil servants could improve offering multilingual services at municipalities;

multilingual civil servants could help the better communication of local citizens with local authorities, it helps effective civil service and in a longterm improves social integration of different language communities.

- g. There is a need for professional and public debate on the implementation of language rights in Kosovo.
- h. There is a need for a more constructive dialogue and more structured co-operation between municipalities and the central government on issues related to the effective implementation of the Law.
- i. There should be some monitoring mechanism that would monitor the implementation of central and local legislation regarding the use of languages.

PROJECT EVALUATION

PROJECT OBJECTIVES

The objectives of the project were:

- 1) Facilitate communication between representatives of the minority communities, representatives of the municipal governments of Prizren and Pejë/Peć, and representatives of the Language Commission.
- 2) Instruct each individual on the content of the Law on the Use of Languages and its meaning for his or her respective municipality, establishing understanding of its foundation through the instruction of European and internationally accepted norms and values.
- 3) Use this knowledge to establish common ground that will lead to extensive, constructive, and lasting dialogue between the municipal governments, the resident minority communities, and the Language Commission.
- 4) Develop regulations on the use of languages within each target municipality so that the express rights of the communities are clearly stated and understood by each group responsible for the implementation of the legislation.
- 5) Disseminate information about and the content of the aforementioned regulations and linguistic rights of the minority communities so that it is easily accessible by each member of the target municipalities.
- 6) Create a four dimensioned interaction to ensure the implementation of the law: municipal governments, minority leaders, the Language Commission, and the public.

MEASURABLE INDICATORS OF SUCCESS

The success of achievements has to be evaluated in the light of the tangible results and the opportunities the project opened for the future continuation of the initiative.

The results of the project are:

- 1) Established partnership between the members of the municipal government, Language Commission, and resident minority communities who will facilitate cooperation and implementation of the Law in the future.
- 2) Each representative will gain firsthand experience working with conflict management, conflict resolution, and project management skills that can be utilized in future projects.
- 3) Each representative has increased knowledge on international human rights standards, and international processes which aim at protecting the rights of minorities.
- 4) Addressed special problems regarding the Law on the Use of Languages and the regulations. The problems were identified by the representatives with the help of the international and local experts.
- 5) Policy recommendations on the effective implementation of the law and the amendments of the regulations.
- 6) Policy recommendations on the involvement of the central political level. Advocacy plan for raising awareness on the importance of the effective implementation of the law.
- 7) Strategy for the continuation of the initiative.

LESSONS LEARNED

The main risk to any project of this type is the long-running legacy of ethnic conflict within this area. Our project has relied on the cooperation, understanding, and respect of each minority and majority group—a prerequisite that has thus far been lacking in much of Kosovo, making the Law on the Use of Languages difficult to enforce. Our experience is that the Kosovar politicians respect the engagement and effort of the international players, however, they have to feel ownership of the initiatives. In order to engage them in the project, we carefully selected our local partners and met with the stakeholders of the central political scene.

We also learnt during the project that it is a significant risk that the efforts of the representatives would lack support within the municipal governments, and their work will fail to be translated into policy. The project counteracted this threat by holding the final conference in Pristina. The conference served as an awareness raising for the local and central decision-makers on the importance of continuing the project and allowed the trained participants to express their ideas on the local level. The final conference addressed the failures or shortcomings we identified during the

workshops. It is important for the success that we have cultivated long-term partnerships, both with the participants and with the partner organization located in Kosovo.

However successful the project was, we have to keep in mind that it is only the first step of a longer initiative. The project has to be extended geographically towards other municipalities and vertically towards a longer partnership in the two municipalities.

FOLLOW UP

The effective continuation of the project is essential in order to ensure the development of the society in Kosovo. The survival of Kosovo as an independent nation relies on the ability of its many ethnic communities to integrate, cohabit, and cooperate, which can only be achieved through a foundation of mutual respect, understanding, and protection of each group's cultural and linguistic identity.

The violations of the Law must be corrected in order to improve the situation and enhance integration of Kosovo's minority communities. In order to improve the implementation, the ICDT has developed a two-phase project. The first phase (the present project), focused on remedying the problem from an institutional angle. This phase focused on facilitating cooperation and communication between minority leaders, municipal government leaders, and Language Commission representatives. Furthermore, this phase concentrated on identifying the real problems on the local level.

The project have to be continued after the implementation of the first phase. The international organizations are very positive with the project and offered their help and they showed willingness to consult the agenda and project implementation. However, the ICDT needs to secure the financial side of the project as well.

The selected groups, municipalities, local partners and experts will work together and they have to ensure that each municipality changed the regulations according to the recommendations of the project. The first phase created a common ground that will lead to extensive, constructive, and lasting dialogue between the municipal governments, the resident minority communities, and the Language Commission. In order to exploit the achievement of the first phase we have to continue the project.

Furthermore, the first phase is the **model** for disseminating the achievements and amending the project's strategy according to the local necessities. This model should be used in other municipalities, as well. Our goal with the continued project is to include more territories and improve the situation of the minorities through the effective implementation of the language law Kosovo-wide. The first phase ended in June 2010, and on the achievements of this phase, the second phase will expand the scope of the beneficiaries.

In the second phase, the participants will focus more on strategies on how to improve targeted issues plaguing the minority community, to be determined by the working group in each separate municipality (i.e. the increased integration of the Romani in Prizren, or the availability and distribution of minority-language school materials to the Bosniak and Turkish communities). Each working group will develop preliminary plans and methodologies on how to correct whatever issue determined, and will create a timeline outlining plans for future meetings to follow-up on these ideas. Phase two will also work on translating the lessons and ideas of the first phase into tangible results.

Based on the lessons of the first phase and the identified necessities, the following activities are crucial for the future:

- (1) Advocacy field visit and conference: Introducing the outcomes of the first phase to European top officials; meeting with officials for minority and language rights; giving a positive feedback for the participants of the first phase by demonstrating their success.
- (2) Workshops: Disseminating the model used in the first phase; involving other municipalities; assisting in the implementation of the language law; addressing the root causes of societal conflicts and introducing pilot projects which intends to strengthen the protection of minority groups.
- (3) Final Conference in Pristina: Introducing the project's achievements to top politicians from Kosovo in order to strengthen local ownership and sustainability; finding the synergies among the implementation of the law in different municipalities, drawing conclusions not only on the municipality but on the national levels.

ANNEXES

- (1) List of participants of the First Workshop
- (2) List of participants of the Second Workshop
- (3) List of participants Of the Third Workshop and the Final Conference
- (4) Recommendations and summary – presentation
- (5) Policy recommendations for the municipalities in Kosovo