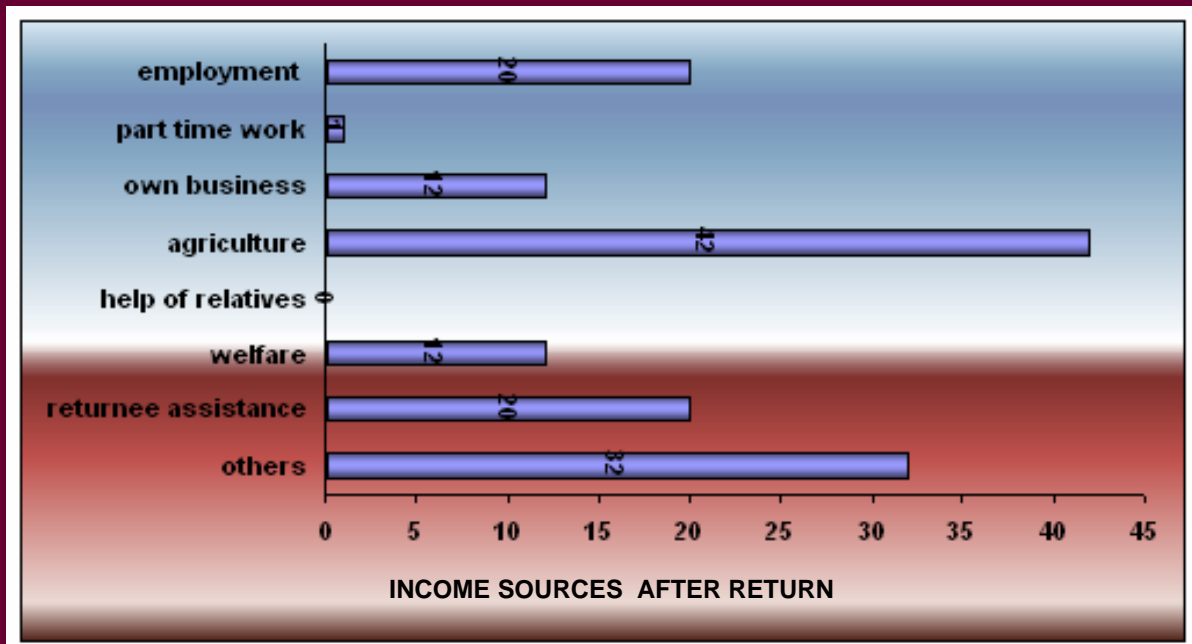




# UNION PAST - FUTURE



BELGRADE  
JANUARY 2012



# **UNION**

# **PAST - FUTURE**

**BELGRADE**  
**JANUARY 2012**



## ACKNOWLEDGE

“The one who gives fast gives double” is an old proverb describing meaning of helping people in need.

Many organisations helped The UNION and therefore internally displaced persons from Kosovo.

At first place International Orthodox Christian Charities (IOCC) and The United Nations High Commissioner for Refugees (UNHCR). The UNION has been working in cooperation with several government or non-governmental international organizations and agencies such as: The United Methodist Committee on Relief (*UMCOR*), The Danish Refugee Council (DRC) in Serbia and Kosovo, Catholic Relief Services (CRS), The United Nations Development Programme (UNDP) for Kosovo and Serbia, The Organization for Security and Cooperation in Europe (OSCE) Mission to Serbia, The Norwegian Refugee Council (NRC), International Aid Network (IAN), European Perspective (EP), ACDI/VOCA , PONTIS Fondation, International Catholic Migration Commission (ICMC), and many others.

As a good host we mentioned only those who helped us and internally displaced persons.

Nevertheless, from the very first beginning we had important cooperation with Ministry for Kosovo and Metohija Government of the Republic of Serbia, Commissariat for Refugees, Ministry for Community and Return, Red Cross of Belgrade, Group 484.

We owe bottomless gratitude to all these organizations, institutions and individuals. Thank you very much.

UNION

Belgrade, 2.12.2011



*UNION round table under topic - Improvement of Living Conditions of Internally Displaced Persons in Serbia*

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*UNION and its representatives in National Assembly*





## INTRODUCTORY WORD

"Men never do evil so completely and cheerfully  
as when they do it from religious conviction."

Blaise Pascal

People have always been changing their residence.

The migrations could be divided into two main groups: migrations resulted by individual needs and desires and migrations caused by various dangers that threaten the lives of community members. Forefather Abraham left Haran, and his whole family in it at the behest of one God.

That faith in one God, marked the fate of generations that followed, as well it was a source of persecution and migration. Because of the faith immigrants to the New World, America was leaving their homes before the onslaught of hate and threats to their lives and their families.

That did not stop even to this day.

However, it should be noted that the man, with the development of his knowledge was using new learning's for ruining lives of the closest ones. And with rapidly evolving of knowledge, there are more persecutions and migrations.

In this region, that happened in 1999, when nearly a quarter million people left their homes and yards in order to save their lives.

Few of them had experience of living in displacement.

You need to learn all over again in order to survive.

You need to learn how to help people in need too.

This also applies to a group of associations that have met together to better support the exiles, while they were themselves exiles.

These six organizations from different parts of Serbia established the Union with a mission to help exiled to survive in the Diaspora, but also to return to their homes, to their lands.

At first, they had simple, but for IDPs important task- distribution aid in clothes, food, fuel... Yet, just like a psalm says: "If I forget thee, O Jerusalem, let my right hand forget me", expelled people would say the same for Kosovo.

How to help exiled people?

They left their homes in a hurry. What happened to them now?

The Union tried to organize visits to their homes.

What about their property? Who must pay damages?

The UNION was offering help there too.

How to reconcile the neighbours?

Again UNION helps.

But, aware of proverb "few hands, a small force", for realization of assistance would The UNION needed help from others. So, we found various organizations, both organized by the government and non-

governmental, international and national - UNHCR, UNDP, IOCC, UMKOR, DRC, Coordination Centre - Ministry for Kosovo ...

These organizations that helped to UNION, and in that way to IDPs, gave the support for providing the necessary assistance.

Resolving of the IDPs issue of had began and Union, with help of others, was giving information on developments related to the problem.

In order to know where and what happens, our team went all over Central Serbia. More than eighty times we went to Kosovo in order to find out current situation.

Several times we went to hometowns of potential returnees. Anyhow, thanks to cooperation with mentioned organizations, progress has been achieved.

This period of almost ten years and the Union's activities within this period have made the organization a recognizable symbol related to the situation in Kosovo.

However, we should not forget the wise Chinese proverb "Man is a traveller in time and space" - during creation in time and space, he passes hills and valleys.

Period of ten years is enough both for successes and failures.

Just as the number of members the Union has increased and decreased concerned, never complaining or neglecting efforts to help, the same way environment that was helping us went through similar stages.

Although everyone is aware of the difficulty of the current situation in countries and organizations, still we are not relieved of the duty to continue to help.

The Union is faced with a substantial denial of funds.

But despite all of this we believe that somehow help will be found, so that we can provide assistance to IDPs to return to their home or to integrate into their new place of residence.

PS - The data on the numbers and locations can be found in abundance later in this booklet.

In Belgrade

November 23, 2011

UNION Managing Board

# THE OTHERS ABOUT UNION



*Sponsored by Ministry for Kosovo&Metohija and UNHCR -  
The training for NGOs and UNION was organized for the registration of IDPs wishing to return to Kosovo*



## **ON UNHCR CO-OPERATION WITH UNIJA (UNION)**

UNIJA became a UNHCR's implementing partner in July 2004. The overall objective under the Sub-Project was the provision of accurate and objective information to IDPs on the situation in their places of origin so that they could make an informed decision on their preferable durable solution. UNHCR had a very good co-operation with UNION and could in many occasions rely on its expertise related to work with IDPs. Through their daily contacts with IDPs, UNION identified main problems this population face. Information provided by UNION on this regard helped UNHCR in designing its programs related to return of IDPs to their homes and to the improvement of living conditions in displacement.

Regrettably, due to budget cuts for 2012 and beyond, UNHCR is unable to continue financing the activities of UNION and, therefore, had to terminate the partnership as of 31 December 2011. We would like to thank UNION for the years of co-operation with UNHCR and wish them success in their future endeavor to assist IDPs from Kosovo.



Република Србија

МИНИСТАРСТВО ЗА КОСОВО И  
МЕТОХИЈУ

260 Број: СЛ/2011-08

Датум: 05. децембар 2011. године

Београд

Д.В.

Republic of Serbia

MINISTRY FOR KOSOVO AND METOHIIJA

No 260

Date: 05.12.2011.

Belgrade

UNION- ALLIANCE OF ASSOCIATIONS

Executive secretary, Mr. Bogdan Meandjija,

Co-operation letter

Ministry for Kosovo and Metohija had a good co-operation with the UNION ever since this association was founded. Considering interests of all displaced persons and interests of returnee communities, Ministry for Kosovo and Metohija together with UNION realized many activities. Union's extensive experience in assisting internally displaced persons and returnees to Kosovo and Metohija, contributed to realization of both joint projects and those who were conducted only by the Ministry for Kosovo and Metohija.

One of the result of this co-operation was implementation of the " Support to the IDPs' association- up-to-date informing about current situation in Kosovo and Metohija" project. The project contained summary and clear picture of the return, as well as sustainability and needs of returnees. The same program has been continued in the return process in 2011 and its' implementation is underway. Beside this, several more activities have been realized, such as solving specific problems of IDPs and providing required information through joint conferences.

The fact that Union was an organization founded among displaced population, has been always a valid argument for activities of this association toward international organizations actively involved in the return process and helping displaced persons.

The union has been involved into almost all form of helping to displaced persons and returnees, and therefore Ministry for Kosovo and Metohija is devoted to continue this successful co-operation.

DEPUTY MINISTER

Branislav Ristic





Република Србија  
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Бр. 019-249  
Београд, 06 DEC 2011

Republic of Serbia  
The Commissariat for Refugees

The Union- Association of the Internally Displaced Persons

Dear Sirs,

For the past few years the Commissariat for Refugees of the Republic of Serbia had very good co-operation with UNION- Association of IDPs in solving issues of IDPs from Kosovo and Metohija.

Through numerous conferences, round tables and other meetings, UNION contributed to identifying problems of the IDPs and studious approach to finding solutions for improving living conditions of IDPs in displacement.

The UNION also contributed to the issue by informing IDPs about programs of durable solutions, conducted by the Commissariat for Refugees of the Republic of Serbia. During few past years Commissariat for Refugees has been financing several Union's projects which provided better awareness of IDPs about existing alternative housing solution programs. Thanks to these projects, IDPs could be informed on time about possibilities and conditions of applying for programs made by the Commissariat for Refugees of the Republic of Serbia. Broadcasting of radio programs and monthly release of the INFO bulletin, organized by UNION, were important sources of information for IDPs. Even though, the Commissariat for Refugees of the Republic of Serbia has been using these medias for promoting and informing about its' activities.

In this regard, Commissariat for Refugees of the Republic of Serbia will continue with supporting UNION, as an important partner in the process of informing internally displaced persons.

Sincerely



Комесар

Владимир Цуцић

## COOPERATION UNION - DANISH REFUGEE COUNCIL

Danish Refugee Council has already achieved almost ten years intensive and successful cooperation with the Union - Union of Associations of Internally Displaced Persons from Kosovo and Metohija.

The EU and its members were essential collaborators in numerous projects and programs carried out by the Danish Refugee Council (DRC), financed by various donors. The presence of EU has contributed to the successful implementation of projects, primarily those designed for improving informing of internally displaced persons (IDPs) in displacement and supporting the return of IDPs to Kosovo. The Union has performed many volunteer activities, all in the interest of IDPs and to ensure their rights.

Cooperation with the EU started in 2003. when the DRC has started the project funded by the UNHCR to support the participation of IDPs to the meetings of Municipal Working Group (MWG) in Kosovo. The Union was and still is involved in the initial selection of representatives of internally displaced persons who will participate in meetings of MWG.

Union members were the first to encourage IDPs to be engaged in intensive work of MWG. Together with the DRC, Union members participated in the organization and implementation of seven workshops in the period 2004-2007. in order to raise the capacity of IDPs representatives who attend meetings of the MWG so that they could maintain in achieving their goals.

These workshops are a valuable forum for IDPs where they are informed about the process and return projects, about the support provided by relevant organizations and institutions. Also, together with representatives from relevant organizations and institutions they got opportunity to participating in the workshops that define future actions. From the very first start, the Union is involved in reporting and distributing information about MWG meetings. Reports of the meetings are available to all interested subjects through short summaries, which are printed and shared through various channels as well as on the website of the Union.

DRC has contributed to the development of UNION, and in this way to improved exercise of the rights of IDPs, by various projects. Through the project implemented by DRC (2004-2005), sponsored by the European Agency for Reconstruction and UNHCR, EU members together with other IDP associations were supported to improve institutionally participation of UNION in decision making processes and preparation required documents for the return IDPs to Kosovo. We can say that many concepts of documents prepared by members of the Union have been realized to some extent and that returnees now live in their homes in Prizren, Drenovac, Pogradje, Klobukar, Pec, Istok, Kosovo Polje.

The Union and its members were and still are part of projects conducted by DRC. The projects were designed to increase awareness of IDPs, to assist IDPs in making informed decisions about permanent solutions for their problems and to assist them in realizing sustainable return. Union and its members in cooperation with the DRC participated in the organization and realization about 70 go-and-see visits, 15 Go-and-visit visits, as well as in organizing dozens of meetings with the IDPs.

One of the members of the Union has been successfully working as a Information Center the DRC for many years.

Members of the Union since the beginning of cooperation with the DRC in Serbia and DRC in Kosovo were involved in the implementation of many projects for return of IDPs to Kosovo. During the realization of return, members of the Union were indispensable link which connected the DRC and the population of IDPs. Also, they were priceless associates who have contributed to the successful implementation of return and the great support and assistance to IDPs In addition to the previously mentioned places of return, the EU has contributed to the return in many places in the territory of the municipality of Klinë, Pec, Istok, Prizren, Novo Brdo, and in many other locations within Kosovo and Metohija.

The DRC, together with partners from the UNION will continue to create and implement projects that would solve the problems of IDPs and refugees in Serbia.



**UNION NEEDS TO SURVIVE, TO MAINTAIN**



*Belgrade 2005 - The UNION meeting with representatives of IDPs and international agencies and NGOs*

# UNION NEEDS TO SURVIVE, TO MAINTAIN

In the first issue of the Bulletin of the UNION - Union of internally displaced persons, released in September 2004. , on the first page a sentence says:

"Although the 2003 and 2004 were declared the years of increased return, better results, unfortunately, have not been achieved." The same sentence could be repeated every year, and we can freely repeat it even today.

## THE UNION OPEN FOR ALL

The 84th issue of INFO bulletin of the Union released In November 2011. was still talking about a small number of



*Always at the spot - Union journalist with UNHCR representative  
Gnjilane, 2009)*

sustainable returns, insecurity and similar matters. However, there are bright examples to point out, for example some families with children have returned to their homes and despite the current situation they want to stay there.

Yet, we must face the fact that despite all efforts, sustainable return of all IDPs will not be fully accomplished.

Established to monitor, promote and assist IDPs to define and enrich their life both in displacement and in their homes in Kosovo and Metohija, the UNION has been fighting for achieving goal of IDPs for almost ten years. This Union manages to pursue its mission thanks to a network of IDP associations, scattered throughout Serbia, including the M UNION office in Kosovo and Metohija.

If we wanted to count and summarize results achieved for all these years, we would need a lot of time and space, because we can claim that the Union's activities were infused through all the activities of domestic and international organizations and institutions that were even remotely involved into the problems of internally displaced persons from Kosovo and Metohija. The Union and its members took part in almost all events, conferences, panels, workshops, trainings, round tables. Almost every organization that deals with IDPs issues asked assistance from the UNION due to contact IDPs and find out the problems and living aspects of displaced persons. The Union and its members have been open to everyone without conditions, believing that all the work was in behalf of their own people. After all, most of the UNION members are people originally from Kosovo and Metohija and IDPs themselves.

## THE UNION ACTIVITIES

1. Informing, which includes releases of the Union INFO bulletins, radio and television broadcastings and reports, press conferences, round tables ...
2. Researching needs of IDPs
3. Researching needs and supporting Serbian and other non-Albanian communities in Kosovo and Metohija
4. Active participation in creating the conditions of reconciliation between ethnic communities in Kosovo, through participation in inter-ethnic dialogue and MWG
5. The active support to IDPs who have decided to return by providing information about the rights and procedures of return, by logistic support for acquiring documentation required to exercise the right to return
6. The active support to UNHCR and DRC in the organization of Go-And-See visits
7. Active participation in organizing groups for visiting cemeteries, support to the Ministry for Kosovo and Metohija during the cleaning of cemeteries in Kosovo
8. Active participation in drafting the complaint for damages incurred after the arrival of international forces in Kosovo and Metohija, as well as registering destroyed property
9. Active participation of selected Union members in creating a climate for survival in the place of displacement, the so-called economic sustainability of IDPs, through various forms of assistance
10. Participation in many conferences organized to make an effort to improve living conditions of displaced persons

## ACTIVITIES IN FIGURES

1. The Union is edited and printed the 84 issues of the INFO bulletin. Each issue in 5000 copies, which means that through the Bulletin a variety of information have been obtained by at least 420,000 persons, both displaced persons and the relevant people from different institutions and organizations.



*Conference in Pristina organized by Union - November 17 and 18, 2005*

2. Over 150 radio and TV shows have been broadcasted thanks to the Union and its members. As part of a project designed by the Union listeners in Serbia, including Kosovo and Metohija and Montenegro were able to monitor special radio show every week for 2 hours.

3. During few past years the Union has organized and successfully held 24 round tables, with over 1000 participants, including senior representatives of UNHCR, the Ministry for Kosovo and Metohija, the Commissariat for Refugees, the OSCE, the Ministry of Labour and Social Affairs, UNDP Serbia and Kosovo, IDPs

4. The eight annual conferences with over 600 participants, with the participation of a large number of senior representatives of organizations and institutions dealing with problems of the displaced

persons. We would like to underline conference held in 2005 in Pristina. Among participants were many officials of the Government of the Republic of Serbia and The Provisional Institutions of Self-Government of (PISG) Kosovo, local authorities, UNHCR Serbia and Kosovo and many others.

5. Within the research process of the Serbian and other non-Albanian communities in Kosovo and Metohija, following achievements were accomplished:

- 23 locations were visited and 10 locations were identified as areas with the highest risk of displacement
- 10 community councils was formed in areas at risk of displacement
- 10 intervention strategies was elaborated
- UNION signed 16 memorandums with associations that helped to establish
  - \*13 agreements on cooperation with associations from Serbia, Kosovo and Montenegro
  - \*7 Memorandum of cooperation with municipalities in Kosovo in 7 project places



*GSV in 2002 - Prizren - Potkaljaja*



*GSV - Budisavci - the ruins of the house*



*Neglected cemetery ...*



*... And later, taking care of it*

- \* 10 contracts on the implementation of grants (Orahovac - supported opening of the Youth Club, Gornja Bitinja - trap for water, Brestovik - irrigation ditch, Vidanje - a tractor with attachments, construction of the chapel in Gornji Livoc, construction of access roads in the municipality of Vitina)
- \*4 regional round tables and one central round tables were held in Kosovo Polje

6. The Union and its members have participated in creating a favorable climate in many inter-ethnic communities in Kosovo through dialogue. Although it is not carefully recorded, we can humbly say that the Union participated in



*Displaced person in front of his destroyed house*



*Представници Уније проблеме расељених пренели су и некадашњем шефу УНМИК-а Сорену Јесену Петерсену*

over thirty dialogues followed by realization of the returns. In some areas the Serbs never returned, although the dialogue between neighbors were quite promising. In those places where the returns could be achieved, there was no political will of local authorities to encourage return, and the excuse was the lack of funds for construction. In cooperation with the DRC almost all members of the UNION are involved in the Municipal Working Groups (MWG). The Union has prepared around 400 reports on the MWG meetings and thereby printed 64 (each in 2000 copies) abstracts from the meetings, which indicate the fact that at least 128000 of IDPs have been informed about current situation in Kosovo, primarily about return process. The summaries were distributed to IDPs along with the Union INFO bulletin.

7. With the support of the Ministry for Kosovo and Metohija, the members of the Union waged an organized group of displaced persons over 60 to visit the cemetery during Zadusnice, in order to visit their homeland and old holy places in it. In this way, about 2500 people visited the cemetery and Serbian monasteries in Kosovo and Metohija.

8. The Union contributed to regulating required documents for IDPs, both directly and referring to appropriate organizations. The Union has also made a great contribution to the preparation and submission of claims for compensation for damage made on arrival of international forces in Kosovo. On that occasion, about 3600 lawsuits have been made.

9. Some EU countries are very actively involved in the economic sustainability of IDPs in displacement. Members of the UNION, associations "Bozur" and "Jug" together with their donors distributed a huge number of grants to the displaced persons, even though due to this help some of them have become very successful entrepreneurs.

## SUPPORT AND PROBLEMS

The Union has achieved its' goals thanks to the support first of all UNHCR, who recognized the importance of the association to help displaced people and the importance organized and synchronized acting of all involved subjects. UNHCR has supported the establishment of the UNION - Union of internally displaced persons and has been giving support to this association for more than seven years. Thanks to UNHCR the Union has become part of a huge mobile team. The team was successfully recording and distributing information on a large number of events in Kosovo and central Serbia. However, covering all places and all situations addressed to IDPs' issue was full of difficulties and risks. The Union members were forced to choose words carefully or to remain silent in order not to loose support and cooperation sources. Although the Union has signed the Agreement on cooperation with the Ministry of Communities and Returns in Kosovo, it has been often considered as pro-Serbian government organization from Belgrade. At the same time in Central Serbia, the Union has been often seen as mercenary organization that cooperates with local institutions in Kosovo.

That is the reason that UNION appeals to everybody to support the survival of UNION, as already mentioned in mobile team which will search, inform and advise the better and better quality solutions of IDP issues, as well as for those who still live in Kosovo&Metohija.

## WHAT NEXT?

Following the decision made by UNHCR on the termination of funding the UNION, or precisely after the 1st of January 2012, the Union will be in a very precarious position and will have to survive a difficult period. First, it is evident that IDPs will continue to count on the Union and its member associations, especially nowadays when most of the IDPs have not regulated the issue of property. IDPs do not know what will happen with privatization in Kos-

ovo and whether they will be able to get what their legal properties or not. IDPs have many relatives and friends in Kosovo but due to the current situation they rarely dare to travel there. The question is who will be informing IDPs about all this, who will organize go-and-see visits for them, or visits during Memorial day...

In addition, it is a huge step to dissolve a ten-years old organization such as the UNION is. Shortly, if no one who could see importance and need for the Union's surviving as an alliance, appears soon enough, this bridge between different communities (as the UNION was often called these years), will be homeless and helpless. Therefore, we are making appeal to everyone to support the survival of the UNION. The UNION, the mobile team that will investigate, inform and refer to optimal possibilities for solving the problem of internally



*MWG participants in front of Municipality*

displaced persons and those who remained in Kosovo and Metohija.





# UNION MEMBERS



*UNION Annual Conference - 2006*



## CITIZENS' HUMANITARIAN ASSOCIATION (CHA) "BOZUR" SMEDEREVSKA PALANKA

# ALWAYS READY TO ASSIST TO IDPs

### MISSION AND GOALS

Citizens' Humanitarian Association (CHA) "Bozur" is a non-profit, non-governmental organization founded to improve all aspects, both material and non-material, of quality of living of internally displaced or exiled persons, refugees, people in need of care and individuals using social welfare, as well as helping internally displaced persons to return to their homelands.

This organization is registered in 2000 as a response to exile from Kosovo and Metohija in 1999. CHA "Bozur" s activities can be qualified as humanitarian, educational, judicial, advisory, informative and research work. Mission of the organization is to help internally displaced families in objective perception of past, present and future in order to find their own way of living without too much counting on others' help.

In consideration of difficult conditions of living in Serbia "Bozur" organization decided to start with solving the problem. Some families will continue their life in Serbia, some will prefer to go back to their hometown, some yet, still can't make a decision about their future. However all internally displaced persons want to be part of ordinary currency of living until they find a proper solution for their problem.

Each of these families needs special support in order to realize decision about their future. Members of "Bozur" association are active in Serbia, Montenegro and Kosovo and Metohija.

### RETURN

Final decision about return is made by internally displaced persons themselves. Sometime almost insignificant but correct support may be enough for a family to make a decision to return to homeland. No need to mention that feeling that they will be home again is really unique. Since there are many barriers in procedure of return which can not be outpassed so

easily, association „Bozur“ is there to help families through various projects. Aim of these projects is to provide more informations for internal displaced persons, to help them in finding optimal solution of their problem as well as actualizing viable return.

As a information center of The Danish Refugee Council (DRC), besides informative services, association „Bozur“ works on realization of „go and see visits“ and „go and inform visits“, as well as organizing meetings with internal displaced persons. Product of cooperation with The Danish Refugee Council is a project sponsored by UNHCR. The project include involving internally displaced persons (IDP) into ORG meetings in Kosovo and Metohija, selection of deputies among IDPs who will take place into these meetings and members of association „Bozur“ are trying to encourage IDPs to more intensive involvement in work of MWG

(Municipal Working Group). In addition, in period from 2004. till 2007. association „Bozur“ in cooperation with The Danish Refugee Council assisted in organization of seven workshops designed for the purpose of improving abilities IDPs deputies who were taking places in ORG's meetings and all this toward achieving their main goal.



*Budisavci Monastery - GSV to Drenovac*

In order to provide informations about ORG meetings' activities, members of „Bozur“ association prepare reports. Thanks to UNIJA's involvement these reports are available to all concerned sides, evenmore UNIJA prepares and offers an abstract of meetings to interested publicity.

## **GETTING RESULTS BY COOPERATION**

In projects of return IDPs to their homeland association “Božur” was cooperating with various organizations. Some of them had finished their missions on the field (UMCOR- The United Methodist Committee on Relief, IOCC- International Orthodox Christian Charities) and some are still cooperating with association “Bozur”, The Danish Refugee Council (DRC) for Serbia and for Kosovo and Metohija for exapmle.

From 2005 Association “Bozur” has designed paper concepts for many places and some of these plans have been partly realized. Thanks to mentioned concepts returnees live in Drenovac, Budisavci, Dolac,Koš, Opraške and Kosovo Polje.



*Visiting the returnees in Drenovac - July 2011*

As for the cooperation with Ministry for Kosovo and Metohija Government of the Republic of Serbia, it's realized through UNIJA network and implies researching and analyzing matter of return to Kosovo and Metohija.

Each organization visited returnees in 2009. and helped them to fill questionnaire. Afterwards, all statistic data required for defining problems and needs of returnees and for finding suitable strategy for solving those problems was gathered.

Together with The United Nations Development Programme (UNDP) for Kosovo and Serbia and through UNIJA M network “Preventing Crisis and Re-displacing of IDPs and Improving Aspects of Living IDPs in Kosovo and Metohija” project was implemented. Main goal of this project was finding

solutions for prevetning possible crisis and meeting requirements and needs communities in Kosovo and Metohija in order to detain future migrations. In this way the project offered assurance of temporary or permanent needs of minorities in Kosovo and Metohija.

Association „Bozur“ has been working many times voluntary in behalf of IDPs and exercise of their rights.

## **ECONOMIC SUSTAINABILITY**

Organization “Bozur” for years has been providing economic support assistance to IDPs, refugees and other inhabitants of Serbia, Montenegro and Kosovo and Metohija.

During 2003 and 2004 in cooperation with ACDIVACE (Agricultural Cooperative Development International/Volunteers in Overseas Cooperative Assistance) association “Bozur” supported few IDPs in realization of their business ideas.

Through KIP I (Kosovo Initiative Program) carried out by Danish Refugee Council (DRC) and partners, association “Bozur” managed to realize support programme to economic reintegration of Serbian returnees in Koš i Opraške villages. The program covered training of four groups and their visits to some companies within Central Serbia. Afterwards these

groups were registered as cooperates, the necessary accessories for starting a business was provided, all this in order of their reintegration and sustainability.



*Predrag Krstić, IDP from Suva Reka with CRS representative Mr. Dino Mujanović*

As a result of research implemented before economic support program which was sponsored by BPRM (Bureau of Population, Refugees, and Migration) and CRS (Catholic Relief Service) , a brochure was made. The brochure explained real needs, wishes and future plans for IDPs in four towns within Serbia.

Cooperation with CRS through foundations of BPRM has developed many programs of economic support assistance in Serbia and Montenegro since 2005. Thanks to those programs over 500 families gained opportunities to realize their business ideas.

Users of the programme are provided with entrepreneurship training course as well as opportunity to attend business counselling once a year. Cooperation with Catholic relief Service and mentioned programme still endure.

With help of Funds of European Agency for Reconstruction together with Danish Refugee Council IPA (an Instrument for Pre-accession Assistance) 07 and IPA 08 programmes has been realized. The programme was made for IDPs, refugees and local inhabitants who are willing to start their own business. Also, programme includes trainings, professional lectures and possibility of reeducation and retraining for selected users.

As an addition to mentioned programs European Agency for Reconstruction and Danish Refugee Council are sponsors to IPA 09 program. The project is in progress and it's created for all interested returnees to Kosovo and Metohija in order to improve sustainability of voluntary returns by economic progress and development,

## **INFORMING**

Organization „Bozur” is one of six establisher of the UNIJA organization, association which proceeds project of informing of IDPs as an immediate partner of UNHCR in Belgrade for years now.

For the purpose of better informing Association „Bozur” offers their service both in the office and on the field. Informative service includes radio and TV programmes, roundtables and conferences.

Also, once a month UNIJA releases INFO bulletin in order to inform IDPs about activities of UNIJA members, situation on the field and other matters. Along with organization “Kosmet” from Montenegro, association “Bozur” has created an informant distributed for IDPs within Montenegro.

## **EDUCATION**

In cooperation with International Orthodox Christian Charities (IOCC) education program for 40 IDPs in Smederavska Palanka was realized. According to this program IDPs were attending courses of English language and got certificate so that they can easily achieve economic integration.

In addition, association “Bozur” in cooperation with National Employment Agency in Smederevska Palanka and Velika Plana and “Gosa” Institute organized retraining project (sponsored by UNDP for Serbia) for 10 young IDPs. Selected candidates finished training for welder and got internationally recognized certificates.



*Young welders*



*Training of welders*

For better integration of young IDPs into their new environment Association “Bozur” in cooperation Pontis Foundation from Slovakia opened youth club “Most” (Bridge) in Smederevska Palanka. Main goal of this project was integration of young people into community through educational and fun activities, regardless to their hometown.



*Youth Club MOST (Bridge)*



*Training in Velika Plana*

Municipality of Smederevska Palanka provided space equipped with furniture and computers for this club.



## **FROM THE VERY FIRTS DAY WITH THEIR FELLOWCITIZENS**

The Association of Citizens for Assistance to IDPs from Kosovo and Metohija "Sveti Spas" was founded in 1999 as a reply to exodus of non-Albanian citizens from Kosovo and Metohija. The association provides re-establishing of links with homeland and finding the most suitable solutions for survival and viability of IDPs.

Association gathers about 8000 families with over 20000 individuals within Belgrade and within the provinces. Besides the main office in Belgrade this association formed mobile teams in central Serbia, opened offices in Nis, Kosovo and Metohija, Prizren(Sredska) ans Brezovica(Strpce) later. Thanks to the vision of the International Orthodox Christian Charities (IOCC) and UNHCR in 2002 network of associations UNIJA has been formed in order to assist IDPs. Since UNIJA network was covering many areas due to existence of many associated organizations our organization was able to focus our work only on Blegrade and Brezovica.

## **PARTNERS IN THE SAME ASSIGNMENT**

Partner organizations devoted to aid to IDPs are: International Orthodox Christian Charities (IOCC), The United Nations High Commissioner for Refugees (UNHCR), Danish Refugee Council in Serbia and Kosovo (DRC), The Norwegian Refugee Council (NRC), Ministry for Kosovo and Metohija Government of the Republic of Serbia (MKaM), Commissariat for Refugees of the Republic of Serbia, The United Nations Development Programme for Kosovo and Serbia (UNDP), Catholic Relief Services (CRS), The Organization for Security and Cooperation in Europe (OSCE) Mission to Serbia, Ministry for Community and Return, Municipality of Prizren, Red Cross of Belgrade, European Perspective (EP), Group 484, International Aid Network (IAN) and others.

## **FROM AID PACKAGES, INFORMING...**

At start with help of Group 484 and the International Aid Network (IAN) we had organized distribution of hygienic, food, clothes packages to IDPs. After that we have started necessary psychosocial work and teaching children and adults new skills. The International Orthodox Christian Charities (IOCC) gave us support in this work through creative workshops projects for children and computer courses.

With great assistance of the Norwegian Refugee Council (NRC), before all others, we started with organizing go-and-see visits in 2002. Our organization process of these visits was including: creating of a database, selection of groups to go, preparation of selected groups, visiting homes in Kosovo (back then it was like an advanture or accomplishment), contacting local authorities and deputies of international institutions in Kosovo and Metohija, inter-ethnic dialogues and return to the place of temporary residence. These activities were conducted by our Association and provided to more than 800 IDPs possibility to visit their home. In the same year we started to participate in the municipal working groups in Prizren as the

first representatives of the IDPs. The goal of these meetings was creating conditions for a smooth return of the IDPs to their homeland. After completion of the NRC mission in Serbia we managed to continue same activities thanks to cooperation with the Danish Refugee Council (DRC).



*Go&See Visit 2002 - Bogoševce with KFOR escort*

In 2005, we manage to enable IDP's to follow current events related to displaced population in the region of Kosovo and Metohija and central Serbia with the support of UNHCR. Thanks to the UNHCR project "Increasing the level of information of the subjects participating into final status of IDPs" we were able to keep IDPs updated and informed about areas they were displaced from, about current issues and possibilities for their return to Kosovo and Metohija, as well as possible assistance in the sustainability on the temporary place of residence. With the support of UNHCR and thanks to our co-workers, we managed to prepare more than 100 TV reports from Kosovo and Metohija and broadcast them

to the RTS2 in the "Return" show.

In addition, we succeed to keep on informing the IDPs by implementing DRC project "Support to IDPs in



*Informing DRC*

Serbia" and project of UNDP in Serbia named "Information for better standards". DRC project includes collection and distribution of informations from Municipal Working Group meetings. Distribution of these informations was helpful to IDPs in creating a realistic picture about current situation in the places they have been displaced from and in making making decisions about their future. As for the project supported by UNDP in Serbia, our task was informing IDPs about their temporary place of residence in order to improve current living standards. According to these projects, our duty was also to offer IDPs better informations about available funds, employment programs designed for this population and employment and education

opportunities.



## .....ALLOCATION OF GRANTS.....

Through UNDP project and in cooperation with partner organizations from UNIJA network we were in condition to specifically contribute to the communities in Kosovo and Metohija, both to returnees and those who did not leave their homes. After research and finding out which locations are most vulnerable within



*Transfer of tractor as grant to the community in Novake*

also equipped Youth Club in Orahovac with modern computers and other tools and conditions needed for providing socializing and sustainability of young people.

## .....TO BUILDING OF HOUSES



*New houses in Prizren, Potokmahala in 2011*

Kosovo and Metohija, our task was to contact returnee community in Novak village and Orahovac and reaching the most ideal way to enhance the community. We formed a community council from selected representative of the community. The Council, with our assistance and the assistance of representatives of local authorities and international organizations (UNHCR, OSCE, UNDP) has been choosing the most appropriate among many proposals for strengthening the community. The community has been educated to decide democratically on issues of importance to the whole community, to design projects and business plans using their own resources and to realize them later. As a part of this activity, we gave to Novake village a tractor that used by community for years. We

The first returns of IDPs to urban areas of the city of Prizren, makes us proud the most. The project was started in 2002. and in 2004. with support of DRC, we achieved official document as a „Project of return 30 families to the city of Prizren“. Institutions and individuals involved in support to returnees in Prizren showed great interest and understanding for this document. The project went through all possible instances till it was approved by the final instance in 2005. The funds had been provided but for some reason no return has been realized till 2010. The story about returning IDPs to Prizren became more evident when British Embassy in Pristina and Belgrade started with financially support for realization of this project. In this was 10 families managed to return to their houses in Prizren (Potokmahala). According to the project,

next stage will be return of about 20 families to Prizren (Potkalja) which can be accomplished probably in first half of 2012., followed by the third phase of the project.

## FEATURES

The Association has the basic techniques, necessary for the smooth implamenting of projects and a team of lawyers who provide free legal assistance to displaced persons, regardless to financial help or support given by program. Also it has a rich photo and video archive about situation in Kosovo and about activities of IDPs in diaspora. The offices of the Association provide free newspapers dealing with the problem of dispalced persons, available to interested users everyday. From the very first beginning Association has been engaging 8 permanent and 4 periodic co-operators. All of these employees are university graduated or with college degree.

**Mission:** Re-establishing links of LDPs with their place of origin and direct informing in case of potential return to their homes.

**Goals:** : To help in return, reintegration and integration of IDPs. To provide free legal consulting and assistance. Continious pshosocial work and work with children through creative workshops. Education. Distribution of humanitarian aid packages.



*Ethnographic Museum - Preservation of cultural heritage*

## THE PRESERVATION OF CULTURAL HERITAGE

Not many associations are continually engaged in preservation of cultural heritage. We have been organizers of many cultural events, book promotions and other events that promote literature of Kosovo. Evenmore, we use every cultural event to for the presentation of our rich photo and video archive.

## FREE LEGAL HELP FOR DISPLACED PERSONS

The Association of Citizens for Assistance to IDPs from Kosovo and Metohija "Sveti Spas" is trying to provide continued free legal aid for all IDPs, regardless of financial supports given by various projects and thanks to the structure of engaged cooperators. Besides informing about current situation and problems, the team offers legal advices, preparing submissions, completion of documentation required for the exercise of certain rights. Naturally, results are much better if this kind of help is covered by a project or financial support. During the period March-June in 2004. 16800 lawsuits has been done and submitted to the competent courts in Kosovo and Metohija, which saved more than 5 million euros to IDPs.( Statement given by Vladimir Cucic for the magazine „Pravi ogovor“). From the total number of lawsuits UNIJA prepared 5683 of them and our office 886 lawsuits.

## FUTURE PLANS

After completion of the first phase of return to Prizren project, in april 2012., we expect to beginning of the second phase, bulding 15 houses fro the returnees. By the end of 2012. we expect realization of the third phase: return of remained IDPs interested to go back to Potkalja (Prizren).

The association will continue with process of informing displaced persons by available methods. Until the end of 2012., as a part of infroming IDPs according to „Support to sustainable return“ project, through radio and Tv braodcasting, we will be able to keep displaced persons informed about possibilities of sustainable return. The project is sponsored by EU along with financial contribution of UNHCR. Realization of this project will be accomplished in close collaboration with Ministry for Kosovo and Metohija Government of the Republic of Serbia and Commissariat for Refugees of the Republic of Serbia.

Within cooperation with Municipalities of Belgrade, we will be actively involved in the implementation of local action plans (LAP). Also, we will insist currency of existing funds designed for improving life standards of LDPs.



## ASSOCIATION OF IDPs FROM KOSOVO AND METOHİJA „THE HOMELAND FOR RETURN“



# IN THE SERVICE OF IDP FROM K&M

The „Homeland for return“ Association was founded in 2002, in order to assemble, inform and assist displaced persons from Kosovo and Metohija. The association's members have given a huge contribution to improving of living conditions of internally displaced persons in displacement and to their return to their homeland, by providing information at the right time and place. In fact, that is the mission of the Association, along with preservation of Kosovo and Metohija.

### MISSION

-To assist IDPs by supporting their local integration efforts until the final return to their homes in Kosovo, as well as the return process itself.

During ten past years the Association has been engaged in various activities. At first these activities included socio-economic support to the local integration of IDPs. Therefore, various gathering of women and young people, as well as some training courses, has been organized.

### TRAININGS



*Рад на пројекту "Практично пчеларство" - Project "practical Beekeeping"*

- The „Practical beekeeping“ project, sponsored by IOCC in 2002
- The „Free your knowledge“ project, sponsored by the NCA in 2003
- The „Kosovo connections workshop“ project, supported by the FRESTA program of DRC, which lasted for two years.
- The „Business on your own“ project, supported by the Municipality Of Kragujevac, and other projects

### RETURN

Along with idea to establish the first municipal working group, together with the „Sveti Spas“ Association from Belgrade and UNHCR, the Homeland for Return association started with supporting IDPs who decided to return to their homeland. Since then, the association has

been engaged in all aspects of supporting IDPs. Naturally, this support process was full of problems and difficulties.

Since mid-2003, the „Homeland for Return“ association in cooperation with UMCOR, has been working on implementation of the return process to some places in the Morava valley ( Gnjilane, Vitina, Pristina, Gracanica, Kosovo Polje, Obilic). According to the team, there were optimal conditions for realization of 30 returns, but 6 of them was implamented. The project was interrupted by events in the period between 17-18 March, 2004, when some of Serbian people were exiled from the province.



*Monastery Gorioč - MWG Istok*

The association has participated in the return process to villages of Prizren municipality ( Novake, Smas, Gomja Srbca) and villages of Sredska municipality ( Bogosevac, Stajkovice, Sredska), offering all available logistic support. This participation was in terms of lobbying for return to those places, identification of returnee families, making lists and improving inter-ethnic dialogues.

According to some subjects, the biggest part of work related to the return process has been realized thanks to these activities.

For the past few years the Association has been supporting the return process which resulted preparing many concept documents for the return. By this occasion we will mention only few of them, such as:

- Preparation of returns to Kovrage ( contact and dialogue with neighbors, with the municipalities and lobbying in meetings of working groups, etc.)

- Preparation of returns to Srbobran ( identifying returnees, contracts, visits, moving into houses constructed thanks to the UNDP Kosovo support)

- Return to Sinaje – Return of 18 families has been realized ( dialogue with neighbors, preparation of documents and property related documentation, visiting houses and the return)

- Initiated preparation of the list of returnees to Belo Polje, Dragoljevac, Muzevine, Talinovac and many other places within Kosovo and Metohija.

As the IDPs expressed their wish to return, many meetings with this population was held.

The „Homeland to Return“ association participated in activities of many municipal working groups in the municipality of Prizren and Istok. The activities of these working groups were related to considering logistic strategies for the return of IDPs.

The association had been working for two years on improving inter-ethnic dialogue in the Rudnik village, Municipality of Srbica, together with LINGO CBM Mitrovica. Excellent results were achieved and return to Rudnik became certain. In this regard, on 30 September 2005. a meeting of 40 people, IDPs from Rudnik and their Albanian neighbors, was organized at

school in vilagge of Rudnik, Municipality of Srbica. The result of this meeting was a declaration about return, signed by all participants. At the moment the association is working on realization of the second phase of the „Return to the Rudnik“ project, continuing with efforts to improve inter-ethnic dialogues.

All these activities have been conducted with support of the UNHCR and Danish Refugee Council, and partly Ministry for Kosovo and Metohija. Sve ove aktivnosti su se odvijale uz podrsku UNHCR-a i Danskog saveta za izbeglice kao i delom Ministarstva za Kosovo i Metohiju.

## CO-OPERATION



*Interethnic dialogue in Rudnik*



*Village Smać - Building the house for returnees*

The Homeland to Return association has been working in an outstanding cooperation with almost all subjects involved in providing assistance to IDPs, such as UNHCR, local authorities, the Commissariat for Refugees, the Ministry for Kosovo and Metohija, OSCE, UNDP, DRC, and many other local and international organizations and institutions.

The most impressive cooperation was the one realized with the NGO network withing the KIP network of the Danish Refugee Council for Kosovo. Unfortunately, all activities ended with termination of funding the projects and only those who sincerely wanted to help, remained persistent in their work.

## YOUNG PEOPLE AND THE KIP

As a part of the association, a group of young people from Kragujevac and Kosovo (mostly from Albanian ethnic group), was showing efforts to improve rapprochement between people.

Main activities of this group were:

- Informing young people in Kragujevac about young people in Kosovo and IDPs in their environments,
- Promoting desire of young people from Kragujevac to collaborate with their coevals from Kosovo,
- Improving skills of young people and their possible contribution to the community progress,

- Exposing the opinion of the local institutions on the insufficient involvement of young people in resolving issue of return, reintegration and reconciliation,
- Exposing opinion of the local authorities that there are intermediate organizations between them and young people,
- Exposing attitude of the local institutions about the idea of active participation of young people and possibilities of their support in this issue.

## **INFORMING**

The association, ever since it has been founded, kept on focusing its' activities on informing IDPs about options, problems, possible solutions both for individual problems of IDPs and common problems of IDPs, Serbian and other non-Albanian communities in Kosovo and Metohija. These activities have been implemented through the "Informing subjects participating in defining final status of IDPs" project, which started in May 2004, sponsored by UNHCR. In addition, this association took part in all activities of the UNION, related to the issue.



*Sinaje - the returnee in 2011*



# PROFESSIONAL RELATION TO THE PARTNERS AND BENEFICIARIES

Humanitarian association for the assistance to the displaced persons from Kosovo and Metohija JUG ("South") is non-governmental, non-profitable and non-party organization established in 2001 by IDPs from Kosovo and Metohija residing in Kraljevo. JUG is professional, well organized and sustainable association, capable to face with all challenges related to the integration of IDPs in Kraljevo municipality. JUG is one of UNION founders.

## Activities

Our former activities comprised of following:

- Multiethnic dialogue ;
- Legal assistance;
- Educational programmes;
- Trainings for bussines generation and preparation of bussines plans ;
- Organization of Go-and-See visits;
- Economic development.

## Donors that supported JUG association:

- UNHCR – Serbia;
- UNDP – Serbia;
- IOCC – Belgrade;
- ACDI/VOCA
- European Perspective– Serbia;
- DRC - KIP - Serbia;
- UNDP - Serbia;
- CRS – Serbia.

**Mission** of JUG comprises in creating the conditions for more complete integration of IDPs in local community and improvement of their social development.

Some of realized projects:

- **"Children informatics"** financed by IOCC Belgrade,
- **"Capacity Building"** financed by CRS Belgrade
- Project **"Legal and informative assistance"** financed by SDF,
- **"Step towards Return"** financed by IOCC Belgrade,
- **"Common basis for return and reintegration"** financed by CRS Belgrade
- **"Preparing the civil lawsuits for IDPs"** financed by UMCOR-,
- **"Sending component"** in cooperation with European Perspective,
- **"Development of Small and Medium Enterprises"** financed by USAID-ACDI/VOCA,
- **"Advocating for the Return and Reintegration "** financed by CRS Belgradethe Return,



- **“Common Efforts for Return and Reintegration ”** financed by DRC - KIP ,
- **“Participation in Community Development”** financed by DRC - KIP ,
- **„Initiative for Sustainable Return“** financed by DRC - KIP ,
- **„Creating the strategic plan for youth groups for collective action in the villages of Kos and Berkovo“** financed by DRC - KIP ,
- **“Service to provide cleaning and maintenance of private and business premises ”** financed by UNDP-a.



*Go&See Visit to Crni Vrh vilage*



*Training - Preparing the bussines plan*

Project **“Increasing the Information Level of IDPs”** was financed by UNHCR and its purpose was to increase the information level all IDPs in Serbia. IDPs were informed by Information Bulletin issued by UNION, by radio and TV shows, brochures, round tables and annual conferences. This project went in continuity in cooperation with UNHCR, and it was performed by UNION and its members. The contribution of JUG Kraljevo in its success was important



*Working meeting*



*One of radio shows in Kraljevo*



*Voice of Kosovo  
and Metohija*

# LAMENT, OH THEE, KOSOVO FIELD

Many would be proud to write about the beginning of certain newspapers, magazine, or enterprise one was engaged in, to look over the past work.

I cannot do that.

Because the whole period from the very beginning of VOICE OF KOSOVO AND METOHILJA, as well as later cooperation with other NGOs gathered in UNION has only one essence – sorrow.

That essence, that sorrow is bound to the unforgettable expulsion of people of different nationalities from their homes, to the appeals to international community to help in finding kidnaped and missing people, to prevent Vandalic destruction of shrines old ages, to return people to their homes.

One June evening Dečani informed about the disastrous news on arsons, murders, violence, expulsions, missing people Radio Free Europe gave us full confidence and transmitted the messages we got from Kosovo and Metohija.

The continuation was even more sorrowful.

Diocese of Raška and Prizren helped in collecting the data about destroyed shrines, and in September 1999 the publication CRUCIFIED KOSOVO was issued. Three more times this publication was expanded. Every time the number of destroyed and annihilated churches was increased. After Nero days in March 2005 that number raised up to 150.

Herald of Kosovo and Metohija from April 2000 brought the news about the efforts and fight for surviving of Serbs in Kosovo who did not leave their houses, about the efforts of Serbian Orthodox Church to be on spot to help Serbian people and who were in need. There were the articles and news about the effort of Serbian authorities to exceed the imposed limitation which kept them from effective help expelled and those who rested in Kosovo and Metohija.

However, it was not enough to bring the news, it was necessary to act in different manner.

That was the reason that six NGO organizations from whole Serbia gathered, and it was the birth of UNION.

They were not experienced professionals, but within them there was the wish to help, the wish which compensated inexperience.

Because of that they succeeded to participate in most places where something happened concerning the expelled, as well as those who stayed in Kosovo and Metohija.

They were present everywhere when the subject was return, in every municipality where the return was topic, they took part in numerous action relating the return. They prepared people for return, the expelled were in opportunity to get new knowledge for easier survival, they gave free of charge legal assistance, they wrote and recorded about the life of Serbs and non-Albanians in Kosovo and Metohija, but the same they did for IDPs.

Every organization in UNION did its best in concordance with its possibilities in all fields of assistance to IDPs. In each place in Kosovo and Metohije where UNION people were present, they would be recognized according to their activities.

In spite of their awareness that their efforts were only the crumbs in fight and efforts of expelled of IDPs, as well as those in Kosovo and Metohija, however, it was tiny, but valuable joy and pleasure to know that we added a few crumbs to help in their fight for survival.

But those crumbs of joy were always flavoured by bitterness of events which flowed without the hope to see the dawn of an end.

When never before experienced events in March 2004 took place, Herald of Kosovo and Metohija testified by picture and text.

But what kind of pleasure it could be when you know that 300 issues of Herald were distributed, in printed and electronic form, that site had more than 150000 of visitors, when you are aware of reason for visiting and reading.

So, I will repeat, the essence of all this is sorrow.

# RESEARCH PAPERS



*Representatives of UNION during the meeting with Mr. Goran Bogdanović, Minister for Kosovo and Metohija and Mr. Branislav Ristić, Assistant Minister*

# ANALYSIS OF THE RETURN TO KOSOVO AND METOHİJA IN 2009-2010 AFTER THE REGISTRATION PROCESS IDPs

## INTRODUCTION

After the armed conflict in 1999, in Kosovo and Metohija, more than 220,000 Serbs and non-Albanians left their homes and settled on the territory of Central Serbia, Belgrade and Vojvodina. The absence of a sustainable solution for the return represents one of the basic issues faced by internally displaced persons and other participants in the return process. According to the statistics of the United Nations High Commissioner for Refugees (UNHCR)<sup>1</sup>, in the period from 2000 to October 2010, only about 21,000 members of non-majority communities, who had been internally and externally displaced in the region, returned. By 2003, 9,914 persons returned to the territory of Kosovo and Metohija<sup>2</sup>, although there was no formal procedure related to the return process. A Manual for Sustainable Return was adopted that year, which regulated the mechanism of working groups at the municipality, regional and central level. In 2004, there were 2,469 registered returnees<sup>3</sup>. For the purpose of increasing the number of returnees in 2006, a Revised Manual for Sustainable Return was adopted, and during that year, 1,608 returnees were registered<sup>4</sup>. After unilateral declaration of independence of Kosovo on 17 February 2009, the number of returnees significantly reduced considering that, according to the data of UNHCR Kosovo, 18,564 returnees were registered by December 2008. Primary challenges in the process of returning and reintegration refer to social and economic issues, inter-ethnic tensions, unresolved property issues (although more than 40,000 requests were submitted to the Kosovo Property Agency), limited access to public services, concern for the security and freedom of movement, lack of funds and obstruction of Kosovo institutions. Although the Constitution of Kosovo<sup>5</sup> guarantees all refugees and internally displaced persons safe and dignified return and assistance in the return of their property and personal assets, sustainable return and reintegration of non-majority communities, particularly Kosovo Serbs, Roma, Ashkali and Egyptians are still problematic. In 2009, the Government of the Republic of Serbia initiated a public discussion about a new return strategy. Consequently, the Ministry for Kosovo and Metohija and UNHCR initiated registration of displaced persons on 6 April 2009, for the purpose of their return. The registration referred to the displaced persons staying in collective centers and to those persons who had already registered through the "Concept documents" and the registration was approved by the Central Review Mechanism in Kosovo and Metohija. By mid August 2009, 1,211 families registered for the return under existing circumstances. According to the data of the Ministry for Kosovo and Metohija of September 2010, out of 1,211 registered families which applied for the return through the registration process, only 272 returnee families were found on the returnee locations in 20 municipalities<sup>6</sup> in Kosovo and Metohija. However, after the survey conducted by the Union of IDP Associations on the territory of Kosovo and Metohija, it was determined that out of the total of 272 registered families, only 99 returnee families resided on the re-

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<sup>1</sup> According to the estimate of UNHCR, about 205,099 persons originally from Kosovo and Metohija were displaced in Serbia, whereas about 11,000 persons are still being displaced in Montenegro, and 1,500 persons in the Former Yugoslav Republic of Macedonia. (UNHCR's estimate of refugees and displaced persons still seeking for solutions in South-Eastern Europe – as of 30 September 2010) Additionally, it has been estimated that there are 19,000 persons displaced in Kosovo (the Office of the Head of the UNHCR Mission in Priština. A statistical review – the latest data were entered at the end of October 2010).

<sup>2</sup> Minority returns to Kosovo 2000-2006, UNHCR Priština

<sup>3</sup> Ibid

<sup>4</sup> Ibid

<sup>5</sup> The Constitution of Kosovo, Article 156.

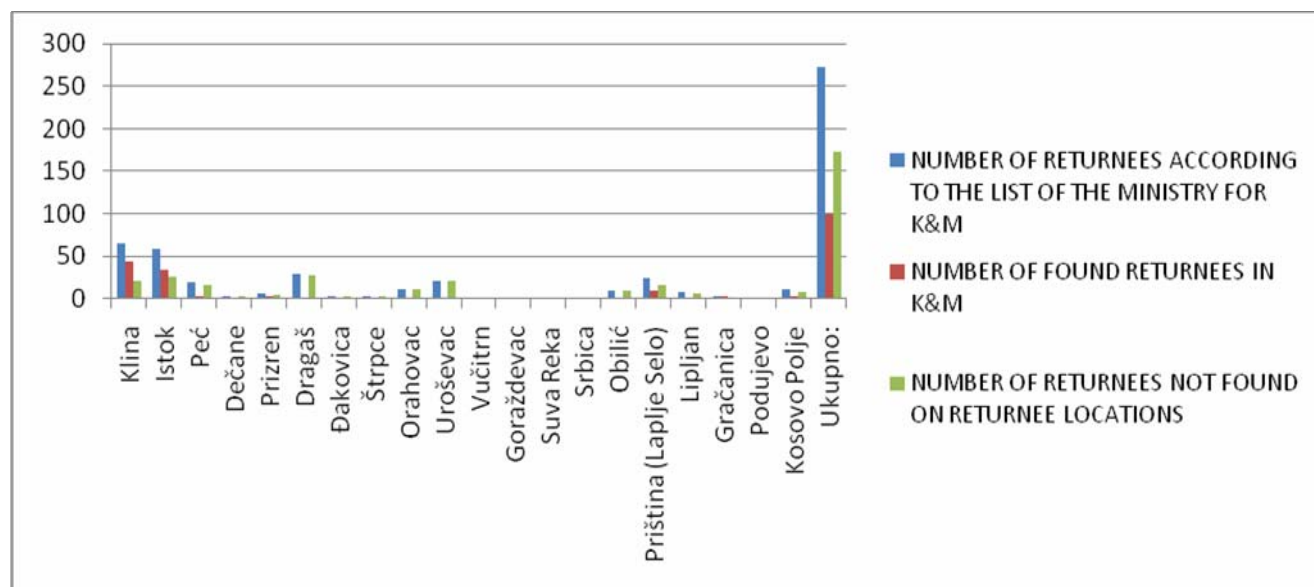
<sup>6</sup> Table 1- Review of registered returnee families per municipalities.

turnee locations.

MUNICIPALITY	NUMBER OF REGISTERED RETURNEE FAMILIES	NUMBER OF FOUND RETURNEE FAMILIES IN K&M	NUMBER OF RETURNEE FAMILIES NOT FOUND ON RETURNEE LOCATIONS
Klina	64	44	20
Istok	58	33	25
Peć	19	3	16
Dečane	3	0	3
Prizren	6	2	4
Dragaš	28	1	27
Djakovica	2	0	2
Štrpce	3	0	3
Orahovac	10	0	10
Urosevac	21	0	21
Vučitrn	1	0	1
Goraždevac	1	1	0
Suva Reka	1	0	1
Srbica	1	0	1
Obilić	9	0	9
Priština (Laplje Selo)	24	9	15
Lipljan	7	1	6
Gračanica	3	2	1
Podujevo	1	0	1
Kosovo Polje	10	3	7
<b>Total:</b>	<b>272</b>	<b>99</b>	<b>173</b>

Table 1 – Review of the number of returnee families per municipalities in K&M

Chart 1



The largest number of registered returnee families was found in Klina and Istok, which makes the total of 77 returnee families settled in rural areas. Nine returnee families were found in Laplje Selo, whereas in other municipalities the number ranges from 1 to 3 families. These numbers show that the return to Kosovo and Metohija is still a complex issue, although in 2009, 19 Kosovo municipalities<sup>7</sup> adopted the return strategy, and 14 municipalities<sup>8</sup> did not manage to develop a strategy which they would use as guidelines for the activities related to the return and reintegration process. Additionally, starting from July 2010, the total of 9 out of 33 municipalities<sup>9</sup> in Kosovo completed and adopted return strategies for 2010.

During the survey, the Union identified the following key issues faced by the returnee community, which also occurred in the return process:

- Lack of security and limited freedom of movement;
- Lack of efficiency of Kosovo Police Service;
- A small number of returnees due to unresolved property issues, usurpation of agricultural land, commercial facilities and residential buildings;
- Absence of economic sustainability and reliance of returnee families on different types of social assistance. Lack of capacity to economically strengthen families;

<sup>7</sup>Uroševac, Gnjilane, Kamenica, NovoBrdo, Vitina, Srbija, Vučitrn, Istok, Klina, Peć, Kosovo Polje, Lipljan, Obilić, Podujevo, Dragaš, Mališevo, Prizren, Orahovac and Suva Reka.

<sup>8</sup> Djeneral Janković, Kačanik, Štrpce, Mitrovica, Leposavić, Zubin Potok, Zvečan, Dečane, Djakovica, Junik, Glogovac, Priština, Šimlje and Mamuša.

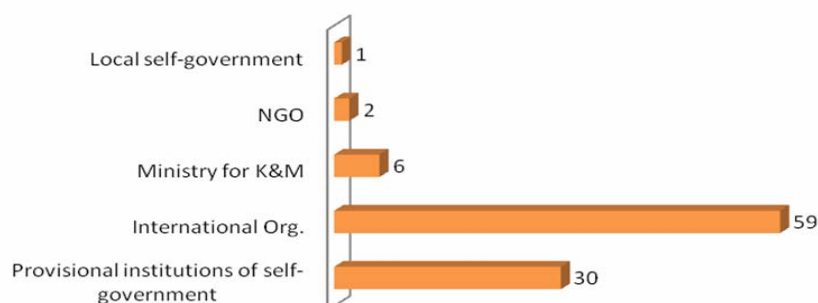
<sup>9</sup>Dragaš, Kosovo Polje, Lipljan, Novo Brdo, Podujevo, Štimlje, Priština, Suva Reka and Vučitrn.

## CONCLUSION

After the survey which was conducted on the territory of Kosovo and Metohija in 20 municipalities, it was determined that out of the total of 272 registered families in the registration process, only 99 returnee families resided on the returnee locations. During the survey, the respondents said that the reason for the absence of 173 registered returnee families was the lack of sustainable conditions for returning and reintegration. Inability to find a job, inadequate education of children, unfinished or poorly renovated houses, usurpation of agricultural land and security issues were only some of the reasons why two thirds of registered returnee families were still displaced in Serbia.

Chart No. 3

### Submitted requests for return to K&M.



It was determined that 83% of the respondents out of 99 interviewed families returned through the registration process, whereas 17% of the respondents returned individually or spontaneously. On the basis of populated questionnaires, it was determined that 59 respondents submitted a request for return through international organisations, 30 respondents submitted a request for return through provisional institutions on K&M, 6 respondents wanted to return through the Ministry for Kosovo and Metohija, two respondents said they submitted a request through non-

governmental organisations and one respondent submitted a request through a local self-government.

As for the **housing conditions** of returnees, 48% of the respondents were satisfied with the housing conditions, and 52% of the respondents were not satisfied with them.

### Housing conditions of returnees

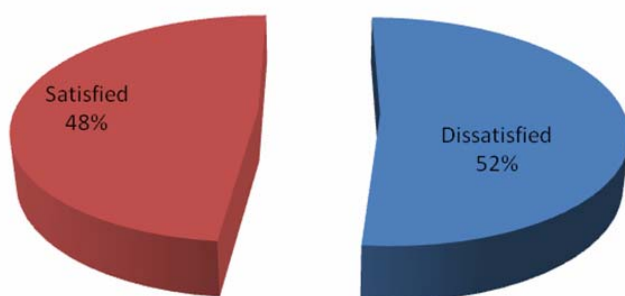
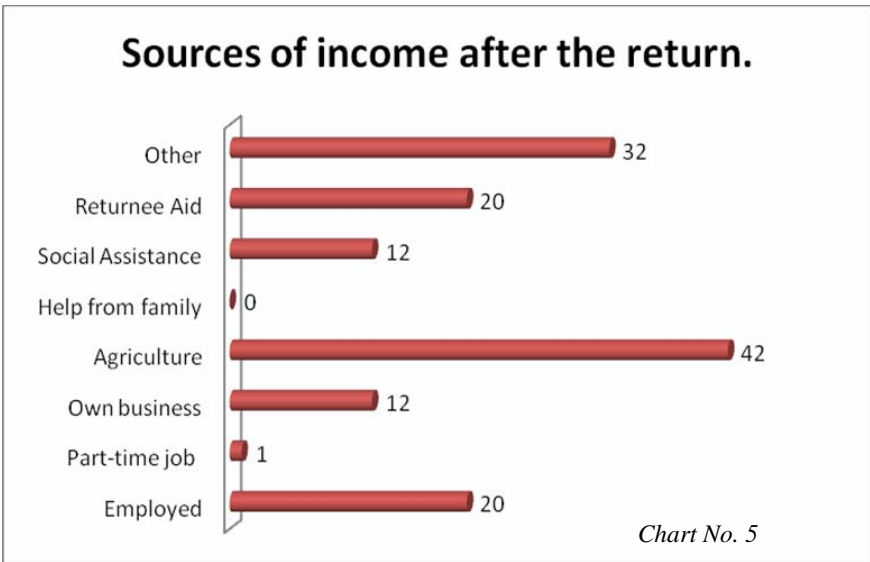


Chart No. 4

Most of the returnee families which were satisfied with the housing conditions resided in the municipality of Klina, i.e. 93% of them were satisfied with the housing conditions, and 7% of them were not. On the other hand, 71% of the interviewed returnees in the municipality of Istok were not satisfied with the housing conditions. Dissatisfaction was also expressed in Prizren Region, and 59% of the respondents from Priština Region, as well as most of the respondents residing in Peć. The returnees complained about poor construction works. Construction of faculties was in delay, and they did not dry properly, and insulation, electrical installations and water supply network were also inadequate.



In view of **the sources of income** after the return, 32 respondents stated other sources of income (in most cases pensions, while there were several cases in which sources of income were a temporary fee, minimum personal income, and one respondent said that his source of income was children allowance). Twelve respondents stated social assistance as their

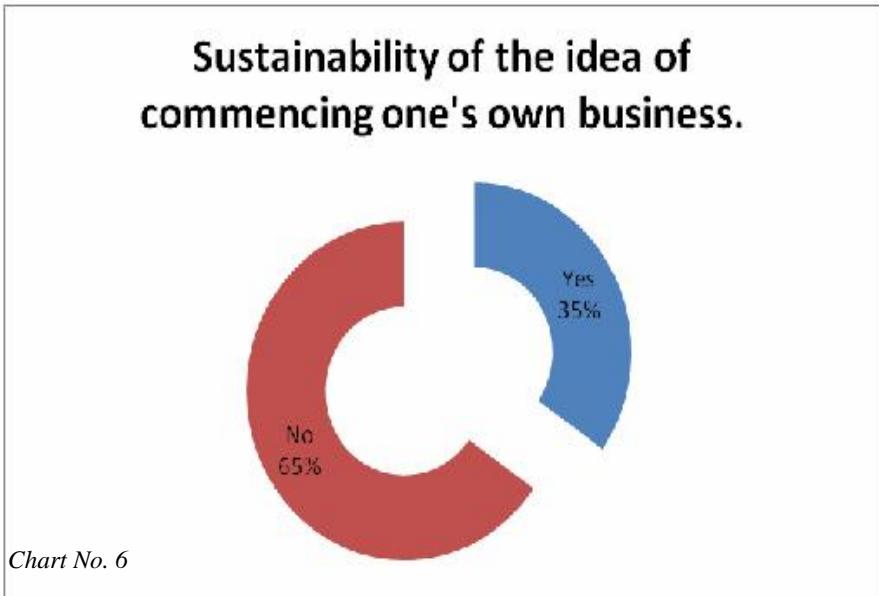


source of income, 42 respondents said this was agriculture, 12 respondents had their own business, 20 respondents said they were permanently employment, whereas 1 respondent said that his source of income was a part time job.

In specific cases, the respondents said that they received social assistance and the returnee aid, and that they were in agriculture.

Concerning the returnee aid provided by the Ministry for Kosovo and Metohija, most of the respondents said they did not receive the returnee aid. The returnees mostly did not want to renounce the refugee status in the place of their displacement, and this was the main problem. Apart from this, one of the main reasons of repeated displacement was a small number of returnees, as various forms of social assistance and the returnee aid were not sufficient motivation for the survival and return.

It is extremely important to adopt the employment strategy and programs for returnees for the purpose of ensuring larger return of displaced persons. Although the largest number of the respondents said agriculture was their basic activity, in most cases they were still faced with the issue of agricultural land and property usurpation, illegal cutting of forests by Kosovo Albanians, and lack of agricultural machinery and sowing raw material. One of solutions for sustainable return and reinte-

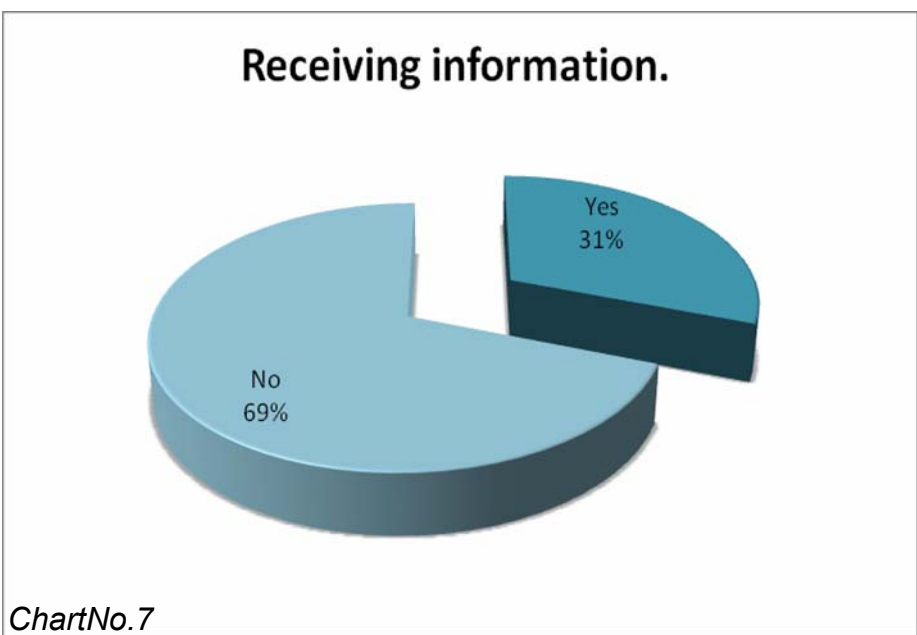


gration in Kosovo and Metohija is opening of factories in returnee municipalities which would provide employment for returnees, as well as a local receiving community, in proportion to the determined reciprocity. As long as the return process relies on various social assistance programs, the return will not be sustainable without opening of new working positions. Considering that the returnees are most often elderly people, or in most cases representatives of families, the question is how to rate the success of the return.

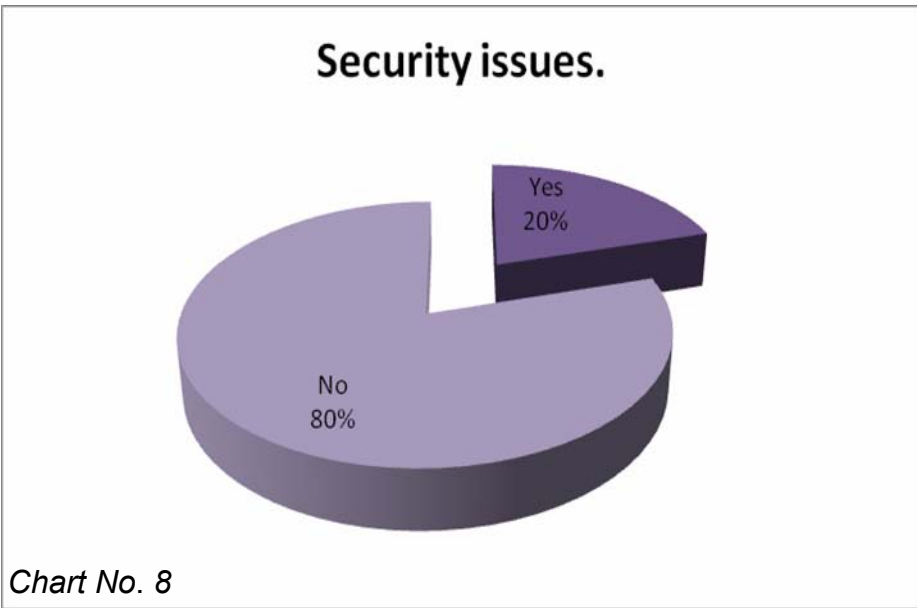
Concerning the idea of **commencing one's own business**, 65% of the respondents did not think about initiating their own business, and 35 % of them thought about initiating their own business, and that mostly related to agricultural and craft business.

The respondents who had an idea to commence their own business said that in most cases they needed agricultural machinery to improve agricultural activities. Apart from them, part of the respondents was interested in animal husbandry, but they needed necessary funds for the purchase of livestock.

In terms of the **availability of the means of information** in the native language, 69 % of the respondents said they had no access to the means of information in their native language, and 31 % of the respondents said they had access to the means of information in their native language.



The largest number of the respondents who said they had no access to the means of information in their native language resided in Peć Region. It should be noted that the municipality of Klina and Istok have no available media in the Serbian language. The community of Kosovo Serbs required establishment of a radio station in the Serbian language in Osojani, and submitted a request to the Independent Media Commission for frequency allocation. Although there was a radio station in the Serbian language in Goraždevac, the respondents said that in most cases they had no access to the means of information.



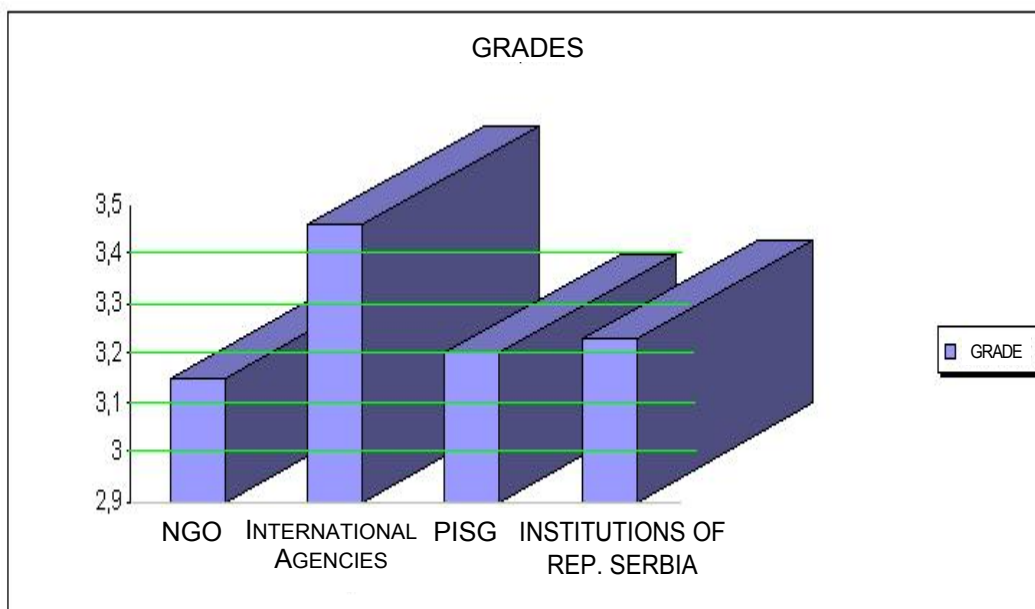
The returnees in most cases received information through the radio and television, and most of the returnee families had no access to the press in their native language.

Regarding the **use of their native language** in the public services of Kosovo institutions, most of the respondents said they used the Serbian language in the public services and that the employees in Kosovo services answered in Serbian.

In addition to the Albanian language, Serbian is also an official language; therefore, most municipalities can provide interpretation and translation.

When asked whether they had any **security problems**, 80 % of the respondents said they had no security problems, and 20 % of the respondents said they had security problems, and this mostly referred to the returnees to Žača and Šaljinovci in the municipality of Istok.

During the survey, isolated security incidents were registered in Peć and village Batuse in Kosovo Polje. A returnee family was stoned in Peć, whereas in village Batus, Kosovo Albanians stole a tractor and three pregnant cows. The returnees to Žač were several times stoned, and they were also assaulted by arms and physically attacked. They addressed Kosovo Police Service for help and they said that the perpetrators of the assaults were found. They believed the assaults were ethnically driven. All the incidents were reported to Kosovo Police Service and the perpetrators were found, however, they did not born consequences for the incidents.



There were many cases of usurpation of agricultural land and illegal cutting of forest.

Regarding **institution support**, the respondents were most satisfied with the support of international institutions and institutions of the Republic of Serbia, and they were not satisfied with the support of Kosovo institutions and non-governmental organisations.

Chart No. 9

When asked to what extent they were satisfied with the support of international institutions, 97 % of the respondents gave the average grade 3.46 from the range 1 to 5.

When asked to what extent they were satisfied with the support of provisional institutions on Kosovo and Metohija, 97 respondents gave the average grade 3.20 from the range 1 to 5.

When asked to what extent they were satisfied with the support of the institutions of the Republic of Serbia on Kosovo and Metohija, 97 respondents gave the average grade of 3.23 from the range 1 to 5.

When asked to what extent they were satisfied with the support of non-governmental organisations, 97 respondents gave the average grade of 3.15 from the range 1 to 5.

## RECOMMENDATIONS

In order to ensure sustainable conditions for the return and reintegration process, it is necessary to open new job positions in the returnee communities and provide employment to returnees and their family members. Various forms of assistance are not adequate motivation for younger family members to return and stay on the territory of Kosovo and Metohija. It is necessary to support private initiation and open a factory in every region in accordance with natural resources of the region, and employ returnees and citizens in proportion to the majority community.

There is visible lack of agricultural machinery and sowing raw material in many municipalities. Even though the Ministry for Kosovo and Metohija provided plenty assistance of this type, displaced persons often say they disposed with only one tractor in the village during the cultivation and planting season, and that due to this they could not complete all the envisaged works. Additional quantity of sowing raw material would ensure higher yields in the returnee communities.

The absence of adequate education is one of the reasons why younger population does not return to the returnee communities. If there is an insufficient number of children which would go to the school in certain municipalities, transport to the school and university in Kosovska Mitrovica should be ensured.

During the construction of returnee houses, it is necessary to comply with adopted construction standards and manuals. In most cases, respondents complain about the quality of constructed houses, and they provide examples like poor insulation, poor electrical installations and poor water supply connections.

As for the access to information, it is necessary to establish a local radio station in every municipality which would provide information to returnee families and local population in their native language. It is also necessary to ensure availability of the print in Serbian in all returnee municipalities.

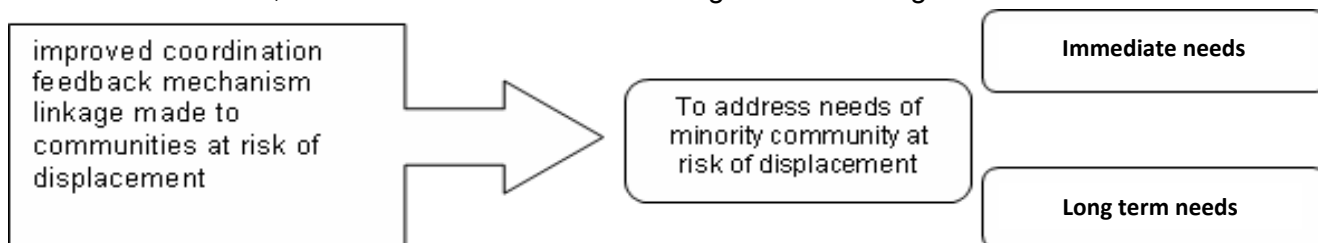
It is necessary that EULEX mission and Kosovo Police Service treat all citizens equally, without ethical discrimination. Constant usurpation of the property, agricultural land and theft of livestock, stoning, physical attacks and armed assaults by the Albanians are very common in Kosovo and Metohija. Although identified, perpetrators are in most cases not prosecuted.

# Prevention of Crisis, Further Displacements and Recovery on Behalf of Displaced Persons in Kosovo and Metohija

This project was aiming at response to the prevention of crisis, requirements and evolving needs of community at risk of further displacement in Kosovo, in connection to the final Kosovo status. The project was in this manner aiming at addressing immediate and long-term needs of minority community at risk in Kosovo.

The goals set above were foreseen to be achieved through the improved coordination mechanisms and networking by establishing an effective monitoring and feedback mechanism compound of the IDP Associations in Kosovo interlinked to the Associations/network in region. IDP Associations were, through this mechanism, in better position to deliver info timely the properly to the displaced persons in all over the region, the same as to all relevant stakeholders in Kosovo. In this way, direct linkage was ensured between minority community in Kosovo, institutions and other relevant stakeholders in Kosovo and Kosovo displaced persons all over the region, giving as result further contribute to the prevention of crisis.

In order to achieve this, the foreseen basic activities are given in two diagrams.



**Diagram 1 - Crisis prevention** (involuntary movements of IDPs) by improved coordination mechanisms and networking (reference to crisis prevention for Kosovo context) information exchange with the communities under risk and local authorities in targeted areas.

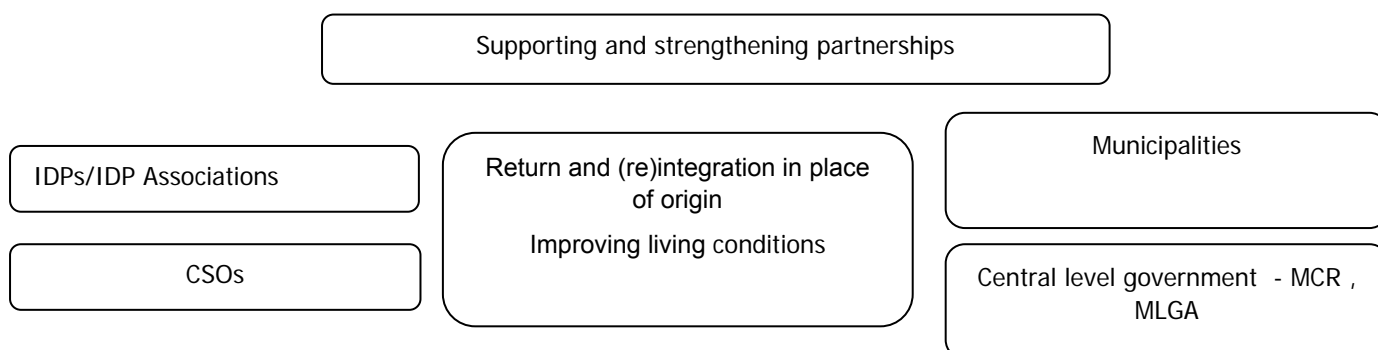
**Expected results:**

Existing network of IDP Association in permanent coordination and cooperation with community at risk and concerned authorities enabled to categories and prioritize areas, plan and realize interventions; receive and provide, collect, compile, analyze and spread information by existing regional network in order to reach the final beneficiaries and relevant stakeholders in Kosovo and via Kosovo all over the region.

Proper monitoring over the authorities and situation on the field, coordination among the associations, beneficiaries and relevant stakeholders mechanism improved and further developed, feedback mechanism for all parties concerned established.

The community at risk enabled to cooperate with municipal authorities, to inform the local authorities on their needs, discuss on appropriate response and plan the concrete activities directed to the prevention and recovery measures.

**Diagram 2- improvement of IDP living conditions in the displacement of communities at risk /IDPs/IIDPs/DPs**



Through support and strengthening further partnerships between IDP associations, IDPs and local and central authorities, as well as by organizing civil sector through engagement of IDP associations/CSOs during the project realization *which* represent the major thematic challenges.

**Expected result:**

Minority community – community at risk enabled to in cooperation with municipal authorities and majority community to recognize the long-term needs based on which the long terms strategies for development will be drafted, discussed and adopted. As the first step in this respect, the intra- and inter-community grants for short-term needs identified will be granted to the most vulnerable areas in order to promote development strategies and contribute largely to piece building, inter-community dialogue and local development.

The field level info collected, compiled, analyzed distributed through the IDP Associations network will present the first hand outreach to all communities at risk and displaced all over the region.

In order to reach two majop objectives given by diagram 1 and diagram 2, the necessary activities could be devided in two large groups:

**Group 1 aimed to select the communities under risk through:**

Visit to 23 locations in 10 municipalities, 4 regions in Kosovo through the consultations with UNDP, UNHCR, MLGA, MCR and local authorities

Counterparts in the field : MRO/MCO, community (village leaders), IDP associations, UNHCR, UNDP

Reporting on findings from community-municipalities consultations to the stakeholders

Preliminary Risk profiling and prioritisation of communities at risk

Selection through given parameters 10 locations in 7 municipalities, in 4 regions estimated as being at the most risk of displacement

Presentation of the results made before the stakeholders: MCR, MLGA, UNHCR, UNDP

**Group 2 aimed to assist the selected communities under risk to define its requirements and needs in order to prevent them of further displacement through:**

Community Councils (CC) established in recognised priority communities for interventions

Intervention Strategy developed by UNIJA M, partner associations including the at-risk communities and local authorities.

Strategy Implemented in coordination with the community and the municipality

Increased sustainability of IDPs in project municipalities by IDP Associations empowered in small initiative implementation ensuring social inclusion of IDP communities, including initiatives to support the reintegration of minority communities



*Brestovik—The meeting of Community Council*

The each step in mention groups was followed by several sub-steps.

So, for group 1 the objective was achieved through Rapid Risk Assessment (RRA) of communities at risk , "Risk Profile" and Prioritisation of Communities Assessed, and established RRA Data Base

For group 2 the objective was achieved through established Community Councils (CC) in recognised priority communities for interventions.

It was necessary to make the following sub-steps:

**Coordination meetings** organized with municipality, community and local stakeholders.

**MoUs** (Memorandum of Understanding) with project municipalities which signed ToR for CC made and presented them

**CC composition:** minority community representatives,

MRO/MCO, majority community representative, IDP associations, UNIJA M, UNHCR, KAAD, OSCE, UNDP

**CC established in all 10 locations**, guideline presented, regular meetings held, reports on findings delivered Further set of sub-steps was:

Intervention Strategy developed by UNIJA M, partner associations including the at-risk communities and local authorities.

In the phase of preparing the implementation of the Strategy and its very implementation the following was achieved:

Transformation of CCs to the NGOs in order to enable communities at risk to continue with solving the issues of mid- and long term needs.

In order to realize the requested interventions, due to good relations established with local authorities, they accepted to contribute in budgeting to most requested interventions.

As the result of efforts exhibited through mentioned groups, the following interventions were executed - Table 1

**TABLE1**

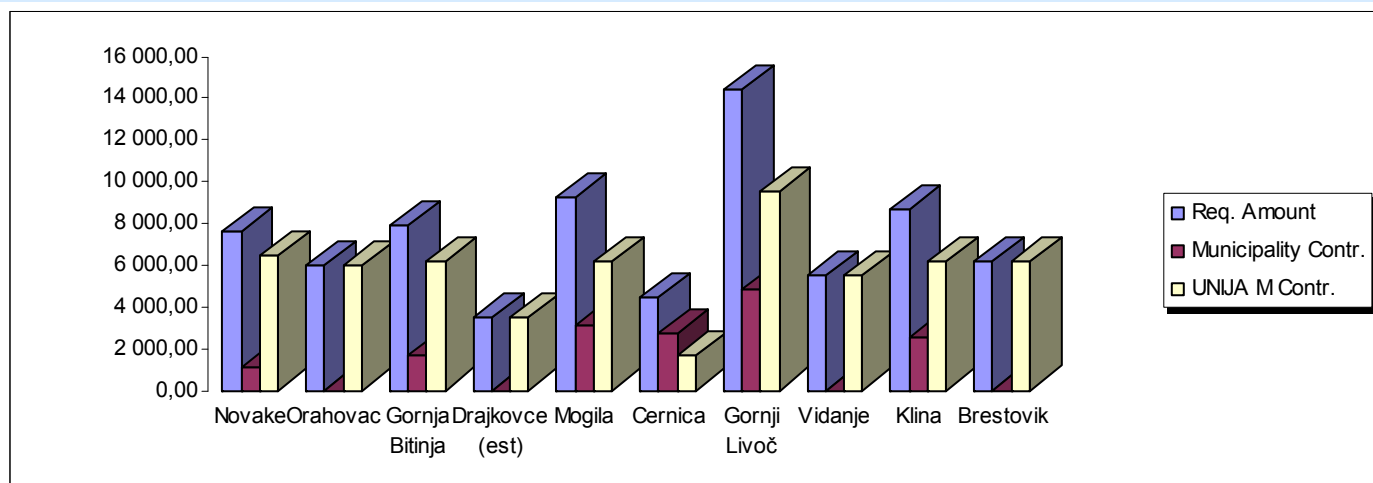
Location	Kind of Intervention	Need	Granted	Status
Brestovik	water irrigation system construction	950m+790m,	490 m	implemented
Klina	agricultural machine	tractor	tractor	implemented
Vidanje	agricultural machine	agricultural trailer	agricultural trailer	implemented
Mogila	field road reconstruction	9000 m	2150 m	2500 m implem.
Cernica	chapel reconstruction, 12 x 8 m	chapel reconstruction	chapel reconstruction	implemented
Gornji Livoč	chapel reconstruction, 11 x 8,5 m	chapel reconstruction	chapel reconstruction	implemented
Novake	agricultural machine	tractor	tractor	implemented
Orahovac	Youth/Cultural House	Youth/Cultural House	Youth/Cultural House	implemented
Gornja Bitinja	water irrigation system reconstruction	Kaptaza –3,80x2,00m	Kaptaza – 3,80x2,00m	implemented
Drajkovce*	originally chapel construction	chapel construction	medical equipment	implemented

As already mentioned, several municipalities contributed the interventions in communities at risk:

**TABLE 2**

Location	Req. Amount	Municipality Contr.	UNIJA M Contr.
Novake	7 580,00	1 100,00	6 480,00
Orahovac	5 998,50	0,00	5 998,50
Gornja Bitinja	7 877,00	1 677,00	6 200,00
Drajkovce (est)	3 500,00	0,00	3 500,00
Mogila	9 287,55	3 100,00	6 187,55
Cernica	4 467,67	2 769,61	1 698,06
Gornji Livoč	14 408,28	4 871,00	9 537,28
Vidanje	5 500,00	0,00	5 500,00
Klina	8 700,00	2 500,00	6 200,00
Brestovik	6 200,00	0,00	6 200,00
<b>TOTAL</b>	<b>73 519,00</b>	<b>16 017,61</b>	<b>57 501,39</b>

**CHART 1**



As each region consists of several municipalities, the contributions of regions were following —Table 3:

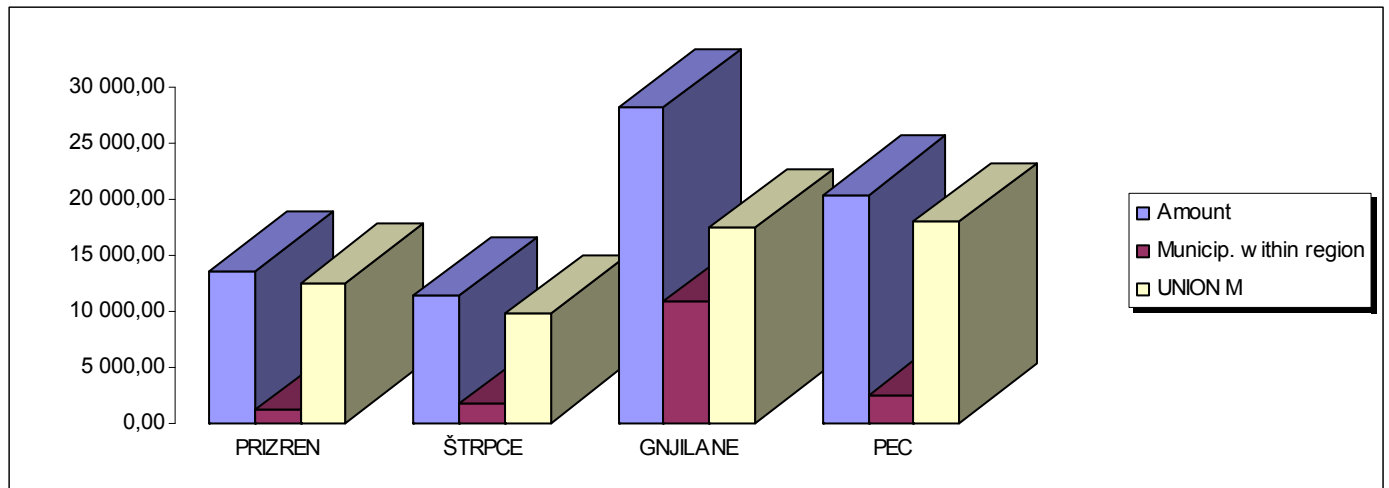
**TABLE 3**

REGION	Amount	Municipality within region	%	UNION M	%
PRIZREN	13.578,50	1.100,00	8,10%	12.478,50	91,90%
ŠTRPCE	11.377,00	1.677,00	14,74%	9.700,00	85,26%
GNJILANE	28.163,50	10.740,61	38,14%	17.422,89	61,86%
PEC	20.400,00	2.500,00	12,25%	17.900,00	87,75%
<b>TOTAL</b>	<b>73.519,00</b>	<b>16.017,61</b>	<b>21,79%</b>	<b>57.501,39</b>	<b>78,21%</b>



As region comprises of several municipalities where from were the granted communities, on Chart 2 the contribution on regional level was presented and compared to the UNDP grants:

**CHART 1**



During the project implementation, the following major issues and risks were recognized:

**Complex and specific local conditions** - trust building needs, poor cooperation, passivism and difficult social-economic conditions

**Multi-stakeholders environment** - complexity, coordination gaps, overlapping, lack of info/feedback mechanism

**Transition and decentralization process** – lack of clear guidelines , lack of consistency , lack of resources/capacities

**Gap in coordination between local and central authorities on minority community/ returnees / IDPs/IIDP issues**

**Immature/ lack of local CSOs/NGOs network dealing with minority community/IDP/ Returnee issues** - lack of capacities/resources, stable funding, lack of interest expressed on the part of stakeholders to support and develop this network establishment

**Social exclusion of minority community and lack/inadequate representation** – security concerns, indolence, isolation, self-isolation, lack of needs assessment surveys, undefined vulnerability level, lack of/inappropriate access to the services. . .

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As final result, based on implemented grants and activities in the field, the following could be listed as:

## RECOMMENDATIONS

**Minority community (incl. returnees, IDPs, IIDPs) needs proper representation** in non-governmental sector, municipal bodies, central level government

**Survey on the minority community needs** have to be initiated as soon as possible in order to determine vulnerability level and suitable assistance types/modalities – suitable conditions /favorable climate creation

**Local level (municipal) strategies based on the minority community needs** incorporated in local economical development strategies have to be developed

**Social inclusion through access to all services and socio-economic development initiatives** at both, local and central level, have to be encouraged

**Delegation of the work between municipalities and other stakeholders** dealing with minority community, returnees, IDPs and IIDPs have to be defined

**Coordination among stakeholders improved, overlaps avoided, feedback mechanism established – special reference to the coordination between MCR and MLGA** in relation to the municipalities and MCO/MRO/Communities Committees has to be defined and further developed, reporting and feedback mechanism established, support defined

## THE PART OF FIELD ACTIVITIES - DONATIONS



*Tractor donated to the Serbian community in Klina as the part of project*



*Water supply system in Gornja Bitinja - donation according to the project*



*Access to the fields in Mogila - field roads as donation by project*



*Tractor donated to the returnees in Novake village by UNDP project*



*Irrigation channels in Brestovik village donated by UNDP project*



*The meeting of UNION representatives and other NGOs in UNHCR premises with Mr Walter Kälin, the Representative of the United Nations' Secretary-General on the Human Rights of Internally Displaced Persons*

# UNION AND HUMAN RIGHTS PROTECTION

Based on evidence established on daily evidence of UNION members, it was estimated that per member 200 to 300 beneficiaries had been registered monthly. During the interviews, besides giving different sorts of assistance, the UNION members were introduced to the variety of human rights violations of minority communities in Kosovo and Metohija. Wishing to give its contribution in preventing the human rights violations of its beneficiaries, UNION collected the evidence and wrote the shadow report on human rights violations and directed it to The UN Committee for Economic, Social and Cultural Rights.

On the session of The UN Committee for Economic, Social and Cultural Rights, held in the middle of November 2008 in Geneva, UNION presented its shadow report written as the answer to the UNMIK report from 2006 directed to the same Committee. The report concerns to the human rights violations of the economic, social and cultural rights of minorities in Kosovo and Metohija.

In Geneva the vice president of Committee Ms. Rocío Barahona Riera from Costa Rica, and the members of this body of UN Ms. Barbara Elanie Wilson from Switzerland, Mr. Jaime Marchano Romero from Ecuador and Dr Eibe Riedel from Germany were introduced by the representatives of UNION about the numerous problems IDPs and returnees were faced with in Kosovo i Metohija. During the of shadow report the UNION representatives gave special attention to the cruel discrimination in all segments of human rights violations due to the impossibility to find out the modalities for the practical implementation of laws in Kosovo, as they exist only formally. In their addressing to the members of Committee underlined the following issues:

- The issue of Ombudsman Office in Kosovo – it is de facto out of function as the Ombudsman Mr. Marek **Nowicki** had not yet transferred his responsibilities to the Deputy Mr. Hilmi Jashari so in fact Mr. Jashari acts only symbolically.
- UNMIK established the Human Rights Advisory Panel which has been, apparently, supposed to deal with the issues of the human rights violation by international community in Kosovo. However, it never began to live, as the UNMIK regulation 2006/12 exists by which The Special Representative of Secretary General of UN got exclusive and discretion right to decide if the findings presented by this body will be further processed or not. By this act all possible cases processed in that body would be sentenced to the failure in advance.
- The issue of the civil monitoring military stuff and activities (KFOR) - The employees in UNMIK are protected by immunity, and so that all possible cases of violation of human rights by KFOR were transferred to the states where the contingent came from to Kosovo. The transferring the responsibilities resulted in the impossibility to solve such cases, in spite of fact that cases of property usurpation by KFOR were recorded.
- The issue of return of IDPs to Kosovo still is a huge unsolved item, as it has risen to the level of Kafkian process through different bureaucratic procedures and regulations. Although the Resolution 1244 obliged international administration in Kosovo to ensure safe and steady return to all refugees and IDPs to their homes in Kosovo, the success to date was reached only when it concerned the return of Kosovo Albanians who fled their homes in 1999.

However, more than 200000 IDPs, mainly Serbs, Roma and other minority communities still live in displacement. Comparing the returns in 2006 and 2007, the number of returnees in 2008 became negligible – only 254 persons were registered.

- The issue of privatization of SOEs in Kosovo - by UNMIK regulation 2003/13 they have been exempted from the process of privatization, as it concerned only to the persons who in the moment of very privatization, i. e. in 2003, were employed.

In that way all IDPs who have gained the years in experience in SOE were exempted from privatization process in completely discriminatory manner

- The issue of the non-commercial property in Kosovo owned by IDPs – HPD, together with HPCC bringing the solutions based on the claims favored the cases from A category (this category concerns to the discrimination in the period from March 23, 1989 to March 24, 1999, at the expense of C category cases which mainly comprises of property by IDP whose legal rights to the ownership of property in Kosovo were deprived.

- Kosovo energy Corporation (KEK) introduced in 2004 the ABC Strategy of electricity consumption in Kosovo. According to that Strategy al Serbian enclaves were defined as C category, which has the worse electric energy supply. Besides to that many returnees got the bills to the enormous amounts for the electric consumption covering the period they spent in displacement, when their property was usurped or totally destroyed

- Concerning the cultural rights, in spite of example that rehabilitation of Seminary and Bishop palace in Prizren was treated by UNMIK as successful, still 156 objects of Serbian Orthodox Church were in ruins, 5250 tombs and 254 cemeteries were totally desecrated.

The members of Committee adopted all the mention examples, and that means that the presentation and the report were successful.

The following recommendations were presented:

- ◆ That UNMIK should make the PISG to incorporate in the laws applicable in Kosovo all international obligations of the Covenant on the economic and social laws, and laws relating to culture.

- ◆ That UNMIK, in cooperation the Statistical Office of Kosovo, should implement the collection of data on poverty, especially in minority non/Albanian communities

- ◆ That UNMIK should take into the consideration the legal frame of privatization of SOEs in Kosovo

- ◆ That UNMIK, in cooperation with KPS and KFOR, process more efficiently the usurpers of the property of IDPs and returnees to Kosovo, as well as to restore objective work of the Human Rights Advisory Panel and Ombudsman institution.

Representatives of Committee paid their admission to the Union preparation and job relating to the shadow report, which provided an incentive for future activities of the Union in addressing human rights violations and prevent it in Kosovo, as well as further activities of the Union in its work and support to the IDPs in the exercise of their rights.

**The next article is the Executive Summary and List of Recomendations given in the mentioned REPORT.**

## UNIJA – UNION, Federation of IDPs Associations

SUBMISSION TO THE UN COMMITTEE FOR ECONOMIC, SOCIAL AND CULTURAL RIGHTS - ICESCR

# *KOSOVO under Security Council Resolution 1244*

October 2008

This report highlights the areas in which UNMIK fall short of its obligations under the ICESCR and the main concerns regarding the realisation of ICESCR rights, in particular in relation to:

### **Art. 2 (Treaty entrenchment and non-discrimination)**

Kosovo's Anti-Discrimination Law - according to human rights scholars and experts one of the most advanced in Europe - remains a typical example of "law on paper", law which is not enforced. This is often because of the lack of awareness of its existence among the judiciary and inhabitants of Kosovo.

The Administrative Instructions that enabled the implementation of the ADL, are written in a confusing manner and its provisions are often devoid of any concrete meaning because of terminological mistakes.

The Serbian version of the Administrative Instructions is far below any legal standard and contains vast number of typing and grammatical errors that undermine the quality of those bylaws, their accessibility and foreseeability.

The Law on the Use of Language, which states that minorities have the right to receive all information, documents and other services in their language, is de facto not implemented because of insufficient human and financial resources as well as due to the lack of political will.

### **Art. 6 (Right to work)**

IDPs/returnees and minorities in Kosovo are particularly vulnerable groups in relation to job market. Non-Albanian communities and in particular IDPs and returnees are faced with the lack of implementation of affirmative actions, which are supposed to enable their access to the job market, they cannot realize their right to be informed in relation to the right to benefit from the privatisation of the enterprises in which they worked, and they are exposed to constant violations of the provision on the official use of the Serbian language in relation to job accessibility and lack of solutions for employment re-instatement.

The process of privatisation of the Socially Owned Enterprises (SOEs) – around 90% of Kosovo's industrial assets – was conducted without taking into consideration the particular situation of former SOEs employees belonging to minority communities.

Most of returnees and IDPS that were SOEs employees before being forced into displacement were in a direct and indirect manner excluded from the privatisation process by UNMIK, because of the discriminatory character of the regulatory framework regulating the privatisation process.

The privatisation process has further increased the unemployment rate among the non-Albanian communities in Kosovo, as the privatisation policies did not provide any safeguards for the adequate application of non-discrimination policies in the privatised companies, in particular in relation to the preservation of multiethnic character of the workforce.

The right to work of returnees is hampered by the continuous theft of property and movable personal estates necessary for exercising the right guaranteed by Art. 6 and by the illegal occupation of agricultural land belonging to returnees. The illegal use of agricultural land and the theft of agricultural equipment is rarely prosecuted and



*Romani returnees to Roma Mahala*

hamper the economic sustainability of minority communities in Kosovo.

### **Art. 11 (Right to an adequate standard of living)**

The return of over 200.000 IDPs still remains a priority nine years after the end of the conflict.

The programmes of socio-economic assistance only in very rare cases improved the economic sustainability of returnees, as they don't pay necessary attention to the need of levelling the playfield for all communities and they are of limited impact and financial value.

The issue of the Roma population displaced from the Mahalla settlement in Mitrovicë/Mitrovica in 1999 still needs to be seriously addressed.

### **Art. 13 and Art. 14 (Right to education)**

Since the establishment of UNMIK, non-Albanian speakers that wish to pursue their education in their native language are experiencing very limited options for higher education.

### **Art. 15 (Cultural and scientific progress rights)**

The reconstruction of sites belonging to the cultural heritage of non-Albanian ethnic groups is still being performed with very low quality and at slow pace. Reconstructed sites in most cases lack proper protection and are exposed to vandalism and looting.

## **PROPOSED RECOMMENDATIONS FOR CONCLUDING OBSERVATIONS**

### **Art. 2 (Treaty entrenchment and non-discrimination)**

THAT the International Covenant on Economic, Social and Cultural Rights is directly incorporated into Kosovo domestic law.

THAT UNMIK organize a professional census and a systematic data collection in relation to economy, population, job market, poverty rate, etc. in Kosovo in order to verify the effective equal enjoyment of ESCR in Kosovo among all communities.

THAT UNMIK implement an effective awareness campaign in relation to the Anti-Discrimination Law.

THAT the Administrative Instructions necessary for the implementation of the ADL are amended in order to reach an adequate quality and that the translation in Serbian language is improved to meet the legal standards.

THAT UNMIK provide enough human and financial resources in order to implement the Law on the Use of Language and provides an effective system of control to check the effective implementation of this law in particular in relation to public and private enterprises, municipalities, electricity and water providers, etc.



## **Art. 6 (Right to work)**

THAT UNMIK shall develop appropriate medium and long-term policies and programs for the inclusion of non-Albanian communities in the Kosovo Civil Service at all levels.

THAT UNMIK shall put into motion annual evaluation mechanisms for tracking of the effects of the above mentioned programs.

THAT UNMIK shall pay special attention to the fair representation of the non-Albanian communities in the senior positions within the Kosovo Civil Administration.

THAT UNMIK tackle in a more serious way the lack of market opportunities for returnees and develop a new and effective programme of humanitarian assistance for returnees.

THAT UNMIK, together with the Statistical Office of Kosovo, organize a statistical data collection in order to analyse the poverty conditions of non-Albanian communities in Kosovo and the reasons for which the extreme poverty rate among Serbian households skyrocketed between 2003 and 2005.

THAT UNMIK reconsider the regulatory framework of the privatisation process conducted in Kosovo in order to enable former SOEs employees belonging to non-Albanian communities to profit from the privatisation process.

THAT UNMIK provides an effective safeguards and non-price criteria system in relation to privatised enterprises in order to preserve the employment of the employees from minority communities in the privatised companies.

THAT UNMIK, KPS and KFOR tackle in a more professional way the crimes against property and movable personal estates belonging to returnees and necessary for exercising the rights enshrined in Art. 6.

## **Art. 11 (Right to an adequate standard of living)**

THAT UNMIK consider new mechanisms and strategies for providing adequate protection of the rights of returnees, in particular regarding economical assistance and self-sustainability of the return communities.

THAT UNMIK put a pressure on the local institutions in Kosovo to adequately address the growing financial gap for the return projects that makes most of the organized return projects unrealistic.

THAT UNDP increase the impact and financial value of UNDP Returns Scheme (SPARK), providing to returnees a broader scope of choices in relation to economic self-sustainability and enhancement of their skills and professional qualities.

THAT the income generation assistance programs for returnees are increased from their actual value of 2.000 EUR in order to have more impact on the life of returnees.

THAT the dramatic state of usurped agricultural land and garbage being disposed on the properties belonging to returnees is finally tackled.

THAT UNMIK put every possible effort in finding solution for the long-lasting issue of the Roma population driven out from the Roma Mahalla settlement in Mitrovicë/Mitrovica by reconstructing all houses belonging to the community respecting the traditions and cultural habits of Roma, providing 24 hours medical assistance to the families that already returned to the Mahalla and transportation for pupils that go to school in the northern part of the city.

## **Art. 13 and art. 14 (Right to education)**

THAT UNMIK and the Kosovo Ministry of Education and Science, shall prepare amendments on Law on Higher Education in Kosovo aimed at establishing the educational programs in both languages that shall provide adequate

coverage of the whole territory of Kosovo; establishing of the language courses in the official language other than the language of the educational program for all students attending higher educational programs in Kosovo; use of the official languages in the certificates, diplomas and other official documents issued by providers of higher education in Kosovo, in accordance with the law.

THAT the diplomas issued by the schools and university in Kosovo are stamped with UNMIK seals and logo and not with the stamp of the Republic of Kosovo, not recognized by Serbia.

**Art. 15 (Cultural and scientific progress rights)**

THAT the reconstruction of cultural heritage sites of non-Albanian ethnic groups is performed with due quality and attention and that reconstructed sites are provided with proper protection from vandalism and looting.

THAT UNMIK carries out a census of the cemeteries belonging to non-Albanian communities and develop an analysis of their conditions and a program for rehabilitation and maintenance.



*Orthodox Cemetery in Orahovac - letters UÇK (Albanian liberation Army KLA) written on the monument*

The part of the list of places in K&M with new, Albanian names		
Previous name		Suggested new Albanian name
in Serbian	in Albanian	
Novo Brdo	Novobërdë	Artanë
Podujevo	Podujevë	Besiana
Suva Reka	Suhareka	Theranda
Dragaš	Dragash	Sharri
Glogovac	Gllgovc	Drenas
Mališevo	Malishevë	Maleaci
Istok	Istog	Burimi
Obilić	Obiliq	Kastriot

THAT UNMIK pressure the local institutions in Kosovo to respect the cultural heritage of non-Albanian communities, in particular in regard to the attempts to distort the history of Kosovo and its cultural and historical heritage.

THAT the commercial maps available in Kosovo display the official names of municipalities and villages as authorized by UNMIK Regulation 2000/43 and a system of penalties is developed for the private companies developing geographical maps that included “newly invented” Albanian names for places.

THAT the Kosovo government avoid the use of unauthorised names of places in its own website.

THAT RTK (public broadcaster in Kosovo) develop new quality programmes for non-Albanian communities and increase the amount of minutes per day dedicated to news in Serbian language.

THAT RTK develop a new TV and Radio channel completely dedicated to minority communities in Kosovo using one the frequencies already at disposal of RTK.

**Full text of submission to The UN Committee for Economic, Social and Cultural Rights - ICESCR is available on website - [www2.ohchr.org/.../UNIJA\\_UNMIK41.doc](http://www2.ohchr.org/.../UNIJA_UNMIK41.doc)**

# ANEX B

Collection of official documents (fig. 1 to 11) belonging to Ms. Snezana Borzanovic, resident in Kosovo and belonging to the Serbian minority community. The documents were recently issued to Ms. Borzanovic by ProCredit Bank and NLB (private banks), Municipal Water company of Prishtinë/Prishtina, PTK (Post and telecommunication of Kosovo), Municipality of Prishtinë/Prishtina – Finance Department, Municipality of Prishtinë/Prishtina – Tax department, KEK (Kosovo Energy Corporation) and KPS (Kosovo Police Service). The documents, issued only in Albanian and, in some cases, in English, clearly show the continuous breach of the Anti-Discrimination Law and of the Law on the Use of Language experienced by non-Albanian speakers in Kosovo.

Please note as well the mangled version of the lastname of Ms. Borzanovic, with the ‘Albanized’ version of her lastname ending with “ç” instead of “c”.

**KOSOVO POLICE SERVICE**

Njësia: COMMUNITY POLICING HQ  
 Rasti nr.: \_\_\_\_\_  
 Data: 16.06.2008  
 Vendi: PRISTINA

**PROCESVERBAL  
 MBI INTERVISTIMIN E DËSHMITARIT**

I përpiluar nga personi i autorizuar zyrtar \_\_\_\_\_ SHPK# \_\_\_\_\_ Stacioni i Policisë QENDRA në Prishtinë me datën \_\_\_\_\_ ne ora \_\_\_\_\_ lidhur me rastin nr# \_\_\_\_\_ i cili ka të bëjë me veprën penale \_\_\_\_\_ nga rasti \_\_\_\_\_ i KPPK-së.

Të pranishëm janë:  
 Polici \_\_\_\_\_ Dëshmitari \_\_\_\_\_ I dyshuari \_\_\_\_\_ Avokati \_\_\_\_\_  
NOVICA FILIPOVIC SNEZANA BORZANOVIĆ

Filloi në ora: 09:30

Dëshmitari i është çfarëqur vërejtja që të flas të vërtetët, dhe se nuk guxon të hashtë asgjë, i është kërkuar vërejtja për pasigjet mbledhjet e rrjeshtime si dhe se nuk është i detyruar të përgjigjet në pyetjet konkrete kur ka gjasa se me këtë e vë veten apo ndonjë person të afërm të tij (neni 160 paragrafi 1 nënparagrafi 1,2,3 i KPPK-së) para turpit të rëndë, dëmtimit të konsiderueshëm material ose ndjekjes penale.

Të dhënat personale

Emri	<u>SNEZANA</u> Kombësia	<u>SRPKINJA</u>
Mbiemri	<u>BORZANOVIĆ</u> Shtetësia	<u>SICG</u>
Emri i prindit	<u>DORDE</u> A dini shkrim, lexim (specifiko)	<u>DA</u>
Profesioni	<u>RAZLIKA</u> Marrëdhëniet me të dyshuarin	<u>HE</u>
Data e lindjes	<u>03.01.1958</u> Marrëdhëniet me viktimën	<u>HE</u>
Vendi i lindjes	<u>SKOPJE</u> Nr. i tel. (shtëpi)	<u>063/8710478</u>
Vendbanimi	<u>PRISTINA</u> Nr. i tel. (celular)	
Nr. personi i ID	<u>03019585019</u> Nr. i tel. (zyre)	

*[Signature]*  
(Inshkrimi i dëshmitarit)

KPS report issued on in Albanian language

**KEK** KOSOVA ENERGY CORPORATION

Nr. Ref. \_\_\_\_\_  
Ref.No \_\_\_\_\_

**Ankesë e Konsumatorit / Customer Complaint**

1. Udhëzimet / Introduction:

Korporata Energjetike e Kosovës ju mundëson pranimin që të shqyrtojë ankesën o juaj në periudhë të caktuar kohore. Ju lutemi që të përcaktoni Formulimin e Ankesës në vijim:  
 Korporata Energjetike e Kosovës accept your complaint to check up in determined time. Please fill in the Complaint form below.

Të përcaktuar sipas rregullorës së kontrollimit të konsumatorit. (Zëmbet, please fill out the complaint form below.)

Udhëzimet për pagesën dhe a katar apo dëbim të kësaj lloji pagese. (to complete payment and cashier or debit of where payment was made, rate of payment was made not in a District Cash Office.)	<input type="checkbox"/>	B1
Shtesa e blerësve të vlerës. (Outstanding balances not correct.)	<input type="checkbox"/>	B2
Mos marrje e faturave me rregull. (Non-regularly received bills.)	<input type="checkbox"/>	B3
Ngarkesa mbi limit, pa kompenz. (Charged over limit/overheadly.)	<input type="checkbox"/>	B4
I rregulluar/ i rregulluar paqartësi në se të rregulluar, porse konsumimi i matur. (Fixed rate, without to be billed or measured consumption.)	<input type="checkbox"/>	B5
Leksi jo korrekt. (Incorrect reading.)	<input type="checkbox"/>	B6
Leksi jo i rregullt. (Non-regularly reading.)	<input type="checkbox"/>	B7
Kërkesa për korrigjim o faturë apo ankesë të mëtejshme se sa të njëjshme. (Request for correction of bill-measuring, of meter, incorrect.)	<input type="checkbox"/>	B8
Kërkesa për shlyerje të borxhit. (Vendimi i Habitatit ose Gjykatës). (Request for clearing of debt (Habitat or Court Decision).)	<input type="checkbox"/>	B9
Ngarkimi me TVSH (konsumatorit) ose të tjerë nga çështja e TVSH-të. (Charged with VAT (Customer examines from payment, VAT).)	<input type="checkbox"/>	B10
	<input type="checkbox"/>	B11

(Nëse kërkesat e s'është marrë në abazat të cilat nuk janë përfshirë në formulën) (Shtrejtzo në kll) (If in other request not include in the form) (Fill in square)

Komentet:  
KONTROLA QTP/IKH/EPA U  
TËBËNË UZGA QTP/IKH/EPA

2. Konsumatori / Customer:

Emri i Konsumatorit / Name of Customer	<u>BOJZANOVIĆ</u>	Nr. i telefonit / Telephone No.	<u>063/8710478</u>
Emri i Njësimit dhe Gendit / Number of Meter and account point	<u>436237</u>	Tel. Fiks / Landline	<u>063/8710478</u>
Adresa e Konsumatorit / Customer Address	<u>PRISTINA PRISTINA 13/18</u>		

Signature: CAJEMIRI

Date of request: \_\_\_\_\_ 2005 Date: \_\_\_\_\_ 2005

Date of shipment: \_\_\_\_\_ 2005 Date: \_\_\_\_\_ 2005

CEI-Customer complaint-Ankesa e konsumatoreve Formulimi - Form Page - 1 -

KEK customer complaint only in Albanian and English

**NLB** Prishtina

Emri dhe Mbiemri: **NLB PRISHTINA**  
 Name and Surname:  
 Kodi: **FLETEDEPONIMI**  
 Code: **DEPOSIT FORM**  
 Referencë: \_\_\_\_\_  
 Reference:  
 Shuma: **10.00** **EUR**  
 Amount:  
 Total pages: **10.00** **EUR**  
 Total payment:  
 Në fjalë: **njëmbëdhjetë**  
 With words:  
 Përshkrimi: **PAS TATIT NE PRONE : PER QALIM : 3701696**  
 Description:

Personi i autorizuar:  
 Authorized person:  
 Llogaria: **1700-0046-000655.59**  
 Account:  
 Provisioni: **1.00** **EUR**  
 Fee:  
 Kursi i konvertimit: **1**  
 Exchange rate:

Kodi: **10**  
 Emri dhe Mbiemri: **BREJANA BORGANOVIC**

Shënime: Deklaroni se ky transaksion rrjedh nga veprimtari legjale dhe nuk ka për qëllim të fshehtësi dhe të përzierjes të kësaj shtese.  
 Note: I, hereby declare that this transaction comes from a legal activity and does not have an intention to hide an origin of this money.

13.08.2008 7:50:18 PM 13.08.2008 10:25  
 Date / Data Nënshkrimi elektronik



**MANDAT PAGESE**

**Nr. i Llog.**

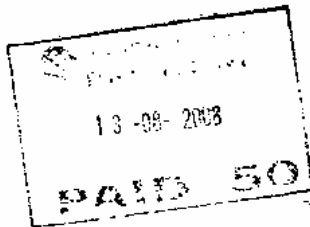
Emri i Klientit

Shuma në shifra

Me fjalë

Valuta

Specification after counting	
Notes	Quantity Amount
500	
200	
100	
50	
20	
10	
5	
Coins	
2.00	
1.00	
0.50	
0.25	
0.10	
0.05	
0.02	
0.01	
<b>Total</b>	



+ 77.07

Nënshkrimi i klientit

WF-03 AF

Kontrolli i nënshkrimit

Nënshkrimi i banketierit & Valuta

Data

Bank account statements, NLB and ProCredit bank (private banks) issued only in Albanian and English

Posta dhe Telekomunikacioni i Kosovës S.H.A.

Post and Telecommunication of Kosovo J.S.C

Posta i Telekomunikacioni Kosova D.D.

© Qendra "Kujdesi ndaj konsumatorëve"


REKLAMIMI I SHFRYTËZUESIT TË SHËRBIMEVE TELEFONIKE NË FATURËN E SHËRBIMEVE TELEFONIKE

- Emri e mbiemri, gjejmësi, emërtimi i shfrytëzuesit (parapaguesit):  
BOJZHICAVIC CHEHAMA
- Adresa e shfrytëzuesit (parapaguesit):  
17000 PRAPARANO
- Numri i telefonit: 228785
- Lloji i shërbimit për të cilin bëhet reklamimi: HE PAGA
- Shuma kontesues në euro (€): 1
- Vërtetë (në këtë rubrikë shfrytëzuesi, gjejmësi i parapaguesit, shënon vërtetë lidhur me ngatërsim kontestues, si dhe faktet që janë me rëndësi për zgjidhjen e reklamimit)

17000 PRAPARANO 17000 PRAPARANO  
KOSOVA 17000 Y MAM CTRHY  
MAMU I PERR PUKCHU IPOI TE PRAPARANO  
DUJ POKSE KUTJE KOSOR ENKODI PRAPARANO  
TELEFON MUA TË BËR OPAK. 2007

Vendi: PRAPARANO  
Data: 22.11.2007  
Numri kontestues: 03821778  
Parajtësi i reklamimit: Agjencia e Shërbimeve

PTK, customer complaint only in Albanian



PROFESIONAL INSTITUTIONS OF SELF-GOVERNMENT  
INSTITUCIONE TË PËRKOHSHME TË VETËQYELLIVE  
PROFESIONELLE INSTITUCIONE TË VETËQYELLIVE  
MINISTRIA PËR EKONOMI DHE FINANCA  
MINISTRISTVO EKONOMIJE I FINANSA  
Departamenti i Hësarjve  
Urthër: Obligimi për Pagësitë

Departamenti: KOMUNA E PRESHINES  
Titulli: Urthër Obligimi për Pagësitë

Numri i Dokumentit të Dokumentit: 17004/12/8  
LCC: 59208 2004

Projekti Keshi: 0130  
Functi Keshi: 130

Vlera e Kështjës: 2025 €  
Vlera e Kështjës: 2025 €  
Vlera e Kështjës: 2025 €  
Vlera e Kështjës: 2025 €

A. Autorizimi i Zedhjes  
Nëpunësi i Departamentit: EROLL RASHKOVA Në shkronji: EROLL  
Nëpunësi i Departamentit: SAMI HAMITI Në shkronji: SAMI  
Nëpunësi i Departamentit: NASER ABDULLAHU Në shkronji: NASER  
Nëpunësi i Departamentit: EROLL RASHKOVA Në shkronji: EROLL

Data: 23-10-07  
Data: 23-10-07  
Data: 23-10-07  
Data: 23-10-07

B. Miratimi i pagësies  
Nëpunësi i Certifikuesit: AGIM DIBRANAJ  
Nëpunësi i Certifikuesit: AGIM  
Nëpunësi i Certifikuesit: AGIM  
Nëpunësi i Certifikuesit: AGIM

Data: 23-10-07  
Data: 23-10-07  
Data: 23-10-07  
Data: 23-10-07

C. Hështjësuesia të transferimit të parave

1	MBP	100076010000128	100076010000128
2	BPK	100076030000184	100076030000184
3	BEP	100076040000118	100076040000118
4	BE	100076020000478	100076020000478
5	RFB	1000761220000442	1000761220000442
6	BSP	100076155000156	100076155000156
7	XDP	100076177000133	100076177000133

Numri i Dokumentit të Dokumentit: 17004/12/8  
LCC: 59208 2004

PISG, Tax department form only in Albanian and English

## **AND WHAT FURTHER?**

From the articles in this booklet one can have insight in part of the spectrum of UNION members activities - starting with humanitarian help distribution to the IDPs, free of charge legal advices, gathering information of the status of their properties through the visits to their places in K&M, till the assistance in building of houses for the returnees, and finally - very return.

Terry Pratchett formulated Weatherwax's Postulate: "The degree to which you overreact to information will be in inverse proportion to its accuracy."

The fight against this cynical postulate made the other part of UNION activities, as it fought to attract the attention of public through spreading the information about the things UNION members and their beneficiaries have seen and experienced by organizing different kinds of trainings and educations, by radio and TV shows, by conferences and round tables, and especially by issuing the UNFOBulletin which was printed every month in period of eight years.

UNION was considered as the bridge between different communities. That is the cause that, in spite of more difficult conditions, we are not going awry - we will continue further by this difficult way, building the bridges of knowledge, understanding and return.

# UNION AND ITS MEMBERS



**Humanitarian Organization for Assistance to  
Displaced Persons from Kosovo and Metohija  
"BOŽUR"**  
11420 Smederevska Palanka

Smederevska Palanka  
Francuska 20,  
tel. 026/313-893  
e-mail. bozur@verat.net



**Organization "VOICE OF KOSOVO AND METOHIJA"**  
Draže Pavlovića 13  
11000 Belgrade

tel.: 011/27 54 436  
e-mail:  
branislav.skrobonja@gmail.com  
Website:glaskim.co.rs



**Organization "JUG"**  
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