



# GUIDEBOOK on the proper Implementation of the Law on the Use of Languages in Local Self- government Institutions

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**This Handbook dedicated to the effective implementation of the Law on the use of languages in the institutions of local self-government in the Republic of Kosovo is financed by the United States Agency for International Development (USAID) through its program Advancing Kosovo Together (AKT). The opinions expressed in this Guideline/Handbook not necessarily reflect the views of the United States Agency for International Development or the United States Government.**

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## About the Project

USAID Advancing Kosovo Together (AKT) program in partnership with Communication for Social Development (CSD), is implementing the project “Support for the Language Commissioner’s efforts to promote the use of official languages in 12 partner municipalities of the USAID Program Advancing Kosovo Together”(Gjilan/Gnjiljane, Graçanicë/Graçanica, Istog/Istok, Klinë/Klina, Klokot, Novobërdë/Novobrdë, Obiliq/Obilic, Pejë/Pec, Partesh/Partes, Ranillug, Shtërpçë/Strpce and Vushtrri/Vucitrn). The project aims to raise the awareness of community members on the importance of their participation in representation of needs and protection of language rights, as well as the cooperation with the representatives of the institutions. Through the knowledge and experience gained we would be able to highlight shortcomings and consequences that may come out due to failure to implement the Law on the use of languages in Kosovo, a society that aspires to be a democratic society.

Within the project, our partner Communication for Social Development (CSD) organized twelve (12) debates, in twelve (12) selected municipalities, which were attended by representatives of the local authorities, representatives of the civil society, media representatives, as well as members and/or distinguished activists of the community, with a satisfactory involvement of youth and women. After these debates, CSD established an action team composed of a representative of governing authorities and a representative of the civil society from each partner municipality. The action team, assisted and supported by experts, officials of the Office of Language Commissioner, USAID AKT team and CSD team participated in preparation of a *Handbook* to improve the quality of the use of languages at local self-government. The *Handbook* will be a special tool and instrument that will be used on daily basis in all municipal directorates and departments, and in this way it will improve the quality of the use of language. During the drafting of this Handbook, CSD worked together with the local authorities and representatives of the civil societies of the partner municipalities, representatives of the Office of the Language Commissioner within the Government of Kosovo and representatives of the USAID AKT team.

This document presents a special version of guidelines on proper use and implementation of the Law on languages. The document, through topic chapters, deals with different areas of official use of the language, listing the relevant legislation. This document mainly deals with topics related to the status of the use of official languages in practice, however, it is important to emphasize that most of the articles also are related to the official use of languages of minority communities living in Kosovo. Equal use of official languages can be achieved only if the all parties participating in communication recognize the reciprocal rights and obligations. Information of all participants of the right to exercise the right of using their languages creates the conditions for mutual respect of linguistic and cultural identity, promotes tolerance between the citizens speaking different mother tongues and supports the grounds for a just state. The purpose of this document is to serve mainly as a guideline for the civil servants of local governance in regards to different aspects of communication in the languages of minority communities.

We believe that all efforts and work done will improve the level of communication and better understanding between Kosovo citizens and it will enable easier accomplishment of fundamental human rights, the right to use the mother tongue.

## Abbreviations

USAID	United States Agency for International Development
AKT	Advancing Kosovo Together program
CSD	Communication for Social Development
USA	United States of America
MH	Ministry of Health
NGO	Non-governmental Organization
MF	Ministry of Finance
KSF	Kosovo Security Forces
OLC	Office of Language Commissioner

## About USAID Advancing Kosovo Together (AKT)

The USAID Advancing Kosovo Together (AKT) is designed to facilitate constructive inter-ethnic cooperation and interaction between majority and minority communities which is vital to the security and stability of the region. The program takes a holistic approach towards the integration of minority populations into Kosovo's institutions and society by partnering with municipalities and other Government partners to support the engagement of targeted communities.

In particular, the program works to improve conditions that enable ethnic minorities to actively engage in the work force and Government of Kosovo (GoK) institutions while also preserving and protecting their unique cultural heritage. The program aims to accomplish this by:

- Improving communication between majority and minority communities, and the GoK and minority communities, using small-scale infrastructure projects and other community-based initiatives;
- Improving economic opportunities in target municipalities through training, market research and small business grants;
- Increasing the capacity of target municipalities to respond to the needs of all their citizens with training and technical assistance primarily in financial management and municipal planning;
- Building the capacity of host country organizations by leveraging local, cross-ethnic leadership to implement these same objectives.

Advancing Kosovo Together partners directly with 16 municipalities, including six (6) Serb-majority municipalities in the south: Gračanica/Graçanicë, Klokot/Kllokot, Parteš/Partesh, Ranilug/Ranillug, Novo Brdo/Novobërdë, and Štrpce/Shtërpçë; and six (6) Albanian-majority municipalities: Obiliq/Obilić, Gjilan/Gnjilane, Istog/Istok, Klinë/Klina, Pejë/Peć and Vushtrri/Vučitrn. The program will also be implemented in Kosovo's four northern Serb-majority municipalities: North Mitrovica/ë, Leposavić/Leposaviq, Zubin Potok and Zvečan/Zveçan.

The program will serve over 600,000 Kosovo residents, including 146,000, citizens from minority communities. AKT will be implemented from April 2014 to April 2017.

## About Communication for Social Development (CSD)

NGO “Communication for Social Development”(CSD) located in Gračanica/Gračanica is a non-party, independent, non-profit, local organization established in 2001 with main goal in promoting and development of civil society, development of the youth, supporting the rights of persons with disabilities, integration of marginal groups in society, connecting local institutions and local citizens and promotion of process of return and dialogue. Main groups of beneficiaries of our organization are: Minority communities, Serbs and Romas, youth and persons with disabilities.

Activities of CSD are directed towards strengthening of NGO sector by providing technical support and information and education of citizens and working continuously for promotion and representation of civil society in public. CSD also is engaged in supporting the establishment of NGO networks and in coordinating non-governmental organizations on common projects. CSD provides such services as public information, radio and video material productions, promotion of dialogue and reconciliation between the communities in Kosovo; it also provides information on displaced persons and educative programs for the youth. CSD has a strong tendency for the civil society to be accepted as a constructive strategic partner in the relevant community, in order to solve problems. CSD is also working hard in regards to making the civil sector together with other decision makers an important participant in all current social-political processes.

Working throughout Kosovo, we developed a model aiming to encourage the youth in finding special ways through which they would be able to participate in the decision making process. Facing with different challenges and searching for, actively, the best solutions, mainly for young people, we have developed new program elements of our projects. Special attention is given to the relations with the local community, which is based on the understanding of this community, all its specifics, but also on the involvement of all relevant and interested parties of that community (leaders, representatives of the local government, civil sector). Achieving such cooperation between all participants, where the power and responsibility in decision making are divided, leads towards a successful transition that would create an open, multiethnic, modern and democratic society.

## **About the Law on the Use of Languages**

Law No. 02/L-37 on the use of languages entered into force in 2007 with the purpose to ensure respecting of the linguistic identity of all persons and to create an environment for all communities to express and preserve their linguistic identity.

### **Articles 1-3**

Provide for linguistic rights of all communities living in Kosovo, linguistic equality, promotion of all languages, set official languages both at central and local level, languages in official use and set the percentage according to which a language can become an official language at local level.

## **Use of Languages in the Central Institutions**

### **Articles 4-6**

Provide for the use of languages in the work of the central institutions. The official languages are used on an equal basis for communication, in the meetings and work of the central institutions, in public meetings, in official documents, in the official names of institutions, etc. These Articles ensure the right of use of language during the work of the Assembly, different Committees and during promulgation of laws and normative acts in official languages.

## **Use of languages in Municipal Institutions**

### **Articles 7-10**

These Articles determine the use of languages at the local level; in compliance with them, every meeting, every document, regulation and subsidiary acts will be issued and published in the official languages of the respective municipality. Languages have an equal status and, if requested, translation services should be provided from one language into the other.

They provide for the right of use of language in official use and the rights of citizens to request services in these languages, in case their language is one of the languages in official use. Furthermore, these Articles explain how the names of institutions, signs, names of municipalities, cities, villages, streets, etc. should be.

MLGA through an Administrative Instruction No. 2011/02 on determinations of procedures for implementation of the law on use of languages explained these Articles in details.

## **Use of Languages in Public Enterprises**

### **Article 11**

It ensures that all enterprises both publicly owned and socially owned shall respect the equality of languages. Every person has the right to be informed and communicate in any of the official languages.

## **Use of Languages in Judicial Proceedings**

### **Articles 12-18**

Provide for equality of languages in all judicial proceedings; ensure that any person participating in these proceedings may use the language of his or her choice. All procedures, documents, information and requests must be in official languages. Any person, whose language is the one from official languages or a language in official use, have the right to communicate, request services and provide answers in his/her mother tongue. Law enforcement institutions, courts, detention centers, etc. are obliged to provide assistance for all those persons as far as communication and interpretation is concerned.

## **Use of Languages in Education Institutions**

### **Articles 19-24**

Ensure that the instructions in public education institutions are in compliance with the provisions of the Kosovo Constitution and the Laws on education. Each person has the right to be educated in his/her mother tongue. Education institutions are obliged to undertake all the actions in compliance with the Laws on education and other relevant laws. Official languages of Kosovo are the primary languages of instruction in public universities.

## **Use of Language in Media**

### **Articles 25-26**

Ensure that every person has the right to establish media in the language of his/her choice in accordance with the Law in force.

The use of languages of public providers during the program broadcast is determined by the Law on media.

## **Personal Names**

### **Article 27**

It ensures the right of registration of the personal name in the public registers. Each person has the right to entry of the original form of his/her name according to the language and his/her tradition.

## **Linguistic Freedom**

### **Articles 28-30**

Establish the right of everyone to establish, manage and keep in their language legal entities such as cultural associations, organizations, businesses, etc. Also in the private sphere, enterprises may communicate and provide services in the language of their choice. However, in cases where the activities of these enterprises, whose language is not one of the official languages, affect legitimate public interest as public order, public safety, health, etc. Kosovo institutions require an additional use of the official languages.

In enterprises performing public services the equality of the official languages applies.

## **Implementation**

### **Article 31**

It ensures that the Government of Kosovo and other institutions shall adopt measures promoting the use and equal status of the official languages, as well as ensuring the protection, preservation and promotion of the languages of communities whose mother tongue is not an official language.

## **The Office of the Language Commissioner**

The Office of the Language Commissioner was established in April 2012 within the Office of Prime Minister, based on Regulation No. 07/2012.

In order to enhance the implementation of the Law on use of languages, the Government of Kosovo in 2011 established a Working Group on the Language Commission reform. This project reform was led by the Office of the Prime Minister/ Office of Community Affairs and as a result of this working group Regulation 07/2012 was issued for the Office of the Language Commissioner, based on which two (2) supporting mechanisms were established: Language Policy Board and Language Policy Network.

### **Mandate of the Office of the Language Commissioner**

The Office shall exercise the competencies specified in the Law and shall:

- Monitor compliance with the Law by any institution under its jurisdiction;
- Take all necessary measures within its authority, including through mediation, to ensure compliance with the Law by any institution under its jurisdiction. Review and make recommendations regarding regulations or administrative instructions made under the Law, and regarding the compliance and consistency of any other legislative act, regulation or administrative instruction with the Law;
- Carry out investigations, whether on its initiative or pursuant to a complaint made by any natural or legal person into any failure of any institution under its jurisdiction to comply with the Law or with any other legal act relating to the status and use of the official languages as well as to other languages of communities whose language is not an official language of the Republic of Kosovo;
- Provide, as appropriate, advice or assistance to the public regarding their rights under the Law on use of languages;
- Provide, as appropriate, advice or assistance to institutions under its jurisdiction regarding their obligations under the Law on use of languages;
- Assist the government in conducting, and autonomously conduct public awareness programs and regular outreach activities to inform the public regarding their rights and obligations under the Law on use of languages;

In order to carry out its competencies, the Office shall have the authority and power to:

- Request, obtain access to and review files of institutions, enterprises or organizations under its jurisdiction;
- Require that the institution and its staff cooperate with the Office, providing the Office with access to their premises and with relevant information, including a copy of full or partial file and other documents upon request of the Office, with the exception of classified files or information;
- Summon any person or witness for the purpose of obtaining oral or written evidence necessary for the investigation of the matter;

- Provide travel and subsistence allowances for persons required to be present at the Office or to travel to furnish any information, records or evidence for the purposes of an investigation;
- As a last resort, when recommendations of the Office on remedies or for redress or compensation have not been addressed by the relevant institution, issue and impose any sanctions as prescribed by the applicable Administrative Instruction on Determining Administrative Sanctions for the Violation of the Law on the Use of Languages;
- Where necessary, in case a person fails or refuses to comply with the requirements of the Office or hinders or obstructs the Office in the performance of its duties, or where the nature of the violation so warrants, the Office may initiate legal or disciplinary procedures through the relevant authority against the person or the organization responsible for the violation.

## **Obligations of the Institutions to Implement the Law on use of Languages**

- Institutions are obliged to take all the necessary measures to fully implement the Law on use of languages to enable exercising of linguistic rights in compliance with the Law;
- Institutions are obliged to provide public documentation and information in official languages and languages in official use at municipal level;
- Different institutions should respect the equality of languages in all public documentations issued and published;
- Accompanying materials used in inter-institutional communication should be in official languages;
- Topographic signs should be used in all official languages, respecting the equality of language;
- In all institutions under the jurisdiction of the Office of the Language Commissioner the official websites should be harmonized in official languages;
- All information of the institutions should be simultaneously put in all languages.

## Municipal Assembly

### Competencies and responsibilities of the Assembly

The Assembly is elected directly, in compliance with the provisions of the Law on local elections.

The Municipal Assembly is obliged to adopt a detailed Regulation on the use of languages within the territory of respective municipality, as specified in the Law on use of languages;

The Municipal Assembly and the Mayor of the Municipality have the right to adopt legal acts and, in accordance with the relevant responsibilities, take measures in regard to their implementation. All the acts issued by the Municipality should be in compliance with the constitutional and legal system of the Republic of Kosovo.

The Municipal Assembly may adopt acts within their areas of its competences.

Acts of the Municipal Assembly shall be effective in the territory of the Municipality enacting the act. These acts shall include

- a) Statute of the Municipality;
- b) Rules of procedure;
- c) Municipal regulations; and
- d) Any other legal document necessary for efficient operation of the Municipality.

Statute of the Municipality shall be adopted and may be amended by at least 2/3 vote of the Assembly.

The number of members in the Municipal Assembly of a Municipality shall be proportional, dependent upon the number of citizens in the Municipality. All members of the Municipal Assembly shall have fair and equal rights and opportunities to participate fully in the proceedings of the Assembly. The Municipal Assembly shall ensure that these rights and opportunities are provided in its Statute and Rules of Procedure.

The Municipal Assembly operates on the basis of the Law on Local Self-government, the Statute and other sub-legal acts.

The notice and meeting materials shall respect the Law on use of languages.

Minutes shall be taken of all meetings of the Municipal Assembly and its committees and shall be approved at the next meeting in accordance with the Law on the use of languages.

### Recommendations

- The Municipal Assembly should, if appropriate, during the planning of the budget –due to lack of an interpreter— put in the agenda also the budget line for translation, all this in compliance with the applicable laws and regulations.
- The Municipal Assembly during the drafting of the budget may propose a budget line of additional funds for interpreter vocational training.

## Instructions

- Any legal act, regulation or their legal document prior to entering into force should be translated in the official languages of the respective municipality. During the exercising of their daily works as members of the assembly, meetings and proceedings of the Municipal Assembly, adequate interpretation should be provided in the official languages of the respective municipality.
- Notices and materials for the Assembly proceedings should be published simultaneously in both (all) official languages of the municipality.
- Minutes of the proceedings, prior to approval, should be translated and disseminated to the members in both (all) official languages.
- To ensure that each legal act, regulation or any other legal document adopted by the Municipal Assembly is the same in both (all) official languages, with no gaps for different interpretation or misinterpretation.

## **The Office of the Mayor of the Municipality**

- **Office of Public Relations**
- **Municipal Office for Communities and Returns**
- **Municipal Office for Human Rights**

### **Responsibilities of the Office of Public Relations**

#### Office of Public Relations

- takes part in direct meetings of the Mayor, both inside and outside the Municipality;
- takes part in the meetings of the Board of Directors, Committees and Municipal Assembly;
- is responsible to coordinate issues related to local and international press regarding the activities of the Mayor of the Municipality, directors of the respective departments and other offices;
- collaborates development and implementation of the municipal responsibilities to communicate with the public;
- provides information on the municipality development policies;
- monitors implementation of the Strategy for communication with citizens and administers the code of conduct of the officials of public communication, so they would follow high ethical standards;
- ensures transparency and open access in relation to the work of directors and municipal administration, school and health institutions as well as the other public enterprises, providing information and documents for citizens and media;
- informs the public on the decisions adopted by the Assembly, through conferences and issuing of press releases;
- maintains close relations with the municipal press and electronic media in relation to the issues concerning municipal authorities and bodies;
- works on publishing an internal municipal gazette ‘Information Bulletin’;
- provides information within the municipality and is in constant cooperation with the directors of the directorates and officials who are employed in the Directorate of Administration;
- follows the work of municipal representatives and registers all statements of the municipal representatives given to media;
- prepares leaflets, brochures, information bulletins, etc.;
- selects and archives articles from newspapers referring to the work of respective municipality;

### **Responsibilities of the Office for Communities and Returns**

#### Office for Communities and Returns

- is responsible for improvement and protection of rights of the returnees;
- ensures that the communities have equal rights in regard to public services within the territory of the respective municipality;
- prepares reports describing in details the works accomplished that are exclusive responsibility of the Office for Communities and Returns;
- under direct observation of the Mayor of the Municipality, it assists in preparation and drafting of the Municipal Strategy for Returns;
- collects and disseminates information related to returns in the respective municipality (repatriated persons);

- in cooperation with the Mayor of the Municipality, it assists in better operation of the existing structures;
- exercises administrative work that are necessary for supporting the existing structures for returns, such as: setting of meetings, notification of participants, preparation and dissemination of agenda in official languages and preparation of minutes;
- Takes part in the meetings of the existing committees (Committee for Communities, Committee for Mediation and Committee for Policy and Finance) and in their forums where issues related to communities are discussed or are part of the agenda.

## **Responsibilities of the Office for Human Rights**

### **Office for Human Rights**

- undertakes all necessary measures for protection and promotion of human rights at the municipal level, together with three other officials involved within the Municipality;
- monitors compliance with respect to human rights standards: equal opportunities, the principle of non-discrimination, gender equality, the rights of children, the rights of persons with disabilities, the rights of communities, the right of use of language and against the trafficking of human beings;
- provides advice in relation to drafting and monitoring of implementation of policies, regulations and instructions adopted by the Municipal Assembly in compliance with the human rights standards and the domestic legislation;
- monitors the activity of the Municipality and at the same time advises the Mayor of the Municipality on issues related to the human rights;
- cooperates and coordinates activities with the municipal structures, NGOs in the area of protection and promotion of human rights;
- cooperates, in order to accomplish its responsibilities, with different institutions and agencies, including the institution of Ombudsperson in Kosovo.

### **Recommendations:**

- To strengthen the role of the focal point from the network of linguistic policy, he/she is responsible and has the possibility to address the linguistic issues within the municipality;
- To create opportunities for cooperation and exchange of best practices and resources between the municipalities with the effect of improving the implementation of the Law on use of official languages;
- During the preparation of the strategy for communities and returns to include the part that addresses and/or refers to the quality improvement of the use of Law on languages;
- Names of the streets within the administrative territory of the respective municipalities, which do not hold names of personalities, should be translated into official languages of the respective municipality;
- All names of the public institutions and private enterprises dealing with the public good should evidently state or put the name and competencies in official languages.

### **Instructions:**

### **Office of Public Relations**

- In communication with the local press, the whole information should be published simultaneously in official languages;
- There should be a proper and simultaneous public approach regarding the work of directorates in official languages;
- All printing information and documents should be identical, without any possibility for different interpretation, and should be published simultaneously in official languages;
- The public should be informed in all languages and simultaneously about all decisions of the Municipal Assembly;
- The municipal "Bulletin" should not be published only in one language, prior to issuance it should be identically translated in the official languages of the respective municipality;
- To ensure that the internal information and cooperation between the directorates and civil servants is in accordance with their mother tongue (in one of the official languages);
- Any statement of the Mayor of the Municipality and municipal officials should be properly translated and made available in real time in official languages of the respective municipality;
- All bulletins, brochures and other information materials should be published in the official language of the respective municipality. They should not be published only in one language unless they are not ready in other languages, but they should be published simultaneously in official languages in order to have better and more appropriate information for the citizens;
- All news related to the municipality should be translated in official languages prior to archiving them.

### **Office for Communities and Returns**

- Any violation of the Law on use of languages should be reported to the dedicated office within the local government and the Office of Language Commissioner.
- Every report of OC should be available in the official languages prior to their publication and archiving.
- All information related to returns and repatriated persons should be available in the official languages simultaneously.
- All administrative works of the Office for Communities such as: setting the schedule of meetings, information of participants, preparation and dissemination of agenda should respect the Law on use of languages.
- All information collected in meetings related to returns and communities should be provided in official languages and the target group in the respective municipality should be informed.

### **Office for Human Rights**

- The right to language is a fundamental human right and hereafter this office is obliged to report any identified failure initially to the Mayor of the Municipality and then to the Office of the Language Commissioner and appeal to all relevant actors to follow the Law on languages.
- To warn the Mayor of the Municipality and all directors of respective departments on the importance of adequate and simultaneous publication of public documents, decisions, calls and forms in official language.
- No official document, invitation, decision and information should be published only in one language, whilst it is being translated into another official language, this would avoid missing the equal opportunity for all communities of the respective municipality.

## **The Directorate for Administration**

### **Role and competencies of the directorate**

*Handbook on proper implementation of the Law on the use of languages in the local self-government institutions*

- The services that concern the works of the Assembly and the executive, such as: all works on preparation of materials for meetings of the Assembly, the committees and the Council of Directors, starting with the drafting of invitation and decisions coming out from meetings, proofreading and translation of materials in official languages;
- Administrative services in relation to procurement – procurement procedures based on the Law on procurement;
- Services related to the area of logistics and its functioning, including managing of vehicle parking lot, maintenance of official vehicles, etc.;
- Registration and keeping of evidence of official material received and delivered from the warehouse of the Municipality;
- Based on the Administrative Instruction of the MLGA, the services include: correct communication with citizens, making requests available for citizens, to advise and provide legal/administrative assistance regarding filling of requests, registration of all parties' requests, reporting on cases finished on monthly basis, archiving of cases and taking care about their preservation;
- Taking care for postal services, security services and maintenance of facilities;
- Maintenance of information technology equipment, etc.
- In the administrative services dealing with provision of services to citizens are included:
- Services of marital status including civil status of the citizens, registration of: newborns, marriages, deceased and issuance of certificates proving the civil status of the citizen, including also the certificate of residence as well as the change of personal name;
- Verification of documents based on the genuine copy of the documents;
- All other works based on the competencies delegated by the central government.

In providing administrative services for citizens other tasks also are performed concerning the organization of citizens in neighborhoods, villages, local offices and local community offices.

#### **Recommendations:**

- To provide the translation unit/office with professional capacities so that the translation to be adequate in official languages;
- In compliance with the statutory requirements to establish an information office for citizens/services for citizens (those municipalities that have not established them yet) – this office will be composed of members of all communities living in the respective municipality;
- In an appropriate manner to stimulate translators of the municipality that perform their work beyond standards, as well as the other officers providing services for citizens in all official languages without translator's assistance;
- In a noticeable place of all public institutions within the municipality, attach information related to opportunities for complaints in case the citizens think that their linguistic rights have been violated;
- The complaint commission should be obliged to consider the complaints related to the use of language at local level and to make recommendations to the respective department;
- To create conditions for improving the capacities of municipal officials in relation to provision of services for citizens in official languages.
- To ensure proper categorization of translators and also ancillary equipment/tools for their work.

#### **Instructions:**

- ❑ To put an notice board in all offices, in a noticeable place, of all public institutions of the municipality;
- ❑ Each directorate and office should have a title, in official languages of the respective municipality, on its function and jurisdiction;
- ❑ All instructions and information should be printed out in official languages;
- ❑ Brochures, information, notices, vacancy announcements and any other document of interest public should be simultaneously published in all languages of the municipality;
- ❑ Any request of citizens, either oral, in written or through phone or any other way addressed to the local administration should be responded in the languages of the citizen (in one of the official languages);
- ❑ Services related to Municipal Assembly issues should be identically translated in official languages of respective municipalities, without possibility for different interpretation;
- ❑ All materials from Municipality proceedings, committees and board of directors, prior to archiving and submission for further use, should be identical in all languages of the respective municipality;
- ❑ Any disciplinary measure should be submitted in the mother tongue of the officer, unless requested otherwise, whereas the same should be translated in the official language(s) for archiving effect;
- ❑ Any opportunity of civil servants vocational training should be provided to the officers of all communities and proper translation should be provided in their language;
- ❑ Any evidence, registration and file should have materials in all official languages and as such should be archived and forwarded for further use;
- ❑ Providing advice to citizens should automatically be in their mother tongue in case that language is one of the official languages of the respective municipality;
- ❑ Legal assistance for citizens regarding filling of requests and forms should be provided in the mother tongue of the citizen, at the same time the requests and forms should be in the mother tongue of the citizen if that language is one of the official languages of the respective municipality.

## Directorate for Health

### Role and competencies of the directorate

- Drafting the strategy for primary health care, including: promotion, prevention, treating and rehabilitation of diseases, irregularities and injuries, health education and immunization;
- Ensuring provision of social and family services within the territory of the municipality, according to the standard specified by the respective ministry;
- Performing social and family services within the territory of the municipality, through the activities of Centers for Social Work (CSW);
- Drafting of budget, based on local needs, according to the instructions of the Ministry of Health (MH);
- Reporting on the achievements of targets set by the Mayor of the Municipality and the Municipal Assembly;
- Developing, monitoring and implementing the regulations in force;
- Implementation of norms and standards of infrastructure and human resources approved by MH;
- Oversight of epidemiology situation at municipal level;
- Collection and analysis of information at local level;
- Setting of local priorities and targets based on the information, pursuant to the strategy of primary health care;
- Taking of measures for health protection related to provision of safe water and hygiene, provision of safe food and nutrition and activities of disinfection and deratization;
- Conducting of awareness raising campaign with governmental and non-governmental organizations and drafting of agreements with them.

### Instructions:

- During the drafting of health promoting materials it should be ensured that they are in the official languages of the respective municipality;
- Every health institution should have a notice board of health services and the units within the institutions in official languages of the respective municipality;
- Communication with patients, as well as issuance of the necessary documentation should be in the mother tongue of the patient (in one of the official languages);
- To ensure that all information related to health insurance and health services are simultaneously available for citizens in the official language of the respective municipality;
- To provide home visits for patients in their mother tongue (in one of the official languages);
- To ensure that all information regarding epidemiology measures are simultaneously available for all citizens in the official language and languages in official use of the respective municipalities;
- Social and family services for citizens should be provided in their mother tongue (in one of the official languages);
- All documents and forms should be made available for citizens in official languages of respective municipalities;
- Citizens should be informed simultaneously in their official languages on the measures undertaken in regard to the health care;
- Information related to hygiene, potable water, feeding, and disinfection and disinsectization should be made available for all citizens in official languages of the respective municipality;

## Social Welfare Sector

### The Role and the Competences of the Social Welfare Sector

- The right to have, develop and use the property, in order to ensure social shelter for persons within the municipal territory;
- Cooperation with MH, deciding on and implementing the policies on protection of the categories of vulnerable children and other categories of children, through SWC at the local level
- Undertaking of measures for identifying the nature and the need for social and family services within municipal territory;
- Drafting of annual plans for developing and maintaining social and family services and maintain accurate statistical data;
- Coordination and supervision of the works of the Center for Social Works
- Caring about ensuring shelter for the homeless;
- Registration and licensing of the care and employment centers,
- Payment of the salaries and training of the social welfare professionals.

### Instructions:

- All the forms, statements, certifications and other documents must be made available to citizens in the official languages of the respective municipality;
- The plan and the program on social protection as the means of implementation of rights and services must be published in the official languages of the respective municipality;
- Ensure communication and counseling for citizens in their mother language (in one of the official languages);
- Ensure that in every request from citizens, be it in written, verbal, through telephone or any other form, the response is returned in the same language, if that language is one of the official languages in the respective municipality;
- The information with regard to homeless persons must be made available throughout the municipal territory in the official languages of the respective municipality.

## Directorate for Education

### The Role and the Competences of the Directorate

- Management and coordination of preschool, primary and secondary education in the municipality;
- Employment of teachers and other school personnel in accordance with legal procedures for recruiting, selection and employment of public employees;
- Appointment of principals and vice-principals of institutions, in accordance with legal procedures for recruiting and legal criteria set by MEST;
- Payment of the leading staff, professional staff and other staff employed in the educational institutions of the municipality;
- Supervision of educational institutions in municipal level;
- Registration and enrolment of pupils, in accordance with the principles of non-discrimination;
- Registration of data for pupils, based on the form approved by MEST, in accordance with the law;
- Promotion of equality in the possibility to follow preschool, mandatory and secondary education in municipality;
- Registration, inspection of public health and security, as well as licensing of preschool education institutions in accordance with the law;
- Respecting and affirmation of the right of communities and their members;
- Drafting, approval and implementation of the Rules of procedure for schools, including the Code of Conduct for leading staff, teachers, other staff and pupils, as well as the disciplinary measures;
- Bringing decisions about complaints against guiding decisions of educational institutions, stipulated by law;
- Promotion of cooperation between teachers, parents, pupils and education institutions, as well as between the education institutions and the family;
- Cooperation with education directories of other municipalities in joint educational projects, in joint use of physical and human resources, as well as setting of the funds for such projects and purposes;
- Setting the specific areas of coverage schools in municipal level;
- Undertaking measures for securing surrounding environment, urban or rural, where the school is located, which is in accordance with the right of the pupils to have a safe school environment;
- Assessment of special needs, as foreseen by law;
- Proposal for special education for pupils and provision of professional assessment;
- Proposal for establishing advisory and health services for special needs;
- Exercise other competencies, that are stipulated by law or given by the central government;

### Instructions:

- Publish in the municipality web page all the laws that are related to education processes (primary and secondary) in official languages of the respective municipality;
- Every announcement for hiring employees in primary and secondary schools must be published in official languages of the respective municipality;
- Promote the significance of learning languages of other communities living in respective municipality;

- Cooperate with NGOs in order to promote and apply informal education.

## **Directorate for culture, youth and sport**

### **The Role and the Competences of the Directorate**

- Managing of local cultural resources, including local museums and cultural heritage resources;
- Publicizes the amount of available budget, annually, about preparation of cultural, youth and sport activities, including the money for grants that are available for qualified persons, and it also drafts regulations on submitting applications for grants and for setting the grants;
- Management of Municipal Archive, “Dodona” theatre, City Library, City Stadium, Sport Hall and other accompanying facilities;
- Organizing the marking of historically important dates, when required;
- Organizing of debates for developing and advancing the culture, youth and sports;
- Review of contracting relations with regard to facilities of culture, youth and sports;
- Collection of factual data about the achievements in culture, youth and sports;
- Close cooperation and reporting on its work to Mayor, Municipal Assembly, respective Committee, as required;
- Cooperation with directories in central level from the respective scope, and advisors from these fields;
- Registration of bands, clubs, ensembles, etc.;
- Support of cultural, youth and sport activities, as well as development of their renewal within municipal territory;
- Respecting of, support and assistance for associations, clubs and unions, as well as identification of individuals with specific creative skills, without any racial, gender, religious or national discrimination;
- Making its institutions available for general service to citizens (with the primary activities that they carry out, but in emergent cases other activities as well);
- Attraction of investors and seeking additional funds;
- Cooperation with Directorate of Education with regards to the reforms and the conditions that youth may have.

### **Recommendations:**

- Establish possibilities for encouraging cultural events that would promote multilingualism, aiming at learning official languages of the respective municipality.

### **Instructions:**

- Ensure that all cultural events are published and promoted in official languages of the respective municipality;
- All the facilities that are used for organizing and promoting cultural activities must have the title written in official languages;
- Available funds for preparing cultural activities and funds for financing them must be published at the same time in all official languages of the respective municipality;
- All the announcements with historical importance of any community must be published or publicized at the same time in all official languages of the respective municipality;
- Guidelines and forms for registering folklore groups, ensembles and other cultural associations must be provided in all official languages of the respective municipality;

- ❑ Inform citizens in official languages about the results of cooperation with other countries, national and international organizations, and with regard to the possibility for integration and exchange of experiences;
- ❑ Enable provision of support to associations, clubs and natural persons in their language, if that language is one of the official languages of the respective municipality;
- ❑ In identifying new talents it must be ensured that all the communities are well represented and provision of services must be done in their mother language, if that language is one of the official languages of the respective municipality;
- ❑ All the documents, prior to archiving, must be translated appropriately in official languages of the municipality;

## Youth and Sports Sector

### The Role and the Competences of the Sector

- Establishing the conditions for returning the youth in the country and for their re-education;
- Organizing different surveys, seminars and trainings, inclusion of Kosovo youth in youth activities, European and global;
- Publicizes the amount of available budget, annually, about preparation of cultural, youth and sport activities, including the money for grants that are available for qualified persons, and it also drafts regulations on submitting applications for grants and for setting the grants;
- Organizing of debates for developing and advancing the culture, youth and sports;
- Review of contracting relations with regard to facilities of culture, youth and sports;
- Close cooperation and reporting on its work to Mayor, Municipal Assembly, respective Committee, as required;
- Cooperation with directories in central level from the respective scope, and advisors from these fields;
- Registration of bands, clubs, ensembles, etc.;
- Support of cultural, youth and sport activities, as well as development of their renewal within municipal territory;
- Cooperation with other cities and countries, to enable proper integration and exchange of experiences, as well as with NGOs and other organizations;
- Respecting of, support and assistance for associations, clubs and unions, as well as identification of individuals with specific creative skills, without any racial, gender, religious or national discrimination;
- Attraction of investors and seeking additional funds;
- Taking care of other formations from sports, that do not have working space and conditions;
- Cooperation with Directorate of Education with regards to the reforms and the conditions that youth may have.

### Instructions:

- When organizing seminars, trainings and designing surveys/researches ensure that the announcement has been publicized at the same time in official languages and throughout these activities official languages of the respective municipality must be used;
- Before making funds available for preparing youth activities and rules for submitting applications, it must be ensured that everything has been translated into official languages of the respective municipality and that the announcement is given at the same time in official languages of the respective municipality;
- Every debate about development and advancement of youth and sports must be translated into official languages, if the parties belong to different communities;
- Every document, be it a report, decision or minutes, before being archived and proceeded for further use, must be translated into official languages;
- Every form and call for registration of different sport clubs, bands and associations, before being published and implemented must be translated into official languages of the municipality;
- Enable provision of support to associations, clubs and individuals (natural persons) in their language, if that language is one of the official languages of the respective municipality;

- ❑ All the facilities that are used for organizing and promoting cultural activities must have the title written in official languages;
- ❑ All the announcements, information and documents regarding youth and sport activities in the municipal web page must be published at the same time in official languages of the respective municipality;
- ❑ Announcements about the use of sports and cultural facilities must be available to all the communities in official languages of the respective municipality;

## Directorate for Finance

### The Role and the Competences of the Directorate

- Assists the Mayor in preparing the draft-budget, before presenting it to the Committee for Politics and Finance and Municipal Assembly;
- Dynamic plan of the implementation of projects and allocation of means for budget items;
- Planning the cash flow statement;
- Provides professional advices for municipal bodies with regard to budget management;
- Prepares municipal draft-regulations about financial issues;
- Management of financial issues;
- Is responsible for maintaining accounts and annual financial reports;
- Plans, sets the obligations based on municipal regulations of certain entities within municipality, the level of charges, fees in the field of property tax, municipal fees and fines;
- Planning of municipal self-incomes;
- Maintaining the data about all the land and facilities that municipality possesses or uses’;
- Develops the procedure for expropriation, dispossession and de-expropriation of municipality owned land;
- Handles and develops the administrative procedure for arbitrary usurpation of municipality owned land.

### Instructions:

- The Regulation on financial issues, before entering into force, has to be translated into official languages of the respective municipality;
- Annual financial report, before being publicized, has to be translated into official languages of the respective municipality;
- Setting of obligations and regulations for legal and natural persons within municipal territory has to be available in official languages;
- Prior to setting and announcing the level of charges, property tax and municipal fines, everything has to be translated identically, without giving any possibilities for misinterpretation, into each official language;
- Planning and registering of all incomes has to be translated into official languages prior to archiving and publicizing;
- Municipal property database has to be available in official languages of the respective municipality;
- All the administrative procedures and the documentation, before entering into force, have to be available at the same time in all official languages of the respective municipality;

## Sector for Economy and Development

### Scope of the Directorate

- In cooperation with Municipality Mayor this Directorate can set the priorities for investments in the municipality;
- Drafting of conceptual programs, aiming at developing priority sectors, contact with internal financial institutions such as commercial banks and international financial institutions, in order to obtain sufficient and accurate information with regard to the conditions for loans (financing) of different businesses;
- Provision of advices to different businessmen on the possibilities for investments, in order to direct their capital in productive and profitable activities, but even for the future ones;
- Cooperation and coordination of works with regard to public-private partnerships;
- Cooperation with the Ministry of Trade and Industry about the possibility for coordination of works and activities for economical development of the municipality;
- Provision of information and work reports, about certain periods, on the work efficiency of municipal institutions;
- Issuing of working permits for trading companies;
- Setting the level of charges for working permits according to municipal tariffs, fees and fines;
- Identifying changes for working permits and business certifications;
- Provision of forms for application and prior information of businesses;
- Provision of information and reports for the Directorate and municipal institutions;
- Provision of professional trainings in the field of business;
- Provision of data to respective Ministries, as requested by them;

### Instructions:

- Ensure and publicize at the same time in all official languages investment priorities;
- All the information about the development of the primary sector, conditions and modalities for crediting a business have to be made available to all the citizens in all official languages. Under no circumstances they shall be publicized in one language only, for as long as they have not been translated into other official languages of the respective municipality, but all the data shall be disseminated at the same time;
- All the legal entities and citizens shall be provided with sufficient advices with regard to their businesses in their mother language, provided that the language is one of the official languages in the respective municipality;
- Information with regard to the work and activities that are related to economic development of the respective municipality shall be available in all official languages, be it in a private partnership or any other one;
- Issuing licenses for trade companies has to be in accordance with the Law on Use of Languages, implying that they shall be in all official languages of the respective municipality;
- All the information regarding the possibility of obtaining the licenses, set tariffs, fees and fines shall made available in all official languages of the respective municipality;
- All the certificates issued about the work of economical entities in municipality should be
- in all official languages;
- Possibilities to apply by economical entities and the forms have to be available in official languages at the same time to all the citizens of the respective municipality;

- ❑ Information on trainings for business start-ups and development shall be accessible to all the citizens in official languages;
- ❑ Trainings for business start-ups and development shall ensure adequate translation into official languages;
- ❑ The strategic plan for economic development, including short term and long term aspects, shall be available in official languages at the same time, and they shall be identical in all official languages;
- ❑ All the legal entities and citizens shall be provided with sufficient advices with regard to their businesses in their mother language, provided that the language is one of the official languages.

## Directorate for Urbanism, Construction and Environment Protection

### Scope of the Directorate

- Drafts programs, municipal development plan, urban development plan, and urban regulative plans of settlements and other complexes;
- Provides suggestions and opinions with regard to the procedure for their approval and proposes their implementation;
- Collects, processes and supplements the spatial development documentation, in accordance with the Law on Spatial Planning and the provisions derived based on this Law;
- Cooperates with all participating entities for planning and developing the city and the municipality for drafting spatial plans;
- Deals with municipal urban and rural planning and planning for use of land;
- Cooperates with regard to the concept of solutions and contents of the urban regulative plans;
- Follows urban planning and designing and deals with their implementation;
- Organizes and appoints the professional group for supervision, technical acceptances of constructed buildings and other relevant services;
- Issues decisions and certifications about the condition of existing buildings;
- Is responsible for development and organizing of cadastral capacities, homogenous network, rebuilding of cadastral information into digital form, a model of information system about land and property;
- Registration of real estate and registration of municipal land;
- Issues certificates for persons that do not have real estate;
- Is engaged in gradual reduction of pollution, environment degradation and destruction, as well as reduction or prevention of economical aspects and other activities that present a major risk to human health and environment.
- Drafts the program and supervises valuable natural landscapes, proposes new zones for protection, protects and rehabilitates the diversity, cultural values and aesthetics of the landscape;
- Supervises and controls safety conditions for lives and health of people in construction sites and around it, during the works.

### Instructions:

- Development plan and urban plan, as well as regulative plans for settlements and other spaces have to be in all official languages, and as such be approved and publicized;
- Each decision and certification about the condition of buildings, as well as the permissions for using completed buildings has to be issues in official languages.
- The forms for registering the real estate have to be in official languages of the respective municipality;
- Issuing of certifications to persons that do not have any real estate or any other certificate, has to be in citizen's mother language (if that language is one of the official languages), or in official languages;
- All the measures undertaken for environment protection have to be publicized at the same time in official languages;
- All the guidelines, in official boards have to be in official languages of the respective municipality;

- In every request of the citizens addressed in any of the official languages, the response has to be returned in the same language.

## **Directorate for Agriculture and Forestry**

### **Scope of the Directorate**

- Monitoring and implementation of development policies for agriculture, ploughing, farming, gardening, growing plants and beekeeping;
- Drafting of annual plans and reports of production and supervision of implementation of these plans for autumn and spring sowing , harvest and planting of crops of farmers;
- Monitoring scientific achievements in production of farming and creation of statistical tables;
- Monitoring of implementation of annual development plans for farming and ploughing;
- Monitoring and participation in development of projects and plans for protection and development of forests in the municipality;
- Maintain the data on uncultivated land, land given for use and the land with changed purpose of foreseen use;
- Provision of data to respective Ministries, as required by them;
- Provision of planting raw materials for farmers in order for them to start their work through commercial banks, enable for them forms of loans for stimulation and improvement of farming produce;
- Coordination of works for interaction with the NGO sector that support agricultural activities and ensuring close cooperation with agricultural cooperatives;
- Provision of professional trainings in the field of agriculture;
- Coordination and monitoring of hunting activities;
- Provision of assistance to farmers for their better organization, ensuring experts advices, to get closer to donors and investors;

### **Instructions:**

- All the steps for implementation of development policies of this department have also to be available to citizens in official languages;
- Annual plans and reports that deal with production and realization of autumn sowing, harvest and yield have to be available in all official languages;
- All the statistical data have to be made available in official languages prior to their publicizing;
- Any change in use of the land has to be archived and proceeded with further use, at the same time in official languages;
- All the information and procedures on loans for farmers have to be made available to citizens in official languages;
- Any possibility for obtaining raw material for agriculture have to be available at the same time in official languages for all citizens;
- Forms and certifications issued by this department have to be available in all official languages;
- For every request submitted by citizens in whichever of the official languages, the response has to be given in the same language the request was made;
- Provision of assistance to farmers has to be provided in their mother language, provided the language is one of the official ones;
- Information regarding the professional training of farmers have to be published at the same time in official languages;

- When organizing trainings and professional education, adequate translation has to be ensured in official languages for all participants;

## Directorate for Public Services

### Scope of the Directorate

- Decides and monitors the provision of public services, including supply with water, waste water and potable water pipelines, and waste water treatment;
- Organizes summer and winter maintenance, cleaning of roads and sidewalks and local roads;
- Organizes provision and maintenance of public parks, green areas, public places and maintenance of cemeteries;
- Coordination and approval of activities of the public transport of passengers and goods, with the public companies and associations of drivers of individual taxis and operators according to legal regulations, setting the transport lines and travelling schedule for public transport of passengers;
- Cooperation with the police aiming at regulating the aspect of communication and increase of traffic safety, especially near schools and pre-education institutions;
- Implements vertical and horizontal signage of existing roads and regulates the traffic in the municipality;
- Closes or blocks roads for use in special occasions (public holidays, special events of state and municipal interest, etc.);
- Supplies potable water through special tanks and reservoirs;
- Provision of care services and/or elimination of stray dogs;
- Responsible for issuing licenses for use of public land in front of catering service shops;
- Responsible for provision/maintenance of public lighting, advertising signs, illuminated advertising of companies and other different advertisements.
- Consultation with central level about construction, repairing or changing of inter-municipal street signs that affect the municipality;
- Carries out the risk assessment within municipal territory from natural disasters and other disasters, in accordance with laws in effect, through administrative instructions, and based on risk assessments from natural disasters and other disasters.
- Planning and implementation of protection and rescue measures;
- Ensuring urgent measures for temporary sheltering in cases of natural disasters and other disasters;
- During the implementation of activities, it cooperates closely with municipal security authorities, KFOR, police, KSF, NGOs, health institutions, public enterprises and citizens in prevention of fire, as well as in cases of other natural disasters;

### Instructions:

- Information with regard to water supply, local services, difficulties and faults of equipment of public interest have to be provided to citizens in all official languages;
- All the warnings and announcements in public places and green areas have to be written in official languages;
- All the activities regarding public transport of passengers and goods have to be published in official languages;
- All the regular city transport lines, for which the license/permit has been issued by the Directorate for Public Services, have to be published at the same time in official languages;
- All the announcements and warnings for better safety in traffic shall be published official languages of the respective municipality;
- If case of necessity to supply with potable water from a tank or reservoir, the public shall be informed at the same time in official languages;

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- ❑ With regard to treating stray dogs and all the related measures in this regard the public shall be informed in official languages;
- ❑ The requests for obtaining a permission for using public land shall be provided in official languages;
- ❑ All the information regarding risk assessments from natural disasters shall be provided in all official languages;
- ❑ Guidelines on all the measures to ensure protection of citizens shall be provided in official languages, in accordance with the Law on Languages;
- ❑ Announcements with regard to temporary shelters due to natural risks and other risks have to be available in official languages;
- ❑ Information regarding drivable roads and closed roads in the territory of respective municipality shall be provided to citizens in official languages;
- ❑ Civil servants when carrying out their tasks and while providing services, in direct communication with citizens, shall provide a communication in the mother language of the citizen, provided that the language is one of the official languages in the respective municipality;

## Directorate for Inspection

### Fields that fall under the competences of the Directorate for Inspection are:

- Inspection in the field of construction;
- Inspection in the field of trade;
- Inspection in municipal and traffic issues;
- Inspection in the field of environment, and
- Inspection in the field of hygiene and veterinary.

### Scope of the Directorate

- Inspection of construction, installations, renovations, enlargement, modifications, transformations, as well as inspection of demolition of any building or structure, excluding ordinary works for maintenance of buildings, for which no construction permit is required;
- Inspection of technical documentation (construction design, construction permit, inspection of licenses for using the buildings);
- Inspection of safety conditions and measures, with regard to safety of the building and the surrounding buildings, as well as traffic safety measures around these buildings;
- Inspect commercial buildings, industrial buildings and warehouses;
- Inspect working spaces and other buildings, in which products are put for service;
- Organize inspection about respecting of the working schedule by commercial businesses, inspection of the data on the origin of the goods, inspection of the calibration of scales, inspection of commercial sales-purchases records;
- Inspect the respecting of the obligations of business entities for putting company names in their shops;
- Supervise illegal connections in the public water supply network by natural and legal persons, supervision and prevention of potable water misuse for washing the streets, public areas, car washes, filling the wells, watering the gardens, etc.;
- Undertaking measures for protecting the health of the population from harmful effects of tobacco products and smoking of tobacco in public places.
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### Instructions:

- Officials of this Directorate when carrying out inspections of all kinds of constructions shall provide the possibility to communicate with the parties in their mother language, provided that the language is one of the official languages;
- During the inspection and approval of the technical documentation for construction of buildings, construction permits and permissions for using the buildings, requests in any language must be accepted, if the language is one of the official languages or language in official use in respective municipality, and the response shall be returned in the same language;
- During the inspection of the safety measures in the buildings, as well as safety measures in the traffic close to these buildings, attention must be paid that all the signs are put in official languages;
- During the inspection of commercial and industrial buildings, the communication in the mother language of the parties shall be ensured, provided that the language is one of the official languages;

- During the inspection of the working schedule, the data on the origin of the goods, inspection of the commercial records and other obligations in trade and industrial activities, documents in any official language of respective municipality shall be accepted, and mutual communication shall be ensured in the language of the party;
- During the inspection and controls about the misuse of potable water by natural and legal persons, the communication with the parties shall be ensured in their language, provided that the language is one of the official languages in the respective municipality;
- All the protective measures from harmful gases, tobacco smoke and smoking of tobacco in public places shall be written in official languages;
- All the undertaken punitive measures shall be translated into official languages prior to sending them for further proceedings;
- All the complaints and objections, in any of the official languages of the respective municipality shall be accepted.
- All the requests shall be answered in the same language as they were submitted, provided that the language is one of the official languages in the respective municipality.

## Recommendations for Central Institutions

- Central level institutions have to enforce the Language Policy Network by involving independent mechanisms in order to protect the rights of the citizens, as well as by involving civil society organizations in order to improve the quality of all language policies in every municipality.
- Central level institutions must ensure more funds for the Office of the Language Commissioner as well as provide the OLC the possibility to increase the number of professional staff, in order to increase efficiency and functionality toward advancement in implementation of the Law on Use of Languages;
- It is necessary to amend and supplement the Law on Use of Languages, as well as amendment of the administrative instructions. With amending and supplementing the law, the punitive measures for breaching and violating the law would be set clearly, resulting in a more qualitative implementation of the Law on Use of Languages and increase of the executive competence of the Office of the Language Commissioner. Through Administrative Instructions the implementation of the law shall be specified together with the set deadlines.
- Central institutions should have better relation with regard to cooperation with local institutions towards respecting of the Law on Use of Languages. First of all, central institutions should respect the official languages in communicating with local authorities, which would contribute in the quality of respecting of the Law on Use of Languages. Respecting of the Law on Use of Languages should be reciprocal from both levels.
- It is necessary to find ways for stimulation/awards in a form of grants for the local governments that respect the Law on Use of Languages more than the others. This way also the other municipalities would find ways to improve the quality of implementation of the Law on Use of Languages in their territory.
- Enable provision of training for interpreters and civil servants on the knowledge of official languages throughout the territory of Kosovo.
- Employees that provide services for citizens in an official language that is not their mother language must be encouraged and given a stimulating compensation;
- Find the way to introduce in the primary and secondary schools teaching of local languages (non native languages). If it is not possible to introduce it as compulsory subject, it can be included as elective subject.
- Set specific stimulating measures to faculties in Kosovo which establish departments for students of other communities in their mother language.

## Recommendations for the Office of the Language Commissioner

- Increase monitoring of the implementation of the Law on the Use of Languages;
- Publish all the findings and results of the researches in order to increase transparency and trust among citizens;
- OLC shall organize regular meetings with communities, in order for the citizens to get informed about the work of the Office of the Language Commissioner, as well as collect information about the problems and difficulties of the citizens, in terms of realizing the right to use the mother language which is one of the official languages;
- Office of the Language Commissioner shall work towards increased promotion of its works in order to raise awareness amongst citizens on the possibilities of realizing their rights;
- In every institution, put in visible place instructions for complaining, in order for the citizens to be able to complain if they think that they have been threatened or that their language rights have been violated;
- Increase cooperation with civil society organizations which can be a bridge between the citizens and the Office of the Language Commissioner, in order to enhance the implementation of the Law on Use of Languages.

## Recommendations for the International Community

- In cooperation with civil society organizations and Kosovo institutions assist in organizing language courses for all the citizens, especially for the employees who are directly providing services to citizens;
- Through grants encourage and stimulate local institutions in order to fully implement the Law on Use of Languages;
- Provide support to local and central institutions in overcoming identified problems in implementation of the Law on Use of Languages through a mechanism that would consist of interpreters and lecturers;
- In cooperation with civil society organizations and Kosovo institutions support the exchange of best practices with the countries that have experience with multilingual systems;
- Provide more funds for civil society organizations in order to deal directly with promotion of the Law on Use of Languages and promotion of the works of the Office of the Language Commissioner.

## **My Language, My Right, My Opportunity**

When the school days are over and when learnt how to write things, where to use uppercase of lowercase letters, where to use a full stop, comma and other punctuation marks, the language is still needed. Additionally, the flexibility, the possibilities for development, the complexity open up horizons and give space to operate with the language. Language teaches people to respect other languages and alphabets, increasing the feeling of loving and respecting people that speak different languages.

Often when writing we face dilemmas on how to write a word or we simply get confused about the alignment of the general structures of the sentences. The others, language experts, have taken care of our concerns and confusions, and this way the orthography was created. The orthography is an assistance to everyone communicating with another person, especially in written form, and the handbook in front of you presents an excellent combination of both.

Why is language even more important? Language gives awareness a shape, language creates opinions and stances, through language we make people, events and occurrences more visible. Therefore, for all of us it is very important to be able to practice mother language in every way and in every situation. This is not only an issue of principles of the linguistics and orthography and of respecting them; this is more of an issue of respecting human rights and protecting the dignity of each citizen in Kosovo. Therefore, it is necessary to understand without compromise how important is the proper implementation of the only Law that guarantees the right to use the language.

First of all, through this practice we demonstrate the representation of the principle of EQUALITY. Avoiding discrimination against ethnicity is a fundamental principle of using the Guideline for proper implementation of the Law on Use of Languages by local governance institutions in Kosovo. The Handbook/Guideline is created to advise, recommend and teach how to respect the fundamental human rights. All of us, together, must insist for implementation of the Law, for which we are talking so much. We can do this. Language in these areas is becoming increasingly vulnerable, especially the language used in institutions. Apart from the weak education, there is big and bad impact in the language from English language, which on daily basis is increasingly appearing and incorporating in our daily language. In fact, many words are becoming English, and slowly but surely will be incorporated in the daily written and spoken language. We are losing our language. Use of official languages in a large scale is very important for preserving the cultural identity. This applies to all the communities living in Kosovo. All these are reasons for which we need to ask for proper and continuous implementation of the laws that deal with official use of the language.

Therefore, we must be patient and get to know closely the rules, in order for us to educate through good organizing members of all the communities on the importance of use of official languages, as a contribution for enhancing the quality of coexistence, with citizens, neighbors and colleagues surrounding us.