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POLICY BRIEF

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TRANSPARENCY AND ACCOUNTABILITY IN THE ANAMOROVA/POMORAVLJE REGION

About ECMI Kosovo

ECMI Kosovo is the principal non-governmental organisation engaged with minority issues in Kosovo, with the overarching aim to develop inclusive, representative, community-sensitive institutions that support a stable multi-ethnic Kosovo. ECMI Kosovo contributes to the developing, strengthening and implementation of relevant legislation, supports the institutionalisation of communities-related governmental bodies, and enhances the capacity of civil society actors and the government to engage with one another in a constructive and sustainable way.

I. INTRODUCTION

Over the course of the implementation of the project *Empowering Civil Society to Participate Effectively in Policy and Decision-Making Processes through Dialogue with Government Institutions*, funded by the European Union Office in Kosovo, ECMI Kosovo, and with its partners **Communication with Social Development (CSD)** and **Network of Roma, Ashkali and Egyptian Womens' Organisation of Kosovo (NRAEWOK)**, supported the establishment of the **Anamorava Serb Youth Community Network**. The establishment of Anamorava/Pomoravlje region Network aims to foster a link between various CSOs from the region, and better advocate for their respective local government structures.

One of the activities of the Network was to conduct a research on government transparency and accountability in this region. ECMI Kosovo, therefore, aided the network in writing and researching questionnaires focused on issues surround government transparency and accountability in the region. These questionnaires were published in Serbian and distributed throughout the municipalities by our local correspondents, with the aid of CSD and NRAEWOK.¹

ECMI Kosovo and its partners received 164 completed questionnaires from all municipalities: 26 from Gjilan/Gnjilane, 30 from Kamenicë/Kamenica, 30 from Klokot/Klllokot, 30 from Novo Brdo/Novobërdë, 26 from Parteš/Partesh and 22 from Ranilug/Ranillug.

Through the research gained by these questionnaires, ECMI Kosovo presents this Policy Brief, which will briefly outline the findings of the research, as well as recommendations for institutions and conclusions that can be drawn.

II. THE IMPORTANCE OF TRANSPARENCY AND ACCOUNTABILITY

The correct accountability tools, and a transparent process, is necessary for the processes of good governance to operate. The government, both central and local, have to be held accountable to their actions and decisions in order for there to be a successful relationship between citizens and their representatives which includes trust. The government should be held responsible to its citizens, and this means that they have to report back to them on a regular basis. Moreover, all information on government working should be available and easily accessible by the public.

¹ Please see Annex I for a copy of the questionnaire that was distributed to participants.

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This issue is central for all communities within Kosovo, but it especially impacts the Serbian community in both the municipalities in which they are a minority, and the newly formed decentralised municipalities, in which they are the majority.

III. FINDINGS

This section provides a breakdown of the findings of the questionnaires circulated on the issue of employment. Firstly, it will outline the general findings from all the municipalities involved (Gjilan/Gnjilane, Kamenicë/Kamenica, Klokot/Kllokot, Novo Brdo/Novobërdë, Parteš/Partesh, Ranilug/Ranillug), before presenting summations of each of the municipalities.

GENERAL

ECMI Kosovo, and its partners, received 171 responses from the Serbian communities in the Anamorava/Pomoravlje region.

Of the 164 respondents, the predominant majority spoke only Serbian, and not Albanian, the other official language of Kosovo, while only 7 per cent of respondents spoke both languages. It is notable that more respondents (11 per cent) spoke Serbian and English than those who spoke Serbian and Albanian. The break down of languages is presented in Figure 1, below.



Figure 1: Languages Spoken by Respondents

Respondents were then asked how transparent they feel that their municipality is, on a scale of 1 to 10, with 1 being the lowest and 10 being the highest (Q.3). From the data, presented in Figure 2, below, we can see that predominately the Municipalities scored lower on the scale, with number 3 on the scale being the most commonly chosen rating. It was only in the municipalities of Kamenicë/Kamenica, Klokot/Kllokot, Parteš/Partesh and Ranilug/Ranillug where any of the respondents gave the municipality a score of 8 or over on a transparency scale.

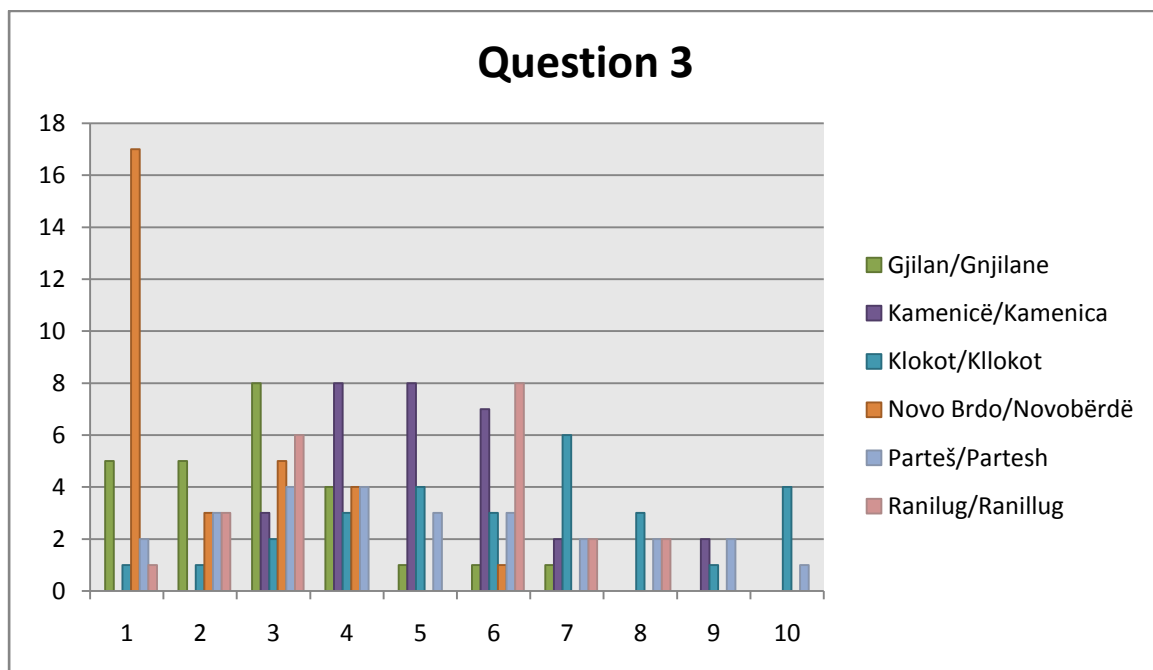


Figure 2: On a scale of 1 to 10, how transparent do you feel your municipality is?

Moreover, respondents were then asked whether they feel that their Municipality sufficiently reports back to its citizens on decisions that they take (Q.4). As shown in Figure 3, below, there are only two municipalities, Klokot/Klllokot and Ranilug/Ranillug where the majority of respondents said that they feel that there is enough reporting back.

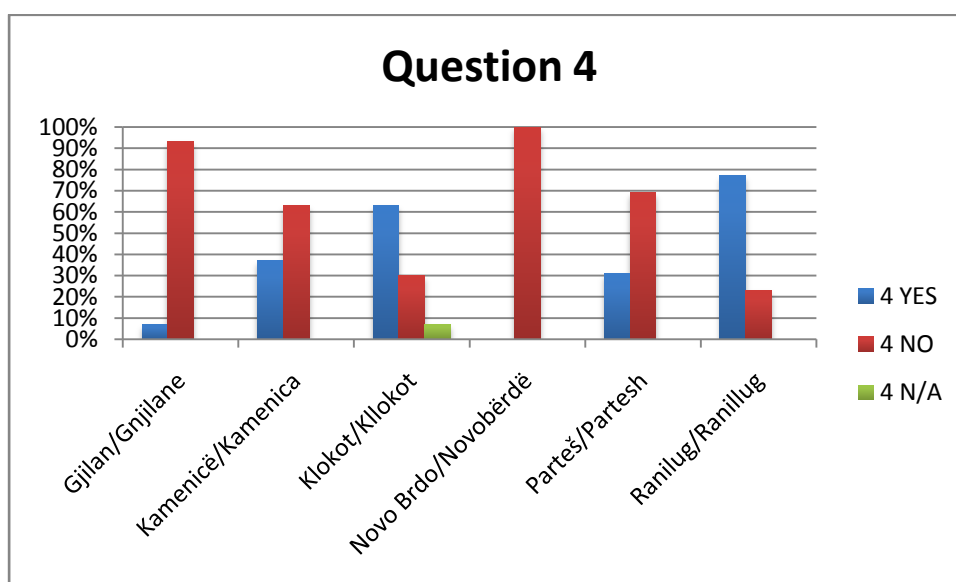


Figure 3: Do you feel that the municipality sufficiently reports back to its citizens?

When asked if this reporting is done in all the local languages in use, as it should be by law, again it was only Klokot/Kllokot and Ranilug/Ranillug where the majority of respondents said that it is. In all other municipalities considered, there was a large majority of respondents who said that this is not the case, as is shown in the chart below. Most respondents, when the answered that the reporting was

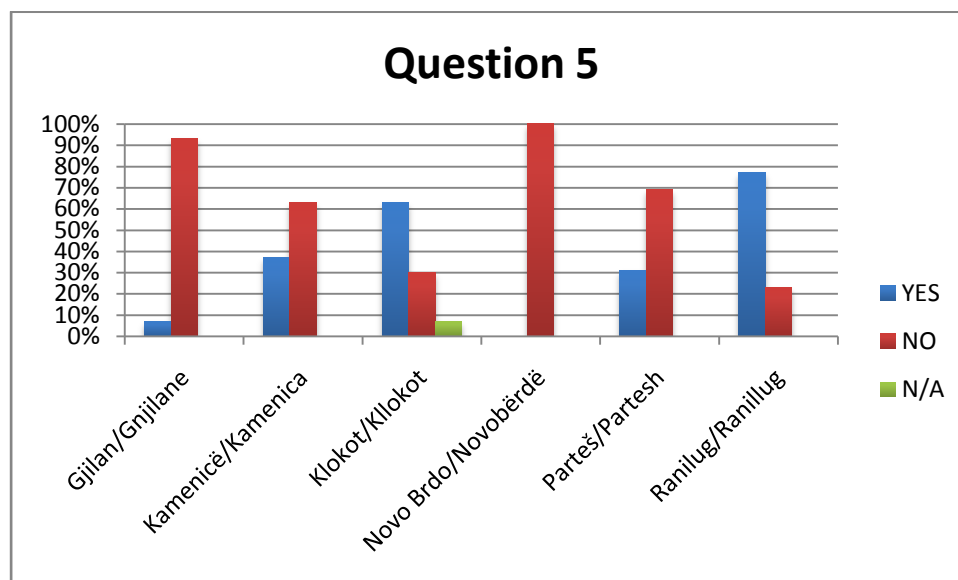


Figure 4: Is this reporting done in all languages in local use

Respondents were then asked whether they feel that there is a formal channel for channelling feedback to their municipality. In only one of the researched municipalities did a majority say that they feel that there is, with 53 per cent saying this in Klokot/Kllokot, while the respondents in Ranilug/Ranillug were split evenly between saying these structures exist and they do not (Q.20). However, in no municipality studied was there a majority of respondents who said that they feel that any of these structures actually impact on the decisions that are taken by the municipality. The highest percentage of those who did was in the Municipality of Klokot/Kllokot where half of the respondents said that they feel that this is the case (Q.21).

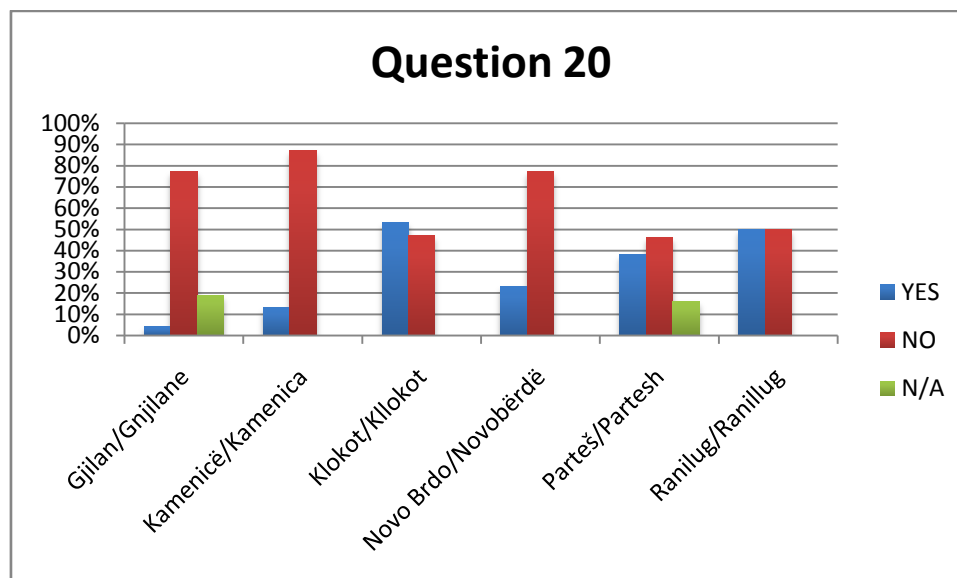


Figure 5: Is there a formal structure for channelling feedback on decisions to the Municipality?

Respondents were asked if they had ever personally requested documents from their municipality. As can be seen in the table below, the vast majority of respondents said that they had interacted with the municipality in order to get documents (Q.6).

	YES	NO	N/A
Gjilan/Gnjilane	81%	19%	0%
Kamenicë/Kamenica	50%	50%	0%
Klokot/Klllokot	70%	30%	0%
Novo Brdo/Novobërdë	70%	30%	0%
Parteš/Partesh	54%	35%	11%
Ranilug/Ranillug	95%	5%	0%

Table 1: Have you ever requested a document from the municipality?

Most respondents across all municipalities said that they had interacted to get personal documents, such as ID Cards, and proofs of address or vehicle ownership (Q.7). Moreover, across all the municipalities the respondents said that they had requested these documents personally at the Municipal buildings, rather than by email, letter or on the phone (Q.8). Moreover, 120 respondents stated that they only requested their documents in Serbian, while only six (6) respondents across all municipalities said that they had requested them in Albanian, with these being in the Municipalities of Gjilan/Gnjilane, Klokot/Klllokot and Parteš/Partesh (Q.9).

It is positive that the majority of respondents, across the municipalities said that their requests were responded to positively by their municipality (Q.10). As is shown in the table below, it is only in Klokot/Klllokot, and Novobërdë/Novo Brdo, where the majority of respondents said that their request was not responded to positively, but poorly.

	Positively	Satisfactorily	Poorly	Negatively	No Response
Gjilan/Gnjilane	18.18%	45.45%	31.82%	4.55%	0.00%
Kamenicë/Kamenica	66.67%	33.33%	0.00%	0.00%	0.00%
Klokot/Klllokot	11.54%	26.92%	38.46%	15.38%	7.69%
Novo Brdo/Novobërdë	0.00%	12.00%	60.00%	16.00%	12.00%
Parteš/Partesh	100.00%	0.00%	0.00%	0.00%	0.00%
Ranilug/Ranillug	68.18%	27.27%	4.55%	0.00%	0.00%

Table 2: How was the request responded to?

However, of these respondents who requested documents only 71 of them got responses in Serbian, while 29 said that they got responses in both official languages of Kosovo. It is concerning that 19 respondents across the municipalities stated that while they requested their documents from their Municipalities in Serbian, they received their responses in Albanian with no translation. This is in violation of the Law on Languages, which says that citizens are entitled to receive documentation in the official language of their request (Q.11).

It is positive that, when asked, the majority of all respondents in the municipalities apart from Gjilan/Gnjilane and Parteš/Partesh said that they did receive their response from the Municipality within seven (7) working days as the law requires (Q.12). Moreover, it was only in Gjilan/Gnjilane where any municipalities said that they had received a refusal from their municipality to provide them with the documents requested, with 4 respondents saying this happened (Q.13).

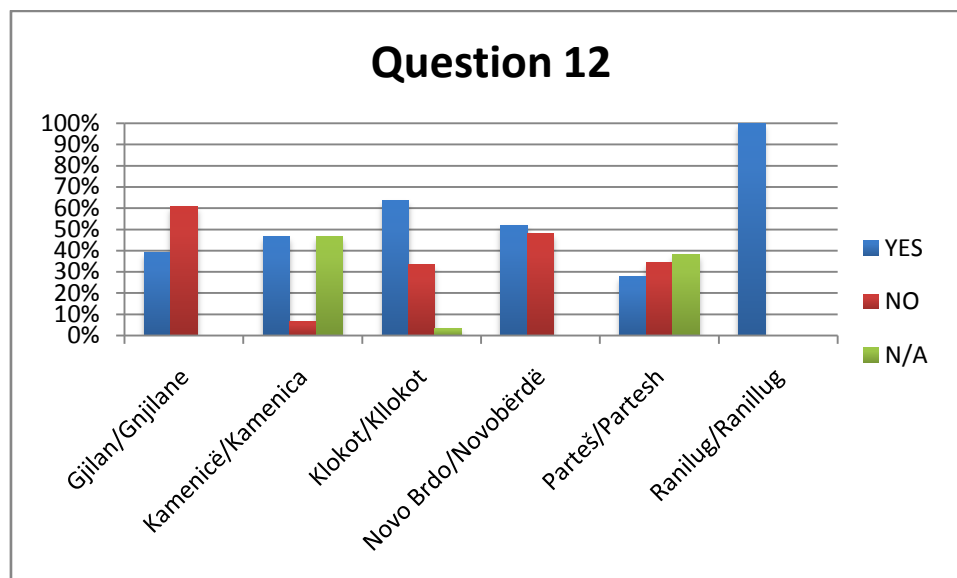


Figure 6: If you received any kind of response, was it provided within seven working days, as the Law on Access to Public Documents requires it?

When asked if their Municipality provides translation of documents into Serbian, the respondents from three (3) responded positively over all, while those from the other three (3) did not, as is presented in the figure below. It is positive that in Gjilan/Gnjilane, Kanenicë/Kamenica and Klokot/Klllokot those who said that these are provided were very large in number compared to those who said they were not (Q.28).

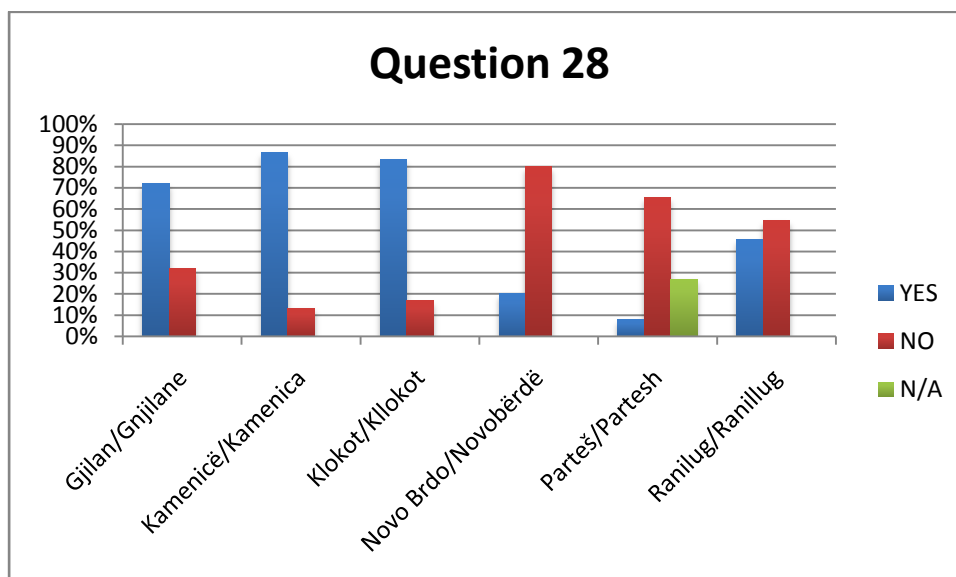


Figure 7: Does your Municipality provide translations of documents to Serbian in your municipality?

Moreover in four (4) of the Municipalities, Gjilan/Gnjilane, Kanenicë/Kamenica, Klokot/Klllokot and Ranilug/Ranillug, the majority of respondents said that these

translations were easy to access, while it was only in Novobërdë/Novo Brdo and Parteš/Partesh where they said that this is not the case (Q.29).

When asked if they had personally requested documents to be translated by the Municipality, it was only respondents in Gjilan/Gjnilane, Kamenicë/Kamenica, Klokot/Kllokot and Parteš/Partesh that had respondents who said that they had done so (Q.30). Only respondents in Kamenicë/Kamenica and Parteš/Partesh said that these translations were of a good quality, with the other Municipalities predominately said that they were of a bad quality of Serbian (Q.31). However, none of the respondents across the municipalities estimated that the percentage of translated documents were higher than 10 per of the documents produced by the Municipality (Q.32).

Respondents were asked whether their Municipality holds open discussions for public consultations before they take decisions (Q.14). Only respondents in Klokot/Kllokot and Ranilug/Ranillug said that these occur, while the majority of respondents in the other four (4) municipalities said that they do not. Moreover, it is positive that across all municipalities it was only in Novobërdë/Novo Brdo where the municipality does not hold these meetings every 6 months as is required by law (Q.15). However, respondents in Gjilan/Gjnilane/Klokot/Kllokot and Ranilug/Ranillug said that these are not open to all members of the public, as they are required to be by Kosovo law (Q.16). In the same three municipalities the respondents also said that these meetings were advertised in all the local languages of the municipality (Q.17). **QUESTION 18.** The Law on Languages requires that these meetings are translated into all local languages in use, however, from all the municipalities is in only Klokot/Kllokot and Parteš/Partesh where the respondents said that this occurs, with the other four (4) municipalities saying that there is often not translation, and when there is, it is not to all languages (Q.19).

The Municipalities are required, by law, to set up a Communities Committee, in which all of the communities present in the Municipality are represented. However, only in Kamenicë/Kamenica and Klokot/Kllokot were the majority of respondents aware that this had happened, with the majority respondents from the other four (4) municipalities saying that their Municipality as far as they were aware had not done this (Q.22). Moreover, of the respondents who knew that this committee existed in their municipality, only in Kamenicë/Kamenica and Parteš/Partesh did the respondents say that all the communities present in their municipality were represented on this committee (Q.23). However, the majority of respondents in Kamenicë/Kamenica, Klokot/Kllokot and Novobërdë/Novo Brdo said that they feel that this committee is pro-active in fighting for the rights of all communities in their Municipality, with the majority of respondents from the same municipalities saying that these meetings are easily available to the public (Q.24, 25). It is positive, however, that the majority of respondents in all municipalities said that there is translation available to the local languages in the meetings, and that the minutes and

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records of the meetings are generally available in translation to all local languages (Q.26, 27).

Finally, respondents were asked about their impressions of any formal complaints structures that exist within their Municipalities. While only the majority of respondents in Gjilan/Gnjilane and Ranilug/Ranillug said that there were not the structures in place to deal with these issues, no respondents in any of the municipalities could name any real structures or processes that they were sure of to deal with complaints against their municipality (Q.32, 33). Moreover, only respondents in Gjilan/Gnjilane, Klokot/Klllokot and Novobërdë/Novo Brdo said that they had ever submitted complaints to the Municipality. However, several respondents across Kamenicë/Kamenica and Parteš/Partesh said that while they felt they had grounds to complain, they either did not think that there was any point in complaining or that they did not know the correct structures to address about this issue (Q.35).

GJILAN/GNJILANE

In the municipality of Gjilan/Gnjilane ECMI Kosovo and its partners received 26 completed responses. Of these respondents 18, amounting to 69 per cent, spoke only Serbian; while two (2), 8 per cent of respondents, spoke Albanian as well. Seven (7) respondents, amounting to 27 per cent, spoke English as well. One (1) respondent spoke Russian as well.

The questionnaire first asked respondents to rate the level of transparency of the municipality of Gjilan/Gnjilane (Q.3). Their responses, presented in Figure [X] below, show that, overall respondents do not feel there is a high level of transparency. No respondents from the Serbian community gave a rating of over 7 (with 10 being the most transparent), and the largest number (32 per cent) gave it a low rating of 3 out of 10.

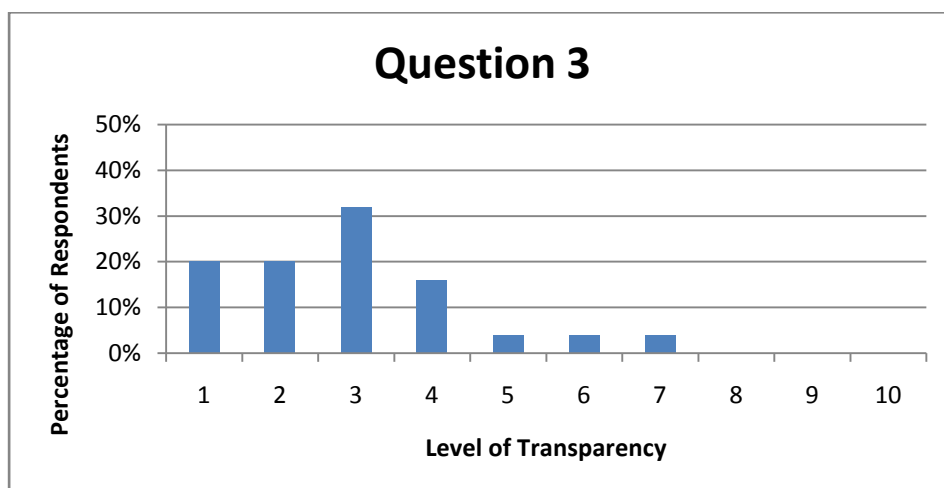


Figure 8: How transparent do you feel that the Municipality is? Please, answer on a scale of 1 to 10, with 1 being not transparent, and 10 being very transparent.

Moreover, 93 per cent of respondents stated that they did not feel that the municipality sufficiently reports back to its citizens (for example, announcement, public meetings, educational flyers, or advertisements) (Q.4). When asked whether this reporting was done in all local languages, 85 per cent of respondents stated that it was not, whilst only 7 per cent stated that it was (Q.5). Respondents were then asked in what languages the reporting is done is, and Figure 2 present the break down. Predominantly, respondents stated that the reporting is only done in Albanian, sometimes with English and Turkish translations. There were only two (2) respondents, amounting to 12 per cent, who said that there was translation to Serbian available.

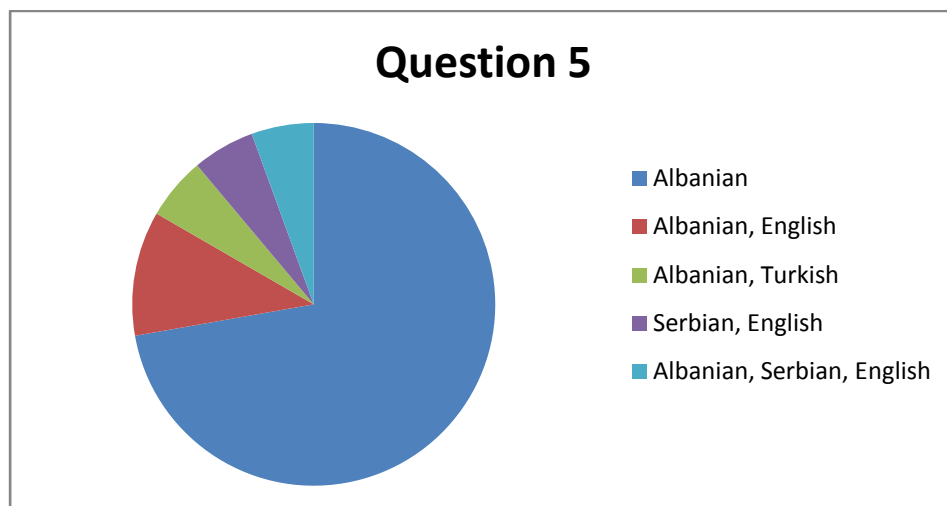


Figure 9: Is this reporting done in all languages in local use?

There was an overwhelmingly negative response in the questionnaires when the respondents were asked whether they felt that there is a formal structure for channelling feedback to the municipality on their decisions (Q.20). Seventy-seven (77) per cent of respondents said that there was not any structure available, with only one (1) stating that there are structures, and five (5) respondents (19 per cent) stating that they did not know (Q.20). Moreover, 38 per cent of respondents stated that they feel that the municipality pays any attention to these, while 30 per cent said that the municipality did, and 32 per cent said that they did not know (Q.21). Many of the respondents stated that the municipality was not interested in listening to the complaints of the citizens, and that they only changed things when it suited them.

Eighty-one (81) per cent of respondents said that they had requested documents from the municipality (Q.6). The documents requested were predominately personal identification items, such as ID cards and driving licences, as well as other identification such as vehicle registrations and property registrations (Q.7). Most of these documents were requested personally – 62 per cent – while 19 per cent of respondents requested them through hard-copy, i.e. by letter (Q.8). Moreover, 81 per cent of the documents were requested in Serbian, with only one (1) respondent stating that he had requested them in Albanian (Q.9).

When asked about the responses that they received from the municipality, the majority of respondents stated that their response was “satisfactory” – amounting to 38 per cent of respondents (Q.10). However, 27 per cent stated that their response from the municipality was “poor”; while only 15 per cent said that they received a positive answer in which they got the information requested in an understandable format. While 81 per cent of requests were made in Serbian, only 54 per cent of respondents got a response in Serbian (with 5 of these receiving responses in both Albanian and Serbian) (Q.11). However, there were 7 respondents who answered that, even though they requested their documents in Serbian, the responses that they

received from the municipality were in Albanian, the other official language of the Republic of Kosovo (Q.11).

The municipality of Gjilan/Gnjilane is required, by law, to respond to requests for information in seven (7) working days². Only six (6) respondents, amounting to 23 per cent, received their answer within this limit, with the highest proportion of them – 7 respondents or 27 per cent – having to wait 15 days before receiving an answer. Four (4) respondents stated that they had to wait between 20 and 30 days before they received an answer (Q.12). However, it should be noted that four (4) respondents said that they answer that they received from the municipality was only to say that the municipality was not able to answer their request, with the most common reason being that they had too many requests or could not find the documents (Q.13).

Respondents in the municipality of Gjilan/Gnjilane were also asked about the number and quality of the translations of documents into Serbian. Sixty-nine (69) per cent of respondents stated that the municipality of Gjilan/Gnjilane does provide translations of its documents into Serbian, with 31 per cent saying that they did not (Q.28). Moreover, half respondents said that these were easy to access, however, of these respondents several said that this was only true for basic personal documents such as birth certificates. Twenty-three (23) per cent of respondents said that these documents were not easy to gain, stating that the Municipality was not interested in providing these documents, and made it difficult to gain them within a reasonable amount of time in Serbian (Q.29).

Respondents were then asked about their personal experiences of requesting documents to be translated into Serbian. Forty-two (42) per cent of respondents said that they had personally requested documents from the municipality of Gjilan/Gnjilane, while 54 said that they had not (Q.30). However, negatively for the municipality, none of those who said they had requested documents said that the quality of translations was good (Q.31).

Finally, respondents were asked to estimate the number of official documents that they think the municipality of Gjilan/Gnjilane translates (Q.32). A large number of respondents said that they did not know the amount, or that the number translated was insignificantly small. The highest estimation from all of the respondents was only 10 per cent of documents, with others estimating between 3 and 5 per cent.

Respondents were asked whether the Municipality of Gjilan/Gnjilane held open meetings with citizens, but only four (4) respondents, amounting to 15 per cent, said that these happened, with 85 per cent saying that they did not occur (Q.14). Of those 15 per cent, half of them said that these meetings were held every 6 months as required (Q.15), and half of them also said that the meetings were not open to all citizens as they should be by law (Q.16).

²Law on the Access to Public Documents, Article 7.8.

Moreover, none of this 15 per cent said that they were well publicised within the municipality, and only two (2) said that they, when advertised, this was in all languages (Q.17). They predominately said that these meetings advertised between one and two weeks in advance of the meetings (Q. 18). Only one respondent said that the public consultations were translated at the time of occurrence, stating that there was Serbian translation (Q.19).

When asked if Gjilan/Gnjilane had a Communities Committee, as required by the Law on Local Self Government (03/L-040), only six (6) respondents – 23 per cent of respondents – said that this existed, while 73 per cent (19 respondents) said that it did not (Q.22). Three (3) of these six (6) respondents said that all the communities were present at the meeting, with two (2) others saying multiple but not all communities (Serbian, Albanian and Roma, and Serbian, Turkish and Roma respectively), while one (1) said that they did not know what communities are represented (Q.23). Moreover, three (3) of them said that there was translation available at the meetings (to Albanian and Serbian), as is required by law, although half of these respondents said there was not (Q.26 & 27).

Only one (1) respondent said that this committee was proactive in protecting the rights of minority communities within Gjilan/Gnjilane, with 22 respondents (85 per cent) saying that they were not (Q.24).

Of the six (6) respondents who knew that their municipality had a Communities Council, four (4) of them said that the meeting were available to the public, as required by law, while two (2) said that they were not (Q.25).

The final section of the questionnaire asked respondents about the complaints procedures that are in place in the municipality of Gjilan/Gnjilane. Eighty-nine (89) per cent of respondents said that there was not a good complaints procedure in place for members of the municipality (Q.33).

Moreover, none of the respondents could name any processes or structures to deal with complaints that they knew to exist within the municipality (Q.34). Several respondents stated that any complaints they had made had got a response in Albanian, despite being submitted in Serbian. This violates the Law on the Use of Languages, which ensures, at the municipal level, “the equality of the official languages” and that “[e]very person has the right to communicate with, and to receive available services and public documents from, municipal institutions and officials in any of the official languages”.³

When asked if they had personally ever submitted a complaint to the municipality about discrimination against your community, 65 per cent of respondents said that they had not (Q.35). However, several respondents (around 23 per cent of these) stated that they had not submitted complaints either because they personally did not

³Republic of Kosovo, *Law on the Use of Languages* (02/L-37), Article 7.1-2.

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want to be embarrassed, they did not know who to submit the complaint to, or they did not think that there was any point in doing this.

Only two (2) respondents said that they had submitted complaints to the Municipality of Gjilan/Gnjilane. One of these complained because the municipality was not respecting the law in regards to accessing public documents. The other respondent did not say what his complaint was about, but highlighted that he never received a response to it as the Municipality of Gjilan/Gnjilane did not answer, and when he enquired they said they had no record of the complaint (Q.35).

KAMENICË/KAMENICA

In Kamenicë/Kamenica there were 30 responses from the Serbian community. All of these 30 spoke only Serbian, with none of them stating they speak Albanian, the other official language and the language of the majority community in Kamenicë/Kamenica (Q.2).

Respondents were asked to rate how transparent they feel the Municipality of Kamenicë/Kamenica is on a scale of 1 to 10 (with 1 being the least transparent). Figure [X], below, plots their responses: we can see that majority of respondents from Kamenicë/Kamenica give middling ratings for transparency of the municipality (Q.3).

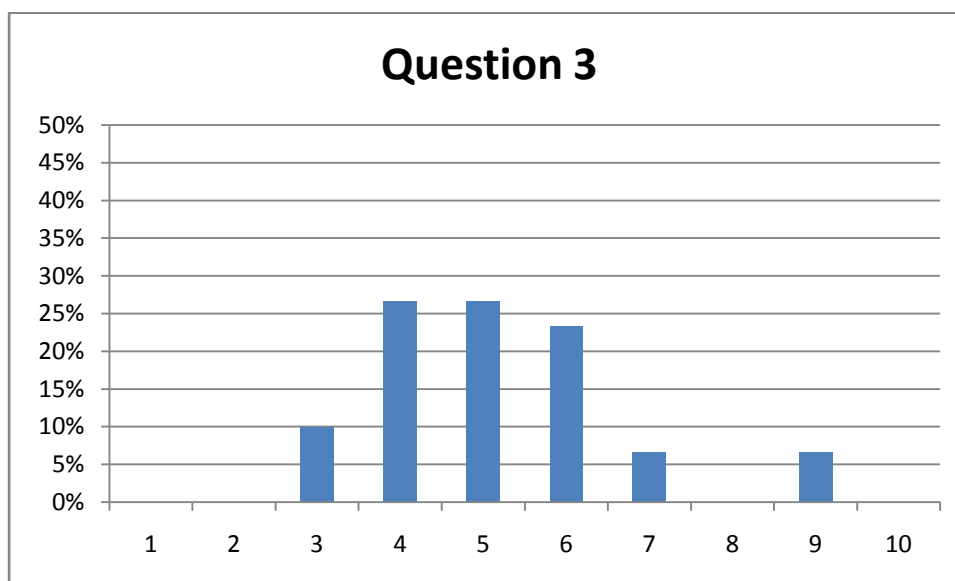


Figure 10: How transparent do you feel that the Municipality is? Please, answer on a scale of 1 to 10, with 1 being not transparent, and 10 being very transparent.

The respondents were then asked whether they feel that the Municipality of Kamenicë/Kamenica sufficiently reports back to its citizens in the form of information about decisionsetc (Q.4). Over half (63 per cent) of respondents said that they did not report back sufficiently, with only 37 per cent saying that they did. Two thirds (67 per cent) of respondents said that reporting, when done, was done in all the local languages in use, as stipulated by the Law on the Use of Languages, while the third that disagreed said it was only produced in Albanian (Q.5).

There was an overwhelmingly negative response when the questionnaires asked whether the respondents felt there is a formal structure for channelling feedback to the municipality with regards to their decisions (Q.20). Only 13 per cent of respondents said that there was a structure in place for feedback, meaning that 87 per cent did not think that this existed. Moreover, 60 per cent of respondents said that feedback was not taken into account by the municipality, while those who said that feedback was taken into account said that the municipality did not take serious notice of any complaints (Q.21).

When asked if they had personally requested documents from the municipality, only half of respondents had, with the most common type being personal documents such as birth certificates, ID cards and marriage certificates (Q.6 & 7). All respondents said that they had requested these documents in person at the municipality (Q.8).

All respondents said that they requested these documents in Serbian (Q.9), and it is positive that they all also got replies in Serbian (Q.11). Moreover, all respondents said that they received either extremely positive replies (meaning they were provided with the data in an understandable format), or satisfactory replies (meaning the information was provided but not in the most understandable format). One third of respondents said they got positive replies, while 17 per cent said that they got satisfactory ones (Q.10).

Positively, of those who had requested documents from the municipality, only two (2) stated that they had to wait more than the seven working days that are stated in Kosovo law (Q.12). The majority of respondents said they received their documents within 2 to 5 working days. None of the respondents from Kamenicë/Kamenica said that the municipality denied their requests (Q.13).

The respondents were asked whether the municipality of Kamenicë/Kamenica provides translations of documents into Serbian (Q.28). Forty-three (43) per cent of respondents said that they were translated, meaning that just over half of respondents do not think that the Municipality regularly provides documents in both languages as required by Kosovo law. Of those who said that documents are translated, six (6) respondents, amounting to 46 per cent, said that these translations were not readily available to the public (Q.29).

Only three (3) respondents, 10 per cent, said that they had, personally, requested translated documents from the municipality of Kamenicë/Kamenica (Q.30). Although this is a very small number, it is positive that two (2) of these respondents also said that the translations that they received were in good-quality Serbian (Q.31). Respondents were then asked to estimate the percentage of documents that are regularly translated into Serbian (Q.32). Most respondents said that they were not sure of the level; but those who did provide estimation all stated that fewer than 15 per cent of documents are translated into Serbian.

Another key aspect of transparency and accountability that this research considers is public consultations and hearings that are organised by the municipality. When asked if the municipality holds open discussions before decisions are taken, only 23 per cent of respondents said that this happens (Q.14). Positively, of those who said that these occur, all but one (1) said that they happen every six months as regulated, with four (4) even saying that they occur more often – between three and four times a year (Q.15). However, over half of the respondents (57 per cent) said that the discussions were not freely open to all the citizens of the municipality (Q.16). Predominately, respondents said that these discussions, when they were held were not advertised in

all languages of the municipality (Q.17), and that they were, in general advertised only one week in advance of the meeting (Q.18). One third (33 per cent) of respondents said that there was translation into Serbian and Albanian available in the meetings, as is required by the Law on the Use of Languages (Q.19).

The Law on Local Self-Government requires all municipalities to have a Communities Committee, in which all local communities are represented. All respondents were aware of this, and stated that Kamenicë/Kamenica has set up this committee (Q.22). Moreover, 90 per cent of respondents said that all local communities are represented, with those who disagreed saying that only the Albanian and Serbian communities are present (Q.23). Respondents were then asked whether they thought that the Communities Committee is pro-active in protecting the rights of the minority communities (Q.24). Two thirds said that they were, while a third disagreed and said that they were not pro-active at all. Just under half of the respondents said that there is translation into Serbian available in the meetings (Q.25). The records of the meetings, according to the respondents are available in both official languages (Q.27), except for two respondents (7 per cent), who said that they are only available in Serbian and not Albanian, and thus are available in translation (Q.28).

Finally, respondents were asked whether they thought that there was a good complaints structure within the Municipality of Kamenicë/Kamenica. Forty-three (43) per cent of respondents said that there was not a good structure (Q.33), with several stating that they did not know of any structures for accountability in place at all (Q.34). Moreover, none of the respondents said that they had issued a complaint to the municipality on the basis of discrimination against their community (Q.35).

KLOKOT/KLLOKOT

In Klokot/Kllokot ECMI Kosovo and its partners received 30 responses from the Serbian community. Of those who responded, 23 – amounting to 77 per cent – spoke only Serbian, while five (5) respondents – 17 per cent – also spoke Albanian. As well, three (3) respondents registered as speaking English (Q.2).

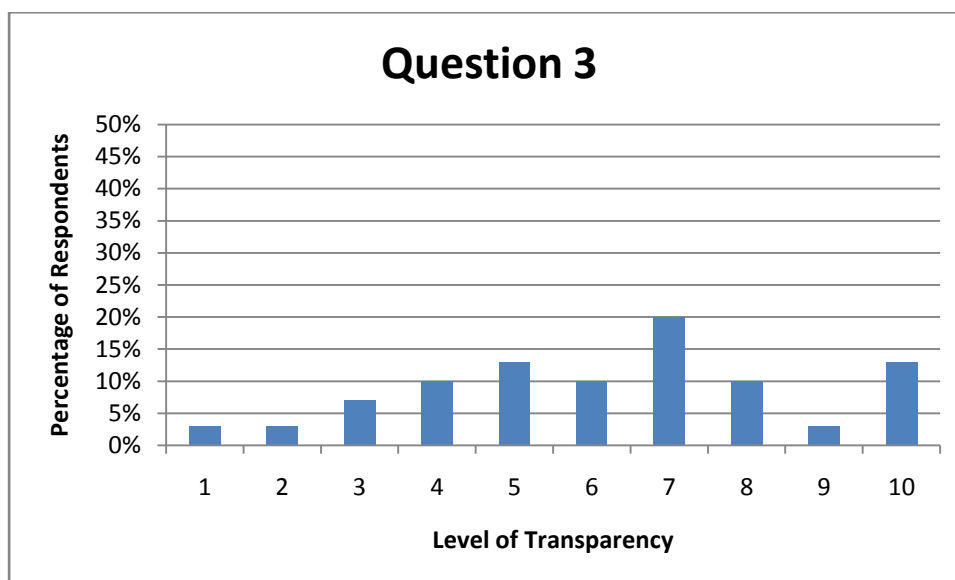


Figure 11: How transparent do you feel that the Municipality is? Please, answer on a scale of 1 to 10, with 1 being not transparent, and 10 being very transparent.

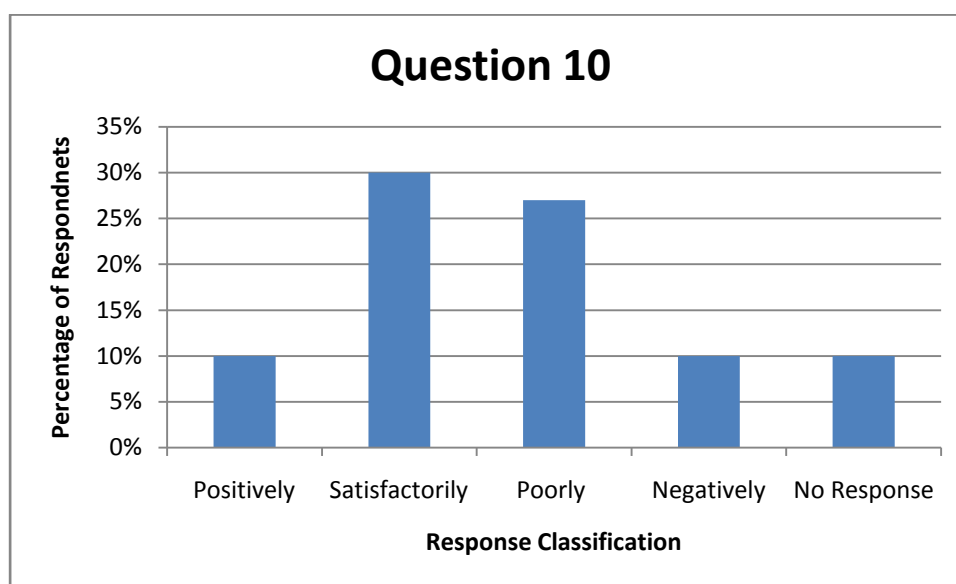
Respondents were asked, on a scale of 1 to 10, how transparent they feel that they Municipality of Klokot/Kllokotis (Q.3). As we can see from Figure [X], above, there is a wide spread across the range. It is positive that the largest proportion of respondents answered above 5 for how transparent they feel Klokot/Kllokot is.

The questionnaire then asked whether they feel that the municipality sufficiently reports back to its citizens, in the form of providing them with information on decisions etc.; 63 per cent said that this was the case, while 30 per cent said that it was not, and 7 per cent said they did not know (Q.4). Seventy-seven per cent also said that reporting was done in all local languages, Albanian and Serbian, with some saying that English translations were also occasionally presented (Q.5).

When asked if there are formal channels for giving feedback to the Municipality on their decisions, 53 per cent said there was, while 47 per cent disagreed with this (Q.20). Moreover, only half (50 per cent) of respondents said that they feel that these discussions have any impact on the decisions being taken by the municipality (Q.21).

Respondents were then asked about their personal experience requesting documents from the Municipality of Klokot/Kllokot; 70 per cent said that they had requested documents (Q.6). Most of these were personal documents, such as ID cards, marriage certificates and certificates from the registry office (Q.7). Twenty-five respondents

gave details of how they requested these documents: 24 per cent said they emailed, 16 per cent requested them in hardcopy, 44 per cent said they telephoned, while 16 per cent said they went to the municipality personally (Q.8). Of those who requested documents, 85 per cent requested these in Serbian only, with 15 per cent only requesting them in Albanian (Q.9). Below, Figure[x], indicates the responses received by the individuals (Q.10). From this, we can see that most of the respondents (30 per cent), received satisfactory answers, meaning that they received the information needed but it was not very understandable; while 27 per cent said that they received a poor response meaning that while they got the information they requested, it was not understandable.



Sixty-five (65) per cent of respondents said that they received their response in Serbian, while 35 per cent said that their response was in Albanian (Q.11). It is concerning that of these 7 respondents who got replies in Albanian, 5 of the initial requests were made in Serbian, by individuals who stated that they do not speak Albanian. All respondents said that they received their responses within seven (7) working days, as required by law, with the most common time being between 1 and 5 days (Q.12 & 13).

When asked if the municipality provides translations of their documents into Serbian, 87 per cent of respondents said that this did happen (Q.28). Moreover, 73 per cent of respondents said that these were readily available and easy to access within the municipality (Q.29). The questionnaire then asked about their personal experience, asking whether they had requested a document in translation from the Municipality of Klokot/Klllokot (Q.30); 60 per cent said that they had done this, and the same percentage also said that the translations were of a good quality, while 37 per cent said they were not (Q.31).

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There was a generally positive result when respondents were asked what percentage of documents were translated into Albanian. Most respondents said that there were 'many' documents translated, or that there were 'enough' (Q.32).

Another area of accountability and transparency that the questionnaires focused on was if the Municipality holds open meetings with its citizens to inform them of decisions and to get feedback. It is positive that 63 per cent of respondents said that these meetings are held by the Municipality of Klokot/Klllokot, while only 37 per cent said that they were not (Q.14). Moreover, over half of the respondents said that these were held every six (6) months; with 30 per cent even stating that they were held once a month (Q.15). Moreover, only 10 per cent of respondents who knew about these meetings said that they were not open to all citizens (Q.16); while 13 per cent said that they were not well advertised in all the local languages (Q.17). It seems most common that these meetings are advertised one week before the meetings, with 42 per cent saying this (Q.18). Moreover, all of these respondents said that there was translation in these meetings to Serbian and Albanian, and occasionally to English (Q.19).

Kosovo Law requires the municipalities to have a Communities Committee, with all communities in the municipality represented. Sixty per cent of respondents said that they were aware that Klokot/Klllokot had this Committee, with 78 per cent of these respondents saying that all communities in the municipality are represented on this Committee (Q.22 & 23). It is also positive that 79 per cent of these respondents answered that the Committee was pro-active in promoting their communities rights (Q.24). However, only 58 per cent of respondents said that the minutes of the meetings were available to the public (Q.25). It is positive, however, that only 10 per cent of respondents said that there was not translation available during the meeting (Q.26), and that all but three (3) respondents said that the records of the meetings were available in Serbian (Q.27).

Finally, the questionnaire asked respondents whether they consider the Municipality of Klokot/Klllokot to have a good complaints procedure: 53 per cent responded that they did, while, 43 per cent disagreed and 4 per cent said that they did not know (Q.33). However, when asked to name any structures they are aware of for complaining, none of the respondents could name any (Q.34). Moreover, 43 per cent of respondents said that they have issued a complaint to the Municipality on the basis of discrimination against your community, either through the lack of access in your native language, or because of other discrimination issues related to your community, although none of them provided details of this complaint (Q.35).

NOVO BRDO/NOVOBËRDË

ECMI Kosovo and its partners received 30 responses from the Serbian community in Novo Brdo/Novobërdë. All of these respondents stated that they only spoke Serbian and no other languages (Q.2).

When respondents were asked how transparent they feel the Municipality of Novo Brdo/Novobërdë is, on a scale of 1 to 10, the vast majority responded negatively (Q.3). No respondents gave it a score of over 6 on the scale, with only one (1) giving it a score above 5, while 57 per cent gave Novo Brdo/Novobërdë the lowest possible score.

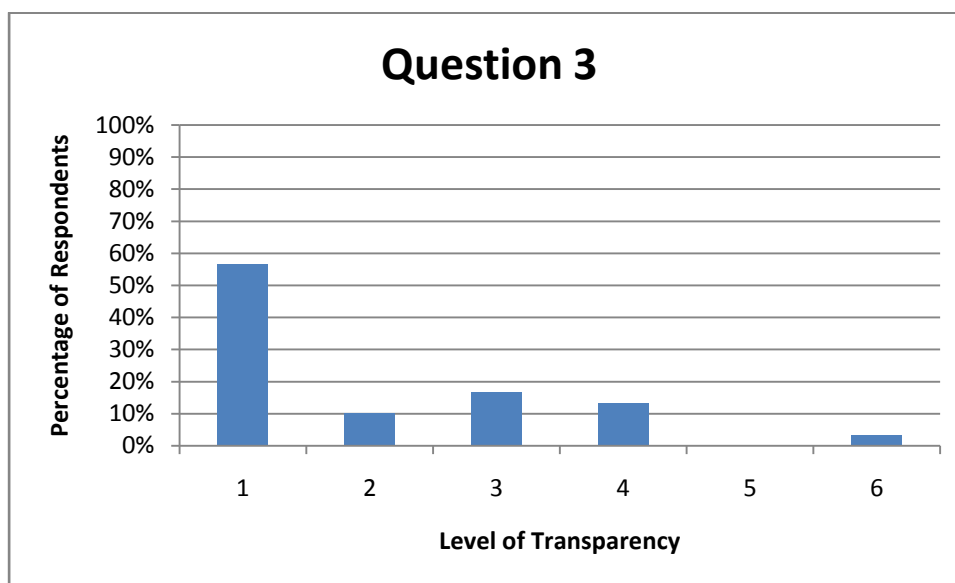


Figure 12: How transparent do you feel that the Municipality is? Please, answer on a scale of 1 to 10, with 1 being not transparent, and 10 being very transparent.

When asked if they feel that the Municipality sufficiently reports back to its citizens (i.e. in the form of educational flyers, meetings etc.), none of the 30 respondents answered that they feel that the Municipality does this sufficiently (Q.4). Moreover, only 10 per cent stated that any reporting that does occur is done in both official languages, as the law requires; 90 per cent stated that it was only produced in Albanian (Q.5).

Moreover, 77 per cent of respondents said that there were no formal structures in place to channel feedback to the Municipality of Novo Brdo/Novobërdë on their decisions, with only 23 per cent of respondents saying that there is (Q.20). Respondents were then asked whether they feel that any discussions that do occur have any impact on the municipality: 80 per cent said that they did not, saying that the Municipality did not listen to complaints (Q.21).

When asked if they had personally requested documents from the Municipality of Novo Brdo/Novobërdë, 70 per cent had (Q.6), with most individuals requesting

personal documents such as ID cards, or birth and marriage certificates (Q.7). Of these 70 per cent, 77 said that they requested the documents by email, while 23 per cent had requested the documents in person (Q.8). All of the respondents said that they requested the documents in Serbian (Q.8). None of the respondents said that they received a response that answered their request and was in an understandable format (Q.9). Only 18 per cent said that they received a satisfactory response, with 63 per cent saying that they got a poor response, which was not understandable (Q.10). One respondent said that the Municipality refused to provide them with the documents they requested. It is positive that all but one (1) of the respondents said that they received a response in both official languages of the Republic of Kosovo (Q.11). The one who didn't, however, said that they requested the documents in Serbian but only received a response in Albanian. However, only one (1) of the respondents said that they received a response within seven working days, as required by law, with most saying that they had to wait between 10 and 20 days (Q.11& 12). None of the respondents said that their requests were denied by the Municipality of Novobërdë/Novo Brdo (Q.13).

The Law on the Use of Languages dictates that all official communication by the Government of Kosovo, at the central and local levels, should be in both official languages (Albanian and Serbian). ECMI Kosovo and its partners asked respondents whether the municipality of Klokot/Klllokot provides translations of official documents to Serbian. Only 23 per cent of respondents stated that they did, with the other 77 per cent saying that they did not (Q.28). Moreover, only one (1) respondent, amounting to 3 per cent, said that it was easy to access documents in translation from the municipality, while 17 (57 per cent) said that they were difficult to access (Q.29). Two thirds (67 per cent) of respondents had personally requested translated documents from the Municipality, and again only one (1) respondents said that these translations were of a good quality (Q.30 & 31). When asked to estimate the percentage of public documents translated into Serbian, 70 per cent of respondents estimated between 1 and 5 per cent were translated, a very low number (Q.32).

Open discussions with the public are central to transparency and accountability towards the public. Only 10 per cent of respondents said that the Municipality of Novo Brdo/Novobërdë holds open discussions for public consultations before regulations or decisions are made (Q.14). Moreover, only two (2), amounting to 7 per cent of respondents said that these were held every 6 months as they should be (Q.15). Forty (40) per cent of respondents said that these were not freely open to the public (Q.16), and only one (1) respondent said that they were advertised in all local languages (Q.17). Over 90 per cent of respondents, moreover, said that these meetings were only advertised to the public a day before they occurred, meaning there was not a lot of time to prepare (Q.18). Thrity per cent of respondents said that these meetings were only in Albanian, while 30 per cent said that there was both Albanian and Serbian available (Q.19).

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Finally, respondents were asked whether they think that the Municipality of Novo Brdo/Novobërdë has a good complaints structure. The respondents were split evenly between those who did not think that a good one existed and those who did (Q.33). However, only three (3) respondents (10 per cent) could name any formal structures that exist, and they stated the major as the only structure (Q.34). Just under half (43 per cent) of respondents said that they had personally submitted a complaint to the municipality because of discrimination, but seven (7) respondents said that they never received an answer from the municipality, or that if they did it did not make any sense (Q.35). Moreover, one (1) respondent said that they had complained as they had applied for a job within the municipality and had been asked who they voted for as part of the application.

PARTEŠ/PARTESH

ECMI Kosovo and its partners received 26 responses from the Serbian community in the municipality of Parteš/Partesh. Of these 18 respondents spoke only Serbian, while four (4) also registered that they spoke Albanian, the other official language of the Republic of Kosovo. Moreover, six (6) respondents stated that they also spoke English (Q.2).

There was a relatively even spread across the spectrum when respondents were asked how transparent they feel that the Municipality of Parteš/Partesh is (Q.3). Figure [x], below, shows the spread, which shows that while there was a spread, the larger proportion of respondents said between 3 and 5 on the scale.

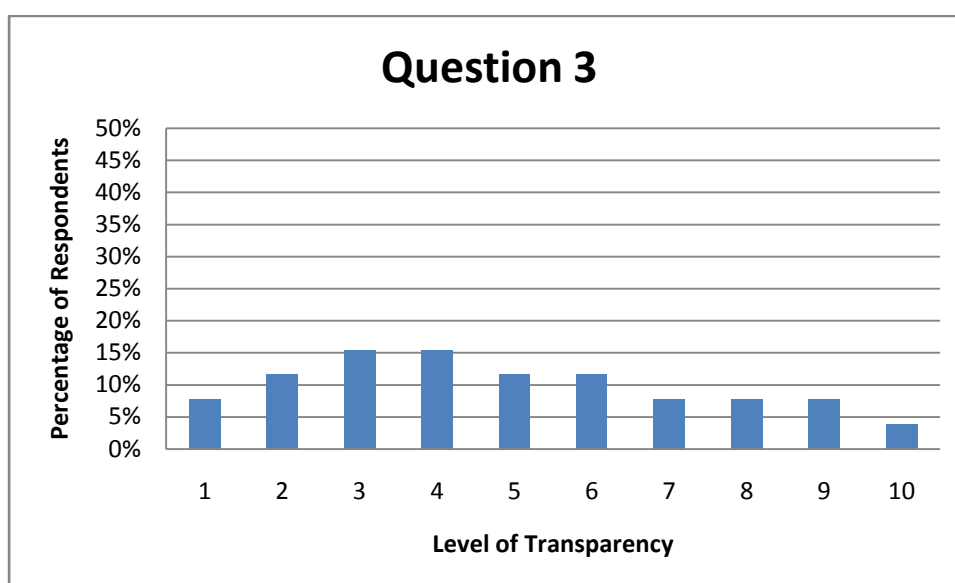


Figure 13: How transparent do you feel that the Municipality is? Please, answer on a scale of 1 to 10, with 1 being not transparent, and 10 being very transparent.

When asked whether they feel that the Municipality sufficiently reports back to its citizens, only 31 per cent of respondents said that they did, with 69 per cent answering that, in their opinion, they did not (Q.4). Only 38 per cent of respondents said that this reporting was done in all languages in local use, with 46 per cent saying that it is not (Q.5).

Moreover, when respondents were asked whether the Municipality of Prateš/Partesh has a formal structure for channelling feedback, again, only 38 per cent said that these channels existed, while 46 per cent said that the Municipality did not have this (Q.20). Respondents were then asked whether they feel that channels, such as these, impact on the decisions of the Municipality, and only 27 per cent said they felt that they did, whilst 50 per cent said that they did not have any impact, stating that either they were not held or that if they were, then the Municipality does not enact any of the suggestions (Q.21).

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Respondents were then asked whether they had, personally, ever requested documents from the Municipality. Just over half (54 per cent) of respondents said that they had, with most of these stating that they had requested personal documents, such as ID cards and passports (Q.6 & 7). Of these 14 respondents, four (4) said that they applied only by email, one (1) by hard-copy (e.g. letter), three (3) by telephone, four (4) in person, one (1) by both email and telephone, and one (1) by email and hard-copy (Q.8). Of these, 85 per cent of respondents said that they requested the documents only in Serbian, while the other 15 per cent requested them in both Albanian and Serbian (Q.9). It is positive that all of these respondents said that the Municipality of Parteš/Partesh responded positively to their request, giving both the information they needed, and presenting it in a very understandable format (Q.10). All respondents said that they received a response from the municipality in Serbian, with 29 per cent saying that they received a response in both official languages of Kosovo (Q.11). Half of these 14 respondents said that they had received a response within seven (7) working days, as required by law; those who said that they did not, mainly did not provide information on how long they waited, but those who did, said that it was between 10 and 15 days (Q.12). Furthermore, none of the respondents said that their requests were denied by the municipality (Q.13).

The Law on the Use of Languages ensures that all public documents should be accessible in both Albanian and Serbian, and any other languages in local use. When asked if the Municipality of Parteš/Partesh provides translations of public documents, 65 per cent of respondents said that they regularly do (Q.28). However, only 47 per cent of these respondents said that these translations were easy to access and readily available (Q.29). Only two (2) respondents in total said that they had ever requested a document in translation from the Municipality of Parteš/Partesh (Q.30), with one (1) of them stating that these were of good quality (Q.31). No respondent could estimate the percentage of documents that are regularly translated, except for two (2) (8 per cent) who said that none were translated at all (Q.32).

Open discussions with citizens are central for ensuring that the municipality is transparent. When asked, only 35 per cent of respondents said that these meetings occur (Q.14), although all of these agreed that they occurred at least every six months, with several saying that they occur at least once a month (Q.15). All of these respondents also said that the meetings were freely available to all citizens (Q.16). Fifty-five per cent of those who said that the meetings occur said that the meetings are well advertised in all languages (Q.17), with most respondents saying that they were advertised between a day and a week in advance (Q.18). However, again, 55 per cent said that there was translation available in the meetings, stating that there was Albanian, Serbian and English available (Q.19).

Kosovo Law states that there must be a Communities Committee in every municipality. When asked if Parteš/Partesh had one, only 46 per cent of respondents said that it did, while 54 per cent said that it did not (Q.22). Of those who stated that this did

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exist, none of them stated that all communities are represented within it, with 80 per cent saying that they were not, while 20 per cent did not know (Q.23). Moreover, only 64 per cent said that this committee is pro-active in promoting minority rights within the municipality of Parteš/Partesh (Q.24). It is also a requirement that these meetings should be easily available to the public, however, only 36 per cent of respondents say that this is the case within the Municipality of Parteš/Partesh (Q.25). Moreover, only 36 per cent of respondents said that there was translation to their language available in the meeting, with these saying there is translation to Albanian, Serbian and English (Q.26).

Finally, the questionnaires asked whether the respondents feel that there is a good complaints procedure to deal with issues within the Municipality of Parteš/Partesh. Only 35 per cent of respondents said that there was, with 46 per cent saying there was not, and 19 per cent saying that they did not know (Q.33). Moreover, none of the respondents said that they could name any of the structures that exist within Parteš/Partesh. However, no respondents said that they had ever submitted a complaint to the municipality on the basis of discrimination against their community, with one stating that they felt that there was no point to do this, as the municipality would not consider their complaint anyway (Q.35).

RANILUG/RANILLUG

ECMI Kosovo and its partners received 22 responses from the municipality of Ranilug/Ranillug. Of these, all of the respondents spoke only Serbian and no other languages (Q.2).

When respondents were asked how transparent they feel the Municipality of Ranilug/Ranillug is, on a scale of 1 to 10, the vast majority responded with middling levels, with the highest proportion giving the municipality a rating of 6 (Q.3, Figure [x]). No respondents gave Ranilug/Ranillug lower than 3, which is a positive sign for the municipality.

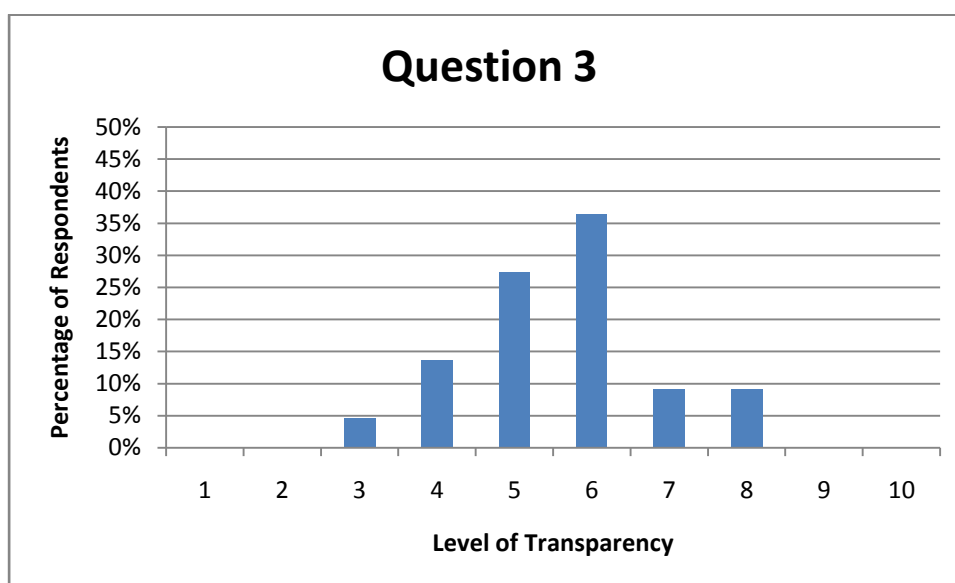


Figure 14: How transparent do you feel that the Municipality is? Please, answer on a scale of 1 to 10, with 1 being not transparent, and 10 being very transparent.

Respondents were then asked if they feel that their municipality reports back to its citizens enough about its decisions: 77 per cent answered positively that it did (Q.4). Moreover, 95 per cent of respondents said that this reporting is done in all languages in local use, although several of them stated that this was only Serbian (since Ranilug/Ranillug is a newly decentralised Serb-majority municipality).

However, when asked if there were formal structures in place for reporting back to the Municipality, only 50 per cent of respondents said that this existed (Q.20), with 95 per cent of all respondents saying that any discussions that occur are not taken notice of by the municipality, and that they have them in order to meet guidelines and requirements (Q.21).

When asked about their personal experience, 95 per cent of respondents said that they had requested documents from the municipality, with most of these encompassing the services of the registry office, such as ID cards and birth certificates, and proof of registration (Q.6 & 7). Of these 14 per cent requested them through

email, 62 per cent by hard copy, 10 per cent by telephone, and 14 per cent through other methods (including going personally) (Q.8). All respondents said that they requested the documents in Serbian only (Q.9), and received their answer only in Serbian (Q.11). When asked how their requests were responded to, 71 per cent of respondents said that they received a positive response (answering their request, and in understandable language), while 29 per cent that they received a satisfactory answer, meaning their request was answered but the language was not so understandable (Q.10).

Kosovo's law requires that these requests be responded to within seven (7) working days. It is positive that all but one (1) respondent said that this happened, with the one (1) individual having to wait 10 days before receiving their response (Q.12). None of the individual's requests were denied, but many said that the municipal officials were helpful in explaining their processes and why decisions were potentially delayed (Q.13).

All public documents produced in Kosovo should be published in both official languages of the Republic of Kosovo, and also any local languages in use. This ensures that all citizens can access and understand the decisions and documents of their government. When asked if the Municipality of Ranilug/Ranillug provides documents in translation to Serbian, only 43 per cent of respondents said that it did (Q.28). Moreover, only 35 per cent of respondents said that these translations were readily available and easy to access (Q.29).

When asked about their personal experience requesting documents to be translated; only two respondents (9 per cent) said that they had (Q.30). Moreover, both respondents said that their translations were of good quality (Q.31). No respondents could provide actual estimates of the number of documents provided in translation, however, 14 per cent did state that there was a very small number of documents translated (Q.32).

Open discussions and meetings between the municipality and its citizens are central to ensuring that there is transparency and accountability. When asked if the Municipality of Ranilug/Ranillug held open discussions with its citizens before regulations or decisions are made, 95 per cent of responses said that they did (Q.14), and that these were held at least every six (6) months as required, with 62 per cent saying that they happen more frequently (Q.15). Moreover, only one (1) respondent answered that these discussions were not freely open to the public (Q.16), while three (3) said that the meetings were not well advertised in all languages (Q.17). These meetings, from respondents answers, tend to be advertised about a week or two weeks in advance; 52 per cent say that they are advertised a week in advance, while 43 per cent said that they were advertised two week in advance (Q.18). However, 55 per cent said that there were not translations into the local languages during these discussions (Q.19).

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Kosovo law requires that all municipalities have a Communities Committee, in which all communities are represented, and who focus on issues affect different communities. It is positive that 95 per cent of respondents, all except for one (1), knew that the Municipality of Ranilug/Ranillug has created one of these (Q.22). Fifty-seven (57) per cent of respondents said that all communities are represented on this committee, with those saying no, answering that it is only the Albanian community present (Q.23).

However, 68 per cent of respondents said that this committee was not pro-active in protecting the rights of the communities within Ranilug/Ranillug (Q.24). As well, 73 per cent of respondents said that these meetings were not available to the public (Q.25), while 45 per cent of respondents said that there was translation to Serbian available at the meetings (Q.26). All but 18 per cent of respondents said that the records of these meetings were available in Serbian, with 41 per cent also saying they were available in Albanian (Q.27).

Finally, respondents were asked if they feel that there is a good complaints structure in the Municipality of Ranilug/Ranillug. Only 18 per cent of respondents stated that they thought that there is a good, formal structure within Ranilug/Ranillug (Q.33), while no respondents could name any of these structures that are in place (Q.34). Only two (2) respondents said that they have ever issued a complaint against the municipality because of issues of discrimination, although they did not provide details of these complaints (Q.35).

IV. RECOMMENDATIONS

Following the collection of data, ECMI Kosovo and its partners, wish to present these recommendations for organisations and institutions that are dealing with the issue of transparency and accountability in the Serbian community in the Anamorava/Pomoravlje region.

Overall, it seems that all of the municipalities considered need to increase their transparency and accountability towards their citizens, especially those who are members of the minority communities. All of the municipalities had a reasonably large proportion of respondents who gave them the lowest ratings in view of transparency. For there to be good governance within an municipality there needs to be transparency in the working of the administration and accountability to the citizens no matter what community they come from. This is something that all municipalities need to consider and ensure that there are the formal structures for these conditions to be met.

All municipalities had large numbers of respondents who said that there had been issues with them accessing public documents and gaining replies in the languages that they requested the documents in. This is a legal requirement of Kosovo, and as such the municipalities need to work to address this issue. It is positive, however, that so many respondents had used the municipal structures to get their documents, and that very few of them said that their requests had been denied. However, many of the respondents, across all municipalities, did say that they did not get their responses within the seven (7) days required by law, and this is an issue that must be addressed. It is a legal requirement that the Municipality provides these documents within seven (7) working days, and so it is necessary that they comply to this.

Moreover, the Municipalities are also required by law to establish Communities Committees that represent all the communities of their district. According to the respondents there are still several municipalities where either this does not exist, or where its existence is not well promoted. This is something that the municipalities should address, to ensure that there is equal representation of all the communities and also to ensure that it is easily accessible to those who do not speak the majority languages of the municipality. Moreover, the Committees should be proactive in defending the rights of the communities, and as such need to be more visible in their work to ensure that they are aware of the issues, and the communities are aware of the work that is being done to aid them.

Finally, the Municipalities studied need to either create more defined complaints structures so that issues can be dealt with, or they need to make sure that the citizens are aware of the processes that do exist. Complaints structures are necessary to ensure that there is sufficient accountability and transparency within the municipality, and as such they need to be formalised and well documented so that members of all

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communities, even if they do not speak the majority language, are aware of them and how to use them.

V. ANNEX I

QUESTIONNAIRE –TRANSPARENCY AND ACCOUNTABILITY IN ANAMORAVA REGION

European Centre for Minority Issues (ECMI) Kosovo in partnership with Communication with Social Development (CSD) and Network of Roma, Ashkali and Egyptian Womens' Organisation of Kosovo (NRAEWOK) on behalf of the project "Empowering Civil Society to Participate Effectively in Policy and Decision-Making Processes through Dialogue with Government Institutions", funded by the European Union Office in Kosovo supported the establishment of the **Anamorava Serb Youth Community Network**. The establishment of Anamorava/Pomoravlje region Network will foster a link between various CSOs from the region and will better advocate for their respective local government structures. One of the activities of the Network is to conduct a research on transparency and accountability of municipalities in this region.

Thus, we would kindly ask you to spend five (5) minutes of your time to fulfil this questionnaire.

Thank you for your support!

Questions

1. In which Municipality do you live?

2. What languages do you speak?

3. How transparent do you feel that the Municipality is? Please, answer on a scale of 1 to 10, with 1 being not transparent, and 10 being very transparent.

1 2 3 4 5 6 7 8 9 10

4. Do you feel that the municipality sufficiently reports back to its citizens? This might take the form of announcements, public meetings, advertisements, educations flyers etc.

YES

NO

5. Is this reporting done in all languages in local use?

YES

NO

Please give details of what languages it is available in

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6. Have you ever requested a document from the municipality?

YES

NO

7. If yes, what please give details about the nature of your request (what documents were you requesting, when did you ask for them, what department did you ask).

8. How did you request the documents? Please select those that apply, and imply an order (e.g. request first my email, and followed up by telephone).

- I. Email
- II. Hard copy (letter)
- III. Telephone
- IV. Other (please specify): _____

9. In what language did you request documents?

- I. Serbian
- II. Albanian
- III. Other (please specify): _____

10. How was the request responded to? Please select one.

- I. **Positively** – they provided the information I requested in an understandable format;
- II. **Satisfactorily** – they provided the information, but it was not very understandable;
- III. **Poorly** – they provided the information, but it was not understandable;
- IV. **Negatively** – they refused to provide the information I requested;
- V. **Noresponse** – I never heard back from the Municipality about my request.

11. If you received a response, in what language was it provided?

- I. Serbian
- II. Albanian
- III. Other (please specify): _____

12. If you received any kind of response, was it provided within seven working days, as the Law on Access to Public Documents requires it?

YES

NO

Please state how many days it took for a response (approximately): _____

13. If it was denied, did the Municipality provide a reason for the decision?

YES

NO

Please, give details of any response you received.

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14. Does your Municipality hold open discussions for public consultations before any regulations or decisions are made?

YES

NO

15. If yes, are there discussions at least every six months, as required by law?

YES

NO

Please state, generally, how frequently there are discussions:

16. If yes, are these discussions freely open to all citizens in the municipality?

YES

NO

17. If yes, are these discussions well advertised all languages?

YES

NO

18. In general, how far in advance are these discussions advertised? Please select one.

- I. One day or less;
- II. One week before;
- III. Two weeks before;
- IV. More than two weeks before.

19. Are there translations into the official languages during the discussions?

YES

NO

If yes, what languages are available (please state all):

20. Is there a formal structure for channelling feedback on decisions to the Municipality?

YES

NO

21. Do you feel that the discussions have an impact on the decisions being taken by the municipality?

YES

NO

Please, explain your answer:

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22. Does your Municipality have a Communities Committee, as required by law?

YES

NO

23. If yes, are all communities represented within it?

YES

NO

Please, state which are present:

24. Do you think that the Committee pro-active in protecting the rights of communities within your municipality?

YES

NO

25. Are the meetings of the Committee available to the public?

YES

NO

26. Is there translation to your language available in the meeting?

YES

NO

27. In what language/languages are the records of these meetings available?

28. Does your Municipality provide translations of documents to Serbian in your municipality?

YES

NO

29. If yes, are these readily available and easy to access?

YES

NO

Please give details.

30. Have you ever requested a translated document from the Municipality?

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YES

NO

31. Are the translations of a good quality?

YES

NO

32. Approximately, what percentage of documents are available in translation?

33. Do you feel that there is a good complaints procedure that to deal with members of the Municipality?

YES

NO

34. Please give details of any accountability structures that you know exist.

35. Have you ever issued a complaint to the Municipality on the basis of discrimination against your community, either through the lack of access in your native language, or because of other discrimination issues related to your community?

YES

NO

Please, provide further details.

END.