



IOM International Organization for Migration
OIM Organisation Internationale pour les Migrations
OIM Organización Internacional para las Migraciones

KOSOVO (UNDER UNSCR 1244)¹ FACT SHEET

1. Basic info

- a) Capital: Prishtinë/Pristina
- b) Population: 2,126,708
- c) Area: 10.908 km²
- d) Currency: Euro
- e) Unemployment rate: 40% (2006)

2. General conditions of entry and visa information

All citizens need a passport to enter Kosovo. No visa is required, but visitors may be required to produce documentation to demonstrate the purpose of their visit. Generally, visitors allowed to enter Kosovo will be permitted to stay for up to 90 days. Persons who wish to prolong their stay beyond 90 days will need to register at the Office for Registration of Foreigners, located in the Main Police Headquarters in Pristina.

Entry to Serbia from Kosovo should not be attempted without a valid Serbian visa and entry stamp from a Serbia border crossing post. Serbia does not recognize entry stamps by Kosovo border authorities at Kosovar ports of entry, including Pristina Airport, as valid.

United Nations Interim Administration Mission in Kosovo (UNMIK) Regulation No. 2005/16 on the Movement of Persons into and Out of Kosovo regulates the conditions of entry to Kosovo.

http://www.unmikonline.org/regulations/2005/RE2005_16.pdf

Frequently asked questions on the movement of persons into and out of Kosovo
(http://www.unmikonline.org/misc/FAQ_Movement_ofPersons.htm.)

Q. Who will require authorization for entry into Kosovo? Will a written application be required for requesting authorization for entry?

A. No person will require written authorization to enter Kosovo. All persons seeking to enter Kosovo who are not:

- Persons holding an UNMIK travel document, their spouse or dependent family member under the age of 18 years;

¹ Hereinafter referred to in the text as "Kosovo". This designation throughout the fact sheet does not in any way represent the opinion of IOM concerning Kosovo's legal status, or its authorities, frontiers or boundaries.

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Schweizerische Eidgenossenschaft
Confédération suisse
Confederazione Svizzera
Confederaziun svizra



Federal Office
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and Refugees



GOVERNMENT
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- Persons holding an identity card indicating that the bearer is a habitual resident of Kosovo, their spouse or dependent family member under the age of 18 years;
- Persons authorized to reside indefinitely in Kosovo by the relevant governmental authority based on guidelines and rules established by the Government in coordination with UNMIK;
- Persons holding a travel document or identity card of the State Union of Serbia and Montenegro;
- A member of UNMIK or KFOR;
- An official of the United Nations or an expert on mission for the United Nations;
- An official of an international intergovernmental organization with an established office in Kosovo or a liaison office of a foreign government in Kosovo;
- Persons holding a travel document of Macedonia or Albania;

will be required to make an ORAL application to enter Kosovo at the point of entry. The border police will determine based on the criteria outlined in the Regulation whether or not a person will be granted entry. Once entry is granted, the person's travel document will be stamped accordingly.

Q. For those requiring authorization, what will be the procedure and what documents and information will they be required to provide at the time of entry?

A. In addition to holding a travel document, a person requesting authorization for entry into Kosovo will have to satisfy the border police of:

- The reasons for the entry and stay in Kosovo;
- And may have to produce any supporting documentation for the reason for entry. Such documentation could include:
 - For a person seeking entry for a study program: an identification card from the relevant institution, a letter confirming his or her enrolment or other similar document;
 - For a person seeking entry for employment purposes: a letter of offer, employment contract or other document confirming employment;
 - For a person who has a legitimate business interest in Kosovo: documentation establishing the business interest.

In exceptional circumstances, the relevant UNMIK authorities may request Macedonian or Albanian nationals to produce such documentation, in addition to the travel document establishing his or her citizenship, as may be required to verify the bona fide travel purpose.

Q. For what period of time will a person be authorized to remain in Kosovo after entry?

A. An authorization to enter and remain temporarily in Kosovo will be granted for up to 90 days each time.

Q. What will be the procedure for seeking extension of stay in Kosovo beyond the period of initial authorisation? Where should one go for obtaining extension?

A. Applications for extension of stay beyond the authorized period of 90 days from the date of entry can be made to the Police Main Headquarters in Pristina. The application should be submitted at least 15 days before expiry of the authorization period. The Police will fill in the form. The applicant will have to provide the same information as required at the time of the first application for entry.

The application will be reviewed by an officer at the time of submission, who will take the applicant's fingerprints and photographs. In reviewing an application, the officer may request such additional information as may be required to determine, to the officer's satisfaction, whether the applicant should be authorized to remain in Kosovo pursuant to the Regulation.

Upon completing the review of an application, the officer may immediately extend the person's authorization to remain in Kosovo for a period of 90 days, by placing an entry stamp in the person's travel document or on the person's documentary proof of authorization to remain in Kosovo, or deny the person's application.

If an application is denied, the officer shall provide a written decision to the person, which shall include: (a) the reasons why the extension was denied; (b) a statement that the person will be required to leave Kosovo prior to or on the date of expiry of the person's current authorization to remain in Kosovo; and (c) a statement of the person's right to apply for a review of the decision within seven days.

Q. What about persons requiring authorisation, who are already in Kosovo before the entry into force of this Regulation, i.e. those who entered Kosovo before 1 July 2005 and are still here?

A. From 1 July, when the Regulation enters into force, there will be a 90 day transitional period during which all persons who are already in Kosovo, but who fall under categories requiring authorisation for entry or stay in Kosovo under this Regulation, will be required to apply and obtain authorisation for remaining in Kosovo. Failure to do so will constitute a minor offence.

Q. Will travel documents be stamped during entry/exit?

A. For a Macedonian or Albanian national who is authorised to enter and remain in Kosovo, there will be no stamp placed inside the travel document. For all other persons, the travel documents or alternatively, the documentary proof of authorisation will be stamped both during entry and exit.

Q. What will be the procedure for allowing entry to Macedonian and Albanian nationals?

A. For persons holding Macedonian or Albanian travel documents, there will be no change in the procedure for entry from that being followed in the past. On presentation of their travel documents, they will be deemed to have satisfied the requirements for authorisation to enter. Their travel documents will not be stamped. And of course no fee will be charged. The Border Police officer may in some cases enquire about the purpose of their entry. This is the procedure being followed until now and the same will continue.

Q. What if they want to stay in Kosovo for more than 90 days?

A. Persons holding Macedonian or Albanian travel documents who want to stay in Kosovo for more than 90 days continuously will be required to seek oral authorisation for extension of stay from the designated officer of Police Main Headquarters in Pristina. For this purpose, they will be required to explain to the authorising official the reason for their continued stay in Kosovo. This is essential to regulate prolonged stay of foreigners in Kosovo.

Q. How will police know which of these persons are staying in Kosovo for what period of time?

A. Although persons holding Macedonian or Albanian travel documents are not required to obtain written authorization and will not have their passports stamped on entry/exit, all entries/exits are recorded in the PISCES computerized database of UNMIK Border Police. The police will therefore, know which persons entered and stayed in Kosovo for what period of time.

Q. What about persons who frequently enter and exit Kosovo?

A. A multi-entry system has been established whereby persons who are frequently entering and exiting Kosovo can be issued an identification card which is valid for up to a year and allows for the identification document/card to be stamped instead of the travel document. The multi-entry system can apply to international persons who are treated as visitors under the Regulation, students, truck drivers or other persons who have to travel frequently across the border.

Q. What will be the procedure for Kosovars currently residing abroad, but who now want to visit/return to Kosovo?

A. Any person returning to Kosovo who has been residing abroad and who does not carry a travel document from a foreign jurisdiction will be granted entry to Kosovo on the basis of his/her supporting documentation establishing that person is eligible to register as a habitual resident of Kosovo (e.g. birth certificate). This entry permit will be for

a temporary period sufficient to enable such a person to register with the Central Processing Centre (CPC) and obtain an identity card.

However, if such persons are already holding a foreign travel document (e.g. a German passport), then they will be treated as foreigners as is the practice in any country for citizens who acquire foreign citizenship/passports.

Q. The Regulation allows free entry of persons holding Serbia and Montenegro travel documents. Should they not be screened and why are they exempted from acquiring authorisation?

A. The requirement of authorisation would be in violation of UN Security Council Resolution 1244. However, it is not correct to say that there will be no screening of such persons at the time of entry. The Regulation provides that a national of Serbia and Montenegro who is not a habitual resident of Kosovo (nor the spouse or dependent child of a habitual resident) may be denied entry to Kosovo if UNMIK Border Police has reasonable grounds to believe that such person falls into any of the various categories set forth in section 5.2 of the Regulation, including that the person will engage or has engaged in terrorist acts or is or has been a member of an organized criminal or terrorist organisation, a person suspected of an intention to commit violent acts and any person suspected of entering Kosovo to undermine the aims and purposes of UNMIK's mandate.

Q. What is the safeguard for persons wrongfully denied entry into Kosovo?

A. Safeguards are laid down requiring officials to provide reasons in writing to a person denied entry or refugee status, with the concerned individual then having the right to seek judicial review of the decision. In the order denying entry, the individual will be informed of his/her right to apply in writing to the relevant District Court for a review of the decision within 7 days from the date of receipt of the denial. The review will be on any ground that involves a question of law or fact, or on compassionate or humanitarian grounds which support a modification of the decision.

Q. What will happen to persons violating the provisions of this regulation?

A. Violation of specific provisions of this Regulation could constitute a minor offence punishable by fine of up to €1000, imprisonment not exceeding 30 days and/or an order requiring the person to leave Kosovo for a period of 6 months to 3 years.

Q. What about persons forcibly returned to Kosovo?

A. Procedures in respect of persons who are forcibly returned to Kosovo lie outside the scope of this Regulation. Procedures in this respect are followed in accordance with the existing policy of UNMIK/ORC and UNHCR as reviewed from time to time.

Diplomatic Missions in Kosovo

Albania

Address	Mujo Ulqinaku, Qyteza Pejton, Prishtinë
Telephone numbers	+ 381 38 248 208
Fax numbers	+ 381 38 248 209
E-mail addresses	mission.kosova@mfa.gov.al ; acejku@mfa.gov.al

Croatia

Address	Mujo Ulqinaku 20, Pejton, Prishtinë
Telephone numbers	+ 381 38 223 978
Fax numbers	+ 381 38 223 979
E-mail addresses	ured.pristina@mvpei.hr

International civilian office (ICO)

Address	Ahmet Krasniqi pn, Pristina
Telephone numbers	+ 381 38 204 42 01
E-mail addresses	pieter.feith@ico-kos.org

The Former Yugoslav Republic of Macedonia

Address 24 Maji 121, Arbëri
Telephone numbers + 381 38 247 462; 247 463

Fax numbers + 381 38 247 463
E-mail addresses macedonialiaison@mail.net.mk

International Organization for Migration (IOM)

Address str. Ismail Qemali no. 18, Arbëri II
Telephone numbers + 381 38 249 060/ 042/ 149
Fax numbers + 381 38 249 039
E-mail addresses iompristina@iom.ipko.org

3. Health Care System

There is no public health insurance in Kosovo; the draft proposal of law on public health insurance has not been adopted yet.

Medical Facilities and Human Resources

While the informal social security network is strong (the extended families usually take care of their members), public, community based services for the elderly, chronically sick, mentally sick and handicapped are poorly developed. Kosovo has a small supply of doctors and nurses. Certain medical specialties are in particularly short supply. All hospitals are working but the capacity of their laboratories and X-ray departments are limited. All health houses (large health centres in the main town of the municipalities) are working but their diagnostic capabilities are very limited. Out of the 308 ambulances (small health centres in the rural villages) only some 200 are open. Their level of equipment is very basic. Many do not have permanent physicians.

Kosovo's health care system cannot currently provide adequate care for the following groups of patients:

Cancer (required treatment: radio-or chemotherapy);

All heart surging, including installation of pacemakers; Intra-ocular surging (surging within the eye), severe/chronic mental illness (there is no psychiatry with a locked ward in Kosovo).

In addition, the following considerations should be taken into account:

The official health care system currently procures only essential drugs needed for the common condition. Consequently, many patients with rare, chronic diseases (e.g. lack of growth hormone, haemophilia, HIV/AIDS) will not be able to find the drugs they need in the public health care institutions or in the state pharmacies.

Private pharmacies may be able to import the drugs they need, but they are likely to be expensive and the supply may be uncertain. Patients with conditions that require regular laboratory control (e.g. transplantation patients taking immunosuppressive drugs) may not be able to find the necessary laboratory tests. But there are possibilities to import medicaments from neighbouring regions/countries.

Services free of charge and co-payments

- Pregnant women (services related to family planning are included);
- Children up to 10 years of age;
- People over 65 years of age;
- War invalids;
- Nuclear family members whose head of the family receives social assistance;
- Patients with severe chronic diseases: diabetes mellitus type 1 (insulin dependant patients); patient in dialysis; chronic psychosis like schizophrenia (ICD-10: F-20) or bipolar disorders (ICD-10: F-31); severe mental retardations (ICD-10: QI below 70); tuberculosis; malign disease; HIV/AIDS; paraplegic, triplegic,

and quadriplegic patients; blind, deaf and deaf-mute people, all disabled people and other diseases determined by the Ministry of Health.

Health services exempted from co-payments:

- Mandatory immunization;
- Visit to the Family Health Centre or Main Family Health Centre after referral from a Puncta within 24 hours;
- Laboratory test in emergencies;
- Services (when determined by a medical doctor as emergency services) provided in the Emergency Centres of secondary and tertiary care institutions;
- Repeated consultations related to the same pathological condition for reviewing the results of laboratory tests and/or additional examinations, requested by a doctor of the same health institution (within two weeks).

Mental Health

Mental health care in Kosovo still faces serious difficulties. The mental health needs of the severely traumatized population are very high. But the number of qualified professionals is very small: one psychiatrist per 90,000 inhabitants; one mental health worker per 40,000 inhabitants; only five clinical psychologists and a small number of social workers. The psychiatric treatment provided is biologically oriented, using pharmaceuticals and hospitalization as main tools if not as only tools.

Due to a lack of clinical psychologists and psychiatrists, there is almost no time for psychotherapy. The total lack of beds for chronically mentally ill persons and the lack of forensic psychiatry services aggravate the problem. There is only one child psychiatrist in the public health services to provide adolescent mental health services for an overall very young population. Drug addiction is a rising problem without an appropriate solution (no specialized professionals and institutions).

However, with the support of international cooperation new facilities, called "Houses of Integration", have been opened in Gjakovë/Djakovica, Gjilan/Gnjilane, Prizren, Mitrovicë/a and Glogovc/Glogovac. These facilities offer protected apartments for persons with minor mental health problems, therapeutic and psycho-social support. In 2006 the new Intensive Care Psychiatric Unit (ICPU) of the University Hospital in Prishtinë/Priština will take up its function. This facility is conceived to offer psychiatric treatment for persons with severe mental health problems. Swiss Red Cross and the Psychiatric University of Basel (Switzerland) will provide training support to the ICPU in Prishtinë/Priština.

Community Mental Health Centres can be found in the following cities:

- Gjakovë/Djakovica
- Mitrovicë/a
- Ferizaj/Uroševac
- Prizren
- Pejë/ć
- Prishtinë/Priština
- Gjilan/Gnjilane

These centres offer community-based outpatient mental health services.

Neuropsychiatry wards at general hospitals for acute psychiatry in:

- Prizren
- Pejë/ć
- Gjakovë/Djakovica
- Mitrovicë/a
- Gjilan/Gnjilane

- Prishtin/Priština

In Pristina the neuropsychiatry ward is located at the University Central Clinic of Neuropsychiatry. The ward in Pristina provides 75 acute psychiatric beds. On the average each other ward provides around 14 beds for psychiatric patients. In addition, there is a special institution (SSI) in Pristina and Shtime/Štimlje.

This institution is under the mandate of the Ministry of Social Welfare. Although the institution was intended to render services to a specific population with severe mental retardation during the previous regime, in this institution ended up around 70 persons with psychiatric problems.

The Ministry of Social Welfare has its own program to ameliorate the quality of life in this institution. The mental health services, through the protected apartments, are supporting the de-institutionalization of the residents with psychiatric problems. At the moment there are two protected apartments functioning in Gjilan/Gnjilane and Gjakovë/Djakovica; these are structures for the rehabilitation of long-term psychiatric patients.

Health Care for Minorities

The minority population in Kosovo comprises Serbs, Turks, Bosniak, Gorani, Roma, Ashkali, Egyptians, Croats and Hungarians. The post war population movements within Kosovo have heavily influenced the patterns of settlements for minority communities. The Serb community, which is the largest minority group, is mainly found in the so-called enclaves around Prishtina/Priština, Gjilan/Gnjilane and in northern Mitrovica. The Turkish ethnic minority is predominantly to be found in Prizren. The Gorani community is mainly in Dragash/š municipality, Prizren region; the largest Bosniak communities are in the regions of Mitrovica and Pejë/ć, while Ferizaj/Uroševac has the largest Ashkali community.

The Office for Minorities was established in December 2000 working under the Office of Deputy Co-Directors. The purpose of creating this office was to ensure that health care for minority communities was provided in a coordinated, efficient and effective manner. An important principle was to promote equity and integration of health care services, as opposed to the tendency of creating parallel systems.

In spite of these efforts there are separate health facilities for minorities in the following ethnically mixed regions:

- Region of Pristina: Pristina city, Gračanica/Gračanica, Lipjan/Lipljan, Fushë Kosovë/Kosovo Polje, Obiliq/ć, Plementina
- Region of Gjilan/Gnjilane: Kamenica, Drajkovc
- Region of Prizren: Prizren city, Rahovec/Orahovac, Župa Valley
- Region of Pejë/ć: Pejë/ć city, Deçan/Dečani
- Region of Mitrovicë/a: Mitrovicë/a city, Vushtrri/Vučitrm, Grace, Gojbulë/a, Banjska, Suhogërlë/Suvo Grlo, Crkules

Referral System

The users of health services are expected to respect the referral chain:

- Except in an emergency, the patient should first visit a "Puncta" or a Family Health Centre;
- Visits to hospitals for outpatient and in-patient services should be on the basis of a referral from a Puncta/Family Health Centre or from a private health institution;
- Visits to the Kosovo University Clinical Centre (UCC) should be based on a referral from a specialist doctor in a secondary health care institution or from a doctor in a primary health care institution in a municipality within the district of Priština;
- In emergencies (accidents and life-threatening circumstances) a patient can be taken to the nearest health care institution or to the institution that is considered most appropriate.

4. Social Welfare

Division of Social Support

Social services are provided through 30 Centres for Social Work that operates Kosovo-wide under the direct supervision of the Ministry of Labour and Social Welfares/ Department of Social Welfare. They offer assistance to different categories of persons who meet the eligibility criteria/preconditions listed below:

Category I is designated for families without resources and no family member capable of working or expected to make himself/herself available for work. All members of the family must fit into one of the following categories.

- Persons over 65 of age who are unemployed;
- Dependent children under the age of 15;
- Dependent children enrolled in full-time education up to the age of 18 or the end of the school year in which they reach the age of 18;
- Adults with a permanent disability who are incapable of working;
- Unemployed single parents with children under the age of 10 and with no other adult living in the household;
- Full time caregiver for a person of the family who is over the age of 65 or who is permanently disabled.

The family must not own more than half a hectare (0.5 ha) of land.

Category II is designated for families without resources, where a family member is capable of working and who must make themselves available for work, and families who do not receive assistance from any members working in or outside of Kosovo.

- No one in the family receives payment in exchange for work (the family is not eligible if any member is self employed or employed full or part time, or if anyone is engaged in casual labour (for daily or hourly wage) during the month preceding the application);
- Every member of the family who is capable of working has to register and obtain a certificate from the Employment Office certifying he/she is capable and seeking work;
- The family must be without resources or income;
- The family must not own more than half a hectare (0.5 ha) of land;
- There must be at least one child under the age of five or the family has to be in full time care of an orphan;
- The family does not own the motorized vehicle (including a tractor or automobile);
- All family members in the same house must be included in the application in order to establish the eligibility of the family (It is the eligibility of the family, which is assessed, not the individual);

If any of the family members is an adult (18-65 years) and able to work, the family is not eligible for Category I assistance, even if other members meet the criteria. These families have to apply for Category II. The amount received varies from 34 Euro to 62 Euro a month, depending on the number of family members.

In order to receive social assistance, a person must apply at the closest Centre for Social Work providing proof/identification documents related to the assistance requested.

The social assistance scheme applies to permanent residents of Kosovo.

Application for Social Assistance

To receive social assistance applicants have to complete an application form and submit it to the Centre for Social Work (CSW). Internally displaced persons (IDPs) should provide a letter from the CSW in their home municipality stating that they are not receiving social assistance from this CSW. If the applicant cannot access the CSW in his/her home municipality, the statement for not receiving assistance from the home municipality should be coordinated between the two CSWs.

In order to receive social assistance the following issues have to be checked:

Resources:

The amount of social assistance depends on the amount of available resources (including income, remittances and pensions). Returnees must also state from where they have returned and what financial benefit the family received upon departure from the country. Any such benefits will be considered as resources and taken into account in the assessment of the family's eligibility. Applicants must provide complete information on all resources of the family in the application form. During verification visits by the staff of the CSW, they will be asked specific questions about the available resources.

Remittances:

All remittances should be declared on the application form. For each family member, listed as living abroad, the family will be asked during verification visits to declare the amount of cash remittance, if any, being provided.

Households with a family member living abroad will be on the priority list for verification, irrespective of the amount of remittances declared.

Pensions:

All pensions received by a member of the family have to be reported on the application form. If any contributions have been paid from pension scheme in Kosovo (SCG) or any third country, the returnee should attempt to claim his/her pension from this scheme. The amount of social assistance depends on the amount of pension. In order to apply for pension scheme, one has to apply at the regional pension offices in their place of origin, and has to fulfil the following criteria:

- The applicant should be a resident of Kosovo
- He or she should have an UNMIK ID
- The applicant should be 65 years or older

The amount of the pension is 40 Euro per month.

Other assets:

Households possessing other assets such as livestock, motor vehicles or property are required to report any cash or in-kind transfers derived from these resources.

Land:

The family must not own more than one half hectare (0.5 ha) of land irrespectively of the type of the land. Whenever land titles are available, they must be presented when submitting the application form. In cases where no land title can be obtained, the applicant's signature on the form, stating the amount of land owned, is considered legally binding. Any family owning more than half a hectare (0.5 ha) of land, but who does not have access to their land due to the presence of mines, cluster bombs or other security reasons must present a signed declaration of non-access to land.

The declaration form to be signed is available with the application form. The declaration form must be completed as follows, depending on the nature of the security risk:

Mines and unexploded ordnance (UXOs): The applicant must obtain a copy of the Landmine and Unexploded Ordnance Report Form, which is available from all municipal administration offices or from the offices of the Mines Action Coordination Centre (MACC) in larger cities. The applicant has to complete the form and submit it to the office where she/he obtained it but keeping a photocopy. This photocopy has to be attached to the application form when presented to the CSW. MACC will check the site as identified in the submitted form and will determine what action should be taken.

The landowner will be informed of the MACC's decision and the applicant must inform the CSW. CSW will review the application only when this information has been provided. Since MACC will give priority for clearance to any newly reported mines/UXOs, it is unlikely that many applicants will qualify for this exemption.

Other security reasons (i.e. Snipers) and Blockades: The declaration form has to be taken to any KFOR soldier in the area (checkpoint, patrols) who will assess the validity of the security reason and who will sign the declaration form. The declaration is only valid when signed by both KFOR and the applicant.

Accompanying Documents

To receive social assistance there are several documents, which the applicant has to submit together with the application form. These are the following:

Identity Documents:

Every applicant and each member of the applicant's family included in the application must present at least one form of original documentation, to prove the identity and birth date. This is necessary for both Category One (1) and Category Two (2) assistance. Any of the following documents are accepted as proof of identity: Marriage certificate,

Driver's license, Passport, Other old or new official identity documents (the validity of any document presented as identification is accepted at the discretion of CSW staff)

Pension Documents:

All applicants and the members of their family, eligible for or declaring a pension must provide pension documents whether or not they receive a pension.

Internally Displaced Persons (IDPs):

All IDPs should provide a letter from the Centre for Social Work from their home municipality stating that they are not receiving social assistance from that CSW. If the applicant cannot access the CSW in her/his home municipality, this should be coordinated between the CSWs.

Disability:

Adults with a permanent disability and incapability to work need to provide a Certificate of Disability from their treating physician. The CSW will submit all applications to the Commission of Doctors for confirmation of disability, prior to approval of assistance.

Full time education:

If there is any dependent child in the applicant's family who visits a full time education and is up to the age of 18, there has to be added a document to application form as proof that the child is in education.

Declaration of Unemployment:

Every member of the family who is capable of work but does not receive payment in exchange of work has to dispose of a declaration of unemployment. These declarations are presented at the CSW and must be submitted with the application form. The declaration of unemployment has to be re-validated and presented at the Office of Employment and to the CSW each month. If there is no Office of Employment in the applicant's municipality, the Declaration can be completed and accepted with the stamp of an authority designated by UNMIK.

Orphans:

If the applicant's family takes care of an orphan (under 15 years) there has to be added a document to the application form, which approves that the child is orphan.

Division of Pensions and Benefits: the Pension Administration of Kosovo

This division manages and administers basic pensions, as well as benefits for war invalids. The regional offices are located across Kosovo. Pensions are currently paid only to persons who are 65 years or older, regardless of whether the person has worked in the past and paid taxes.

The amount of the pension is € 40 per month.

In order to participate in the pension scheme, one has to apply at the regional pension office nearest to their residence and has to fulfil the following criteria:

- Must be a resident of Kosovo
- Must have an UNMIK ID
- Must be 65 years or older.

Institutional Care Division

Special Institute in Shtime/Stimlje falls under MSLW, with Ministry of Health sharing responsibilities. Although the institution was intended to render services to persons with severe mental deficiencies during the previous regime, it currently provides services to about 70 persons with psychiatric problems. MSLW has its own programme designed to ameliorate the quality of life in this institution. The community mental health services, through the use of "protected apartments" (semi-independent living), are supporting the gradual de-institutionalization of residents with psychiatric problems.

There are two protected apartments functioning in Gjilan/Gnjilane and Gjakovë/Djakovica; designated for the rehabilitation of long-term psychiatric patients. The newly established facilities, i.e. 'Houses of Integration' in Gjakovë/Djakovica, Gjilan/Gnjilane, Prizren, Mitrovicë/a and Glogovc/Glogovac offer protected apartments for persons with minor mental health problems, therapeutic and psycho-social support.

5. Employment, Labour Market, Placement Services, Unemployment Benefits

Ministry of Labour and Social Welfare (MSLW)

Department of Labour and Employment

The Department of Labour and Employment within the MSLW was established in February 2000 and is responsible for developing and implementing labour and employment policies in Kosovo. Among its long-term goals are the compilation of employment policy and consolidated vocational training, capacity building and labour market services through vocational training, the preparation of legislation and improving collective agreements for labour.

Employment Division

The Employment Division is responsible for the implementation of employment policies. It supervises the Employment Office of Kosovo, which consists of a Central Service, which compiles data on consolidation and analyses of the labour market, supervises seven regional employment centres, 22 municipal employment offices and five sub-offices for minorities.

The Employment Division also provides the following services to the community throughout Kosovo:

- ✓ Registration of unemployed persons and job seekers
- ✓ Employment mediation
- ✓ Professional orientation
- ✓ Support for employment and/or self-employment
- ✓ Professional counselling

Vocational Training Division

Through the net of Vocational Training Centres across Kosovo, the Division is responsible for training different categories of jobseekers/labour force, including:

- ✓ Unemployed persons and registered jobseekers;
- ✓ Employees in danger of losing their jobs;
- ✓ Employees who need more advanced vocational training, or continuous training;
- ✓ Ethnic minority employees who have limited free movement;
- ✓ Unemployed and unregistered women who are willing to work;
- ✓ Persons with disabilities.

Available vocational trainings include: accounting, arc & gas welding, hairdressing, auto-electricians, electrical installation, IT training, hydraulics, soldering, etc. Trainings are available for all residents of Kosovo who are registered as unemployed at the Employment Division of the MSLW. Priority is given to persons with low qualifications.

Department of Labour and Employment, Ministry of Labour and Social Welfare
New Economic Faculty Building, Str. Ramiz Sadiku – Prishtinë
Tel: +381 38 21 19 43 or Fax: +381 38 504 604 – 6861
E-mail: www.ks-gov.net

Regional Employment Centres (RECs)

The Regional Employment Centres (RECs), including the Regional Employment Offices (REOs), offer services, i.e. as registration of unemployed and job seekers, consulting, referral to job offers (job matching), referral to vocational training centres and registration of employment offers (identified through outreach or by the requests of enterprises).

Find a list of regional employment centres in Kosovo below:

District	Address	Phone number
Mitrovicë/a	Rifat Dragaj, nn	028 523 275
Prizren	Zahir Pajaziti, #56	029 222 223
Podujevë/o	Hyzri Talla, n.n.	038 570 014
Ferizaj/Uroševac	Rexhep Bislimi, #1	0290 320 004
Gjilan/Gnjilane	Idriz Seferi, n.n.	0280 320 057
Vushtrri/Vučitrn	Vëllezërit Gërvalla, n.n.	028 571 386
Pejë/Peć	A. Jashari, n.n.	039 421 146
Prishtinë/Priština	Brigadat e Rinisë, n.n.	038 247 190
Dragash/š		029 281 075
Gjakovë/Djakovica	Mbretëresha Teuta, #78	0390 325 161
Glogovc/Glogovac	Office of employment	038 584 260
Leposaviq/ć	Nemanjina, #3	028 583 079
Fushë Kosovë/ Kosovo Polje	Rathaus	
Rahovec/Orahovac	Avdullah Bugari, nn	029 276 480
Malishevë/Mališevo		044 201 188
Shtime/Štimlje	Xhamisë, nn	
Suha Rejë/ Suva Reka		029 271 029
Zvečan/Zvečan	Kralja Milutina, nn	028 565 161
Deçan/Dečane	M. Tolaj square, nn	0390 361 242
Kaçanik/Kaçanik	Dushkajes, nn	0290 380 017
Kamenicë/a	Skenderbeu, nn	0280 372 383
Lipjan/Lipljan	Vuk Karaxhiq, nn	038 581 011
Obiliq/ć		038 562 035
Shtërpçë/Štrpce		0290 371 089
Viti/na	Preshevës	0280 381 048
Skenderaj/Srbica	Municipality building	
Zubin Potok	Kolašinskih Kneževa, #10	028 560 024

Municipal Return Officers

Under the Standards Implementation Plan, the post of Municipal Returns Officer is expected to be created within the office of the Chief Executive Officer in those municipalities with ongoing or projected returns.

Under the direct supervision of the Chief Executive Officer, the Municipal Returns Officer will help ensure that returns-related activities move forward at the municipal level by **participating in and providing support to existing returns structures** and **coordinating municipal engagement in the returns process at an operational level**.

In addition, the Municipal Returns Officer will assist the Chief Executive Officer in the **development of the Municipal Returns Strategy** (see Municipal Returns Strategy paper). Sustainable returns will not occur unless broader communities issues are addressed. Progress on returns is, in large part, a function of the progress made by the PISG to reach out to all communities and ensure the protection of their rights. In this regard, the Municipal Returns Officer will participate in both the municipal returns and communities structures to ensure that the municipality's approach to returns is consistent with and part of an overall approach to building an tolerant and secure environment for all communities.

Finally, the Municipal Returns Officer will be responsible for **gathering and disseminating information** related to returns to and from the municipality, displaced persons and returnees, and other key stakeholders in the returns process.

Coordination of Municipal Engagement in the Returns Process

- Facilitates municipal engagement in returns-related activities at the municipal level and moves those activities forward by working to ensure that:
 - Municipal directorates and departments commit resources to the development, implementation, and monitoring of projects supporting sustainable return or creating the conditions for return.
 - Municipal directorates and departments facilitate the delivery of public and social services to returnees including health, education, social welfare, and public utilities
 - Facilitates participation by senior municipal officials in Go-and-See Visits and Go-And-Inform Visits in coordination with UNHCR, UNMIK, KFOR, CIVPOL and other key stakeholders
 - Liaises with key stakeholders in the returns process, including displaced person representatives, receiving community representatives, UNMIK, UNHCR, NGOs, KFOR, and UNMIK Police, to ensure coordination of activities
 - Monitors returns projects and briefs the Chief Executive Officer and Municipal Assembly President on current progress

List of Municipal Return Officers

Region/ Rajoni/ Region	Municipality/Ko muna /Opstina	Name/Emri /Ime	Contact /phone & e-mail
Gjilan/Gnjilane	Kamenicë/a	Teuta Selimi	0280 372 479 teutasvera@yahoo.com
Gjilan/Gnjilane	Shtërpce/Štrpce	Spomenka Kojadinović	063 867 2338 spasic@un.org
Gjilan/Gnjilane	Kaçanik/Kaçanik	Shejnure Lika	044 225 126 sh_lik78@hotmail.com
Gjilan/Gnjilane	Viti/Vitina	Danijel Stojković	0280 381 647, 064 444 5751
Gjilan/Gnjilane	Gjilan/Gnjilane	Srdjan Cvejić	063 716 6002, 044 871 997 mrognjilanesrdjan@yahoo.com
Gjilan/Gnjilane	Novoberdë/Novo Brdo	Milorad Milošević	063 628 732 Icomiki@yahoo.com
Gjilan/Gnjilane	Shtime/Štimlje	Xhevat Salihaj	044 206 005
Gjilan/Gnjilane	Ferizaj/Uroševac	Xhevahire Dervishi-Rexhepi	044 209 977 xhevahirerexhepi@hotmail.com
Pejë/Peć	Pejë/Peć	Nexhat Kastrati	044 197681
Pejë/Peć	Klinë/a	Milorad Šarković	044 418167, milorad_sarkovic@yahoo.com
Pejë/Peć	Istog/Istok	Bajram Qelaj	039 451 517, 044 429 684 bajram_qelaj@hotmail.com
Pejë/Peć	Deçan/Deçane	Nezir Balaj	044 154 878 nezir_balaj@hotmail.com

Pejë/Peć	Gjakovë/Djakovica	Pranush Komani	044 329 272, pranushkomani@hotmail.com
Prishtinë/a	Prishtinë/a	Mustafë Neziri	038/504604 ext 4940
Prishtinë/a	Fushë Kosovë/Kosovo Polje	Nenad Petković Acting MRO: Hysen Sllamniku	063 469 506 044 209 574
Prishtinë/a	Obiliq/Obilić	Myrvete Paloja - Mjekiqi	044 103 046, 044 560 561
Prishtinë/a	Podujevë/o	Limon Zeqiri	044 / 295 052 limonzeqiri@yahoo.de
Prishtinë/a	Lipjan/Lipljane	Sadik Avdiu	044 636 189 avdiu1@hotmail.com
Mitrovicë/a	Vushtrri/Vučitrn	Ekrem Merovci	044 423 756 ekremmerovci@hotmail.com
Mitrovicë/a	Skënderaj/Srbica	Fatmir Balaj	044 214 448 fatmirbalaj@hotmail.com
Mitrovicë/a	Zubin Potok	Mladen Utvić	063 7140343 dimovic@un.org (Lang. Assist. working with MRO)
Mitrovicë/a	Leposaviq/Leposavić	Svetlana Simić	028 83 265 svetlanasimicana@yahoo.com
Mitrovicë/a	Zveçan/Zveçane	Nebojša Jeftić	jefticnebojsa@yahoo.co.uk
Mitrovicë/a	Mitrovicë/a	Hasime Barku	044 147 776 hasimebarku@yahoo.com
Prizren	Prizren	Igbala Fazlija	044 337 393, 029 222 144 mroprizren@yahoo.com
Prizren	Dragash/Dragaš	Sezaip Kajakush	044 716 848, 029 281 543 vkajkus@yahoo.com
Prizren	Dragash/Dragaš	Fitim Spahiu	044 318 308 fitim.spahiu@hotmail.com
Prizren	Rahovec/Orahovac	Slaviša Kolašinac	029 276 104, 044 423 579 skolasinac2000@yahoo.com
Prizren	Suharekë/Suva Reka	Shyqri Kuçi	029 271 087, 044 184 494 shyqrisk@yahoo.co.uk
Prizren	Malishevë/Mališevo	Zymrije Krasniqi	044 432 463 zemrijekrasniqi@hotmail.com

6. Local Services and Referral

Reintegration opportunities

UNDP (United Nation Development Program)	Peyton Place14, Pristina, phone: 38 249 066/101, e-mail: registry.ks@undp.org , http://www.kosovo.undp.org
Centre for Migration Research and Refugees	Taslixhe IV, #20, Prishtinë/Priština, phone: 038 549 505

Danish Refugee Council	Mark Isaku str.,#30, Prishtinë/Priština, phone:038 243 793; 243 794
International Catholic Migration Commission	Garibaldi str., #5/12, Prishtinë/Priština, phone: 038 244 313/5
IOM/EAS	Ismail Qemali 18, Arberi II,10000 Prishtina, phone, +381 38 249 042; 249 059; 249 058, email: pristinakosovo@iom.int , www.iomkosovo.org

Vocational training and re-qualification

There are established governmental vocational centres in all regions of Kosovo which offer training to people registered as unemployed at governmental regional centres of employment (REO). Below there are contact details for all eight (8) VTC-s in Kosovo. They are managed by Ministry of Labour and Social Welfare.

Department of Labour and Employment, Ministry of Labour and Social Welfare
 REO building – 10000, Prishtinë
 Tel: +381 38 21 19 43 or Fax: +381 38 504 604 – 6861
 E-mail: www.ks-gov.net

VTC Prishtina	phone 038/ 564 043; Str. "Tahir Zajmi" nn 10000, Prishtina
VTC Mitrovica	phone 028/ 530 266: Fushë Iber, nn, 41000 Mitrovica
VTC Prizren	phone 029/ 43 684; Rr. "Manastirit" nr. 1, 20000, Prizren
VTC Gjilan	phone 0280/ 21 231, Str. "Idriz Seferi", nn, Gjilan
VTC Ferizaj	phone 0290/ 27 101, Str. "Ramadan Rexhepi", Ferizaj
VTC Gjakova	phone 0390 / 25 071, Rr.Mbretnesha Teuta nr.72, Gjakovë
VTC Peja	phone 039 / 433 860, Rr. Mbretnesha Teuta nr.95,Pejë
VTC Dolane. Dolane	Phone 063 / 063 823 7747, 044 / 350 847 , Dolane

Other organisations in Kosovo operating in this field:

GTC (German Training Centre)	Rr. "Bislim Bajgora", nn, 41000 Mitrovica Phone 028/530156, e-mail: director@gtc-kosovo.org
"Don Bosko" school	Str. "Tahir Zajmi", Prishtina, Phone: 038 541 169, e-mail: pristina@sdbime.it
Qatar Charitable Society	Marevcit n.n., Prishtinë/Priština, phone: 038 243 935; 243 936
Saudi Joint Relief Committee for Kosova	Bulevardi Bill Clinton, (ex"Novi Dom") Dardania, Prishtinë/Priština, phone: 038-549-203
APPK-AGEF DAWIDAK	Str. "Andrea Gropa", nn 10000, Prishtina, phone: 038 243 474, e-mail: info@appk.org , www.trajnime.com

Language courses

Organisations listed below offer courses of different languages and certification in these languages.

Cambridge School, Kosovo	Str. "Perandori Justinian", nr. 6, Qytetza Pejton Prishtina, 10000, Kosovo. Phone: 038 243 292 101, e-mail: info@ks.britishcouncil.org
APPK-AGEF DAWIDAK	Str. "Andrea Gropa", nn 10000, Prishtina, phone: 038 243 474, e-mail: info@appk.org , www.trajnime.com
Kujt e sa	Prishtina, 10000, phone: 044 156 901 dhe 044 173 173 E-Mail: shkolla@kujtesa.com
Quality Schools International, International School of Pristina	Ismail Qemali, str.,#15, Arbëria II, Prishtinë/Priština, phone: 038 231 333
LSE (London School of English)	"Qytetza Pejton", 10000, Prishtina, phone: 038 542 122

IT courses

Organisations listed below offer professional trainings in IT field.

Cactus Trainings	Kolonia Ramiz Sadiku p.n. Qyteza Pejton Prishtine, phone: 038 / 24 68 88, e-mail: info@cactus.com , www.cactus.com
Kujt e sa	Prishtina, 10000, phone: 044 156 901 dhe 044 173 173 E-Mail: shkolla@kujtesa.com
AUK (American University in Kosovo)	Gërmia Campus, Nazim Gafurri 21, 10,000 Prishtina Phone:038 518 542, e-mail: info@aukonline.org , www.aukonline.org
Mitrosoft	Sheshi "Adem Jashari", nn. 028 / 30 795, 40000 Mitrovica
UBT (University of Business and Technology)	Lagjja KALABRIA p.n., Prishtinë, Phone: +381 38 541 400, http://www.ubt-uni.net , E-mail: info@ubt-uni.net

Small business assistance

A wide range of local and international companies offer business support in Kosovo:

FINCA INTERNATIONAL	Main Office Prizren, Shaip Spahiu str., pn, Prizren, phone: 029 631 254; 622- 378, www.finca-ks.org FINCA Prishtina Branch, PRISHTINA, Iliaz Kodra Str. nn. phone: 038 / 544 925 FINCA Ferizaj Branch, FERIZAJ, 13 Qeshori Str. Nn, phone: 0290 27 375 FINCA Gjakova Branch, GJAKOVË, Nënë Tereza Str. nn. phone: 0390 21 704 FINCA Gjilan Branch, GJILAN, Mehmet A. Ersoy Str. nn. Phone: 044 224 445 FINCA Pejë Branch, PEJË, Mbretëreshë Teuta Str. nn. phone: +381 39 32 823
International Center for Support to Business (IBC)	Mostari, #19/6, Prishtinë/Priština, phone: 038 28 539
Intercooperation	Mitat Frashëri str.,#6, Arbëria II, Prishtinë/Priština, phone: 038 243-034

Mercy Corps International	Bedri Shala str.,# 38/C, Bregu i Diellit, Prishtinë/Priština, phone: 038 549 704
KEP – (Kosovo Enterprise Program)	Bedri Pejani No 4 · Prishtina UNMIK · Kosovo (Tel) 381 38 245 011 · (Fax) 381 38 245 012 www.keponline.net · info@keponline.net
Mercy Corps International	Bedri Shala str.,# 38/C, Bregu i Diellit, Prishtinë/Priština, phone: 038 549 704 www.mercycorps.org/countries/kosovo
KRK (Kreditimi Rural I Kosoves)	Street Rexhep Mala Nbr.4 Prishtina, 038 243 554, krk_imf@hotmail.com , http://www.micro-credit.net/kosovo/home.html
Partner Aid International	Ferizajit, str.,# 201, Gjilan, phone: 0280 327 427;fax: 0280 320 388
UNDP (United Nation Development Program)	Peyton Place14, Pristina, phone: 38 249 066/101, e-mail: registry.ks@undp.org , http://www.kosovo.undp.org

7. Other useful links:

www.ear.eu.int/kosovo/kosovo.htm

www.euinkosovo.org

www.kta-kosovo.org

www.osce.org/kosovo

www.unmikonline.org

http://ec.europa.eu/enlargement/serbia/kosovo/economic_profile_en.htm

www.osce.org/kosovo

www.europa.eu.int

www.nato.int/kfor

www.civilpol.org/unmik