



UNITED NATIONS
KOSOVO TEAM



UN KOSOVO TEAM RESULTS REPORT



2020

*United Nations Common
Development Plan 2016–2020
and Socio-Economic Response
Plan to COVID-19*

FOREWORD

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On behalf of the United Nations Kosovo¹ Team and in my capacity as the United Nations Development Coordinator, I am pleased to present the Annual Progress Report for 2020. Since March 2020, when WHO declared COVID-19 a global pandemic and more specifically when Kosovo declared COVID-19 a national health emergency, COVID-19 has impacted all spheres of life. Consequently, effectively responding to the multidimensional COVID-19 crisis quickly became a key priority for the UN family in Kosovo.

While UNKT cooperation in addressing the COVID-19 crisis was defined in our **Socio-Economic Response Plan (SERP)**, launched in July, 2020 also marked the final year of the **Common Development Plan 2016–2020 (CDP)**. The unprecedented challenges caused by COVID-19 demanded an adapted strategic approach, as they exacerbated the **pre-existing fragility of Kosovo's economy** and social protection systems and exposed **socio-economic weaknesses**, temporarily obstructing Kosovo's progress towards sustainable development and placing increased attention on the need for universal public health care and inclusive accessible education services.

Our collective **development priorities**, in the areas of Governance and Rule of Law, Social Inclusion, Environment and Health, set the original focus of our activities in the beginning of the year. Confronted by the pandemic, we increased our attention to the urgent needs of the communities we serve and played a central role in the provision of emergency assistance to both Kosovo institutions and its people, with particular emphasis on **marginalised and vulnerable groups** left behind or at risk of being left behind. Essential **public information campaigns** reached people across Kosovo in local languages.

¹ All references to Kosovo in this document should be understood to be in the context of Security Council resolution 1244 (1999).

Two **rapid socio-economic impact assessments**, conducted in June and December 2020, provided both the United Nations and our partners with deeper insight into the challenges facing communities in Kosovo and the measures needed to support them. With a strong gender equality lens, these assessments engaged individuals from a diverse range of communities, backgrounds and experiences, offering a breadth of perspective to help ensure that all programming and support measures were impactful and **left no one behind** and, in particular, that efforts had to include **gender equality, human rights and social cohesion**. The formulation of our SERP in 2020 helped define common goals and strengthened coordination in our joint fight against COVID-19.

Both despite these obstacles and motivated by them, the UNKT worked in close cooperation to ensure unwavering promotion of the **2030 Agenda**, supporting the Assembly of Kosovo in successfully reinvigorating its **Sustainable Development Council**. The UNKT continued to support the government with the integration of the **Sustainable Development Goals** into its policies and supported continued progress in the aggregation of SDG indicators. This close cooperation has reaffirmed **Kosovo's commitment to the achievement of the 2030 Agenda**.

Despite the unique challenges presented this year, we at UNKT were motivated by the solidarity and readiness to support witnessed among our donors and other international partners in Kosovo. Together, I can say – without any doubt – we created impact on the ground, particularly for the most vulnerable and exposed but also to the health system and ensuring that schools were the last to close and the first to open. Inspired by this and the excellent cooperation with central and local institutions, and as this report seeks to reflect, the UNKT has sought to bring together our efforts to **deliver as one**, in coordination with UNMIK and above all drawing on the unique mandate, capacity and expertise of each United

Nations agency, fund and programme. In 2020, we signed off on our United Nations Sustainable Development Cooperation Framework covering 2021–2025. It is with **deep commitment** and a resolve to help Kosovo **build back better** that we look forward to 2021—to continued collaboration with the new government as well as with the diverse people and communities of Kosovo. In 2021, the UNKT will continue to support Kosovo to address the impacts of the pandemic while developing and implementing longer-term strategies to move forward more inclusively and more sustainably. As Kosovo continues to **advance towards achievement of the 2030 Agenda and European Union integration**, we will continue to strengthen coordination and find synergies with the aim to deliver results for people in Kosovo, leaving no one behind. Together we can!



Ulrika Richardson
United Nations Development Coordinator



United Nations Kosovo Team

The United Nations Kosovo Team (UNKT) is comprised of resident and non-resident United Nations agencies, funds, and programmes, as well as international financial institutions (IFIs) – chaired by the United Nations Development Coordinator, the designated representative of the United Nations Secretary-General for development operational activities in Kosovo.

1. The UNKT is comprised of the following entities:

- 15 United Nations agencies, funds and programmes with office or staff presence in Kosovo
- Two entities represented through their regional offices
- Two international financial institutions (IFIs) affiliated with the UNKT
- The UNKT also coordinates its work and activities with the UN Mission in Kosovo (UNMIK) through a joint Integrated Strategic Framework (ISF)

2. The UNKT is coordinated by the United Nations Development Coordinator and her team. It fully supports and works towards Kosovo's development priorities expressed in Kosovo's National Development Strategy 2016–2020 and its regional EU integration priorities as well as Kosovo's commitment to achieving the 2030 Agenda and the Sustainable Development Goals (SDGs).

3. Merging the comparative advantages of the various United Nations entities under the United Nations Common Development Plan 2016–2020 (CDP), the UNKT provides locally adapted support for addressing the needs of the most vulnerable, the disadvantaged and those who are at risk of being left behind in Kosovo.

Resident UN Agencies



Non-resident UN Agencies



International Financial Institutions

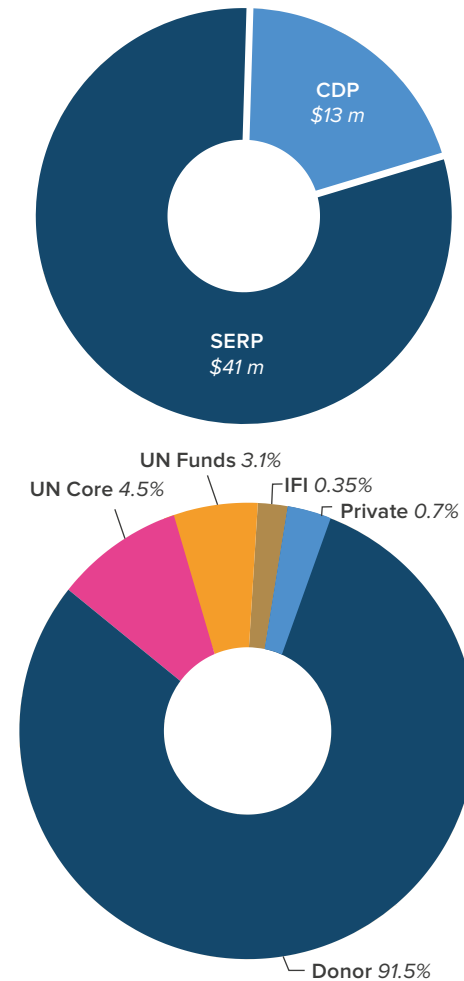


Key development partners of the UN in Kosovo

4. In a year marked by the COVID-19 crisis, partnerships were strengthened for renewed efforts to support the people of Kosovo to overcome the devastating effects of the pandemic. Existing areas of cooperation were deepened while new ones emerged both as an immediate response to the pandemic and for green, sustainable recovery.
5. The close coordination with key UNKT partners in the implementation of its CDP 2016–2020 is reflected in the extensive consultations the UNKT carried out in 2020 in the formulation of its five-year successor document to the CDP (the Sustainable Development Cooperation Framework 2021–2025), with over 400 participants from the government, the private sector, academia, representatives of groups left behind, and the extensive network of civil society with whom the UNKT regularly interacts.
6. Funding of UNKT’s CDP 2016–2020 and its Socio-Economic Response Plan (SERP) has been mostly provided by local donor contributions, with an unprecedented USD 49.4 million contributed during 2020 for implementation in 2020 and beyond, in addition to USD 4.6 million of United Nations funding. This USD 54 million envelope is divided into USD 41 million for the SERP and USD 13 million for the CDP, highlighting the importance of the COVID-19 response. These local contributions are complementary to the indispensable core contributions provided by key donors to agencies, funds and programmes of the UNKT globally.

7. While a major focus of this year’s cooperation has been on responding to COVID-19, bilateral agreements have also continued supporting agencies in areas such as: innovations for youth (Austria); dealing with conflict legacies and building communalities through language (UK); occupational safety and health (Sweden); anti-corruption (Switzerland); combatting cybercrime (Norway); and fighting child labour (USA). Multilateral partners, such as the Council of Europe Development Bank and the European Union (EU), have supported the inclusion of migrants and refugees, employment, and ending violence against women. The United Nations’ Multi-Partner Trust Fund and the Secretary-General’s Peacebuilding Fund have supported the UNKT in combating arms trafficking and empowering youth to overcome division. Private partnerships have been expanded with banks, businesses and technology companies, and the COVID-19 response saw UNKT for the first time partner up for the distribution of in-kind donations to affected communities.

Resources Mobilised in 2020 (\$54 m)



8. Coordination has been essential to the UNKT, which has played a constructive role through engagement in fora, co-chair of the health donor coordination group and in the EU Member States+ donor coordination group. As part of the COVID-19 vaccination committee, established by the Ministry of Health, and by providing strategic advice on the targeting and delivery of 15 economic recovery measures adopted by the government during 2020, the United Nations have played a critical role in helping Kosovo respond to the pandemic.



CHAPTER 1

KEY DEVELOPMENTS IN KOSOVO AND REGIONAL CONTEXT

(UNDCO/Sh.Qamili, 2020)

Key developments in Kosovo and regional context

European integration remains a main driver of reforms in Kosovo and a shared political priority. In 2020, Kosovo's notable progress since its declaration of independence on democratisation, rule of law, governance and economic reconstruction, has been affected by continued political instability and the COVID-19 pandemic. The National Development Strategy (NDS) 2016–2020 came to a close. The development of the upcoming NDS for 2021–2030 (which coincides with the United Nations Decade of Action) provides a critical opportunity for the government to reinforce its commitment to implementation of the 2030 Agenda and to accelerate SDG implementation.

9. 2020 was marked by several intersecting challenges confronting the people and institutions of Kosovo, foremost among them the pandemic and a series of political crises. Beyond its impact on public health, COVID-19 has brought serious economic, social and political repercussions. The spread of the virus accelerated during the latter half of the year, causing loss of lives and livelihoods and putting a major strain on public institutions.

10. The ability of the authorities to respond adequately to the pandemic and focus on recovery measures was affected by recurring political turmoil due to the fall of two successive governments over the course of the year (one in March; the other in December). The political changes impacted the continuity of the public COVID-19 response and affected public confidence. The pandemic itself highlighted vulnerabilities, especially in the areas of public health and education, and shone a spotlight on inequalities, such as gender inequalities and the marginalisation of the most impoverished groups. The pandemic has also worsened the situation for migrants, asylum seekers and refugees transiting en route to Western Europe. An emergency package to mitigate the effects of COVID-19 was passed by the Kosovo Assembly in April (EUR 180

million), followed in July by an Economic Recovery Programme (EUR 185 million) and a series of loan agreements worth around EUR 280 million to address the economic fallout and support health measures.

11. Kosovo's status remains unresolved, dividing the region– and the international community– between those recognising Kosovo and those that do not. The situation in Kosovo remains on the agenda of the Security Council. In April, previously imposed tariffs on imports from Serbia and Bosnia and Herzegovina were lifted, followed in June by the revoking of all other reciprocity measures. These gestures led to a restoration in trade and a partial resumption of the EU-facilitated Belgrade-Pristina dialogue as of July.

While before the pandemic, Kosovo was projected to grow at around 4 per cent, new estimates show a contraction of 6 per cent for 2020.

Source: IMF, February 2021

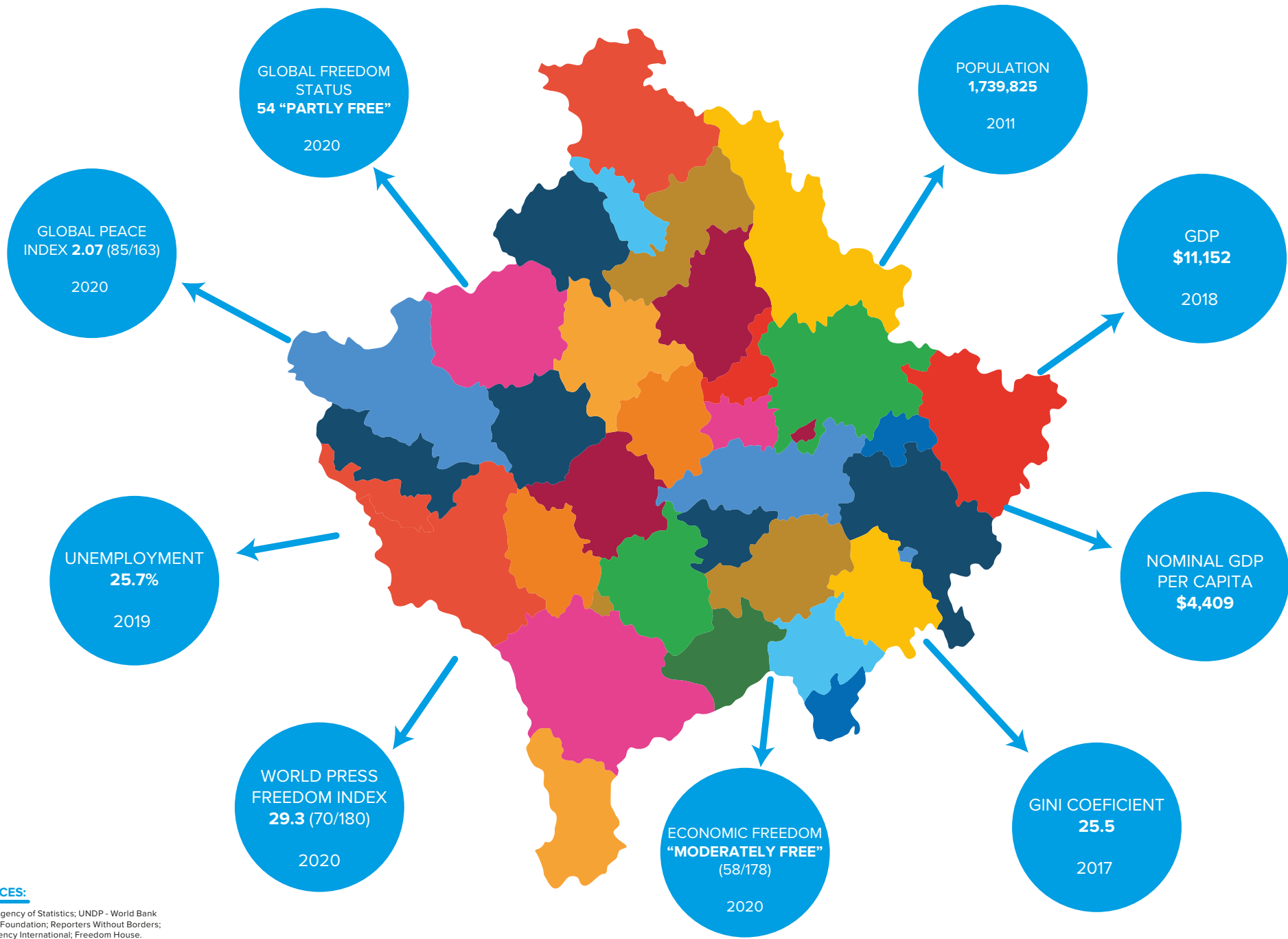
12. The prospect of eventual membership in the EU has been a significant socio-economic driver in Kosovo as in the entire Western Balkans region, especially since a Stabilisation and Association Agree-

ment (SAA) with the EU entered into force in 2016. In March, European leaders agreed to open EU accession negotiations with neighbouring Albania and North Macedonia but, in Kosovo, many people perceive a lack of progress and prospects, particularly due to delays in the visa liberalisation process. In its recent progress report for 2020, the European Commission ranked the level of preparedness of Kosovo for accession at “some level of preparedness” to “moderately prepared”. At the same time, the European Commission announced its commitment to deepen its partnership with the Western Balkans, including in the context of the EU Green Agenda for the Western Balkans, opening a credible accession perspective for the region. This was reaffirmed in the Summit in Zagreb in May. In October, the Commission adopted a comprehensive Economic and Investment Plan for the Western Balkans, aiming to mobilise up to EUR 9 billion in the areas of transport, energy, and green and digital transition.

13. With a population of approximately 1.8 million, Kosovo houses a majority ethnic Kosovo Albanian population as well as considerable non-majority populations. Classified a middle-income economy, Kosovo has been experiencing population decline due to falling birth rates and

increased emigration. Kosovo also has the youngest population in Europe, with over half of the population below the age of 29 years. Youth unemployment has been persistently high, even before COVID-19. Women remain underrepresented in public life, and violence and discrimination against women are two of the most prevalent noted human rights violations across the region. Significant gender gaps in employment and pay prevail. As elsewhere in the world, the COVID-19 pandemic has plunged Kosovo's economy into a downturn. The Western Balkans is emerging as one of the planet's “warming hot spots” due to climate change, and pollution is a major public concern.

14. Kosovo continues to participate in diplomatic initiatives, such as the Berlin and the Brdo- Brijuni processes, and in regional structures promoting regional connectivity, such as the Regional Cooperation Council and the Regional Youth Cooperation Office.



SOURCES:

Kosovo Agency of Statistics; UNDP - World Bank Heritage Foundation; Reporters Without Borders; Transparency International; Freedom House.



CHAPTER 2

UN DEVELOPMENT SYSTEM SUPPORT TO KOSOVO DEVELOPMENT PRIORITIES

(UNDCO/Sh.Qamili, 2020)

UN development system support to Kosovo development priorities

2.1. Delivering Results for Kosovo

15. This chapter highlights the contributions that the UNKT made in 2020, in close collaboration with the government and other bilateral and multilateral partners, as well as the results achieved with respect to the benchmarks established by the three key priority areas in the CDP and in parallel with efforts to combat and recover from the pandemic through UNKT's SERP. It also examines SDG implementation (financial delivery, operations, communications management) and steps taken to accelerate their achievement in Kosovo, including through partnership-building.

2.1.1. Common Development Plan 2016-2020

16. The three key priority areas of the CDP are:

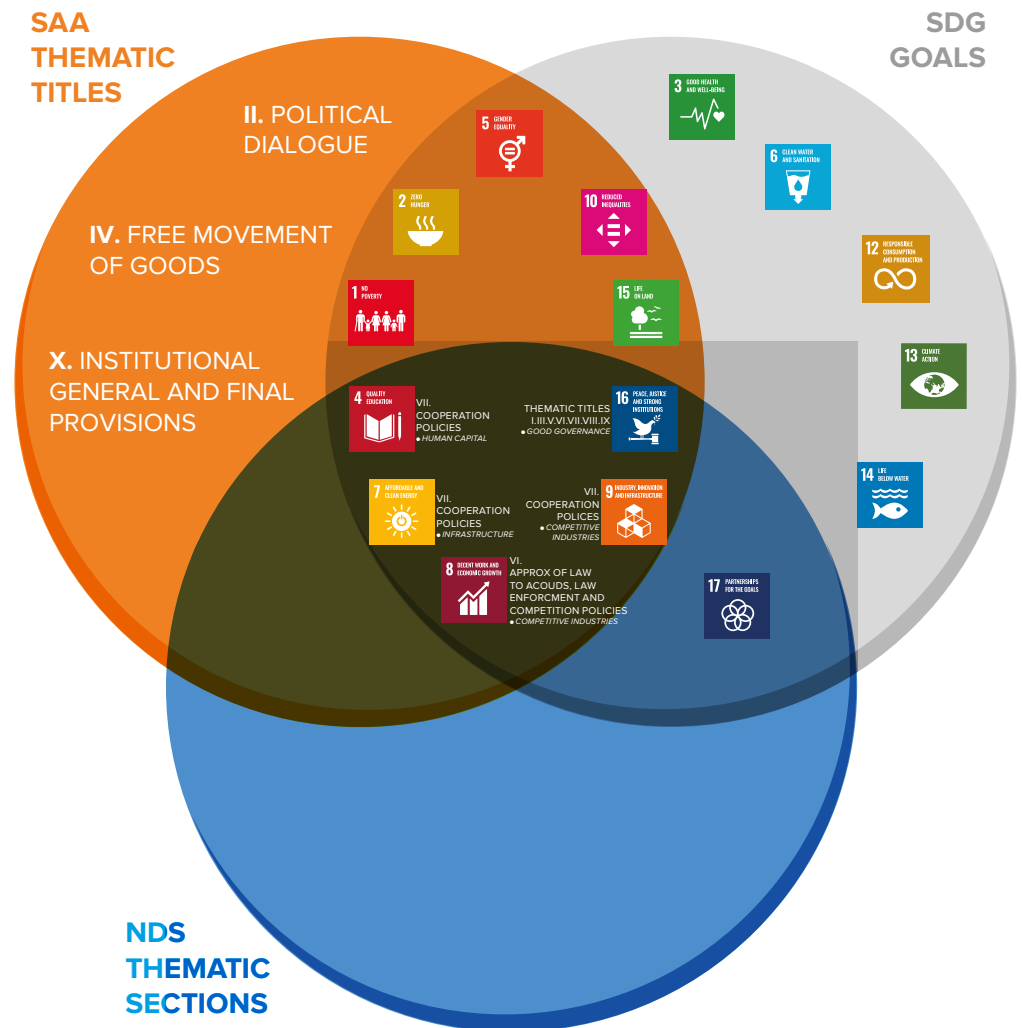
PRIORITY AREAS OF FOCUS FOR THE INTERVENTION



17. The UNKT's efforts with respect to the three CDP outcomes support the government of Kosovo in achieving the priorities of the National Development Strategy (NDS) as well as the SDGs ratified voluntarily by the Kosovo Assembly in 2018. In 2020, in addition to the USD 41 million raised for COVID-19 response and recovery, the UNKT raised around USD 13 million for CDP programme delivery, to be implemented in 2020 and the following years. Efforts made under all three areas contributed significantly to gender equality and human rights.

18. The UNKT has continued engagement with institutions by providing advice to mainstream the SDGs across strategic documents. The 10-year timeframe of the upcoming NDS 2021–2030 neatly coincides with the Decade of Action, providing a critical opportunity for the implementation of the SDGs and the 2030 Agenda. It represents the first long-term development strategy for Kosovo that will fully integrate the SDGs and its indicators into a Kosovo-wide development context, together with a corresponding Action Plan. Advancing towards the SDGs will also help Kosovo progress towards EU integration and the reform agenda set out in the SAA with the EU.

19. The Development Coordinator provided support to the development of the Assembly of Kosovo Strategic Plan to better mainstream SDGs and led the preparations for the repositioning of the Sustainable Development Council in November.



Alignment of local, regional and global development agendas

PRIORITY AREA 1 Governance and Rule of Law

Alignment with SDGs



Alignment with Kosovo's Development Goals



Alignment with EU Integration Chapters & Priority Areas



Outcome 1.1 Rule of law system and institutions are accessible to all and perform in a more efficient and effective way.

Outcome 1.2 Civil society participates more effectively in the design of rule of law reforms and in holding relevant institutions accountable for their implementation.

Outcome 1.3 The authorities of Kosovo manage mixed migration flows more effectively and in line with international standards.

KEY RESULTS

The UNKT provided legal aid, counselling and court representation to those in need and helped significantly reduce the backlog in court cases, strengthened the capacities of Kosovo authorities to combat crime and corruption, and introduced innovative and more accessible gender-based violence (GBV) and domestic violence reporting methods. The return and integration of migrants, displaced persons and asylum seekers was facilitated through increased local-central collaboration of authorities and assistance provided. Overall efforts contributed to strengthening the rule of law system and access to judicial services, particularly by integrating a human-rights based approach.



Access to Justice and Rule of Law

- The capacity of the justice sector to ensure bilingual access to services strengthened through **73 judicial translators** enrolling in online language courses developed with IOM support.
- **5,000 people** (43% women) accessed **legal aid** through the Agency for Free Legal Aid and four legal aid offices with support from UNDP, representing an 11.5% increase since 2018.
- **1,591 case file translated** through UNDP support.
- **3,300 cases referred to mediation** with UNDP support.
- The capacity of **20 mediators** strengthened through an exchange with Montenegro with UNDP support.
- The capacity of the Kosovo Police to respond in a safe and secure way to domestic violence reports increased through the provision of **40 body cameras** by UN Women.



Security and Cyber-crime

- The capacity of the Kosovo Police to adequately respond to crime strengthened with UNDP support through an **advanced data visualisation platform** to monitor/analyse trends.
- The capacity of the Kosovo Police to **address arms trafficking** strengthened with UNDP support through the provision of **a database and analysis software and five K9 sniffer dogs**. During 2020, Kosovo Police confiscated 1,135 component parts from weapons and 32,747 rounds of ammunition.
- **114** police officers benefitted from UNDP capacity development on **basic firearms investigations** and **ethical hacker and computer forensic investigations**.
- Kosovo's commitment to **enhanced cybersecurity strengthened** with UNDP support through a high-level cybersecurity conference facilitating cooperation with international actors and the increased capacities of **Kosovo's Computer Incident Response Team (KOS-CERT)**. The KOS-CERT is now able to detect and analyse cyber threats, using a specialised electronic platform, generate reports and escalate incidents.



Anti-Corruption

- **20 Kosovo customs officers** benefitted from UNODC capacity development on effectively addressing cross-border criminality.
- **Money Laundering and Terrorist Financing National Risk Assessment** adopted with UNDP support.
- Anti-corruption institutions benefitted from UNDP-developed e-platforms on **public officials' assets declarations, case management system, integrity plans** and monitoring of the *Anti-Corruption Strategy*.
- **Capacities** of prosecution services and tax administration **to detect and punish tax fraud** strengthened with UNDP support for an e-investigation tool that analyses discrepancies between individuals' income and expenditures.
- The Ministry of Justice benefitted from UNDP and UNODC advice on an expanded mandate for the **Agency for the Prevention of Corruption**.



Institutional Accountability and Local Governance

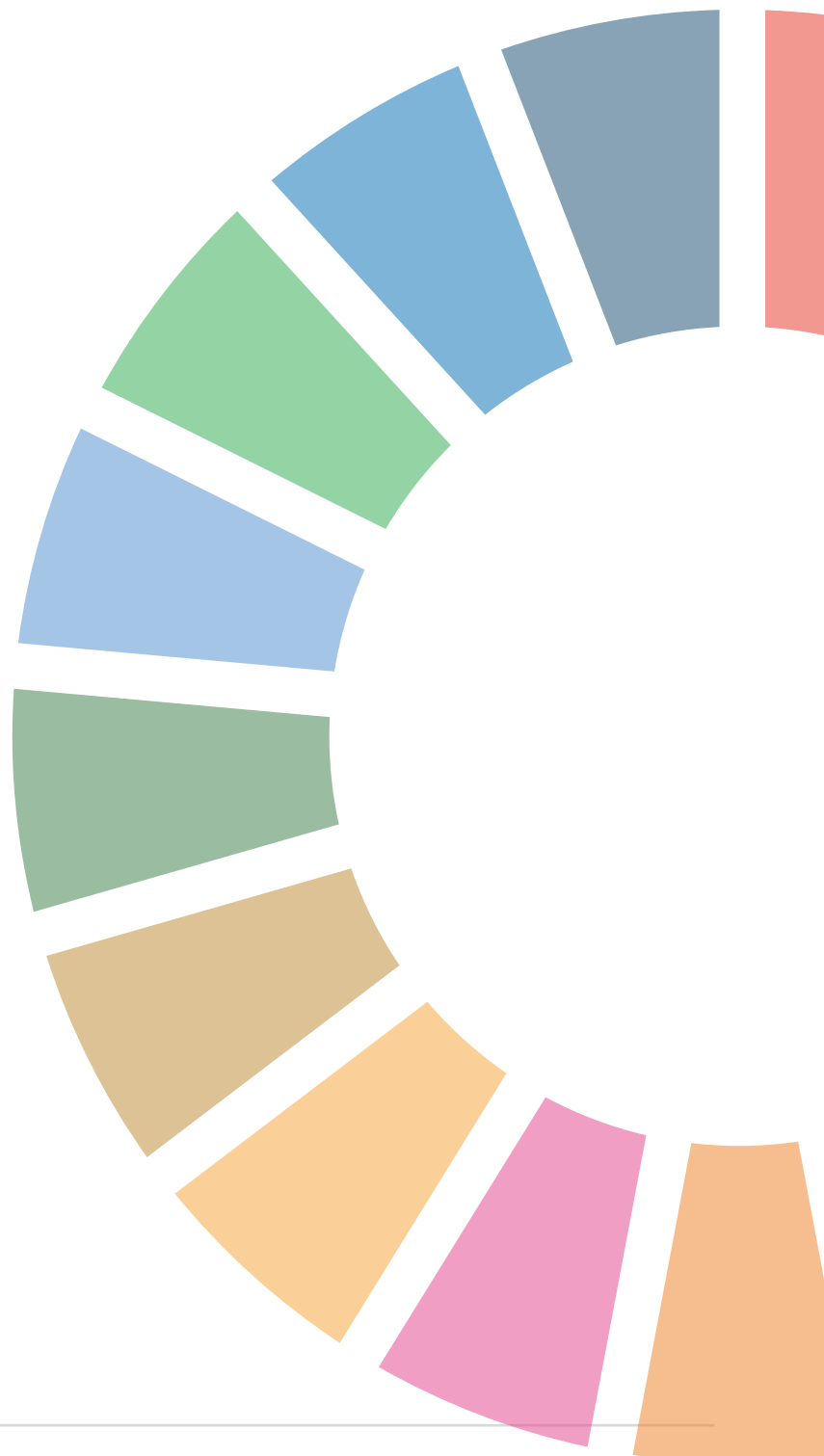
- Public perception and satisfaction data compiled through two UNDP Public Pulse surveys provided a **reliable evidence base for public decision-making**.
- **45 anti-discrimination officers** (50% women) benefitted from UNDP capacity development.
- **Infrastructure projects** developed through inter-municipal cooperation and consultations, with UN-HABITAT support, contributed to enhanced public confidence in local institutions and decision-making processes.
- Enhanced working relationship between **K-Serb-majority municipalities and Kosovo Cadastral Agency** with UN-Habitat support strengthened the integration of cadastral services.
- **GIS-based platform** established with UN-HABITAT support complemented local spatial planning databases.



Migration, Returns and Asylum

- **Collaboration on returns between municipalities and central authorities** strengthened with IOM support through the harmonisation of twelve *Municipal Returns Strategies* with the central Ministry of Communities and Returns Strategy, as well as information exchange, joint actions and trainings of 24 staff.
- **15 minority families** (35 women, 19 men) reintegrated in North Mitrovica with UNDP support.

- The **reintegration of 100 internally displaced families (477 persons)** facilitated through IOM support in the form of house re/construction and furnishing assistance.
- **793 people on the move** (242 women) provided legal aid and counselling through UNHCR.
- **10 Municipal Action Plans** on durable solutions for displaced persons finalised with UNHCR support.
- **The 2021 Plan of Action for Pristina-level activities related to the Skopje Process on displaced persons from Kosovo** endorsed by ministries with UNHCR support.
- **114 persons voluntarily returned from European countries** to Kosovo with IOM support.
- The **United Nations Kosovo Network on Migration** established to strengthen overall coordination and support authorities in reaching the objectives of the Global Compact for Safe, Orderly and Regular Migration.



PRIORITY AREA 2 Social Inclusion

Alignment with SDGs



Alignment with Kosovo's Development Goals



Alignment with EU Integration Chapters & Priority Areas



Outcome 2.1 Education and employment policies and programmes enable greater access to decent employment opportunities.

Outcome 2.2 Women in Kosovo increasingly enjoy their economic rights.

Outcome 2.3 Social protection policies and schemes enable greater benefits and access to social services to the most vulnerable groups.

KEY RESULTS

The UNKT continued advocacy for shared prosperity and better quality of life for all in Kosovo and worked towards improving employability, increasing employment opportunities, and engaging those left behind, including through innovative partnerships. The UNKT also made significant efforts to catalyse youth engagement and participation, with a view to strengthen social cohesion and resilience and decrease the influence of prejudices. Many planned activities were successfully adapted to the realities posed by the COVID-19 pandemic.

Addressing Needs of Young People through Innovative Partnerships

Generation Unlimited is a global multi-sector partnership from UNICEF, the World Bank and others, to meet the urgent need for expanded education, training and employment opportunities for young people worldwide.



In Kosovo, K-GenU was set up in 2020 in partnership between UNICEF and the private sector, hosted by the Kosovo Corporate Social Responsibility Network.



HIGHLIGHTS:

- Launch of the K-GenU secretariat in 2020
- K-GenU Brought together 23 of its private sector members and, with support from Sida, placed 500 interns (44% boys, 56% girls in 53 institutions).
- The first cohort of interns had a 38 per cent retention rate.



Employment opportunities and youth engagement

- Creating opportunities for different communities in Kosovo to work together in designing technological solutions for societal progress, the third edition of IOM's **TechHeroes** initiative attracted 210 participants from nine municipalities (42.9% from non-majority communities; 31% women).
- 55,000 user shave benefitted from IOM-supported language learning platform **VocUp**, and **619 participants** (412 women; 257 youth) from organized **VocUp language courses**, increasing their ability to communicate with members of other communities.
- **20 businesses owned by non-majority community members** (3 women-owned) benefitted from IOM support.
- The Kosovo Employment Agency's *Employment Policy* benefitted from **evidence-based data** and recommendations on how to address skills mismatches, provided by a UNDP Public Pulse analysis on trends impacting the labour market and out-migration.
- **Five missing persons family associations** were supported through UNDP low-value grants (equipment, on-the-job training, employment).
- **558 young people** were certified as UNFPA master trainers on sexual and reproductive health, engaging up to 80,000 young people through social media.
- **61 youth from different communities (65% women)** had their capacities strengthened on **peacebuilding and reconciliation** through 4 young **trainers (3 women)** trained in cooperation between UNFPA and the Regional Youth Cooperation Office.
- **500 interns** (56% girls) were placed by UNICEF, 38% of whom have been retained for employment; and eight youth from returning and receiving communities received IOM vocational training.
- **Skills-building programmes were institutionalised in school curricula** through the Ministry of Education accreditation of the UNICEF social innovation and entrepreneurship initiatives, *UPSHIFT*, *PONDER*, *PODIUM*.



Generation Equality and Women Leadership

- **SDG 5 integrated** into the *Kosovo Gender Equality Government Plan 2020–2023* and the *Kosovo Assembly Strategic Plan 2020–2024* with UN Women technical support.
- The **Network of Women in Academia in Kosovo** was established, facilitated by UN Women.
- Through UN Women advocacy, the **first corporation in Kosovo signed the Women’s Empowerment Principles**, signaling corporate commitment to the promotion of gender equality in the workplace and advancement of the 2030 Agenda.
- **Six young women and girls** were awarded UN Women Generation Equality prizes for creating stereotype-busting cartoons for Kosovo’s largest animation festival.



Social Protection Policies and Social Cohesion

- The capacity of the Kosovo Veterinary Food Agency and Kosovo Forest Agency was enhanced for the **detection and treatment of African swine fever** with FAO support, increasing resilience to economic and production livestock losses and helping to protect rural livelihoods.
- **ILO research** helped better equip central and municipal authorities to identify and report child labour cases.
- The capacity of the **Ministry of Labour and Social Welfare** and **48 labour inspectors** to detect and enforce child

labour cases was strengthened with ILO support.

- In Prizren, inter-community acceptance of, and respect for, the cultural identity and heritage of all Kosovo communities was improved through the UNDP-supported **restoration of a Serbian Orthodox monastery and an open-air cinema**, as well as the launch of a book on cultural heritage sites and six short films about the craft of filigree.
- **Four municipal assemblies** benefitted from improved community participation in policy formulation through an e-platform supported by UN-Habitat, including multi-ethnic decision-making processes on cultural heritage in Skenderaj/Srbica municipality.
- Mitrovica South municipal assembly approved a **sustainable urban mobility plan** supported by UN-Habitat to improve movement flows between communities, highlighting inclusive urban planning processes for social cohesion.
- The **2020 Annual Journalist Poverty Eradication** prize awarded by the Association of Journalists in Kosovo highlighted the plight of Roma, Ashkali and Egyptian women living on the margins of society.



Integration of Vulnerable Groups

- **A network** of 20 community liaison points was established in 10 municipalities, with IOM support, to promote social cohesion and inter-community trust-building.
- **Two community grants** were provided by IOM to University Clinical Centre Kosovo and a high school to help prevent and counter violent extremism.

- **142 individuals** benefitted from 16 workshops organized by IOM in communities with returned foreign terrorist fighters or at risk of radicalisation.

- The reintegration of returnees was strengthened in Peja/Peć and Mitrovica through two community-based initiatives supported by IOM, which **brought together host communities and returning families** at a multi-ethnic pre-school facility and a primary school for Kosovo-Ashkali and Kosovo-Albanian students.

Monitoring progress towards the SDGs

What is UNICEF’s Multiple Indicator Cluster Survey?

- One of the largest global household surveys, published in Kosovo in November 2020. Last survey conducted in 2014.
- Implemented by UNICEF in partnership with the Kosovo Agency of Statistics
- Two surveys: (i) Kosovo population (ii) Roma, Ashkali and Egyptian communities

Objective

- Provides data for over 30 SDG indicators in line with international benchmarking to assess the situation of Kosovo children, women and men in the areas of health, education, child and social protection policies
- Allows for better monitoring of equity and inclusion of the most vulnerable groups

Example of the Key Findings

- While over 90 per cent of children and adolescents are enrolled in education for many, schooling may not lead to learning
- Only 7 per cent of women and 12 per cent of men aged 15-49 years are covered by health insurance
- 73 per cent of children are fully immunised, but only 38 percent of children from Roma, Ashkali and Egyptian communities



PRIORITY AREA 3 Environment and Health

Alignment with SDGs



Alignment with Kosovo's Development Goals

27 28 33 34

Alignment with EU Integration Chapters & Priority Areas

14 15 27

Outcome 3.1 The authorities of Kosovo have enhanced mechanisms for evidence-based planning, implementation and monitoring of environmental impacts on health.

Outcome 3.2 The authorities of Kosovo have improved coverage of quality and equitable essential health-care services for Maternal, Neonatal, Child and Reproductive Health (MNCRH) and Non-Communicable Diseases (NCD).

Outcome 3.3 More people adopt behaviours that are healthy and that increase resilience to potential threats from environmental pollution, disasters and climate change.

KEY RESULTS

The UNKT has continued to promote and support efforts towards a more reliable, clean energy supply and improved population health and well-being. Multiple initiatives were supported to contribute to sustainable urban development and climate action. At the same time, the COVID-19 pandemic has drawn attention to the need for a better, more accessible and effective health system for all.



Health System Strengthening

- An **action plan for Maternal, Child, and Reproductive Health** was signed by the Minister of Health with UNFPA support.
- UNFPA research drew out key **recommendations to support the Sexual and Reproductive Health Rights of people with disabilities**, with 55.5% of people surveyed indicating that they were unaware of contraceptive methods.
- **380 teachers** (70% women) strengthened their capacity to teach Sexuality Education, with UNFPA support.
- **Health service planning** for primary health care was supported by UNICEF.
- **3,434** pregnant women (620 from Roma, Ashkali and Egyptian communities) benefitted from home visits with the support of UNICEF, representing an increase of over 50% since 2018.
- **18,017** children aged 0–3 years benefitted from **home visits** with the support of UNICEF, as compared to 11,522 visited in 2018.
- **781 home-visiting nurses and social workers** were supported by UNICEF.

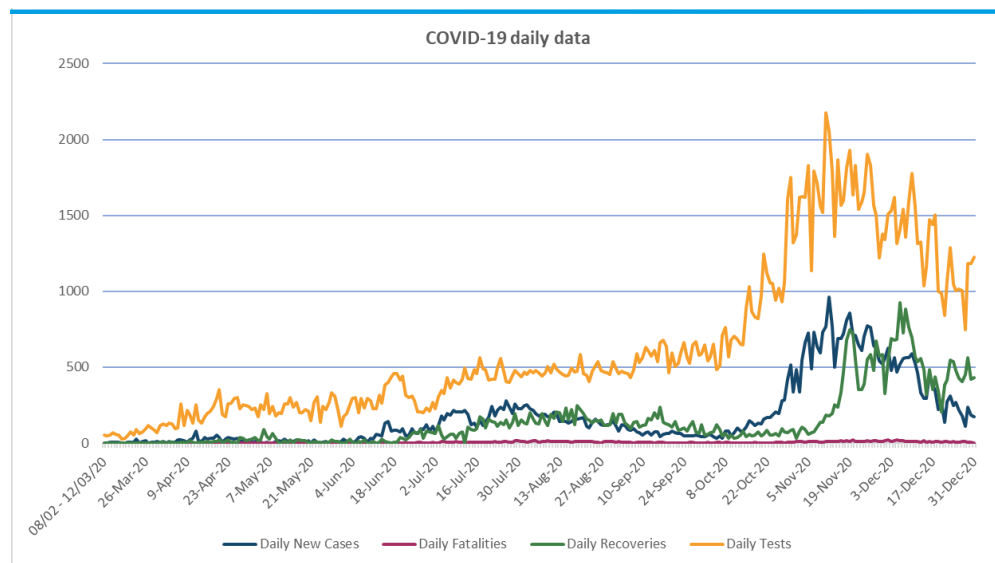
- **10 addiction experts from Kosovo** increased their treatment capacity of substance use disorders, contributing to drug demand reduction, through two UNODC workshops.



Environment and Climate Change

- An **Action Plan for Supporting the Implementation of the National Afforestation and Reforestation Programme** developed with FAO support.
- The methodology for **multi-purpose forest management plans** introduced to the Kosovo Forest Agency with FAO support for sustainable forest management in four pilot areas across Kosovo.
- The Ministry of Agriculture **baseline on timber legality** identified and **fiscal assessment of the forestry** sector conducted with FAO support.
- **214 flood affected households** in Graçanicë/Gračanica and Kamenicë/ Kamenica benefitted from IOM-assistance.
- Central institutions strengthened their awareness of environmental health and **indoor air pollution** through UNDP study visits and awareness-raising sessions, including the #ecokosovo3 campaign.
- UNDP grants to environmental civil society organizations (CSOs) mobilised communities through 20 events on air pollution and three campaigns for **air quality monitoring activities**.
- Institutional capabilities enhanced with UNDP support to set **more ambitious goals for greenhouse gas emission reduction**.
- The first municipal-level *Climate change cross-sectoral intervention plan* in Kosovo developed, and smart urban solutions piloted, in Prizren with support from UNDP to create a basis for long-term greenhouse gas reduction and to promote a healthier urban environment.
- The Kosovo Climate Change Committee supported by UNDP in implementation of the Kosovo **Climate Change Action Plan 2014–2024** and the development of its Monitoring Plan.
- South Mitrovica's UN-Habitat-supported *Sustainable Urban Mobility Plan*, approved by the municipal assembly in 2020, included measures to monitor urban air quality.

2.1.2 Integrated Response to COVID-19



20. The first cases of COVID-19 were diagnosed in Kosovo on 13 March followed by the declaration of a public health emergency on 15 March, precipitating drastic changes for Kosovo society. Tight restrictions were put in place between March and May. The gradual reopening of public life as of June was supported by the Government Programme 2020–2023, approved on 5 June 2020, which placed a direct focus on managing, mitigating and recovering from the crisis. For the year 2020, Kosovo recorded 51,285 cases and 1,332 deaths for a population of approximately 1.8 million. Approximately six per cent of all recorded cases were health-care workers.

21. Economic activity in 2020 is estimated to have fallen by six per cent, particularly affecting Kosovo’s most vulnerable and propelling some into hardship. The economic downturn has also had a significant impact on macro-economic performance and fiscal outturns.

22. The UN family joined forces with partners to swiftly provide an integrated and coordinated response, guided by the principles to build back better (BBB) and leave no one behind (LNOB). In coordination with donors, around USD 440,000 were re-programmed in the beginning of the year for emergency response. These actions were consolidated in the UNKT’s SERP defined in July and guided by the Development Coordinator with technical lead from UNDP and support from Task Force co-chairs UNICEF and UNDP and in coordination with UNMIK. The UNKT’s response was informed and continuously adapted by the rapid socio-economic impact and sector-wide assessments, highlighting the United Nations’ strength in rapidly programming evidence-based responses. A total of USD 41 million was mobilised in 2020 towards the SERP for implementation in 2020 and 2021 around the following five pillars:

THE FIVE PILLARS OF SERP



Supporting Pandemic Response Through Data: United Nations Rapid Assessments and Analytical Reports on or including Kosovo

- Common Kosovo Analysis, May 2020
- FAO regional rapid survey of food supply chains in Europe
- ILO assessment of short- and medium-term effects on employment and labour market in Kosovo
- IOM rapid assessment of needs of previously supported businesses owned by non-majority community owners in Kosovo
- IOM rapid assessment of the impact of COVID-19 on the short, medium and long-term needs of returnees and marginalised groups.
- OHCHR updates on the human rights implications of the COVID-19 crisis in Kosovo
- UNDP, UNFPA, UN Women: rapid socio-economic impact assessments (SEIA) conducted in May and November 2020 examined impact on households and businesses in Kosovo. Key findings were presented via an online interactive visualisation tool. The gender focus of the assessments provided visibility on how the pandemic has affected women and men differently.
- UNHCR April needs assessments for people on the move in Kosovo
- UN-Habitat/Association of Kosovo Municipalities rapid assessment of consequences on spatial planning, construction, legalisation, housing
- UNICEF regular perception surveys through U-Report platform
- UNICEF assessment on the situation of children and adolescents in Kosovo
- UNICEF cold chain equipment assessment
- UNICEF rapid assessment on the needs and challenges of children on the move
- UN Women Regional Assessment of impact on specialist services for victims and survivors of violence in the Western Balkans and Turkey
- World Bank impact assessments on Western Balkans (Labour Markets; Education; Social Protection; Poverty and Household Welfare)

SERP PILLAR 1 Health First



Support To Government COVID-19 Response

23.Through the procurement of **essential medical equipment required for treatment and testing**, the United Nations showcased its strengths in using accelerated procurement procedures to overcome **significant global supply chain shortages and delays whilst securing competitive prices in transparent ways**. UNOPS procured EUR 5 million worth of equipment on behalf of the EU, including 10 fully equipped ambulances, 400 ICU hospital beds, 30 ICU ventilators, 127 patient monitors, 20 electrocardiograph machines, and 6,000 COVID-19 test kits. All of these items were delivered by July. UNDP procured 40 mobile ventilators, which were delivered in May and June, and 52,300 polymerase chain reaction (PCR) tests delivered between April and September; UNFPA provided three ventilators to the University Clinical Centre's maternity ward. UNICEF provided 40 oxygen concentrators to primary health-care centres; and WHO provided three PCR machines and 23,440 testing kits. In the beginning of the pandemic, Kosovo authorities were only able to perform around 400–500 daily COVID-19 tests. At the end of 2020, around 1,400–1,700 tests were performed daily. With the support of procurement set in motion by UNKT in 2020, Kosovo authorities' testing capacity went up to about 4,700 daily tests by March 2021.³

10 FULLY EQUIPPED AMBULANCES



400 ICU HOSPITAL BEDS



73 VENTILATORS



40 OXYGEN CONCENTRATORS



3 PCR MACHINES



82,000 + TESTING KITS



WITH UNKT SUPPORT, TESTING CAPACITY INCREASED TEN-FOLD BETWEEN APRIL 2020 TO MARCH 2021

24.The UNKT also provided technical assistance to health institutions. Eight missions of 12 experts, organized by WHO (as early as beginning of February) assessed preparedness and response, supported the development of Kosovo's *Contingency Plan for COVID-19 and Strategic Preparedness and Response Plan*, provided feedback on clinical guidelines and practices, and supported the launch of a GoData case management platform at the Institute of Public Health. WHO also facilitated a two-week visit of 22 experts from Germany's Robert Koch Institute. Five WHO trainings were delivered to strengthen case management and data collection, lab techniques and other frontline responses. UNFPA

provided technical support on issues related to maternal health. The UNKT has also played a critical role in helping Kosovo prepare for COVID-19 vaccine rollout in 2021. WHO and UNICEF supported the development of the Kosovo Deployment and Vaccination Plan and have assisted the government in liaising with Gavi, the Vaccine Alliance, and in gaining access to the COVAX Advanced Market Commitment. A cold chain equipment assessment undertaken with UNICEF support recommended how Kosovo could update its vaccine storage capacity and supply system and will inform the procurement of new equipment for which the Ministry of Finance has budgeted Euro 2.4 million.

25.From 19 March until the end of the year, the United Nations produced **48 Sit-Reps on the COVID-19 situation** and UNKT support, to assist with information flow and donor coordination. A monthly Health Donor Coordination group, co-chaired by the Development Coordinator and the World Bank, served as the main forum to channel assistance to the Ministry of Health.



Support To Continuation Of Essential Health Services

26.An early WHO assessment of the implementation of Kosovo's *COVID-19 Strategic Preparedness and Response Plan* identified that Kosovo faced major disruptions of essential health services, especially for particularly vulnerable sections of the population, due to resources being diverted to the COVID-19 response or affected by containment measures. The UNKT response proposed a series of programmes that **directly contributed**

to averting a secondary health crisis in Kosovo, both through critical technical assistance and key equipment.

27.Through the provision of **personal protective equipment (PPE) for health workers**, UNKT agencies supported both the COVID-response itself as well as the continuation of essential health services in the midst of the pandemic, **including for Serb-majority municipalities**. This included: 30,000 PPE items donated by UNFPA to ensure the continuity of maternity health services; 24.4 tons of PPE provided by UNICEF to 9,500 frontline health workers in over 300 health facilities; 420,000 different PPE items provided by UNOPS; and 660,000 PPE packs provided by WHO. UNDP and partners held two crowdfunding campaigns to purchase PPE for medical workers.

28.The UNKT also helped strengthen primary health-care service delivery in the midst of the pandemic, including through UNICEF ensuring that 60 temporary immunisation centres were established to allow continuation of routine immunisation sessions. As a result, 7,500 children were vaccinated at these centres within the first month. Curtailed by restrictive measures, critical features of a UNICEF-supported home-visiting programme were moved online to continue functioning and to allow for in-person essential health counselling. IOM supported the provision of 1,475 medical check-ups and medical supplies for non-majority communities. UNFPA advice led to the set-up of a separate delivery room in Pristina's University Clinical Centre Kosovo for pregnant women with COVID-19 and to cervical cancer screenings of 1,052 women.

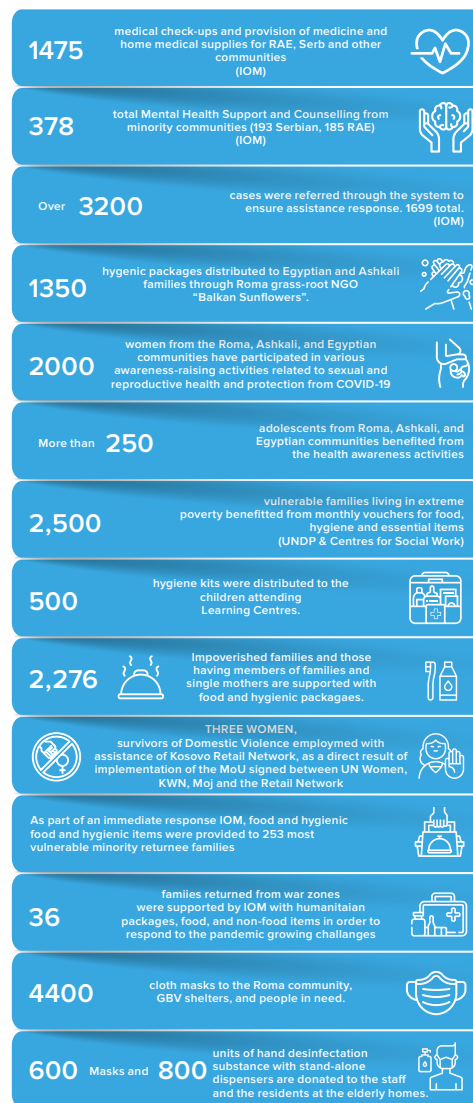
³ Source: Kosovo Public Health Institute

SERP PILLAR 2 Protecting People



Support to Continuation of Services to the Population

- Aided by the provision of **5,000 pieces of PPE** by UNFPA, the Kosovo Agency of Statistics was able to conduct a **pilot census** in September/October.
- Authorities were able to adapt working methods to support **civil registration services** in the midst of the pandemic, with UNFPA support.
- Through the provision of digital infrastructure, UNDP was able to ensure **continuity and effectiveness of the Kosovo Assembly** and other government services, despite remote working arrangements.
- Services provided by the Kosovo Employment Agency have become more accessible (limiting the need for in-person visits) through the development of a **web application platform** with UNDP support.
- The **continuity of work by Kosovo authorities** was facilitated through the provision of over 46,500 PPE items and various IT equipment and software by UNDP, including to several key ministries, the Kosovo Police, the Emergency Management Agency, the Inter-Institutional Incidence Management Group, and the Employment Agency.
- UNHCR advocacy ensured the inclusion of asylum seekers in Kosovo's **COVID-19 Preparedness and Response Plan**.
- **220,000 users** benefitted from a UNICEF-supported, distance learning digital platform for children aged 0–6 years and **1,500 (88% of) educators** (99% women) were trained in use of the platform. New platform activities were **transmitted daily on Kosovo-wide TV channels** between October 2020 to January 2021 to reach children without access to the internet. In addition, 5,000 **vulnerable children** received learning material kits.
- The development of innovative solutions for distance learning by the Ministry of Education (MES) with the support of UNICEF will benefit around **345,000 Kosovo students** when introduced in 2021. The launch of the *Learning Passport* platform by UNICEF and the MES in April 2020 opened up new opportunities for the online implementation of programmes for adolescents and youth during lockdown and will house tens of thousands of online educational videos in 2021.
- **Over 95 per cent of public schools** in Kosovo benefitted from UNICEF's practical guidelines and hygiene kits, allowing the safe reopening of schools.
- The UNICEF-supported Case **Registration Reporting System** allows the tracking of COVID-19 cases among students and staff, facilitating the effective handling of infections in specific schools and avoiding Kosovo-wide closures.



Assisting the Vulnerable

- **29.** Reflective of UNKT's efforts to Leave No-One Behind, United Nations agencies provided support to socially vulnerable individuals and communities, in cooperation with authorities, such as the Ministry of Labour and Social Welfare, municipalities and domestic violence shelters. Assistance took the form of **PPE packs, food and hygiene items and psychosocial support**. The pandemic permitted the UNKT to pilot innovative ways of assistance, such as vouchers allowing beneficiaries the dignity of making their own choices of how to meet their most urgent needs.
- **57,000+ PPE items** were distributed to: 350 staff (71% women) and 270 residents (53% women) in institutions for the elderly and the disabled (UNFPA); 4,400 members of non-majority communities, residents of GBV shelters and others in need (UNFPA); 875 people on the move (UNHCR); 200 children, youth and parents in asylum centres (UNICEF); 11,600 students and staff (UNICEF).
- **28,000+ food and/or hygiene packs** were provided to marginalised families, children, elderly persons living alone, families with disabilities, single mothers, migrants and returnees, and domestic violence shelters (IOM, UNDP, UNFPA, UNICEF, UN Women). UNDP also piloted the use of **monthly food and hygiene vouchers** for **2,500 families** in extreme poverty.

- **956 children with disabilities** were able to better follow online classes with the benefit of tablets and braille typewriters distributed by UNICEF.
- **Psychosocial support or counselling** were provided to 4,700+ members of non-majority communities, migrants, survivors of domestic violence, elderly persons living alone and children with disabilities and their parents (IOM, UNFPA, UNHCR and UN Women). **A psycho-educational online platform and psychological first aid** (chat/phone) was launched by the University of Pristina with support of UNDP, to address issues of depression and mental health.



Countering The Heightened Domestic Violence

- **30.** Addressing a 22 per cent increase in domestic violence reported in the first months of the pandemic, compared to the same period in 2019, the UNKT provided the support outlined below.
- **Temporary quarantine shelter for GBV survivors** opened in April pursuant to UN Women and UNFPA advocacy.
- Procedures in Kosovo's 10 **domestic violence shelters** were revised to account for public health emergencies (UN Women).
- **Approximately 600 women shelter residents per year** benefitted from UNFPA and UN Women support to all 10 of Kosovo's domestic violence shelters, including PPE, hygiene packs, clothes, psychosocial support, and income generation **equipment** (e.g. beehives, hairdressing tools, baking ovens).

- **25 case workers** of the Centres for Social Work were supported by UNFPA with laptops, allowing a better response to GBV in a remote work environment.
- Over one million people were reached by UN Women's campaign, "Report Violence, Save Lives!"
- 300,000 people were reached by a UN Women campaign promoting a **smart-phone application to report GBV and domestic violence crimes** directly to the police.



Providing vital verified information and fighting misinformation

- **31.** In close cooperation with the authorities, a series of public awareness campaigns promoted prevention. **WHO global guidance, including 12 guidelines, 5 posters, 13 videos and 20 infographics and UNFPA guidance for mothers were translated into local languages** through joint United Nations efforts including UNMIK. A UN Women campaign informed the public about the impact of the pandemic on women. IOM and UNHCR launched campaigns for migrants and people on the move. UN Women's June "#HeForShe at Home" campaign highlighted the unfair burden of household work on women, while its December "Women on the Frontlines" campaign highlighted the essential role of female health workers. UNICEF's "WhileAtHome" campaign highlighted the need for engaged childcare during the pandemic. UNICEF's "Visa4children" campaign on children with disabilities received large traction from Kosovo institutions, with the Ministry of Education allocating EUR 750,000 to provide assistive technology. UNICEF also developed five behavioural change videos, which reached more than 900,000 people. In September, UNICEF's #SkaMaLehte campaign was rolled out in 15 municipalities to facilitate the reopening of schools.
- **32.** In December, the UNKT and authorities jointly launched the #ForTheSakeOf... campaign, using outdoor elements in six cities as well as two animations and facets for social media and TV. These campaigns were conducted in multiple languages (Albanian, Serbian, Turkish, Romani, English), as well as in sign language and braille. Migrants were able

to contact an IOM-supported infoline in Arabic and Farsi; displaced persons and returnees had access to a UNHCR-supported phone line. Content produced by the global United Nations "ShareVerified" initiative has been made available in Albanian and Serbian.

- **33.** The verified information is widely available to all communities in Kosovo, including through public health websites and door-to-door campaigns by UN Volunteers. UNDP donated assets to the Institute for Public Health's 24/7 Volunteer Call Centre disseminating reliable information.

Gender-Responsive Budgeting

Partnership between UN Women and the Ministry of Finance



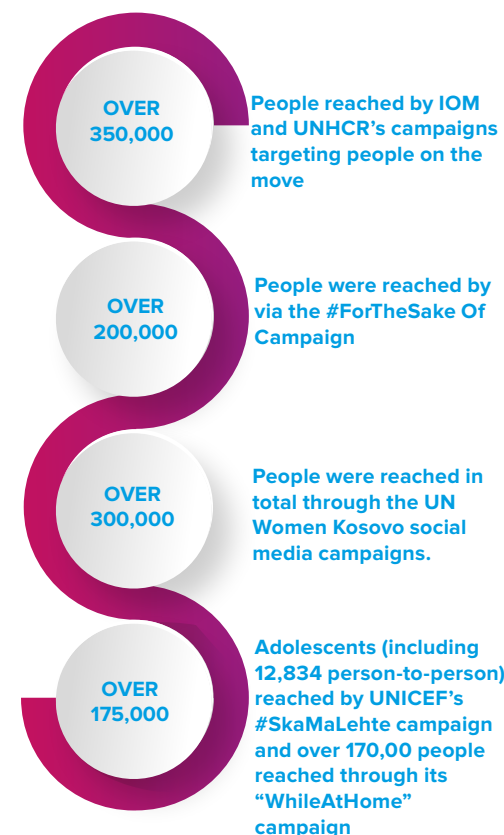
Part of a four-year regional project financed by SIDA to reform policies and financing actions to accelerate the implementation of local, national and international gender equality commitments



Focus on:

- Advancing the integration of gender equality at all stages of national and local policymaking and budget processing.
- Focused on the implementing the promulgated Law on Gender Equality in applying principles of gender equality in the budgets in order to promote equality between men and women.





SERP PILLAR 3 Economic Recovery

- **561 persons** strengthened their skills and employability through UNDP active labour market measures and on-the-job-training and UNHCR vocational training.
- **567 persons found temporary or permanent** employment, including through UNDP's one-year wage subsidy scheme and paid internships; IOM's support to start-up businesses, job placement schemes, and returnee income generation support; UN Women advocacy; and UNHCR vocational training graduate scheme.
- **102 new businesses** were established with support from UNDP.

SERP PILLAR 4 Macro-Economic Response

- UNKT analyses and technical assessments on COVID-19 impact informed targeted policy responses in the areas of fiscal policy; social protection; labour market and employment. opportunities; gender-specific implications.
- The government benefitted from UNDP technical advice on targeting and execution of the 15 economic recovery measures adopted by the government, introducing important principles around LNOB and leveraging green transition.
- Kosovo institutions were advised by UNDP on reducing greenhouse gas emissions and strengthening long-term decarbonisation strategies.
- The *2020 Plan on Economic Recovery* was strengthened with UN Women technical advice on gender-responsive budgeting.

SERP PILLAR 5 Social Cohesion and Community Resilience

- The UNKT provided support in the context of the pandemic on issues such as domestic violence, discrimination and human rights abuses to the Ombudsman Institution of Kosovo; 45 community organizations; 1 religious community organization; at least 8 women's organizations; 6 youth organizations.
- Six national advocacy and political engagement spaces and at least 2 national social dialogue spaces engaged at-risk populations and groups.
- Seven NGOs benefitted from grants with a view to promote entrepreneurship participatory approaches.
- Seven NGOs benefitted from enhanced capacities in the production of financial and narrative reporting through targeted trainings.
- **20 government representatives including from Kosovo** increased their understanding of the impact of COVID-19 on drug supply chains including heroin seizures along the Balkan route, smuggling of migrants and trafficking in persons through UNODC online briefings.

2.2. Support to Partnerships and Financing for the 2030 Agenda



- **34.** UNKT intensified its efforts at partnership building, with a view to enhance synergies in confronting and overcoming the multi-layered impacts of the COVID-19 pandemic and to advance on the implementation of the 2030 Agenda and SDG achievement. Resources were mobilised through varied sources within the United Nations system, international financial institutions (IFIs), development partners and bilateral donors as well as through cost-sharing with both central and local Kosovo institutions. Agencies also reprogrammed part of their financial sources and capacities to respond to the pandemic.
- **35.** New partnerships included teaming up with the United Kingdom for a joint COVID-19 project, making it the **global first donor-channelled earmarked funding** through the *United Nations COVID-19 Response and Recovery Fund* and serving as a pilot for other donors and global United Nations Country Teams.
- **36.** As an active partner to the Prime Minister's Strategic Planning Office, with UNDP's technical leadership, the UNKT supported the government in its efforts towards achieving the 2030 Agenda, by advising on the **alignment of the objectives of the NDS 2021–2030 with SDGs**

and related indicators, across the main pillars of economic growth, rule of law and governance, human capital and equality, and sustainable environment. Expert advice has been provided in the analysis of the environmental pillar, environmental strategic policy, and the climate finance framework.

37.In-depth analyses and evidence-building were provided to unlock financing resources to support early recovery as well as sustainable development in Kosovo. Among others, the **Development Finance Assessment for Kosovo (DFA)** led by UNDP will serve as a tool to identify the channels and potential solutions to enlarge the financing portfolio with the aim to accelerate progress on SDG achievement in Kosovo. Key findings of the DFA will be integrated into the NDS 2021–2030 development process and will focus on the uptake of sustainable finance, strategic alignment of budget processes with the 2030 Agenda and strengthened engagement with IFIs, private sector and diaspora funding. **Gender-based budgeting practices have been further advanced**, with a view to improve current tracking and data collection systems on actual implementation and execution of gender-responsive budgeting in Kosovo. Improved interactions between Kosovo Serb-majority municipalities and the Kosovo Cadastral Agency, facilitated by UN-Habitat, have strengthened access to services for local communities. UNOPS has played a key role in providing procurement services to the Ministry of Health, amongst others.

38.Private sector engagement was also at the core of UNKT efforts to strengthen partnerships and accelerate financing for the SDGs in 2020. **Extended partnership with the Banking Association of Kosovo** helped explore new opportunities, by

EU, IMF, and WB Support*, committed:			
	IMF Rapid Financial Instrument	EU Macro Financial Assistance	World Bank loans
ALBANIA	€ 174m	€ 180m	€ 15m
BOSNIA	€ 333m	€ 250m	€ 33m
KOSOVO**	€ 51m	€ 100m	€ 82m
MONTENEGRO	€ 74m	€ 60m	---
NORTH MACEDONIA	€ 176.7m	€ 60m	€ 82m
TOTAL	€ 810m	€ 750m	€ 263m

*As of October 2020. Data from WB analyses
 **Data provided by Kosovo Ministry of Finance

identifying untapped sources of financing, focusing particularly on green and sustainable financing for SDGs. **Several partnerships with the private sector** were continued and expanded in 2020. For the third year in a row, UNICEF’s global partnership with ING’s “Power for Youth” programme helped Kosovo’s youth focus on innovation. In May, in response to the pandemic, Unilever committed to one of the largest in-kind global donations UNHCR has ever received from the private sector. In Kosovo, Unilever’s donation of 20,000 soap bars allowed vulnerable families to fight against the spread of the virus in their homes. Also in May, UNICEF, Microsoft and the University of Cambridge announced the expansion of the global platform, “the Learning Platform” to help children and youth affected by the COVID-19 pandemic continue their education at home. In September, UNICEF signed a Memorandum of Understanding with Raiffeisen Bank to invest jointly in children and adolescents for inclusive and sustainable development. Through the launch of K-GenU in December, UNICEF engaged 23 private sector partners to support the empowerment of young people.

Innovative Partnership With The Private Sector

Partnership between UNICEF and Raiffeisen bank to enhance cooperation on promoting socially relevant issues of basic human rights, children care.



Advancing cooperation to create a better and sustainable environment on issues deriving from covid-19 pandemic.



Main Achievements

- 40 internship opportunities
- 151 tablets and 275 school bags provide better access to schooling for marginalised communities
- Support to early childhood development agenda and home visiting programme



39.The UNKT has been actively engaged in existing **partnerships with the Kosovo Chamber of Commerce and the Kosovo Corporate Social Responsibility (CSR) Network** to raise awareness and involve the private sector in the COVID-19 response and SDG implementation. In partnership with the CSR Network, an award was announced for the best private businesses implementing CSR principles. A New Normal platform was established between the Chamber of Commerce and CSOs, initially focused on COVID-19 prevention, intended to later phase into promoting and advocating for sustainable development and Agenda 2030.

40.Close partnerships with relevant local and international institutions focused on a concerning increase in GBV. UN Women advocated and provided support to GBV victims during the pandemic including through the multi-stakeholder Security and Gender Group.

41.Several excellent **south-south partnership initiatives** took place in 2020. UNDP established a coordination mechanism between family associations of missing persons in Kosovo and Serbia to deal with conflict legacy. The joint commitments from both sides have proven an important step towards reconciliation. UNDP also supported the exchange of experiences between the Kosovo and Montenegro mediation systems. The Kosovo Chamber of Mediators and the Montenegro officials administering the mediation system benefitted from sharing best practices on mediation, to improve people’s access to justice and reduce court backlogs. UNDP’s Public Pulse project, a recognised biannual, Kosovo-wide perception survey that provides valuable data for informed decision-making, shared its experiences with other UNDP offices, allowing UNDP Haiti to replicate a Public Pulse survey. This illustrated successful synergies of experience sharing and cooperation on SDGs.

42.In the area of migration, the **United Nations Kosovo Network on Migration** established in December 2020 seeks to focus on three pillars as part of its forthcoming workplan, with partnership building in the area of migration as one of its main priorities. UN-Habitat supported the drafting of municipal urban resilience profiles and of a Digital City Action Plan for Pristina in partnership with the United Nations Office for **Disaster Risk Reduction** and the French Development Agency and other local public and private sector actors.

2.3. Results of the UN working more and better together: UN coherence, effectiveness and efficiency

43.Throughout 2020 and following the 2019 reform of the UN development system, the UNKT, led by the UN Development Coordinator and supported by a strengthened Development Coordinator's Office strengthened further its efforts for a more harmonized, effective and efficient UNKT to deliver results for people in Kosovo in the framework of the SDGs and the 2030 Agenda.

44.A key milestone of coordination work was the development of the United Nations Sustainable Development Cooperation Framework (UNSDCF) 2021–2025, a process that involved wide range of consultations concluded on 3 December 2020 with an exchange of letters between the UN Development Coordinator and Kosovo's Prime Minister. Representing the collective work for the next five years of UNKT entities to address development gaps and work towards achieving the SDGs jointly with government partners, the Cooperation

Framework sets out four key priority areas and one cross-cutting area. A Common Kosovo Analysis concluded in October 2020 informed the formulation of the priority areas, together with extensive consultations with over 400 participants in focus and reference groups.

45.The UNKT's COVID-19 SERP was one of the first United Nations SERPs submitted worldwide in the wake of the Secretary-General's launch of a global recovery and response framework in May 2020. Through UN-INFO, the UNKT reported regularly on its contribution to global SERP indicators. The newly defined Cooperation Framework robustly integrates UNKT's SERP, highlighting the importance of a collective UNKT response to COVID-19 in the years to come.

46.Joint programming increased significantly in 2020, totaling six joint projects compared to just two during the previous year, indicating strengthened United Nations coherence, coordination and collaboration in Kosovo, as well as resource mobilisation efforts resulting in mobilised funds vastly exceeding those of previous years.

47.Reform tools, such as UN-INFO and the revamped UNKT website, were operationalised to enable a more coherent portrayal of activities and contribute to more accurate planning, monitoring and reporting. UN-Info will soon be available publicly and will show how the UNKT supports the government to deliver on the 2030 Agenda.

UNKT joint projects implemented during 2020		
Project:	Founded by:	Implemented by:
Healthier Kosovo 1	Luxembourg \$1,141,191 (2018-2020)	UN DDP UN VOLUNTEERS World Health Organization
Empowering Youth for a Peaceful, Prosperous and Sustainable Future in Kosovo	UN Peacebuilding Fund \$2,772,780 (2019-2020)	UN DDP UN VOLUNTEERS World Health Organization UNICEF WOMEN
Response to COVID-19 emergency and early recovery support	Sida \$4,608,000 (2020-2024)	UNOPS International Labour Organization WOMEN
Support Kosovo Institutions with swift and innovative solutions to contain the spread of COVID-19 pandemic	MPTF Window 1 \$401,646 (2020)	UN DDP UN VOLUNTEERS UNICEF
Countering the deepening of pre-existing inequalities in Kosovo through COVID-19 by assisting Kosovo's non-majority communities and domestic violence survivors	MPTF Window 2 \$600,000 (2020)	UNHCR IOM UN MIGRATION WOMEN
Return to (New) Normal	UK through MPTF \$2,454,374 (2020-2021)	UNICEF World Health Organization WOMEN UNFPA
UNKT joint project for 2021		
Promoting Decent Work through Strengthening Occupational Safety and Health (OSH) Management and Social Dialogue	EU \$5,973,716 (2021-2022)	UN DDP WOMEN
Healthier Kosovo 2	Luxembourg \$1,175,018 (2021-2023)	UN DDP UN VOLUNTEERS World Health Organization

48.The United Nations Development Coordinator also held a lead role in coordinating efforts across the United Nations family in the region to advance opportunities for joint initiatives on dialogue, trust-building, social cohesion and inclusive societies, in close consultation with governments and other stakeholders across the region and in cooperation with the United Nations Peace building Fund.

49.The UNKT Operations Management Team focused on the development of the new Business Operations Strategy (BOS) 2.0, a critical instrument and series of actions to establish more efficient, joint business operations in support of more effective programmes. Major efforts in the development of the new BOS resulted in the UNKT being selected by the Regional Development Coordinator Office as a successful example of UN-UN coordination.

50.Demonstrating that gender equality has consistently been a primary goal, the UNKT met or exceeded the requirements for 14 of 15 performance indicators of the global United Nations System-Wide Action Plan for Gender Equality Scorecard 2019 (UNCT-SWAP Scorecard), as assessed by UN Women headquarters in December 2020. Reporting on the 2020 SWAP Scorecard is under way, to be finalised by February 2021. The UNKT engaged in multiple discussions and initiatives throughout 2020 to advance on the gender equality and women's empowerment agenda in Kosovo, including the launch of the 16 Day of Activism Campaign.

The UNKT met or exceeded the requirements for 14 of 15 performance indicators of the global SWAP Scorecard, a United Nations accountability framework that promotes improved United Nations planning, coordination, programming and results for gender equality and the empowerment of women and girls across the world, with the aim of supporting the achievement of gender equality commitments across the SDGs.

Joint UNKT Action for Youth Empowerment

What is it?

- Empowering Youth for a Peaceful, Prosperous and Sustainable Future in Kosovo
- Three year project jointly implemented by UNDP, UNICEF, UNV and UN Women
- Founded by Secretary General's Peacebuilding Fund (USD 2.8 million)
- Aims to build trust, inclusion and social cohesion by engaging young women and men from divided communities to work together on area of shared interest.

Main Results

- 4,043 young people (56 per cent young women; 38 per cent non-majority communities) from polarised communities are better equipped to think critically, solve problems, and jointly address common challenges.
- 1,887 youth (87 per cent young women; 7 per cent non-majority communities) have developed leadership capacities, influencing skills and knowledge about how to enhance the role of young women in peace and trust building



51.The UNKT scored highly in the 2020 reporting cycle on the implementation of Youth2030, the United Nations system-wide Youth Strategy.⁴ Out of 130 United Nations Country Teams (UNCT) reporting on their progress across 20 key performance indicators, the UNKT scored:

- Top performing UNCT overall in the area *Youth focus on United Nations Sustainable Development Cooperation Framework*
- Among top three performing UNCTs overall in the area *UNCT support to governments on youth and SDGs*
- Among top 6 performing UNCT in Europe and Central Asia in the area of *UNCT action on youth and COVID-19*

52.The UNKT also organized a series of flagship events with Kosovo institutions to advance delivery on the SDGs and the 2030 Agenda:

- SDG Brunch with Kosovo institutions (February)
- SDG Global Week (September), a flagship event together with the Assembly Speaker and the Sustainable Development Council of the Assembly of Kosovo
- SDG Talk on girls' participation in STEM and Tech
- Special event at the Assembly of Kosovo on Children's Day (November)

In 2020, for the first time, UN Country Teams self-reported on their progress on Youth2030, the system-wide Youth Strategy. The UNKT was the top performing out of 130 UNCTs in the area of youth focus on Sustainable Development Cooperation Frameworks.

53.In December, the UNKT transferred to a new domain and a new centralised website (kosovoteam.un.org). A monthly newsletter was initiated in September 2020 and will continue to be produced in 2021. In addition to the 48 Sitreps produced, UNKT social media channels were utilised extensively to promote messaging to a diverse population, resulting in approximately a 30 per cent increase on Twitter, over 40 per cent increase on Facebook and some progress on Instagram. A more focused and results-oriented communications approach was applied across issues, especially on the promotion of gender equality and youth involvement in COVID-19 control and sustainable development. In addition, the Development Coordinator engaged in multiple media appearances and interviews across Kosovo channels and media programmes, including six interviews on prime-time TV.

54.Despite the great disruption caused by the pandemic, the UNKT facilitated the participation of Kosovo residents in the global conversation on the role of international cooperation in the margin of the United Nations' 75th anniversary. The "UN75 global survey," launched in Albanian and Serbian, reached over 3,500 respondents in Kosovo. More than 50,000 people, predominantly young people, participated in discussions, media shows and other activities related to the UN75 Anniversary. On the anniversary of **UN Day and UN75**, UNKT organized the planting of 200 tree seedlings with the mayors of the **municipalities of Gracanica/e and Lipjan/Lipljane**.

³ Youth2030: A Global Progress Report, UN Snapshot Series, April 2021



UNKT engaged in a series of activities and initiatives to mark the 75th anniversary of the United Nations. To name a few:

Thursday's Variety

- Collaboration with the Ministry Culture, Youth and Sports, and various artists
- 4 live stream concerts and targeted social media-campaign
- Aimed to tackle misinfodemics and hate speech in Kosovo
- Organised together with Youth for Kosovo Project and multiple UN Agencies

Partnership with the Forum for Development and Multiethnic Cooperation

- Production and broadcast of two TV talk shows with youth, targeting mainly non-majority communities between June and July 2020
- Focus on the identification of main priorities and actions in the lead-up to 2045 and COVID-19 recovery

Organisation of two online discussions with YMCA Kosovo and YIHR Kosovo

- One high-level panel, with UN Youth Envoy, the UN Development Coordinator and high-level representatives of Kosovo institutions
- One in-person discussion which was live broadcast online

Organisation of a Podium event and follow-up social media activities

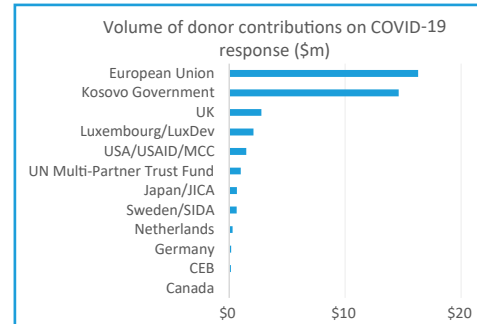
- Organised with UNICEF Innovations Lab, IPKO Foundation and DokuFest
- Focus on the vision up to 2045 and SDG achievement/Agenda 2030 principles

2.4. Financial Overview and Resource Mobilisation



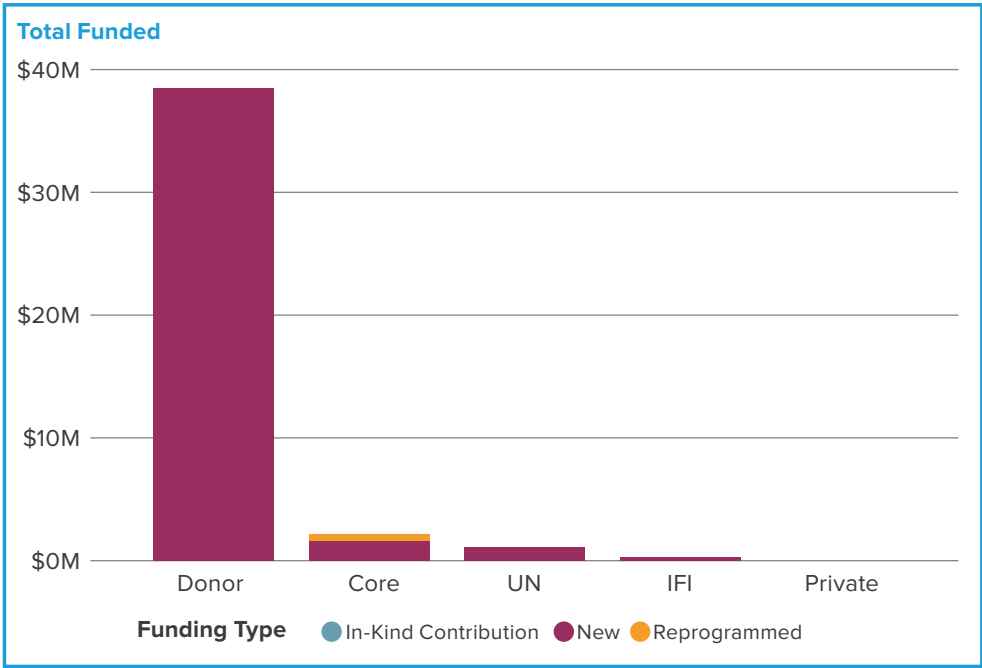
- The average amount of the CDP envelope implemented annually over previous years has been around USD 20–25 million. Over the course of 2020, due to the unprecedented challenges facing Kosovo and the world and the unified efforts of the donor community to support Kosovo in addressing them, the UNKT mobilised approximately USD 54 million in funding to be implemented in 2020 and subsequent years. This amount has been mostly donor-driven, with an unprecedented USD49.4 million contributed by donors during the course of 2020, in addition to USD 4.6million of resources mobilised through United Nations core funding and trust funds.
- Around USD 41 million of the USD 54 million mobilised in 2020 were applied to UNKT's SERP, to be implemented in 2020 and 2021. The UNKT tracked contributions across the five SERP priority areas developed in July 2020 as well as SDG achievement in Kosovo, feeding into existing data reflected in UN-INFO. Of the total SERP envelope, over 99 per cent originated from new funds, while USD 440,000 of previously allocated UNKT funds were swiftly re-programmed in the beginning of the year in coordination with donors to respond to the crisis. Around USD 38 million (93 per cent of mobilised SERP funds) were funded by donors, while the rest originated from United Nations core funds (USD 1.8 million) and the United Nations COVID-19 Response and Recovery Trust Fund. SERP contributions were funded by over 10 partners, with the majority originating from bilateral donors and the EU. The EU contributed around USD 16.3 million, followed by the Kosovo Government

(USD 14.6 million), the United Kingdom (USD 2.7 million), Luxembourg (USD 2.1 million) and the United States (USD 1.5 million). Other donors included Canada, Germany, Japan, the Netherlands, Norway, as well as the Council of Europe Development Bank.



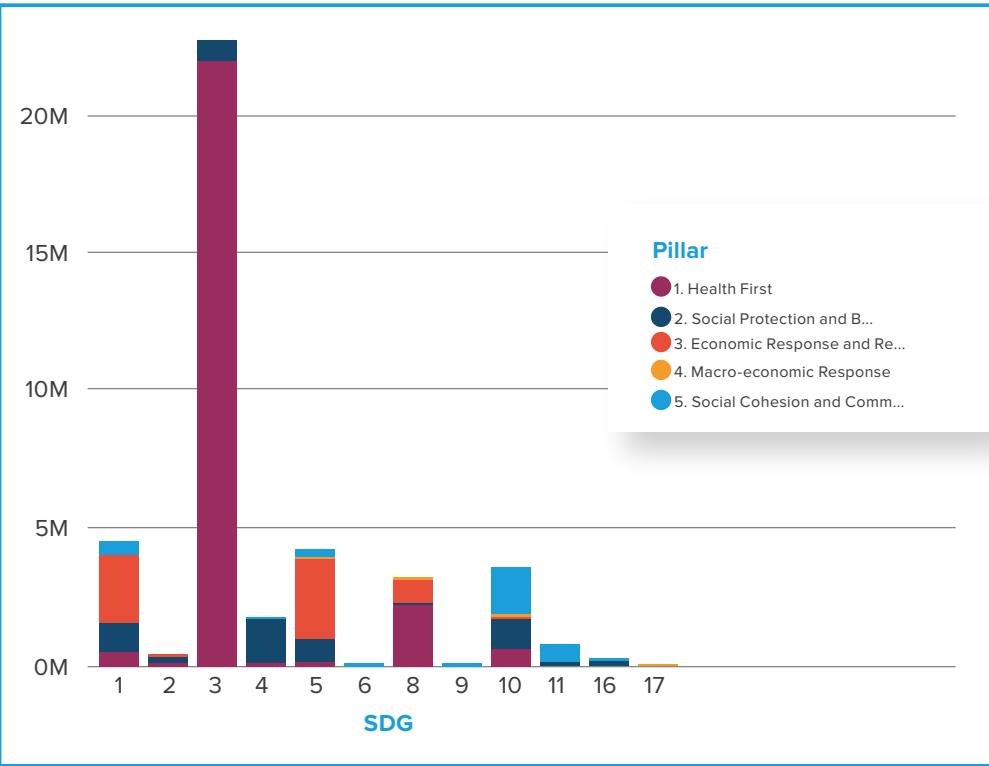
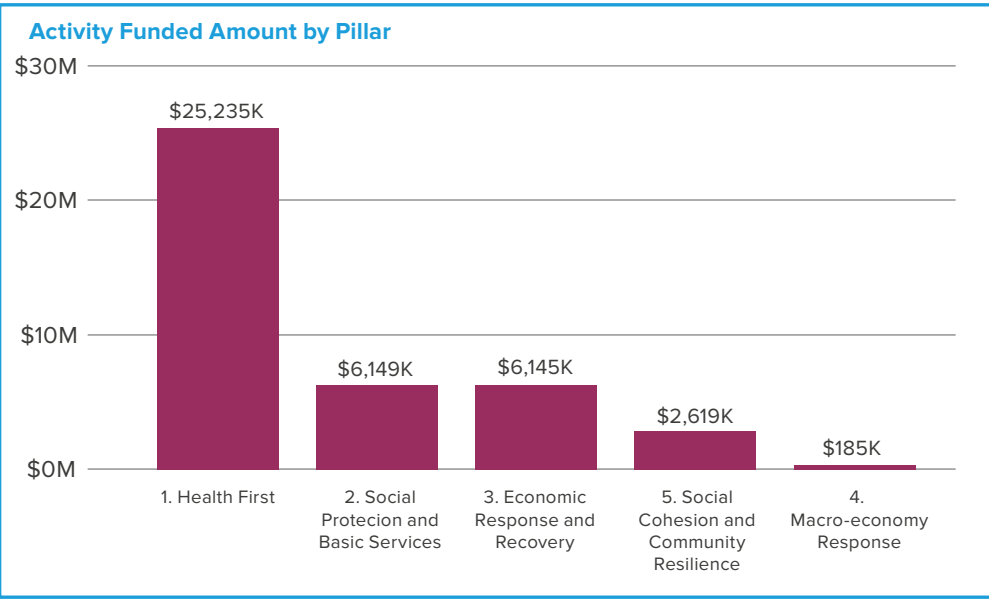
- Over 50 per cent of SERP contributions were allocated to immediate response in the health sector (USD 25 million), followed by support to economic response and recovery (USD 6.5 million), social protection and basic services (USD 6.2 million).
- In addition to responding to the immediate needs of the pandemic, overall support mobilised in 2020 also helped advance the SDG agenda in Kosovo, with the majority of contributions supporting SDG 3, SDG 1 and SDG 5.
- Significant support was provided by IFIs to the Kosovo Government in its response to the pandemic, with the World Bank contributing to ongoing recovery efforts through loans to Kosovo's health (USD 46 million), financial (USD 21.5 million) and infrastructure sectors (USD 14.6 million). An additional grant of USD 2.1 million was mobilised by the World Bank to provide immediate response to the pandemic.

- The UNKT also received support from the private sector to support the immediate response to the pandemic, including financial and in-kind support from Raiffeisen Bank in Kosovo, the Microsoft Corporation and Unilever.
- 2020 marked significant progress on the development and implementation of joint projects. Six joint projects were implemented in 2020, four of which were new projects mobilising USD 8.1 million funded by Sweden, the United Kingdom and the United Nations COVID-19 Response and Recovery Fund. An additional joint project between UNDP and UN Women, worth approximately USD 6 million and funded by the EU, was signed in 2020 for implementation over the following years, focusing on the provision of response and early recovery support to the most vulnerable groups in the wake of COVID-19. One joint project implemented by UNDP, UNV and WHO (Healthier Kosovo), which was launched in 2019, was completed in 2020. The second phase (Healthier Kosovo 2), which will build on the lessons and results achieved under the project, is expected to start implementation in 2021.
- Results achieved throughout 2020 helped bring United Nations agencies together and ensure a more effective, integrated response – to fight the pandemic and to forge pathways towards resilient recovery in Kosovo. Collective results achieved through these joint projects represent a strong example of United Nations reform in action, by offering support where it was needed most and building on each agency's unique strengths and expertise to respond in a more integrated and concerted way in a moment of crisis.



- The rapidly evolving context in Kosovo means that we will increasingly need to find entry points to explore traditional as well as innovative financing of development activities. A further opportunity lies in leveraging United Nations' resources with financing from IFIs and regional partners, as well as seeking to deepen our engagement with the private sector and to continuing our efforts to leverage public funding.
- Overall, the United Nations reform and the establishment of a strengthened Development Coordinator Office enhanced the efficiency and effectiveness of the coordination between UNKT agencies. The UNKT will continue building long-term partnerships to mobilise financing towards the 2030 Agenda. This has been demonstrated, among others, by our reinforced partnership with the Kosovo Banking Association through

several discussions held in 2020, with a view to identify potential options for collaboration. This will continue to be strengthened over the course of 2021, as the UNKT continues to explore opportunities to mainstream the SDGs across development financing, building on the DFA led by UNDP and ongoing efforts to accelerate sustainable development objectives in Kosovo.



A blue-tinted photograph of a woman wearing a white face mask holding a baby. To her right, a healthcare worker in a white lab coat and stethoscope is looking at a book. The background is a simple structure, possibly a tent or a temporary clinic.

CHAPTER 3

UNKT KEY FOCUS FOR NEXT YEAR

(UNICEF/S.Karahoda, 2020)

UNKT Key Focus for Next Year

- As a result of the COVID-19 pandemic, the final year of the UN five-year planning cycle provided important insight into the critical health, social, economic and administrative needs in Kosovo. At the same time, it presented opportunities to build on past successes in order to support Kosovo's continued progress towards sustainable development, SDG achievement, and EU integration. Towards these objectives, the UNKT – in collaboration with the Government of Kosovo and other, relevant partners and stakeholders – will prioritise the areas outlined below over the course of 2021, the first year of implementation of the new Cooperation Framework and the National Development Strategy, and beyond.



Leaving No One Behind, Human Rights and Gender Equality in the 2030 Agenda

- The UNKT will seek to promote and advocate for the fundamental values, standards and principles of the UN Charter, including respect for and **protection of human rights and gender equality** and advocacy on the **commitment to LNOB**, striving to reach the furthest behind first; facilitate **engagement with UN human rights mechanisms** and knowledge and expertise on international human rights norms and principles (including support to government efforts and goals); **mainstream human rights and gender equality into national development plans and policies; build national capacity** for the implementation of human rights

(strengthen national human rights institutions and protect civil space); and uphold the UN's responsibilities to **prevent and respond to serious violations of human rights and humanitarian law**.

- Each of these focus areas will be operationalised through Joint Work Plans (JWPs) and overseen through results groups. Areas requiring further attention will be identified during annual review and reporting exercises and will be integrated into updated JWPs. Implementation progress and results will be reflected online on UN INFO, in annual progress reports, mid and/or annual reviews, as well as donor reports and social media. Human rights reports and assessments are conducted regularly and provide up-to-date overviews of the human rights situation in Kosovo and informed actions of the UNKT.



SDG Implementation

- The UNKT will continue to support the Government of Kosovo in the finalisation of the **NDS 2021–2030**, in close alignment with the timeline and priorities of the 2030 Agenda, providing advice and support to ensure that the SDGs are seamlessly integrated into the NDS. Towards this end, the UNKT will ensure integration of policy solutions to accelerate implementation of the 2030 Agenda. The **Common Kosovo Analysis** will be regularly updated and in line with relevant standards, and a robust **Cooperation Framework** will be developed to reflect UN development system planning

and programming during the programming cycle, including a focus on the **most vulnerable populations** and **those furthest behind**. The UNKT will also make efforts to foster the space for the participation of all actors in engaging with the SDGs and of UN development contributions in support of the 2030 Agenda and to **strengthen data systems**, capacities and management relating to the SDGs.



COVID-19 Response

- The UNKT will continue to respond to challenges presented by the pandemic while ensuring measures are implemented to better prepare and respond to similar crises in the future. Understanding that there is an opportunity to reflect on lessons learned and adapt these lessons and the SDGs to Kosovo's NDS 2021–2030, the year 2021 offers a unique moment to **build back better** and build forward. This will be achieved by **systematically addressing the factors that accelerated the impact** of the pandemic in Kosovo and across the Western Balkans. This requires bold decisions, systemic changes, and leadership.
- Towards this objective, the UNKT will **reinforce the health system**, ensure **social protection** is accessible to all, foster a **green economy** (responsible, sustainable and resilient business practices, renewable energy, more inclusive labour markets, EU Green Agenda for the Western Balkans), enable **innovation and digital transformation**, and **strengthen governance** (increased

transparency, inclusive, gender-responsive public policies, regional cooperation), while ensuring **gender equality** and a more **inclusive, rights-centred society** wherein all people, notably those left behind or at risk of being left behind, are actively engaged and enjoy equal access to their rights.

- In addition, the UNKT, in particular UNICEF and WHO, will continue supporting Kosovo in liaising with the global COVAX initiative (aimed at equitable access to COVID-19 vaccines), to access a sufficient number of vaccines to ensure a critical percentage of the population is reached and effectively vaccinated. The maintenance and expansion of critical vaccine storage capacity will also be supported. Equitable access will be a key priority, helping create the space Kosovo needs to respond effectively to the pandemic and move forward with its objectives for SDG achievement, EU integration and sustainable development.



Strategic Financing and Partnerships

- The Cooperation Framework is accompanied by a strategy to support resource mobilisation and partnership-building. The UNKT will engage and **partner strategically with the government** (notably the Strategic Planning Office, Prime Minister's Office, Ministry of Finance), foster new partnerships with the **private sector, civil society, academia**, and

enhance cooperation with the **development finance institutions (DFIs)**, develop partnerships with multilateral development banks (**MDBs**) and international financial institutions (**IFIs**), and focus on **strengthening institutions and south-south, triangular and regional cooperation.**

- Measures will be implemented to: promote ownership and engagement of all stakeholders for SDG achievement; explore funding options; enhance sustainable integrated financing strategies and investments; exploit the potential of financial innovations, new technologies and digitalisation to provide equitable access to finance; and, in collaboration with the Government of Kosovo and relevant development partners and IFIs, establish the **SDG Trust Fund** and draft a **SDG Financing Strategy**. In addition, United Nations joint SDG advocacy will be strengthened to influence public opinion and civil society engagement.



Sub-regional Cooperation

- In alignment with the Cooperation Framework, the UNKT will work closely together with the United Nations family across the Western Balkans, collaborating on areas of common interest and need, and jointly facilitating **knowledge - and experience-sharing** to expedite overall learning and achievements to the benefit of the communities and governments we serve. We will continue to produce, utilise and share relevant data. The United Nations Development Coordinator will continue to coordinate efforts to advance opportunities across the Western Balkans for joint initiatives on dialogue, trust-building, social cohesion

and inclusive societies, in close consultation with governments and other stakeholders across the sub-region and in cooperation with the United Nations Peacebuilding Fund.



Business Innovation

- The UNKT will develop and oversee implementation of the first **Business Operations Strategy** and promote UN common business operations, with the aim to harmonise business practices, facilitate joint services, and foster synergies and coherence in order to improve overall performance and reduce related costs. Towards this aim, one **UN House/Common Premise** will be approved by the Interagency Task Team on Common Premises (TTCP). Further, emphasis will be placed on **key performance indicators** and, through careful monitoring and evaluation, efforts will be made to identify additional opportunities for joint services and, thereby, to further reduce overall costs.



UNKT Results for 2020 have been achieved in cooperation with:

Bilateral Partners

Austrian Development Agency
Danish Refugee Council
Government of Austria
Government of Denmark
Government of Finland
Government of Great Britain
Government of Germany
Government of Israel
Government of Japan
Government of Luxembourg
Government of Norway
Government of the Republic of Korea
Government of Sweden
Government of Switzerland
Government of USA
Swedish International Development Cooperation Agency
Swiss Development and Cooperation USAID

Multilateral Partners

Council of Europe
EULEX
The European Union
KFOR
OSCE

Other International Partners

Millennium Challenge Corporation
The Partnership Initiative

Development Banks and Funds

Council of Europe Development Bank
European Bank for Reconstruction and Development
European Investment Bank
European Investment Fund
Global Environment Facility
World Bank Group

Civil Society

3 in 1
Advocacy Center for Democratic Culture
AkasyaDernegi
Aktiv
Association of Business Directories
Association of Certificated Auditors and Accountants of Kosovo
Association of Journalist of Kosovo
Association of Religious Communities
Balkan Investigative Reporting Network
Balkan Sunflowers Kosovo
CACTTUS
Caritas Kosova
Catholic Community of Kosovo
Centar za pravnovolontiranje
Centre for the Depolitization of Kosovo Society
Centre for the Promotion of Women's Rights
CIVIKOS
Civil Rights Programme Kosovo
Coalition of NGOs for Protection of Children-KOMF
Community Based Rehabilitation Programme
Community Building Mitrovica
Developing Together
Domovnik
DurmishAsllano
Evidence Informed Policy Network
Fortesa
Forum for Development and Inter-ethnic Collaboration
HANDIKOS
Institute for Research and Development of Education
IADK
Internews
IPKO Foundation
JehonaRinore e Shtimes
Kallxo.com
Koritnik
Kosovo Bar Association
Kosovo Chamber of Commerce
Kosovo CSR Network
Kosovo Democratic Institute

Kosovo Disability Forum
Kosovo Gender Study Centre
Kosovo RAE Women's Network
Kosovo Rehabilitation Centre of Torture Victims
Kosovo Women's Network
Lawyers Association Norma
Kosovo Accreditation Agency
KUD ABRASEVIC
Local Development Fund
Let's Do it Kosova
Medica Gjakova
Medica Kosovo
Millennium Foundation Kosovo
Multiethnic Culture of Kosovo
Mundesia
Q'Art (art collective)
Orthodox Community of Kosovo
PAX
Peer Educators Network
PërmesArtit ne Krijojmë-PANK (art collective)
Perparimi Rinor I AshkalinjeveteMitrovices
PRAM, Medina Gashijani, Mitrovica/a
Radio Gorazdevac
Red Cross of Kosovo
Roma in Action
Sabor in Gracanica
Shelter Liria
Safe House Gjakova
SHL KOSOVA
Sinergija
Small Development Business Center
Syri I Viziont
Turkish Women Association
Udruzenje Zena Sabor
Udruzenje Zena "Nas Dom"
Utalaya Foundation
Youth Centre Obiliq/c
Youth Council Gračanica/Gracanice

Kosovo institutions

Academy of Justice
Agency for Free Legal Aid
Agency of Gender Equality
Agency of Civil Registration
Anti-Corruption Agency
Asylum Center
Border Police
Centres for Social Work
Commission for the Recognition and Verification of Conflict related Sexual Violence Survivors
Assembly of Kosovo and its respective committees:
Committee for Economic Development, Infrastructure, Trade, Industry and Regional Development
Committee for Education, Science, Technology, Culture, Youth, Sports, Innovation and Entrepreneurship
Committee on Health, Labour and Social Welfare
Committee on the Rights, Interests of the Communities and Return
Council for Sustainable Development
Women's Caucus
Green Caucus
Association of Kosovo Municipalities
Department for Reintegration of the Repatriated Persons
Domestic Violence Coordination Mechanisms in Gjakovë/Dakovica Municipality
Employment Agency of Kosovo
Employment Management Information System
Environmental Protection Agency
Financial Intelligence Unit
Forensic Accounting and Financial Fraud Certification
Government Authority on Migration
Government Commission of Missing Persons
Group for Legal and Political Strategy
Health Information System
Hydro-Meteorological Institute
Information Society Agency
Institute of Public Health
Institute of Forensic Medicine
Judicial Council
Kosovo Accreditation Agency
Kosovo Chamber of Commerce
Kosovo Civil Aviation Authority
Kosovo Climate Change Committee
Kosovo Economic and Social Council
Kosovo Employment Fund
Kosovo Institute for Public Administration

Kosovo Judicial Council
Kosovo Judicial Institute
Kosovo Police
Kosovo Prosecutorial Council
Kosovo Statistical Agency
Kosovo Security Force
Labour Inspectorate
Main Family Medicine Centre in Pristina
Millennium Foundation Kosovo
Ministry for Communities and Returns
Ministry for Internal Affairs
Ministry of Agricultural Forestry and Rural Development
Ministry of Culture, Youth and Sport
Ministry of Education and Science
Ministry of Economy and Environment
Ministry of Finance
Ministry of Foreign Affairs
Ministry of Health
Ministry of Internal Affairs
Ministry of Justice
Ministry of Labour and Social Welfare
Ministry of Local Government
Ministry of Public Administration
Ministry of Trade and Industry
Municipal Coordination Mechanism
Municipal Development Programme
Municipal Offices for Communities and Return
Municipality of Dragash/s
Municipality of Ferizaj/Uroševac
Municipality of Fushë Kosovë/ Kosovo Polje
Municipality of Gjakovë/Đakovica
Municipality of Gjiilan/ Gnjilane
Municipality of Gračanica/Gracanice
Municipality of Istog/k
Municipality of Kacanik/ Kacanik
Municipality of Kamenice/a
Municipality of Leposavić/q
Municipality of Lipjan/Lipljane
Municipality of Malishevë/Mališevo
Municipality of Mitrovicë/a north
Municipality of Mitrovicë/a south
Municipality of Obilic/q
Municipality of Peja/Peć
Municipality of Prishtinë/Pristina
Municipality of Prizren
Municipality of Skenderaj/Srbica
Municipality of Vushtrri/Vučjitrn
Municipality of Rahovec/Orahovac
Municipality of Zubin Potok
Municipality of Zveçane/Zvečan
Kosovo Board on Cancer Control
Kosovo Cadastral Agency

Kosovo Committee on Maternal Audit
Kosovo Institute of Public Health
Office for the Chief Prosecutor
Office of Domestic Violence National Coordinator
Office of the Language Commissioner
Office of the Prime Minister
Office of the Disciplinary Prosecutor
Ombudsperson Institution
Open Educational Correctional Facility
Prime Minister's Office for Strategic Planning
Public Employment Services
Radio Television of Kosovo
Special Prosecutors Office of Kosovo
Training Programme for the Justice Academy
Tax Administration
University Clinical Centre Kosovo
University of Pristina
Vocational Training Centre



UNITED NATIONS
KOSOVO TEAM

