Project Title: Support to the Government OPM Office of the Community Affairs and Office Language of the Commissioner on implementation of the Law on Use of Languages

Expected Kosovo Programme Action Plan (KPAP) Outcome(s): By 2015, vulnerable women and men (returnees, IDP, minority groups, PWD, youth) have more economic and livelihood opportunities, and benefit from better public and social services

Proposed Duration: 12 months

Implementing Agencies: UNDP

Brief Description

The project will provide technical support to strengthen the capacity of the OPM Office of the Communities and Office of the Language Commissioner for further implementation of the Law on Use of Languages but also to produce new report on minority employment policy. The Employment of members of non-majority communities’ survey report and effective implementation of the Law on the Use of Languages public awareness campaign will further promote human rights; contribute to minority inclusion and access to qualitative documents, reducing the ethnic distance between Albanian and Serbian and other communities.

In order to support the smooth implementation of the Law but also further research capacities of the OPM OCA the Project will deliver three specific results:

1. Employment of members of non-majority communities within Kosovo Civil Services and Publicly Owned Enterprises report produced
2. A Language Public Awareness campaign organized
3. Two minority social cases supported

Programme Period: 2011-2015

Key Result Area (KPAP): 1

Atlas Award ID: __________

Start date: 01.01.2013
End Date: 31.12.2013

Management Arrangements: DIM

Total resources required (in Euros) _84,950_

Total allocated resources: _84,950_

- Regular
- Other:
  - Government _66,950_

Unfunded budget: __________

Previous phase (2012) balance _18,000_

Agreed by Government
Srdjan Popovic
Director, OPM Office of the Community Affairs

Agreed by UNDP
Stelian Nedera
UNDP Deputy Resident Representative

Date: 11/12/2012
I. **Situation Analysis**

According to the results of the census conducted in 2011, Kosovo has a population of over 1.7 million inhabitants. Over 90% of the population belongs to the Albanian majority and less than 10% belongs to national, ethnic, cultural, linguistic or religious minority groups traditionally present in Kosovo. The rights and status of these communities are recognized in the Constitution and in specific legislation. Kosovo possesses a sophisticated legal framework for the protection of linguistic rights, which obliges all public institutions and service providers to ensure the equal use and status of the two official languages, Albanian and Serbian. At the same time, languages of other communities traditionally residing in Kosovo may be granted the status of official languages or languages in official use at the municipal level in accordance to conditions prescribed by the Law on the use of languages.

The Law on the use of languages regulates the use of languages in central institutions; public enterprises; judicial proceedings; education; media; personal names; and the private sphere. As required by this law, since 2007 the government has established a Language Commission to monitor and ensure the implementation of the Law on the Use of Languages.

The recommendations of the Thessaloniki conference held from 23 to 27 May 2011 on strengthening the capacity of the Language Commission and the recommendations of the Prime Minister’s Office of Community Affairs (OCA) study on language policies in Kosovo require:

**Recommendation 1.** The government should reform the Language Commission and provide it with adequate resources to ensure its effectiveness.

**Recommendation 2.** The reform of the Language Commission should take place in 2011 through a number of concrete steps proposed by the participants.

**Recommendation 3.** The Language Commission shall have a multi-year action plan, structured along three fundamental objectives:

In order to implement the recommendations a Language Working Groups was established in November 2011, to develop and submit for approval to the government, measures, secondary legislation, and other guidance and procedures necessary for strengthening the effectiveness, capacity and visibility of the Language Commission including

**Domestic Legislation**

As already mentioned above, the domestic legal framework incorporates the provisions of the Athisaari Plan and further defines policies for the protection and promotion of non-majority communities within the Plan’s framework. The Constitution guarantees members of all communities, regardless of their ethnic background and total proportion, the right to “express, maintain and develop their culture and preserve” their language individually or in community.

**Partnership Strategy**

This project will work closely with the representatives of the OPM’s Legal Office, OCA, Language Commission, and Consultative Council for Communities (CCC) including other relevant stakeholders such as OSCE, ECLO, ECMI, US Embassy, Swiss Embassy and Norwegian Embassy.
II. PROJECT OBJECTIVE

The project will provide technical support to strengthen the capacity of the OPM Office of the Communities and Office of the Language Commissioner for further implementation of the Law on Use of Languages but also to produce new report on minority employment policy within Kosovo institutions.

The Project thus aims to produce three specific results:

1. Employment of members of non-majority communities within Kosovo Civil Services and Publicly Owned Enterprises report produced
2. A Language Public Awareness campaign organized
3. Two minority social cases supported
### III. Results and Resources Framework

**Intended Outcome as stated in the KPAP:** By 2015, vulnerable women and men (returnees, IDPs, minority groups, PWDs, youth) have more economic and livelihood opportunities, and benefit from better public and social services.

**Outcome Indicators as stated in the KPAP:**
- % of vulnerable women and men that do not have access to public services (2011:20%, 2015:15%, MoV: Kosovo Mosaic)
- % of youth that are unemployed (2011:70%, 2015:65%, MoV: Labour Force Survey)
- % of women and men from Roma, Asukali and Egyptian communities that are unemployed (2011:80%, 2015:75%, MoV: MLSW Annual Report)

**Partnership Strategy:** This project will work closely with the representatives of the OPM’s Legal Office, OCA, Language Commission, MPA, MLGA, MEST, MCR, Consultative Council for Communities (CCC) including other relevant stakeholders such as ICO, OSCE, ECLO, ECMI, US Embassy, Swiss Embassy and Norwegian Embassy

**Project title:** Support to the Government OPM Office of the Community Affairs and Office Language of the Commissioner on implementation of the Law on Use of Languages

<table>
<thead>
<tr>
<th>INTENDED OUTPUT</th>
<th>TARGETS</th>
<th>INDICATIVE ACTIVITIES</th>
<th>RESPONSIBLE PARTIES</th>
<th>INPUTS</th>
</tr>
</thead>
<tbody>
<tr>
<td>Output</td>
<td>Output</td>
<td>Activity 1: Employment of members of non-majority communities within Kosovo Civil Services and Publicly Owned Enterprises survey report produced</td>
<td>UNDP OPM Office of the Community Affairs</td>
<td>Funds provided by OPM Office of the Community Affairs and UNDP</td>
</tr>
<tr>
<td>OPM Office of the Community Affairs’ capacity strengthened to coordinate and implement Language Policy activities</td>
<td>Targets: -Minority employment survey produced</td>
<td>Actions: 1.1 Employment of members of non-majority communities within Kosovo Civil Services and Publicly Owned Enterprises TOR drafted and approved by OPM OCA 1.2. Employment of members of non-majority communities within Kosovo Civil Services and Publicly Owned Enterprises TOR advertised 1.3 Employment of members of non-majority communities within Kosovo Civil Services and Publicly Owned Enterprises survey report draft with CSOs</td>
<td></td>
<td>Consultancy Contractual services Venue/Hospitality Travel Supplies Total budget:</td>
</tr>
<tr>
<td>Baseline 1:</td>
<td>Indicator targets 1: One report delivered</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>- Capacities of the OPM Office of the Community Affairs need to be strengthened (Language Policies in Kosovo OPM Office of the Community Affairs 2011)</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Indicators 1:</td>
<td>- Reports on non-majority communities produced</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
| Output Targets: | Activity 2  
|----------------|----------------------------------|
| - Public awareness campaign delivered | **Public Awareness Campaign organized**  
| Indicator targets:  
| 1: Five round tables organized | **Actions:**  
| 2: One Annual conference organized | 2.1 Five round tables organized within Minority regions about language policy implementation  
| 3: One short video/documentary | 2.2 Annual Conference for media on how to prioritize language use issues in the media (once for the project duration)  
| | 2.3 Award for media figures for persons who portray Language examples in the media most positively (once for the project duration)  
| | 2.4 Produce videos/short documentaries on the successful examples deriving from LWG recommendations and follow up  
| |  
| Output targets: | **Activity 3**  
| Two houses repaired | **Two social cases referred by OPM OCA supported**  
| | 1. Housing material procured for two social housing cases  
| |  
| | UNDP  
| | OPM Office of the Community Affairs  
| | Funds provided by OPM Office of the Community Affairs and UNDP  
| | Consultancy  
| | Contractual services  
| | Venue/Hospitality  
| | Travel  
| | Supplies  
| | Total budget:  
| | UNDP  
| | OPM Office of the Community Affairs  
| | Funds provided by OPM Office of the Community Affairs and UNDP  
| | Contractual services  
| | |
IV. MANAGEMENT ARRANGEMENTS

The Project Steering Committee

Project will be directly executed by UNDP starting in January 2013. The main decision body under the Project will be the Project Steering Committee (PSC), which will provide strategic guidance and oversight, and have decision making authority on key projects issues.

The day-to-day management will be the responsibility of the UNDP Programme Unit. The PSC shall comprise of five members: OPM Office of the Community Affairs, UNDP, ICO, OSCE and US Embassy.

![Project Organisation Structure Diagram]

A **The Project Steering Committee** is the group responsible for making consensus-based decisions for a project when guidance is required, including approval of project revisions. The Group's key roles will be as follows:

(a) **Executive role** representing the project ownership to chair the group. The role will be performed by the OPM Office of the Community Affairs Director or his designate, which shall be the decisive power if the opinions of senior supplier and senior beneficiary do not reach compromise.

(b) **Senior Supplier role** to provide guidance regarding the technical feasibility of the project. This role will be conducted by UNDP.

(c) **Senior Beneficiary role** to ensure the realization of project benefits from the perspective of project beneficiaries. It will be held by LWG

(d) The **Project Assurance role** will support the Project Board by carrying out objective and independent project oversight and monitoring functions. During the running of the project, this role will ensure that the appropriate project management milestones are managed and completed, and will be performed by UNDP Programme Analyst

The PSC approves all major plans and authorises any deviation from agreed plans beyond stage tolerances. It is the authority that signs off the completion of each stage as well as authorises the start of the next stage of project implementation. It ensures that required resources are committed and arbitrates on any conflicts within the Project or negotiates a solution to any problems between the Project and external bodies.
The PSC is ultimately responsible for assurance that the Project remains on course to deliver the desired outcome of the required quality to meet the Project's objectives defined in the Project.

4.2 Project Team

The day-to-day management will be the responsibility of the UNDP Programme Unit.

4.3 Change management

Designated Programme Analyst shall log each project issue and analyse the impact of the issue on the Project.
For an off-specification (e.g. errors or omissions), if this is within the tolerances set by the PSC, the Programme Analyst shall try to solve the problem (this may mean changes to the plan(s) to include extra activities). If not, the Programme Analyst shall bring the matter to the attention of the PSC.

4.4 Quality Assurance

The UNDP-Kosovo office Programme Analyst, will provide specialist quality assurance, mostly of technical nature.

The Project Board (PSC) will receive advice from project assurance, which will raise any issues that may not have been addressed and advice on quality issues. Project assurance will also highlight areas of concern to the Project Management Unit. Additional Quality assurance will be provided through monitoring reports.

Risks and assumptions

A key assumption is that further political developments and political statements in Kosovo will not affect the core principles of the current policy and legal framework guiding the Minority sector.

The mechanism introduced provides a flexible structure to ensure proper implementation of the activities at local level.

5.2 Sustainability

The Project has been designed to generate enhanced impact on sustainability of the Use of Language and recommendation follow up.
6. Annex 1 Budget

<table>
<thead>
<tr>
<th>OPM Office of the Community Affairs and UNDP</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Human Resources</td>
</tr>
<tr>
<td>UNDP Programme Unit</td>
</tr>
<tr>
<td><strong>Subtotal Human Resources</strong></td>
</tr>
<tr>
<td>2. Travel</td>
</tr>
<tr>
<td>DSA</td>
</tr>
<tr>
<td><strong>Subtotal travel</strong></td>
</tr>
<tr>
<td>3. Equipment and supplies</td>
</tr>
<tr>
<td>Office equipment</td>
</tr>
<tr>
<td><strong>Subtotal Equipment and supplies</strong></td>
</tr>
<tr>
<td>4. Local office</td>
</tr>
<tr>
<td>Office expenditures</td>
</tr>
<tr>
<td>Fuel</td>
</tr>
<tr>
<td><strong>Subtotal local office</strong></td>
</tr>
<tr>
<td>1. Employment of members of non-majority communities within Kosovo Civil Cervices and Publicly Owned Enterprises survey report produced</td>
</tr>
<tr>
<td>1</td>
</tr>
<tr>
<td>2. Public Awareness Campaign organized about ongoing and further activities of the Office of the Language Commissioner</td>
</tr>
<tr>
<td></td>
</tr>
<tr>
<td>3. Two social cases referred by OPM OCA supported</td>
</tr>
<tr>
<td></td>
</tr>
<tr>
<td><strong>Subtotal</strong></td>
</tr>
<tr>
<td></td>
</tr>
<tr>
<td><strong>SUB-TOTAL</strong></td>
</tr>
<tr>
<td>Administrative costs (3%)</td>
</tr>
<tr>
<td></td>
</tr>
<tr>
<td><strong>TOTAL</strong></td>
</tr>
<tr>
<td></td>
</tr>
</tbody>
</table>

UNDP-18,000
OPM Office of the Community Affair/Office of the Language Commissioner -66,950
Annex 2

Special Clauses. In case of government cost-sharing through the project which is not within the CPAP, the following clauses should be included:

1. The schedule of payments and UNDP bank account details.
   - One instalment-December 2012

   **UNDP Bank account details: (to be inserted)**

   Beneficiary: UNDP KOSOVO
   Account Name: UNDP KOSOVO
   Bank Name: Raiffeisen Bank Kosovo
   Bank Address: UCK Street 51, Prishtina
   Account No. 1501090000175061
   SWIFT Address: RBKORS22

2. The value of the payment, if made in a currency other than United States dollars, shall be determined by applying the United Nations operational rate of exchange in effect on the date of payment. Should there be a change in the United Nations operational rate of exchange prior to the full utilization by the UNDP of the payment, the value of the balance of funds still held at that time will be adjusted accordingly. If, in such a case, a loss in the value of the balance of funds is recorded, UNDP shall inform the Government with a view to determining whether any further financing could be provided by the Government. Should such further financing not be available, the assistance to be provided to the project may be reduced, suspended or terminated by UNDP.

3. The above schedule of payments takes into account the requirement that the payments shall be made in advance of the implementation of planned activities. It may be amended to be consistent with the progress of project delivery.

4. UNDP shall receive and administer the payment in accordance with the regulations, rules and directives of UNDP.

5. All financial accounts and statements shall be expressed in United States dollars.

6. If unforeseen increases in expenditures or commitments are expected or realized (whether owing to inflationary factors, fluctuation in exchange rates or unforeseen contingencies), UNDP shall submit to the government on a timely basis a supplementary estimate showing the further financing that will be necessary. The Government shall use its best endeavours to obtain the additional funds required.

7. If the payments referred above are not received in accordance with the payment schedule, or if the additional financing required in accordance with paragraph 6 above is not forthcoming from the Government or other sources, the assistance to be provided to the project under this Agreement may be reduced, suspended or terminated by UNDP.

8. Any interest income attributable to the contribution shall be credited to UNDP Account and shall be utilized in accordance with established UNDP procedures.

   In accordance with the decisions and directives of UNDP's Executive Board:

   The contribution shall be charged:

   (a) 3% cost recovery for the provision of general management support (GMS) by UNDP headquarters and country offices

   (b) Direct cost for implementation support services (ISS) provided by UNDP and/or an executing entity/implementing partner.
9. Ownership of equipment, supplies and other properties financed from the contribution shall vest in UNDP. Matters relating to the transfer of ownership by UNDP shall be determined in accordance with the relevant policies and procedures of UNDP.

10. The contribution shall be subject exclusively to the internal and external auditing procedures provided for in the financial regulations, rules and directives of UNDP."