

1.SUSTAINABLE RETURNS

<i>Standard</i>	<i>Action</i>	<i>Responsible Authority</i>	<i>Supported By</i>	<i>Timeline</i>
<i>1. Municipalities and ministries are able to assume responsibility for returns within all communities in a manner consistent with European standards.</i>	<i>1.1 Strategy regarding central structures relating to communities and returns, including the Office of Inter-Ministerial Coordinator for Returns, is developed by the PISG with support from ORC, OCA, UNHCR, OSCE and OHCHR (Linked to discussion on OPM proposal for new Ministry, and to anticipated EAR consultancy on central structures).</i>	<i>OPM, Ministries</i>	<i>ORC, Pillar II, III, UNHCR, OHCHR, EAR</i>	<i>30 June 2004</i>
	<i>1.2 Strategy for central communities and returns structures is implemented, and enhanced structures are able to fulfill governmental responsibilities relating to communities and returns, including having adequate resources and staffing.</i>	<i>OPM, Ministries</i>	<i>ORC, Pillar II, III, EAR, UNHCR</i>	<i>Work on expanded structures to begin immediately. Enhanced structure in place by 15 August 2004.</i>
	<i>1.3 Office of the Inter-Ministerial Coordinator for Returns has adequate resources and staffing to fulfill its responsibilities.</i>	<i>OPM, Ministries</i>	<i>Pillar II, ORC, EAR</i>	<i>Additional support to be provided by 1 August 2004. Ongoing</i>
	<i>1.4 Each municipality develops a municipal returns and communities strategy for 2004 and subsequent years, and the strategies are implemented effectively</i>	<i>Municipal Presidents, Additional Deputy Presidents, CEOs</i>	<i>Pillar II (Municipal Representatives, Local Community Officers), Regional Returns Units, Pillar III, ORC, UNHCR</i>	<i>2004 strategy developed by 30 July 2004 Future strategies by 31 December on a yearly basis Ongoing</i>

<i>Standard</i>	<i>Action</i>	<i>Responsible Authority</i>	<i>Supported By</i>	<i>Timeline</i>
	<i>1.5 Each municipality with ongoing or projected returns has established and filled a Municipal Returns Officer post with appropriate Terms of Reference in place.</i>	<i>CEOs of Municipalities</i>	<i>Pillar II (Municipal Representatives, Local Community Officers), Regional Returns Units, ORC, UNHCR</i>	<i>1 September 2004</i>
	<i>1.6 Each ministry has a focal point to support returns process, and works effectively to implement its responsibilities consistent with the agreed strategy for central returns and communities structures. 1.7 Ensure community, returnee and IDP women representatives are involved in decision -making and planning for communities and returns issues at all levels.</i>	<i>OPM, Ministries OPM, Advisory Office on GG, HRs, EO, and Gender, Ministries and Municipalities</i>	<i>Pillars II, III, ORC, UNHCR Pillar II, Pillar III, UNHCR</i>	<i>Focal Points established by: 1 September 2004 Ongoing Ongoing</i>

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	<i>1.8 Municipal Working Groups and Municipal Assemblies (including Municipal Directorates) provide ongoing support for returns in the municipality at a level consistent with the demand for return and including a commensurate level of resources, including ultimate assumption of responsibility for MWGs by municipality.</i>	<i>Municipal Presidents, Additional Deputy Presidents, CEOs, Municipal Returns Officers, Municipal Assemblies (including Municipal Directorates)</i>	<i>Pillar II, Municipal Representatives, Regional Returns Units, Pillar III, ORC, UNHCR Joint: MWG</i>	<i>Ongoing per performance Municipality chairing pilot MWGs: 31.08.04</i>
	<i>1.9 Task Forces, including representatives from the returning community, have been established and function effectively to address individual organized returns projects and locations where such projects are contemplated). (Task Forces report to the Municipal Working Group).</i>	<i>Municipal Presidents, Additional Deputy Presidents</i>	<i>Pillar II (Municipal Representatives, Local Community Officers), Regional Returns Units, ORC, UNHCR</i>	<i>Ongoing Task Forces established for appropriate projects including those on RCG List on an ongoing basis</i>

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<p>2. The number of municipalities with sustainable returns increases, including an increase in returns to urban areas, the pace of returns overall accelerates, and the level of unmet demand for return has been substantially reduced.</p>	<p>2.1 The PISG will complete implementation of a comprehensive program to ensure full reconstruction of all property destroyed through the violent acts of 17-20 March 2004. These efforts will involve the affected individuals and ethnic communities within the assessment, procurement and implementation phases of the project, and will be undertaken in cooperation with UNMIK's Reconstruction Support Team established to provide technical support to the PISG in this effort. A program to provide furniture and other household items for families whose property was taken or destroyed as a result of the March violence will also be implemented. The PISG will also work with the UN Country Team to assume responsibility for humanitarian relief efforts involving those displaced as a result of the 17-20 March violence.</p>	<p>Inter-Ministerial Commission, OPM, MFE, MPS</p>	<p>ORC, Pillar II/OCA, Pillar IV, OPA, EAR, UNDP, UNHCR</p>	<p>Reconstruction of homes, schools, health centers, and secondary buildings needed for economic sustainability by September 2004; Reconstruction of all property except cultural sites to be completed by 31 December 2004; Preservation of damaged cultural sites to begin immediately; reconstruction to proceed in accordance with recommendations of CoE and UNESCO</p>

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	<i>2.2 The PISG will ensure that sufficient funding is set aside for both reconstruction efforts and household start-up programme.</i>	<i>Inter-Ministerial Commission OPM, MFE</i>	<i>ORC, Pillar II/OCA, Pillar IV</i>	<i>For houses, schools, health centres and certain secondary buildings, by 30 June 2004; Other funding needs met without delay until reconstruction completed</i>
	<i>2.3 All persons displaced in March 2004 who wish to return to their homes are able to do so in safety and dignity.</i>	<i>OPM, Inter-Ministerial Commission, Municipalities</i>	<i>ORC, UNHCR, Pillar II, Pillar III, RRU, Pillar I/Police</i>	<i>Opportunities to return in place by 1 September 2004; Returns ongoing</i>
	<i>2.4 Municipalities supporting returns through local structures wherever needs have been identified through IDP demand, and all projects described in 2004 Strategy for Sustainable Returns have been reviewed and implemented where there is IDP demand and sufficient funding.</i>	<i>Municipalities, Municipal Working Groups</i>	<i>Pillar II (Municipal Representatives) Regional Returns Units, ORC, UNHCR</i>	<i>Ongoing 2004 Strategy projects underway and substantially implemented by 1 November 2004</i>
	<i>2.5 All returnees are provided with adequate identification documents in a timely manner. The responsible authorities provide, to the extent possible, returnees with any other documentation necessary in order for them to exercise their right to return.</i>	<i>Municipal MCROs</i>	<i>Pillar II (Municipal Representatives)</i>	<i>Ongoing</i>

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	<i>2.6 Returns projects that are consistent with the Manual for Sustainable Return and related policy documents are developed and implemented in all locations where sufficient demand is identified.</i>	<i>Inter-Ministerial Coordinator for Returns, Municipalities, NGOs, Displaced Persons Associations</i>	<i>ORC, Regional Returns Units, Pillar II (Municipal Representatives, UNHCR)</i> <i>Joint: MWG</i>	<i>Ongoing</i>
	<i>2.7 Returns projects in urban areas involving repossession of residential property developed and implemented, respecting the right to return in safety and dignity, wherever demand is identified.</i>	<i>Inter-Ministerial Coordinator for Returns, Municipalities, NGOs, Displaced Persons Associations, Pillar I/Police</i>	<i>SB: Pillar II (Municipal Representatives) Regional Returns Units, ORC, Pillar III, UNHCR</i> <i>Joint: MWG</i>	<i>Ongoing</i>
	<i>2.8 Individual and small group returns effectively and promptly served by mechanisms to support their sustainable return (including BPRM and UNHCR programs, and the RRRF), and responsibility for those mechanisms is ultimately assumed by municipalities.</i>	<i>Inter-Ministerial Coordinator for Returns, Municipalities, UNHCR, UNDP, NGOs</i>	<i>SB: Pillar II (Municipal Representatives) Regional Returns Units, ORC, Pillar III</i> <i>Joint: MWG</i>	<i>Ongoing</i>

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	<i>2.9 When there is resistance to return at municipal or local level, it is responded to promptly and eliminated through coordinated action (including mediation/dialogue). Central returns and communities structures actively monitor progress and intervene to remove obstacles. Ethnic community leaders also contribute constructively to returns process.</i>	<i>Municipal authorities, Central authorities (OPM, Presidency, Assembly, Inter-Ministerial Coordinator for Returns, Political Parties), NGOs</i>	<i>ORC, SRSG, Pillar II (Municipal Representatives, Local Community Officers, Regional Representatives) Regional Returns Units, Pillar I/Police, UNHCR</i>	<i>Ongoing</i>
	<i>2.10 Community members accurately informed through established contact with relevant municipal officials about the prospect for return.</i>	<i>Municipalities</i>	<i>Pillar II (Municipal Representatives, Local Community Officers), Regional Returns Units, ORC, UNHCR</i>	<i>Ongoing</i>
	<i>2.11 Revised edition of the Manual for Sustainable Return is completed and distributed. Changes reflected in the revised Manual are implemented.</i>	<i>ORC, UNHCR, Pillar III, Inter-Ministerial Coordinator for Returns, NGOs</i>		<i>September 2004</i>

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	2.12 Rate and location of returns and extent of demand closely monitored and reported in transparent manner, including information on ethnicity and gender of returnees. Improved monitoring of ongoing displacement, including property sales.	Current: ORC, UNHCR Mid-term: OPM, PISG central returns structures, Inter-Ministerial Coordinator for Returns	Pillar II, Advisory Office on GG, HRs, EO, and Gender	Ongoing
	2.13 Information database regarding displaced population, demand within displaced population, and level of returns is improved.	Current: UNHCR, ORC, Mid-term: PISG central returns structures, Inter-Ministerial Coordinator for Returns	IDP Associations, NGOs, Pillar II, Pillar III	December 2004 and ongoing.
3. Returnees to Kosovo are able to participate in the economy and job market without discrimination and limitations based on the freedom of movement.	3.1 Minority employment in both central and municipal levels of government, civil service, and public utilities in accordance with proportional ranges and with equitable distribution of ethnic communities in senior-level positions. Full implementation of Section 10 of Administrative Direction 2003/2 implementing UNMIK Regulation 2001/36 (Fair Representation in Civil Service), UNMIK Regulation 2001/19 and UNMIK Regulation 2001/36. Civil Service Law is strictly enforced in cases of discrimination and unethical conduct.	MPS, MFE, MLSW; Public utilities	Pillars II, III	Ongoing

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	3.2 Continued inclusion of income generation components in concept papers supporting returns projects, and development of regional approaches to income generation.	Municipalities, NGOs MWGs	Pillars II, IV, ORC, UNHCR Joint: MWG	Ongoing
	3.3 Identify and remove barriers to the participation of community members in the economy and job market, including those obstacles deriving from gender-biased procedures, practices and behavior. Ensure returnee and IDP participation in vocational/professional training and programs, promoting a gender-sensitive approach.	Municipalities	Pillars II, IV, ORC, UNHCR, Advisory Office on GG, HRs, EO, and Gender (OPM)	Ongoing
4. Health care, social services, education and public utilities are available to returnees on a level equal to that of the rest of the population.	4.1 Ministries develop and implement centrally coordinated measures/policies to improve communities' access to essential services on a local and central level.	MPS, MLSW, MEST, MH, OPM, Municipalities	Pillars II, III, ORC	Summer 2004 Ongoing
	4.2 Education in one's own mother tongue is made available throughout Kosovo to communities that meet the criteria and the desire for such education has been expressed.	MEST	Pillars II, III	Summer 2005 Ongoing
	4.3 Minority students are able to attend mixed or shared schools should they so choose, without being subject to harassment.	MEST, Municipalities	Pillar II	Summer 2005 Ongoing
	4.4 All schools offer teaching of minority language courses where sufficient demand exists, including qualified teachers and textbooks in minority languages.	MEST, Municipalities	Pillar II, III	Summer 2005 Ongoing
	4.5 Administrative Direction on past public utilities debt relating to properties of displaced persons has been issued and implemented.	Pillar IV, KEK	Pillar II, III, IV, ORC, OLA	Issued on 09.02.04; implementation ongoing
	4.6 Connection and supply of public utilities to returnees is provided efficiently and without discrimination.	Pillar IV, KEK	Pillar II, III, IV, ORC, OLA	June 2004, and ongoing

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<p>5. Returnees face no greater risk of violence than the population as a whole, and police and the judiciary respond promptly and without discrimination to crimes, irrespective of the ethnic background of the victim.</p>	<p>4.7 Monitor returnee access to social services, education and public utilities, using a gender-sensitive approach, and ensure that all barriers preventing the equal access to services are effectively removed.</p>	<p>OPM, MPS, MLSW, MEST, MH, Advisory Office on GG, HRs, EO, and Gender, Municipalities</p>	<p>Pillar II, III, ORC</p>	<p>Summer 2004 Ongoing</p>
	<p>4.8 Implementation of actions undertaken to dismantle, or integrate into PISG structures, parallel structures for the provision of services according to the implementation plan on Functioning Democratic Institutions.</p>	<p>See Implementation Plan on Functioning Democratic Institutions</p>	<p>See Implementation Plan on Functioning Democratic Institutions</p>	<p>See Implementation Plan on Functioning Democratic Institutions</p>
	<p>5.1 Development of crime prevention councils in municipalities with significant inter-ethnic population or potential returns and effective implementation of these councils.</p>	<p>Pillar II and Municipalities, Pillar I/Police</p>	<p>October 2004 Ongoing</p>	
	<p>5.2 Meet standards relating to security within the transition strategy towards professional, impartial and multiethnic KPS.</p>	<p>Pillar I/Police, Pillar I</p>	<p>Ongoing</p>	
	<p>5.3 Political leaders of all political parties and at all levels publicly encourage all Kosovans to cooperate with police in solving all crime, including inter-ethnic crime.</p>	<p>PISG/Municipal authorities</p>	<p>Pillar I/Police</p>	<p>Ongoing</p>
<p>5.4 In addition to what may be accomplished through regular operational activities, increase public confidence in police through community policing, proactive public information strategy and better public understanding.</p>	<p>Pillar I/Police</p>	<p>OPM, Kosovo Assembly</p>	<p>Ongoing</p>	

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	<i>5.5 Judiciary provides high-level of rights protection, including equal access to justice and adherence to fair trial standards for communities and effective enforcement of laws relating to ethnic discrimination. (See Rule of Law Implementation Plan)</i>	<i>Pillar I/Judiciary, Pillar I</i>	<i>Pillar III</i>	<i>Ongoing</i>	
	<i>5.6 Community members are able to travel without restriction or escort as a result of improved security environment through community policing, visible support by PISG and access to safe transportation (as per 16.1 below).</i>	<i>Pillar I/Police, All PISG, Municipalities</i>	<i>Pillar II</i>	<i>Ongoing</i>	
	<i>5.7 Community dialogue and response to violence are increasingly dealt with through joint initiatives, including Communities Committees and Mediation Committees, crime prevention councils and other forums which engage discussion and negotiation to prevent and resolve security-related concerns.</i>	<i>Municipalities</i>	<i>Pillar II, Pillar I/Police</i>	<i>Ongoing</i>	Formatted
6. Funding is allocated from the KCB to support returns projects and smaller communities.	<i>6.1 Sufficient funding regularly allocated from KCB to support returns projects and communities, including the earmarking of funds to support municipalities constructively engaged in returns projects and minority integration.</i>	<i>MFE, PISG, Kosovo Assembly</i>	<i>Pillars II, IV, ORC, UNHCR</i>	<i>Ongoing</i>	Formatted
	<i>6.2 Funding is distributed fairly to address returns priorities, and projects funded through Kosovo budget are implemented effectively.</i>	<i>Current: ORC for RCG List and RRRF; Municipalities for MCF Future: Central Returns Structures, Municipalities</i>	<i>Pillar II, UNHCR</i>	<i>Ongoing</i>	Formatted

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7. Visible support of the returns process by community leaders and public information and education efforts supported by the PISG create a climate of tolerance and support for the right to return.	7.1 The PISG will develop and implement immediately a groundbreaking systematic program to reach out to the Kosovo Serb and other ethnic communities in order to rebuild trust and confidence between the communities. These efforts will also include planning medium and longer-term reconciliation and inter-ethnic dialogue strategies.	OPM, Ministries, Municipal Presidents, Additional Deputy Presidents, CEOs, Municipal Assemblies	Pillar II, Pillar III, ORC, UNHCR, Association of Municipalities	Ongoing; Current efforts incorporated into a broader strategy by 1 August 2004.
	7.2 As part of a systematic outreach programme, PISG developed and funded public information campaigns and initiatives in support of minority rights, multi-ethnicity and tolerance, including a gender perspective, and initiatives at municipal level, are implemented.	OPM, Office on Communities, Advisory Office on GG, HRs, EO, and Gender, Ministries, Municipalities	DPI, Pillars II, III, ORC, UNHCR	July 2004–Ongoing
	7.3 UNMIK supported information campaign developed and implemented, including component involving local NGO initiatives in municipalities.	ORC, DPI	PISG, III, UNHCR	January-December 2004
	7.4 Visible support by majority community leaders at all levels, including positive regular public declarations enhancing minority rights, and encouraging returns as well as visits to community areas and returns sites.	Ministries, Municipalities, party leaders, OPM	Pillars II, III, ORC, DPI, UNHCR	Ongoing
	7.5 Visible engagement by PISG officials from all parties and both executive and legislative branches.	Ministries, Municipalities, party leaders, OPM	Pillar II, ORC, DPI, UNHCR	Ongoing

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	<i>7.6 Relevant PISG authorities at both central and municipal levels in direct contact with the IDP community and its representatives, including through involvement in 'Go-and See Visits' and 'Go-and-Inform Visits' and through producing public information for the displaced.</i>	<i>Municipalities, relevant Ministries, OPM, Inter-Ministerial Coordinator for Returns, Government offices</i>	<i>Pillar II, ORC, UNHCR</i>	<i>Ongoing</i>
	<i>7.7 Community dialogue and response to violence are increasingly dealt with through joint initiatives involving all political parties.</i>	<i>OPM, Presidency, Assembly President, Ministers, Office on Communities</i>	<i>Pillars II, III, ORC</i>	<i>Office on Communities develops cross-party initiatives beginning in Summer 2004</i>
	<i>7.8 Civil society engagement in and support for returns and integration projects are supported politically and financially by PISG on both central and municipal level and that support extends to all qualified NGOs without discrimination.</i>	<i>OPM, Ministries, Municipalities, NGOs</i>	<i>Pillars II, III, ORC, UNHCR</i>	<i>Ongoing</i>
	<i>7.9 Civic instruction on coexistence and tolerance in mixed communities is increased and systemized in all schools.</i>	<i>MEST</i>	<i>Pillars III, II, ORC, Council of Europe, OHCHR</i>	<i>Ongoing</i>
<i>8. PISG support for returns, including financial assistance, is distributed equitably to all communities.</i>	<i>8.1 Reporting on spending (both distribution and utilization) is reviewed to ensure equitable distribution of funds to all communities, consistent with size of community, needs of community members, and demand for return.</i>	<i>ORC, Inter-Ministerial Coordinator for Returns, MFE, OPM</i>	<i>Pillars II, IV, UNHCR</i>	<i>Ongoing</i>

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