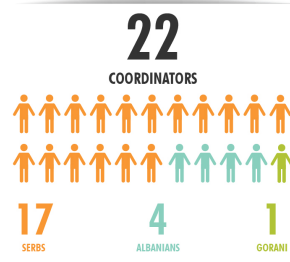


Rapid Response Civic Group –RRCG



NGO Aktiv established the **Rapid Response Civic Group** to monitor measures undertaken by central and local institutions aimed at fighting the COVID-19 pandemic and its consequences in areas throughout Kosovo populated by non-majority communities.



Peć/Peja Region
Istok/Istog
Klina/Klinë
Peć/Peja

Mitrovica Region
Leposavić/Leposaviq
Zubin Potok
Zvečan/Zveçan
Northern Mitrovica
Vučitrin/Vushtrri
Srbica/Skënderaj

Priština/Prishtinë Region
Obilić/Obiliq
Gračanica/Graçanicë
Novo Brdo/Novobërdë

Prizren Region
Štrpce/Shtërpçe
Dragaš/Dragash
Orahovac/Rahovec
(Velika Hoča/
Hoçë e Madhe)

Gnjilane/Gjilan Region
Kamenica/Kamenicë
Ranilug/Ranillug
Partesh/Partesh
Klokot/Kllkot
Gnjilane/Gjilan

Cases reported

22

Advocacy actions

9

Procedures initiated

1

Kosovo Government
Ministry of Finance and Transfers
Ministry of Labour and Social Welfare
Employment Agency
Ombudsperson Institution
Ministry of health
Kosovo Police
Office of the Language Commissioner
Local self-governments

* Names of institutions have been presented in their original form
** The Ombudsperson Institution sent a letter to the Ministry of Finance



Specifics

- Isolation of one part of the Serbian community in Kosovo;
- The position of the Albanian community in four municipalities in the north of Kosovo;
- The geographic position of the Gorani community and interaction with institutions;
- The existence of a hybrid system in four municipalities in the north of Kosovo.



Observed problems/deficiencies

- A low level of awareness among members of non-majority communities of critical information and government measures aimed at combatting the pandemic that stems from a lack of availability of essential information in the Serbian language, poorly translated documents and/or ineffective and uneven dissemination of information;
- The current system that allows movement according to allocated time slots are often not compatible with the working hours of banks, post offices and other public services;
- The dissemination of information by authorities through mobile operators takes place exclusively in the Albanian language;
- Overly complicated application procedures for and the absence of a public information campaign in non-majority communities on economic relief measures in non-majority communities;
- The content of automatically generated messages on the relief measures package of the Government of Kosovo to the potential users generated exclusively in the Albanian language;
- Mostly unidirectional communication of key institutions with a visible absence of reactions to the submitted proposals for the improvement of the position of non-majority communities.



Key Facts

- Daily monitoring of the implementation of protective and other measures during the COVID-19 pandemic in areas with non-majority communities, including the Albanian community in the four municipalities of north Kosovo;
- Field reports from local coordinators stationed in 19 municipalities throughout Kosovo;
- The introduction of an early warning system in potentially at-risk areas;
- Application of in-depth analysis and verification of the gathered information;



Advocacy initiatives

- The launching of public advocacy initiatives for vulnerable communities;
- Highlighting problems and/or difficulties faced by communities during the pandemic;
- Gathering support from civil society and media for bringing public attention to problems identified and encouraging central and local institutions to take appropriate action(s) to remedy them;
- Public campaigns aimed at informing residents of measures currently in place at the central level, with a particular emphasis on restrictions placed on movement as well as fundamental human rights during the current state of emergency;
- Mediating in communication between citizens and institutions, including the development of several recommendations for improving or removing the observed deficiencies, addressed to the institutions authorized to resolve them;