

KEY FINDINGS



VIOLATION OF THE LAW ON THE USE OF LANGUAGES

Institutions frequently ignore their obligation to provide bilingual communication.



DISCRIMINATION AGAINST NON-MAJORITY COMMUNITIES

Citizens who communicate in Serbian are denied access to information on employment, subsidies, and legal acts.



POOR TRANSLATION QUALITY

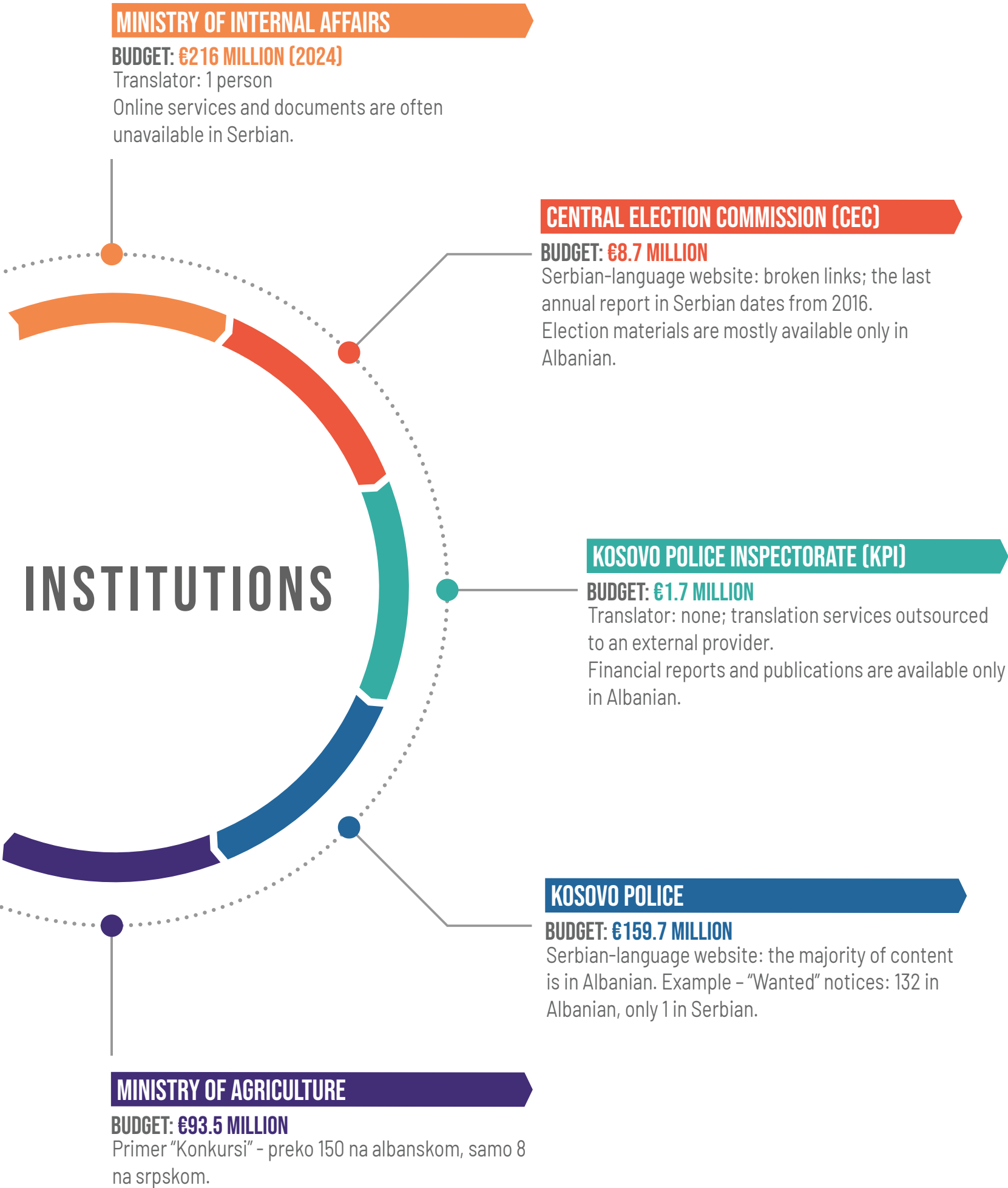
Automated and unedited translations that are often unclear and grammatically incorrect.



LACK OF CAPACITY

An insufficient number of translators, despite large institutional budgets.

MONITORING THE IMPLEMENTATION OF THE LAW IN INSTITUTIONS





AVAILABILITY OF DOCUMENTS

CEC: Last annual report in Serbian – 2016; in Albanian – published up to 2022.

KPI: Of 14 issues of the Integrity magazine, only 2 are available in Serbian

AGRICULTURAL DEVELOPMENT AGENCY:

Lists of subsidy beneficiaries regularly published in Albanian (2019–2024); in Serbian – none. Job Announcements: Available in Albanian for the past 10 years; in Serbian only for the last 6 years.

MINISTRY OF ECONOMY: 29 strategic documents available in Albanian, 13 in Serbian. Video gallery – only 7 videos on the Serbian-language website, 3 of which have titles in Albanian

ASSEMBLY OF KOSOVO: Category “Independence Documents” – 0 in Serbian, all available in Albanian



RECOMMENDATIONS

- Urgently appoint the Language Commissioner (institutional gap since 2025).
- Establish clear standards and deadlines for translation.
- Employ a sufficient number of qualified translators.
- Ensure equal access to all documents and public statements in both official languages.
- Promote good practices of NGOs that successfully deliver high-quality translations and multilingual communication.

MONITORING THE IMPLEMENTATION OF THE LAW IN INSTITUTIONS

FIGURES



LAST ANNUAL CEC REPORT IN SERBIAN WAS ISSUED IN 2016