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.

MINISTRY OF INTERNAL AFFAIRS

BUDGET: €216 MILLION (2024)

Translator: 1 person

Online services and documents are often

unavailable in Serbian.



CENTRAL ELECTION COMMISSION (CEC)

BUDGET: €8.7 MILLION

Serbian-language website: broken links; the last annual report in Serbian dates from 2016. Election materials are mostly available only in Albanian.

KOSOVO POLICE INSPECTORATE (KPI)

BUDGET: €1.7 MILLION

Translator: none; translation services outsourced to an external provider.

Financial reports and publications are available only in Albanian.

KOSOVO POLICE

BUDGET: €159.7 MILLION

Serbian-language website: the majority of content is in Albanian. Example - "Wanted" notices: 132 in Albanian, only 1 in Serbian.

MINISTRY OF AGRICULTURE

BUDGET: €93.5 MILLION

Primer "Konkursi" - preko 150 na albanskom, samo 8 na srpskom.















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

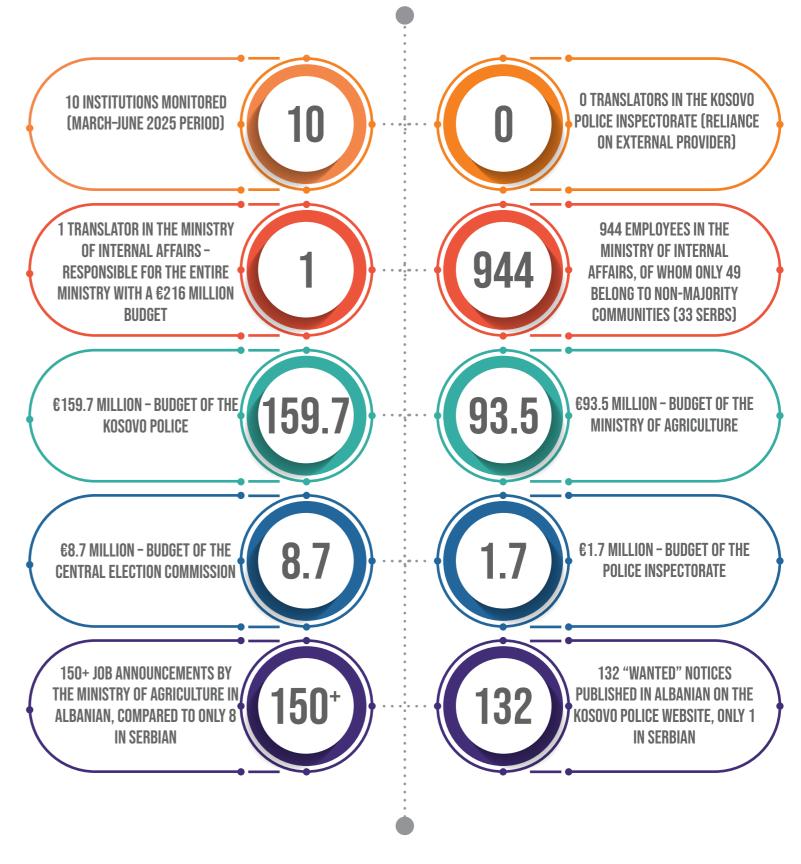
ASSEMBLY OF KOSOVO: Category "Independence Documents" – 0 in Serbian, all available in Albanian



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.

FIGURES



LAST ANNUAL CEC REPORT IN SERBIAN WAS ISSUED IN 2016











