

# Municipal Offices for Communities and Return

Municipal Offices for Communities and Return (MOCRs) are mandatory structures in all municipalities, tasked with protecting communities’ rights, ensuring equal access to services, and creating conditions for sustainable return. MOCRs directly report to the mayor. The size and staffing are determined by the percentage of communities residing in the municipality, their specific needs, and the number of planned or expected returnees or repatriated persons.

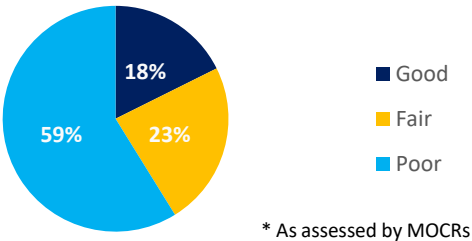
## Key Documents

- Regulation 02/2010 for the Municipal Offices for Communities and Return;
- MOCR Terms of Reference - Standard Operating Procedures.

## Establishment

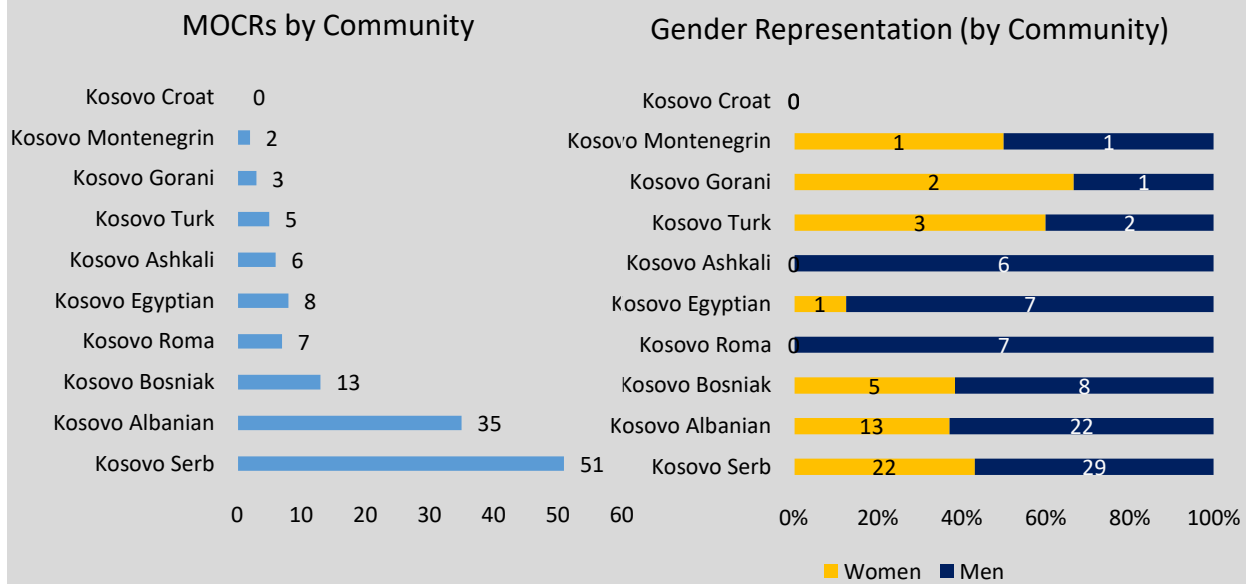
MOCRs are established in 35 municipalities. There is no MOCR in Leposavić/Leposaviq, Mitrovica/Mitrovicë North, and Zubin Potok. Although equivalent offices with similar functions exist in these municipalities, they are not counted as MOCRs in this factsheet. MOCRs employ a total of 130 officers—an average of 3.7 posts per municipality.

## Access to Financial Resources\*



## Communities and Gender Representation

Women constitute 36 per cent of MOCRs employees. Kosovo Serb and Kosovo Albanian officers comprise respectively 37 per cent and 25 per cent of the total MOCRs posts. There is at least one officer belonging to each community in Kosovo, with the only exception of Kosovo Croat community, which is not represented.



# Performance 2024

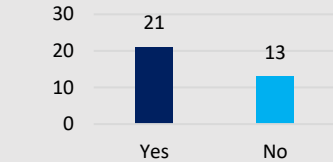
## Selected Performance Indicators

Figures illustrating MOCRs that undertook key activities and substantive duties outlined in the legal and policy framework are presented below. Information is based on OSCE Mission in Kosovo field teams' regular monitoring and periodic specific reviews, as well as reports produced by municipalities, covering the year 2024.

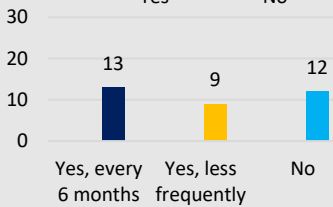
Note: the MOCR of Hani i Elezit/Elez Han was inactive in 2024 and, therefore, not included in the performance evaluation.

### 1 – Strategy and Planning

Develop annual work plans

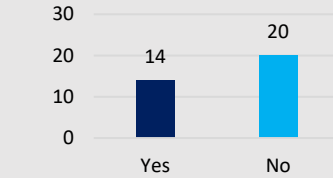


Conduct needs Assessment of communities and displaced persons



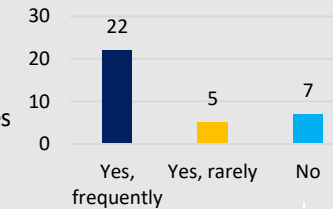
### 2 – Budget

Participate in the preparation of the municipal budget and submit projects targeting communities



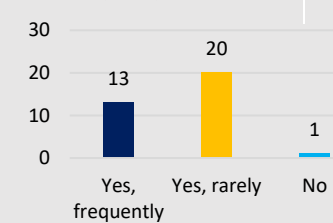
### 3 – Co-operation

Participate in Communities Committees meetings



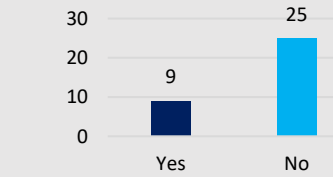
### 4 – Reporting

Report to the mayor, Municipal Assembly and/or Government institutions

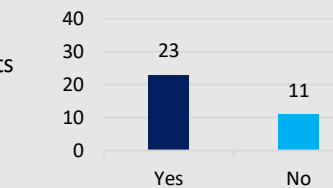


### 5 – Outreach and Consultation

Engage in public awareness-raising campaigns targeting communities



Conduct regular field visits to non-majority communities



## Overall Performance

MOCRs' performance scores are based on the aggregated results of performance indicators, which reflect key activities and substantive duties outlined in the relevant legal and policy framework. Performance is rated "High" when the aggregated score is above 66 per cent, "Moderate" when it ranges between 66 and 33 per cent, and "Low" when it is below 33 per cent.

|                           | Strategy and Planning | Budget   | Cooperation | Reporting | Outreach and Consultation | Overall Performance 2024 |
|---------------------------|-----------------------|----------|-------------|-----------|---------------------------|--------------------------|
| Dečan/Dečane              | Moderate              | High     | High        | High      | Moderate                  | 68%                      |
| Dragash/Dragaš            | High                  | High     | High        | High      | Moderate                  | 83%                      |
| Ferizaj/Uroševac          | High                  | High     | High        | High      | High                      | 89%                      |
| Fushë Kosovë/Kosovo Polje | Low                   | Low      | Low         | High      | Low                       | 22%                      |
| Gjakovë/Đakovica          | High                  | High     | High        | High      | High                      | 94%                      |
| Gjilan/Gnjilane           | High                  | High     | High        | High      | High                      | 81%                      |
| Gillogoc/Glogovac         | Moderate              | Moderate | High        | High      | Low                       | 62%                      |
| Gračanica/Gračanić        | Moderate              | Low      | Low         | High      | Low                       | 28%                      |
| Istog/Istok               | High                  | High     | High        | High      | Moderate                  | 87%                      |
| Junik                     | Moderate              | Moderate | Low         | High      | Low                       | 43%                      |
| Kaçanik/Kaçanik           | Moderate              | Moderate | Low         | High      | Low                       | 45%                      |
| Kamenicë/Kamenica         | High                  | High     | High        | High      | High                      | 94%                      |
| Klinë/Klina               | High                  | High     | High        | High      | Moderate                  | 82%                      |
| Klokot/Kllokot            | Low                   | Low      | Moderate    | Moderate  | Low                       | 21%                      |
| Lipjan/Lipljan            | Low                   | Low      | High        | High      | Low                       | 43%                      |
| Malishevë/Mališevo        | Low                   | Low      | Moderate    | High      | Moderate                  | 39%                      |
| Mamuša/Mamushë/Mamuša     | Low                   | Low      | Moderate    | High      | Low                       | 36%                      |
| Mitrovicë/Mitrovica South | Moderate              | Low      | High        | High      | Moderate                  | 51%                      |
| Novo Brdo/Novobërdë       | Low                   | Low      | High        | High      | Moderate                  | 42%                      |
| Obiliq/Obilić             | Moderate              | High     | Moderate    | High      | Low                       | 55%                      |
| Partëš/Partesh            | Moderate              | Moderate | High        | Moderate  | Low                       | 55%                      |
| Pejë/Peć                  | High                  | High     | High        | High      | High                      | 92%                      |
| Podujevë/Podujevo         | High                  | High     | High        | High      | Moderate                  | 74%                      |
| Prishtinë/Priština        | High                  | Low      | High        | High      | High                      | 77%                      |
| Prizren                   | High                  | High     | High        | High      | High                      | 95%                      |
| Rahovec/Orahovac          | High                  | High     | High        | High      | High                      | 95%                      |
| Ranilug/Ranillug          | Low                   | Low      | High        | High      | Low                       | 37%                      |
| Shtime/Štimlje            | Low                   | Low      | Low         | Low       | Low                       | 5%                       |
| Skenderaj/Srbica          | Low                   | High     | High        | Moderate  | Low                       | 54%                      |
| Štrpce/Shtërpçë           | High                  | Low      | Low         | High      | Moderate                  | 50%                      |
| Suharekë/Suva Reka        | Low                   | Low      | Moderate    | Moderate  | Moderate                  | 32%                      |
| Viti/Vitina               | Low                   | Low      | Moderate    | High      | Low                       | 34%                      |
| Vushtrri/Vučitrn          | Low                   | Low      | High        | High      | Moderate                  | 43%                      |
| Zvečan/Zvečan             | Low                   | Low      | Low         | High      | Low                       | 19%                      |
| AVERAGE 2024              | 53%                   | 42%      | 65%         | 78%       | 45%                       | 57%                      |

The OSCE Mission in Kosovo supports communities' improved participation in public decision-making and governance processes and institutions. To assist in this effort, the Mission regularly monitors the performance of municipal communities' protection mechanisms. The information sheets aim to provide the relevant institutions with indicators that can help identify gaps and areas for improvement in compliance.