

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.

This analysis uses final data from the 2024 Kosovo Population and Housing Census and resident estimates from the 2018 OSCE Mission in Kosovo Municipal Profiles for northern municipalities.

Key Documents

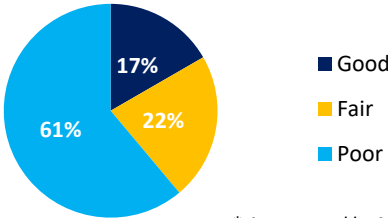
- Regulation 02/2010 for the Municipal Offices for Communities and Return;
- MOCR Terms of Reference - Standard Operating Procedures.

Establishment

MOCRs are established in 36 municipalities. Equivalent offices with similar functions exist in Leposavić/Leposaviq and Zubin Potok, but are not counted as MOCR in this factsheet as not fully in line with the relevant legal framework.

MOCRs employ a total of 141 officers - an average of 3.9 posts per municipality.

Access to Financial Resources

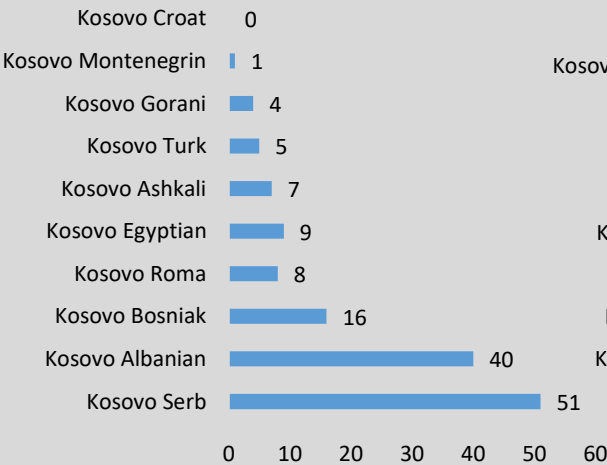


* As assessed by MOCRs

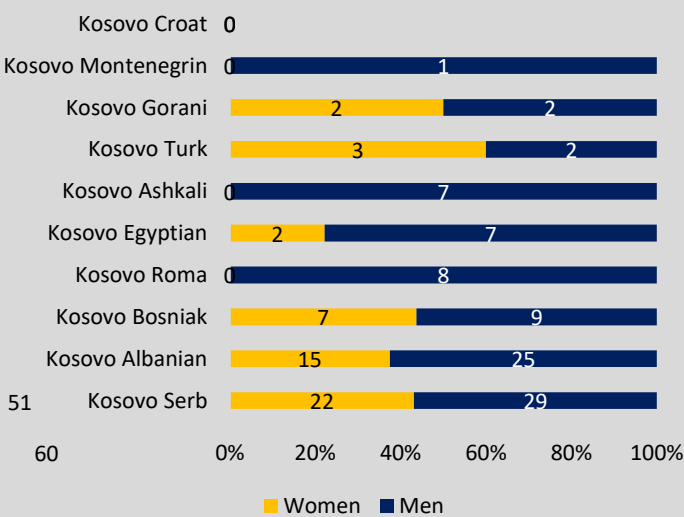
Communities and Gender Representation

Women constitute 36 per cent of MOCRs employees. Kosovo Serb and Kosovo Albanian officers comprise respectively 37 per cent and 29 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.

Community Representation



Gender Representation (by Community)



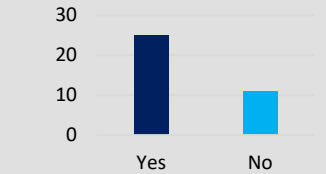
Performance 2025

Selected Performance Indicators

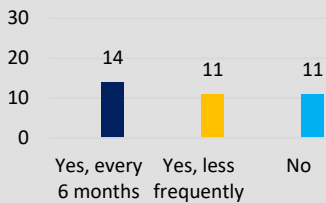
Figures illustrating MOCRs that undertook key activities and substantive duties outlined in the legal and policy framework are presented below. The information is based on OSCE Mission in Kosovo field teams' regular monitoring and periodic specific reviews, as well as reports produced by municipalities, covering the period January to October 2025 prior to municipal elections.

1 - Strategy and Planning

Develop annual work plans

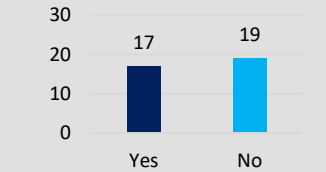


Conduct needs Assessment of communities and displaced persons



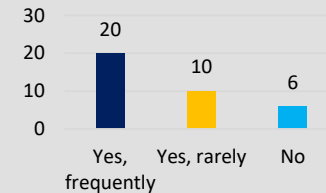
2 - Budget

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



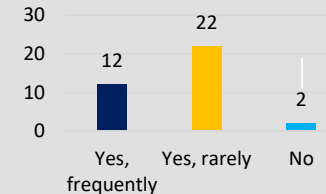
3 - Co-operation

Participate in Communities Committees meetings



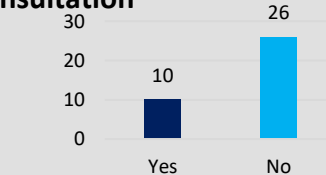
4 - Reporting

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

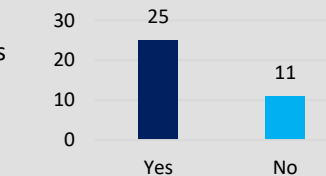


5 - Outreach and Consultation

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 2025
Dečan/Dečane	High	High	High	High	Moderate	80%
Dragash/Dragaš	High	High	High	High	Moderate	79%
Ferizaj/Uroševac	High	High	High	High	High	96%
Fushë Kosovë/Kosovo Polje	Moderate	Low	Low	Low	Low	19%
Gjakovë/Đakovica	High	High	High	High	High	94%
Gjilan/Gnjilane	High	High	High	High	High	80%
Glogoc/Glogovac	High	Moderate	High	High	Low	64%
Gračanica/Gračanić	Moderate	Low	Low	High	Low	34%
Hani i Elezit/Elez Han	Low	Moderate	Low	Low	Low	23%
Istog/Istok	High	High	High	High	Moderate	87%
Junik	Moderate	Moderate	Moderate	High	Low	48%
Kaçanik/Kaçanik	High	Moderate	Low	High	Low	54%
Kamenicë/Kamenica	High	High	High	High	High	94%
Klinë/Klina	High	High	High	High	High	92%
Klokot/Kilokot	Low	Low	Moderate	Moderate	Low	22%
Lipjan/Lipljan	High	Low	High	High	Moderate	59%
Malishevë/Mališevo	Low	Low	Low	High	Moderate	33%
Mamuša/Mamushë/Mamuša	Low	Low	Moderate	Moderate	Low	20%
Mitrovica/Mitrovicë North	Low	Low	Low	High	Low	19%
Mitrovicë/Mitrovica South	Moderate	High	High	High	High	73%
Novo Brdo/Novobërdë	Moderate	Low	High	High	Low	45%
Obiliq/Obilić	Low	Low	Moderate	High	Low	37%
Parteš/Partesh	Low	Moderate	High	High	Low	55%
Pejë/Peć	High	High	High	High	Moderate	86%
Podujevë/Podujevo	High	High	High	High	High	91%
Prishtinë/Priština	High	High	High	High	Moderate	70%
Prizren	High	High	High	High	High	96%
Rahovec/Orahovac	High	High	High	High	High	96%
Ranilug/Ranillug	Moderate	Low	High	High	Low	39%
Shtime/Štimlje	High	Low	High	High	High	70%
Skenderaj/Srbica	Low	High	High	Moderate	Low	59%
Štrpce/Shtërpçë	High	High	Low	High	High	74%
Suharekë/Suva Reka	Low	Low	Moderate	Moderate	Low	32%
Viti/Vitina	Low	High	Moderate	Moderate	Low	39%
Vushtrri/Vučitrn	Low	Low	Moderate	High	Moderate	34%
Zvečan/Zveçan	Low	Low	Low	High	Low	19%
AVERAGE 2025	58%	50%	62%	76%	46%	59%

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.