



**Organization for Security and Co-operation in Europe**

**Department of Human Rights, Decentralization and Communities**

**HUMANITARIAN MINORITY BUS TRANSPORTATION IN KOSOVO  
PRIOR TO TRANSFER TO PISG  
FINDINGS OF A PILOT MONITORING EXERCISE**

**21 NOVEMBER - 22 DECEMBER 2006**

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## **1. Executive Summary**

Passengers using the three routes monitored by the OSCE Mission in Kosovo (OMiK) Municipal Monitoring Teams (MTs) are generally satisfied with the minority humanitarian bus lines service and rely heavily upon it in order to access basic rights and services. Not only does the service enable access to normal living conditions and essentials such as education, health care, administrative and social welfare services, and shopping opportunities, but it also contributes to create conditions for sustainable return. Returnees are in fact using these buses. This confirms that the service is not only essential but that there is a need to expand it and include it in the regular bus routes. At the same time, it will be important to ensure that the selected service provider is trusted by passengers. On the eve of its transfer to the Provisional Institutions of Self-Government in Kosovo (PISG), this service generally works well and is quite reliable on the monitored routes. Passengers requested that additional buses and bus stops be added on some routes to meet increasing demand of recent returnees. On two of the three monitored routes there were no reported security incidents in 2006. Nevertheless, passengers are still concerned about the security of buses when travelling in particular regions, such as western Kosovo. An expanded survey involving all OMiK Regional Centres and monitoring additional bus routes is planned in January 2007.

## **2. Background**

On 31 August 2006 the United Nations Interim Administration Mission in Kosovo (UNMIK) and the PISG signed an Operational Arrangement for the Transfer of Responsibilities for Humanitarian and Special Transportation Services for Minority Communities in Kosovo (Arrangement). As of 1 January 2007 the PISG and in particular the Ministry of Transport and Communications (MoTC) and the Ministry of Communities and Returns (MCR) took over the responsibility for the said services from the UNMIK Department of Civil Administration (DCA).

On 14 August 2006 in a letter<sup>1</sup> to the MoTC and to the UNMIK Office of Communities, Returns and Minority Issues (OCRM), OMiK emphasized that “freedom of movement in general and the safe and secure transportation of members of minority communities in particular play a key role in safe-guarding the rights of Kosovo’s residents.” As part of its human rights monitoring mandate, OMiK also agreed to “lend its assistance in the course of (...) monitoring (the Arrangement’s) implementation.” As a result, the Arrangement provides that “[t]he OSCE shall have unhindered access to minority transportation services and their beneficiaries, for the purposes of close monitoring, of following up on any reported incidents, and of preparing reports to the PISG, the SRSB, and other members of the International Community, as appropriate, on the fulfilment of the terms of this Arrangement” (Article 6.2).

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<sup>1</sup> Letter of OMiK Head of Mission (HoM) to the Director of UNMIK Office of Communities, Returns and Minority Issues (OCRM) and to the Permanent Secretary of the MoTC.

Under the Arrangement “MoTC and MCR shall put in place the route and timetable selection methodology” according to which any changes to the current routes and timetables shall be made subject to the approval of the Transport Advisory Committee (TAC).<sup>2</sup>

### 3. Methodology

After consultation with the UNMIK Department of Civil Administration (DCA) on 21 November 2006, OMiK conducted via its MTs a pilot monitoring exercise on humanitarian minority transportation. This took place during the period 21 November through 22 December 2006. It involved the monitoring of three humanitarian bus routes<sup>3</sup> selected for the prevalence of minor security incidents, mainly stoning, in the course of the last four years:<sup>4</sup>

- Route 1: Miloševo/Milloshëvë (OB) - Gračanica/Gračanicë (PR) - Miloševo/Milloshëvë (OB);
- Route 5: Grace/Gracë (VU) - Mitrovicë/Mitrovica North (MI)<sup>5</sup>- Grace/Gracë (VU); and
- Route 8: Osojane/Osojan (IS) - Zvečan/Zveçan (ZV) - Osojane/Osojan (IS).<sup>6</sup>

At departure or arrival points along these bus routes, on a weekly basis, MTs<sup>7</sup> interviewed passengers, bus drivers, and representatives of minority communities regarding the availability, accessibility, quality and security of the involved minority transportation services. Some of them also discussed the same issues with Municipal Community Offices (MCOs). There was no active monitoring involving MTs in the collection of security related information with a likely impact on freedom of movement. However, verified data has been provided by OMIK Senior Human Rights Advisers on Security Issues. OMiK will continue to observe and promote the inclusion of minority transport in the agenda of Municipal Communities Safety Councils (MCSC) and Local Public Safety Committees (LPSC)<sup>8</sup>.

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<sup>2</sup> Pursuant to Article 5.1 of the Arrangement: “The Transport Advisory Committee (TAC) is formed to advise and monitor minority and humanitarian transport. The TAC consists of senior representatives from the Ministry of Transport and Communications (MoTC), Ministry of Communities and Returns (MCR), OSCE, UNMIK or its successor institutions and the Kosovo Ombudsperson Institution (as an observer). The Chair of the TAC shall be the Permanent Secretary of the MoTC.”

<sup>3</sup> For details on the routes see Appendix 1.

<sup>4</sup> According to UNMIK Field Operations Unit (FoU), an average of some 30 incidents per year occurred along minority humanitarian bus routes in the last four years, principally in three specific spots located along these three routes: 1) Runik/Rudnik a village located in the Skenderaj/Srbica Municipality; 2) Malishevë/Mališëvo town; 3) Stanoc/Stanovce, a village in the Obiliq/Obilić Municipality.

<sup>5</sup> In order to cater for passengers’ needs, the service provider modified the original destination of this route from Zvečan/Zveçan (ZV) to Mitrovica/Mitrovicë North bus station.

<sup>6</sup> The abbreviations of the municipalities where these villages are located are indicated in bracket: (OB) Obiliq/Obilić; (PR) Prishtinë/Priština; (VU) Vushtri/Vučitrn; (ZV) Zvečan/Zveçan; (IS) Istog/Istok.

<sup>7</sup> The following MTs efficiently conducted the exercise: MT Prishtinë/Priština (Route 1); MTs Leposavić/Leposaviq and Zubin Potok/Zubin Potok (Routes 5 and 8).

<sup>8</sup> Pursuant to section 7 of UNMIK Regulation No. 2005/54 On the Framework and Guiding Principles of the Kosovo Police Service, MCSCs and LPSCs are consultation mechanisms in which residents, local

MTs had no difficulties in carrying out the exercise. They reported that passengers tend to use each individual bus line repeatedly. While this is a confirmation that involved users rely on this service for their freedom of movement, after two weeks MTs tended to receive the same answers to the same questions. MTs and SHROs therefore advise that it is preferable to avoid repeating interviews on the same routes at short time intervals, when no significant changes are likely to be recorded. According to the MTs both passengers and drivers reacted positively to the OMiK monitoring exercise. They expressed surprise regarding the OMiK interest and role in monitoring the involved bus lines and appeared responsive to all questions.

This assessment contains information regarding OMiK findings with reference to service quality and security issues. It concludes with a set of specific recommendations referring to condition of vehicles; communications system; complaints and suggestions of beneficiaries; passenger flow, service availability and frequency; and security issues.

#### **4. Service quality**

##### *4.1 Service necessity and importance*

Interviewed passengers expressed satisfaction with the available humanitarian transport. They manifested a strong wish that this service continue to be available in the future, particularly along Route 1. The fact that several members of minority communities, including returnees, rely on this bus service for their access to education, health and other services, confirms that this service is not only essential but that there is a need to expand it and include it in the regular bus routes.

##### *4.2 Condition of vehicles*

Passengers of Routes 5 and 8 were satisfied with the quality of the buses. They did not remember witnessing a bus breakdown in the course of 2006. At the same time, they acknowledged that buses are old and have rare mechanical problems. According to them, in cases of mechanical breakdowns in the past the service provider's support team has always responded in a quick and appropriate way. On route 5, passengers thought that some buses were better than others, but that in general they were comfortable and with a good heating system. However, they did express the opinion that buses could be cleaner. Passengers remarked that, in winter, weather conditions do not have a significant impact on the quality of service except for the fact that they may cause travel delays.

Passengers of Route 1 assessed that the bus service is sufficiently reliable and frequent. At the same time they shared drivers' opinion that buses are too old – mostly over 20 years – which explains the occurrence of periodic breakdowns. In case of breakdown, bus drivers get in touch with a mechanical support team, which intervenes at the spot or provides a replacement bus. The fact that buses are too old impacts negatively on service quality and passengers' perceived security: seats are not sufficiently comfortable; during winter the heating system is insufficient and mainly available only in the front and back

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institutions and law enforcement agencies can "discuss any matters relating to policing, public safety and order" at the municipality and village/locality levels respectively.

of the bus; in summer, drivers have to open the bus doors to avoid excessive heat (windows are sealed as a protection against stoning) and there is dust in the bus as a result (this indicates that the air-conditioning system is not functioning appropriately); some passengers expressed concern for the usage of old/used tyres that could be inadequate in winter conditions, especially in case of snow or ice. Therefore inadequate bus conditions tend to decrease the quality of service under different weather conditions.

#### *4.3 Communications system*

On Route 1 both passengers and drivers admitted that while a radio communications system is available on the bus, this is broken at times. Bus drivers also rely on mobile phones and confirmed that the mobile telecommunications network is reliable along the route.

On Routes 5 and 8 passengers and drivers assessed the communications methods used on buses as reliable. However they recognised that radios are no longer in use and that drivers are now utilising mobile phones as a means of communication. Despite positive perceptions of users and drivers, this raises concerns because the Kosovo Telecommunications Regulatory Agency (TRA) has recently deactivated or sealed antennas and transmitters of illegal mobile phone operators, at least in majority areas. This has made mobile phone networks less reliable or even unavailable along some areas on these routes. In addition, under the Arrangement the MoTC will bear the responsibility to install radio communications equipment in the vehicles (Article 2.3). Only these radios can ensure reliable communications in all conditions, including with law enforcement agencies.

#### *4.4 Drivers' professionalism and politeness*

On all the routes, all interviewed passengers expressed positive remarks concerning the professionalism and politeness of drivers. However, on Route 1 some passengers complained that drivers were not picking them up in front of their houses, and bus drivers complained about riders asking for extra stops which they could not satisfy due to their schedule and obligations. Indeed, it is up to the PISG and the service provider to decide whether to accommodate such requests or not based on objective criteria.

#### *4.5 Bus accessibility, stops and signage*

There was no information on the distances passengers have to walk or travel from their homes to bus stops as well as on the safety and security along paths or roads leading to such bus stops. However, the fact that several passengers are requesting more bus stops indicates that these passengers want to walk or travel shorter distances in order to reach bus stops. In particular, on Routes 1 and 5 passengers demand that more bus stops are made available and included in the schedule. On route 1 there is a specific verbal request that bus stops are created in front of health centres located in Gračanica/Graçanicë and Babin Most/Babimoc.<sup>9</sup> Some passengers insist on having the bus stopping or picking them up in front of their homes, but drivers and other passengers remark that this is incompatible with the efficiency of the service.

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<sup>9</sup> With reference to this request OMiK MT recommended that passengers approach the MCO in order to process their request.

Along Routes 5 and 8 stops are clearly indicated. On Route 1 bus stops are clearly marked at least in Gračanica /Gračanice town.

While OMiK is aware that some isolated episodes of verbal harassment while waiting at bus stops occurred in 2005, along Route 5, interviewed passengers did not express concerns regarding waiting at bus stops. The main reason is probably that bus stops are mainly located in minority areas. The fact that buses are usually punctual, or that their travel duration is short or foreseeable contributes to reduce waiting times at bus stops.<sup>10</sup>

#### *4.6 Punctuality*

Passengers on Route 1 confirmed and the MT observed that buses are always on time. On Routes 5 and 8 there was a similar level of satisfaction and passengers remarked that buses are only rarely delayed.

#### *4.7 Affordability*

Along Route 1, tickets for passengers over 65 are free of charge. Passengers of this route (mainly middle-aged passengers below 65) complained about the obligation to pay a bus ticket although tickets appear to be fairly affordable (25 Dinars, or below 0.50 €). Others complained that the ticket's price is the same regardless of the trip length. In addition passengers of this route complained about unfavourable prices along bus routes leading to Mitrovicë/Mitrovica, where, according to them, bus drivers and conductors charge higher fees and also persons over 65 are allegedly obliged to pay.

#### *4.8 Complaints and suggestions of beneficiaries*

On Route 1 it was observed that passengers verbally complain to drivers, but do not address the service provider or the Municipality, i.e. the Municipal Community Office (MCO) or other municipal institutions. Beneficiaries on Routes 5 and 8 stated that they had not complained or that they cannot complain because they do not enjoy freedom of movement in their respective municipalities. This seems to underscore a tendency to complain only verbally to drivers and the lack of awareness or will to submit written requests or complaints to the service provider, UNMIK (and in future the MoTC) or the Municipality.

In 2007 the MoTC also bears the responsibility, directly and through the service provider, to inform passengers on ways and procedures in order to submit complaints, requests or suggestions to the service provider or to the Ministry.

#### *4.9 Passenger flow, service availability and frequency*

On Route 5 and 8 passengers requested that the service frequency be increased from four to five times per week (Route 5) and from two to three times a week (Route 8). All passengers of Route 1 expressed satisfaction with the service frequency. Only one proposed to activate the service also on weekends.

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<sup>10</sup> For example, passengers can exactly state and predict the trip duration along Routes 5 and 8. The same is probably true for Route 1, considering the remarked punctuality of this service.

On Route 1 the bus capacity is of 55 seats and there is a declared tolerance of up to 10 standing places. Often two buses are provided to meet passengers' needs. On average, drivers estimate that buses are 80% full. In special occasions or rush hours buses are overloaded. This happens in particular in the morning and afternoon when pupils use this service to go to and return from school and during market days (Mondays and Fridays) when people attend market places to buy groceries. This is in fact a positive indication that this service is conducive to the enjoyment of normal living conditions and enables access to essentials such as school or shopping. There was a remark that a higher number of passengers used this service in the past, and that the decrease is due to the fact that more people feel confident to drive in their private vehicles. If confirmed, this a positive indicator of increased freedom of movement.

On Route 5 with respect to 50-person capacity riders ranged from 30 to 45 in the course of three weekly observations. According to drivers this is the usual number of passengers.

On Route 8 the 50-seat bus tends to be constantly overloaded with at least 70 passengers. Passengers reported that in recent months a large number of internally displaced persons returned to various locations including: Klinë/Klina, Istog/Istok, Suvi Lukavac/Llukac i Thatë, Vidanje/Videjë, Drsnik/Dresnik and Đurakovac/Gjurakoc. These returnees have started to use the humanitarian bus and this explains the high number of users. If confirmed, this reiterates that the existence of a humanitarian bus service continues to be essential because it contributes to create conditions for sustainable return and returnees are in fact using this service. In addition, on Mondays and Fridays pupils that are attending school in Mitrovicë/Mitrovica North use this bus in order to go to school and return home. This further confirms that the existence and continuation of this service is essential to ensuring freedom of movement and access to basic rights such as education. When there are more than 50 passengers in Zvečan/Zveçan, the driver usually requests that the service provider sends a second bus to the spot. However, because the bus has to come from Prishtinë/Priština extra passengers are forced to wait more than one hour in order to be able to travel to their destinations. Reportedly, the situation is in fact worse in Osojane/Osojan, because when there is no extra bus available excess passengers are in fact left at the station. In addition to school pupils, passengers on this route are mainly elderly people.

## **5. Security issues**

Along all the three analysed routes there were no reported security incidents during the monitoring period. In order to prevent and avoid security threats, on 28 November 2006, the humanitarian service on all routes was suspended on the occasion of the Albanian Flag Day.

Passengers of Route 1 stated that they were satisfied with the security conditions along this route. However, they believed that the same assessment is not valid for other humanitarian lines. Some passengers continue to feel that escorts are necessary in western Kosovo. They also expressed a similar insecurity perception with reference to routes



leading to Mitrovicë/Mitrovica. In the meantime, on 20 November 2006 there was an unconfirmed report of stoning against a school bus transporting Kosovo Serbian and Roma school pupils from Plementin/Plementina to Caravodicë/Crkvena Vodica in the Obiliq/Obilić Municipality. The Kosovo Police Service (KPS) is investigating.

On Route 8 a number of stoning incidents occurred in 2006. All incidents happened while the humanitarian bus was transiting along the Runik/Rudnik village and at around 14.00 hrs. At this time of the day school children go back home. While the OMiK MT in Skenderaj/Srbica has brought these incidents to the attention of local authorities, Municipal officials, the school director, KPS, UNMIK Civilian Police, KFOR and OMiK have all identified school children as the main perpetrators. The Municipality took the initiative to approach the pupils' parents and all the above-mentioned stakeholders took a common initiative of strongly condemning these incidents in front of the children. It is also encouraging to notice that upon the invitation of Norwegian Church Aid, in November 2006 the school director of the primary school in Runik/Rudnik participated in two meetings with representatives of the Kosovo Serbian community in order to discuss issues related to the minority humanitarian transport.<sup>11</sup> There were no other reported security incidents since then in Runik/Rudnik. Usually bus drivers and passengers tend to report these episodes to the police in Zvečan/Zveçan (which then refers the case to competent KPS stations) only after their return.

On Route 5 rare incidents happened, especially in 2005. They mainly consisted of bus stoning, but also some cases of verbal assaults of passengers while waiting at bus stops. While these episodes had no physical repercussions on victims, they still bring testimony of intolerance, especially among some individuals in majority areas. On occasions there are demonstrations blocking the main regional road connecting Prishtinë/Priština and Mitrovicë/Mitrovica. These have no relation with the humanitarian bus transport but may affect its operation because the service provider buses have to pass through this road.

With reference to the Routes 5 and 8, the absence of incidents, at least in the recent past, does not necessarily mean that these humanitarian bus lines are safe. They continue to be an easy target and despite the availability of this service, freedom of movement outside minority areas continues to be limited for the involved members of minority communities. This is particularly true for areas such as the Mitrovicë/Mitrovica region, where the security situation is complex and subject to sudden and unpredictable changes.

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<sup>11</sup> Both meetings took place in villages where these minority communities live: Osojan/Osojane and Banjë/Banja. The fact that the Kosovo Albanian school director freely accepted to go to these villages to meet a representative of the Kosovo Serbian community is a particularly positive example of interethnic dialogue and should be praised. The OMiK MT in Istog/Istok collected this information from the representative of the Kosovo Serbian community in Osojan/Osojane on 27 December 2006.

## **6. Recommendations**

Based on its findings and on the Arrangement whereby the PISG took over responsibility for humanitarian bus lines as of 1 January 2007, OMiK recommends the following:

### **Condition of vehicles**

1. In order to enhance the safety of passengers, the service provider is encouraged to ensure that each bus is equipped with proper tyres, including winter tyres;
2. The service provider is advised to ensure that buses are properly cleaned and maintained at all times;
3. To ensure the health and safety of passengers, the service provider should guarantee that heating and air-conditioning systems function properly in all buses;

### **Communications system**

4. To enhance the security of passengers, properly functioning radio equipment should be maintained in all buses at all times. Pursuant to its responsibilities under the Arrangement, the service provider should promptly repair radio equipment whenever this is not functioning correctly;
5. The MoTC should oversee the service provider to ensure that radio equipment is installed and functioning properly in all buses;

### **Complaints and suggestions of beneficiaries**

6. It is advisable that both the MoTC and the service provider create an easily accessible and user friendly complaint system and provide passengers with written information in their language(s) regarding the procedure for presenting written complaints, requests or suggestions. This information should also be made available to MCOs and Municipal Returns Officers (MROs) who are in close and regular contact with the users of this service and can assist them in submitting such requests and complaints to the appropriate institutions;
7. Bus drivers should be allowed to receive such requests and complaints and to convey them to the service provider for forwarding to the MoTC when appropriate;
8. The service provider and the MoTC would be wise to periodically collect passengers' requests and opinions concerning the service through interviews and other means;

### **Passenger flow, service availability and frequency**

9. Where possible, the MoTC and the service provider should increase the frequency and availability of services to meet demonstrated demand;
10. To allow prompt response to changing passengers' needs, for example to serve new returnees, MoTC and MCR should expediently fulfil their obligation to put in place the route and time table methodology set out in Annex VI of the Arrangement;
11. The service provider should consider providing a second bus on route 8 to serve increased demand from recent returnees;

**Security issues**

12. Bus schedules should be reviewed in order to minimise unnecessary exposure to known trouble spots, such as passing through Runik/Rudnik at the precise time when school students are dismissed for the day;
13. Following the positive example of Runik/Rudnik, in co-operation with the MoTC and the MCR, Municipal Authorities, the KPS and other relevant institutions should discourage, prevent and respond in a prompt and effective manner to security incidents originating within their respective communities.

## Appendix 1

As of December 2006 Kosovo Humanitarian Minority bus lines operated on a total of 17 routes. They were the following:<sup>12</sup>

- 1) Miloševo/Milloshëvë (OB) - Gračanica/Graçanicë (PR) - Miloševo/Milloshëvë (OB);
- 2) Gornja Brnjica/Bërnice e Epërme (PR) – Gračanica/Graçanicë (PR) - Gornja Brnjica/Bërnice e Epërme (PR);
- 3) Miloševo/Milloshëvë (PR) - Gate 3 - Miloševo/Milloshëvë (PR);
- 4) Velika Hoča/ Hoçë e Madhe (RH) - Gračanica/Graçanicë (PR) - Velika Hoča/ Hoçë e Madhe (RH);
- 5) Grace/Gracë (VU) - Mitrovica/Mitrovicë North (MI) - Grace/Gracë (VU);
- 6) Leposavić/Leposaviq (LE) – Mitrovicë/Mitrovica South (MI) - Leposavić/Leposaviq (LE);
- 7) Vidanje/Videjë (KL) – Bica/Binxhë (KL) - Zvečan/Zveçan (ZV) - Biča/Binxhë (KL) - Vidanje/Videjë (KL);
- 8) Osojane/Osojan (IS) - Zvečan/Zveçan (ZV) - Osojane/Osojan (IS);
- 9) Velika Hoča/ Hoçë e Madhe (RH) - Rahovec/Orahovac (RH) - Zvečan/Zveçan (ZV) - Rahovec/Orahovac (RH) - Velika Hoča/ Hoçë e Madhe (RH);
- 10) Babljak/Bablak (UR) – Gračanica/Graçanicë (PR) - Babljak/Bablak (UR);
- 11) (*Gjilan/Gnjilane A*) or Gjilan/Gnjilane (GN) - Poneš/Ponesh (GN) - Koretište/Koretishtë (GN) - Stanišor/Stanishor (GN) - Gornje Kusce/Kufcë e Epërme (GN) - Kmetovce/Kmetoc (GN) - Šilovo/Shillovë (GN) - Gjilan/Gnjilane (GN);
- 12) (*Gjilan/Gnjilane B*) or Gjilan/Gnjilane (GN) - Donja Budriga/Budrikë e Poshtme (GN) - Pasjane/Pasjan (GN) - Donja Budriga/Budrikë e Poshtme (GN) - Parteš/Partesh (GN) – Cernica/Cernicë (GN) - Gjilan/Gnjilane (GN) Gornji Livoc/Livoç i Epërm (GN) - Gjilan/Gnjilane (GN);
- 13) (*Gjilan/Gnjilane C*) or Gjilan/Gnjilane (GN) – Stanišor/Stanishor (GN) - Gornji Makreš/Makresh i Epërm (GN) - Trnjičevce/Tërniqec (NB) - Čuljkovce - Bostane/Bostan (NB) - Izvor/Izvor (NB) - Prekovce/Prekoc (NB) - Zebince/Zebincë (NB) - Straža/Strazhë (GN) – Kosmata - Stanišor/Stanishor (GN) - Gjilan/Gnjilane (GN) - Paralovo/Parallovë (GN) - Gjilan/Gnjilane (GN) - Stanišor/Stanishor (GN) - Kosmata - Straža/Strazhë (GN) - Zebince/Zebincë (NB) - Prekovce/Prekoc (NB) - Izvor/Izvor (NB) - Bostane/Bostan (NB) - Čuljkovc - Trnjičevce/Tërniqec (NB) - Gornji Makreš/Makresh i Epërm (GN) - Stanišor/Stanishor (GN) - Gjilan/Gnjilane (GN) - Paralovo/Parallovë (GN) - Gjilan/Gnjilane (GN);
- 14) (*Gjilan/Gnjilane D*) or Gjilan/Gnjilane (GN) - Stanišor/Stanishor (GN) - Gornji Makreš/Makresh i Epërme (GN) - Trnicevce/Tërniqec (NB) – Čuljkovce - Novo

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<sup>12</sup> The list was provided by UNMIK Field Operations Unit (FoU), Humanitarian Bus Project, General operational Report, 31 July 2006. The municipalities where these villages are located are indicated through acronyms in bracket as follows: (OB) Obiliq/Obilić; (PR) Prishtinë/Priština; (RH) Rahovec/Orahovac; (VU) Vushtrri/Vučitrn; (ZV) Zvečan/Zveçan; (LE) Leposavić/Leposaviq; (KL) Klinë/Klina; (IS) Istog/Istok; (UR) Ferizaj/Uroševac; (GN) Gjilan/Gnjilane; (NB) Novo Brdo/Novobërdë; (KA) Kamenicë/Kamenica; (VI) Viti/Vitina. Some of the names in Administrative Direction No. 2004/23 Implementing UNMIK Regulation No. 2000/43, as amended, on the Number, Names and Boundaries of Municipalities, appear to have been misspelt and have been corrected in this Appendix in consultation with native speakers.

Brdo/Novobërdë (NB) - Bostane/Bostan (NB) - Izvor/Izvor (NB) - Prekovce/Prekoc (NB) - Gračanica/Gračanicë (PR) - Prekovce/Prekoc (NB) - Izvor/Izvor (NB) - Bostane/Bostan (NB) - Novo Brdo/Novobërdë (NB) – Čuljkovc - Trnjičevce/Tërniqec (NB) - Gornji Makreš/Makresh i Epërm (GN) - Stanišor/Stanishor (GN) - Gjilan/Gnjilane (GN);

15) (*Gjilan/Gnjilane E*) or Gjilan/Gnjilane (GN) - Stanišor/Stanishor (GN) - Straža/Strazhë (GN) - Zebince/Zebincë (NB) - Prekovce/Prekoc (NB) - Šilovo/Shillovë (GN) - Gračanica/Gračanicë (PR) - Šilovo/Shillovë (GN) - Prekovce/Prekoc (NB) - Zebince/Zebincë (NB) - Straža/Strazhë (GN) - Stanišor/Stanishor (GN) - Gjilan/Gnjilane (GN);

16) (*Gjilan/Gnjilane F*) or Kamenicë/Kamenica (KA) - Ranilug/Ranillug (KA) - Šilovo/Shillovë (GN) - Gjilan/Gnjilane (GN) - Mitrovicë/Mitrovica (MI) - Gjilan/Gnjilane (GN) - Šilovo/Shillovë (GN) - Ranilug/Ranillug (KA) – Kamenicë/Kamenica (KA);

17) (*Gjilan/Gnjilane G*) or Klokot/Kllokot (VI) - Parteš/Partesh (GN) - Gjilan/Gnjilane (GN) - Mitrovicë/Mitrovica (MI) - Gjilan/Gnjilane (GN) - Parteš/Partesh (GN) - Klokot/Kllokot (VI).