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Financing of the United Nations Interim Administration

Mission in Kosovo

Budget performance of the United Nations Interim Administration Mission in Kosovo for the period from 1 July 2020 to 30 June 2021

Report of the Secretary-General

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Summary

The total expenditure for the United Nations Interim Administration Mission in Kosovo (UNMIK) for the period from 1 July 2020 to 30 June 2021 has been linked to the Mission's objective through a number of results-based budgeting frameworks, grouped by component, namely, substantive and support.

UNMIK incurred \$39.7 million in expenditure for the reporting period, representing a resource utilization rate of 99.6 per cent, compared with \$37.2 million in expenditure and a resource utilization rate of 100 per cent in the 2019/20 period.

The budget implementation reflects reduced requirements in the amount of \$0.2 million under operational costs due mainly to lower-than-budgeted expenditure for official travel and other supplies, services and equipment, and reduced requirements of \$0.2 million under military and police personnel owing mainly to the absence of death and disability claims. The overall reduced requirements were offset in part by the increased requirements of \$0.2 million under civilian personnel, attributable mainly to higher national staff costs.

Performance of financial resources

(Thousands of United States dollars; budget year is from 1 July 2020 to 30 June 2021)

Category	Apportionment	Expenditure	Variance	
			Amount	Percentage
Military and police personnel	730.0	571.9	158.1	21.7
Civilian personnel	30 745.2	30 961.5	(216.3)	(0.7)
Operational costs	8 352.1	8 149.4	202.7	2.4
Gross requirements	39 827.3	39 682.8	144.5	0.4
Staff assessment income	3 922.1	4 038.0	(115.9)	(3.0)
Net requirements	35 905.2	35 644.8	260.4	0.7
Voluntary contributions in kind (budgeted)	–	–	–	–
Total requirements	39 827.3	39 682.8	144.5	0.4

Human resources incumbency performance

Category	Approved ^a	Actual (average)	Vacancy rate (percentage) ^b
Military observers	8	8	–
United Nations police	10	9	10.0
International staff	113	97	14.2
National staff			
National Professional Officers	33	33	–
National General Service staff	186	183	1.6
United Nations Volunteers	24	21	12.5

^a Represents the highest approved level.

^b Based on monthly incumbency and approved monthly strength.

The actions to be taken by the General Assembly are set out in section V of the present report.

I. Introduction

1. The proposed budget for the maintenance of the United Nations Interim Administration Mission in Kosovo (UNMIK) for the period from 1 July 2020 to 30 June 2021 was set out in the report of the Secretary-General dated 12 February 2020 (A/74/692) and amounted to \$39,827,300 gross (\$35,905,200 net). It provided for 8 military observers; 10 police personnel; 113 international staff; 219 national staff, including 33 National Professional Officers; and 24 United Nations Volunteers.
2. In its report dated 24 April 2020 (A/74/737/Add.5, para. 23), the Advisory Committee on Administrative and Budgetary Questions recommended that the General Assembly appropriate \$39,813,600 gross for the period from 1 July 2020 to 30 June 2021.
3. The General Assembly, in its resolution 74/288, appropriated an amount of \$39,827,300 gross (\$35,905,200 net) for the maintenance of the Mission for the period from 1 July 2020 to 30 June 2021. The total amount has been assessed on Member States.

II. Mandate performance

A. Overall

4. The mandate of UNMIK was established by the Security Council in its resolution 1244 (1999).
5. The Mission is mandated to help the Security Council achieve an overall objective, namely, to ensure conditions for a peaceful and normal life for all inhabitants of Kosovo and advance regional stability in the Western Balkans.
6. Within this overall objective, the Mission contributed during the reporting period to a number of accomplishments by delivering related key outputs, shown in the frameworks below, which are grouped under the substantive and support components, as reflected in the related budget.
7. The present report assesses actual performance against the planned results-based budgeting frameworks set out in the budget for the 2020/21 period. In particular, the performance report compares the actual indicators of achievement, that is, the extent to which actual progress has been made during the period against the expected accomplishments, with the planned indicators of achievement, and the actual completed outputs with the planned outputs.

B. Budget implementation

8. The overall situation in Kosovo during the reporting period was marked by the fourth change in government in two years, the resignation and election of a new President of Kosovo, and intermittent engagement within the European Union-facilitated Belgrade-Pristina dialogue process on the normalization of relations.
9. In July 2020, officials from Belgrade and Pristina convened for European Union-facilitated high-level talks in Brussels after a pause of 20 months, during which issues related to missing and displaced persons and economic cooperation were discussed. In September 2020, the Prime Minister of Kosovo and the President of Serbia met again in Brussels and, according to the European Union, made “full progress” on issues of missing and displaced persons and economic cooperation and discussed arrangements for non-majority communities and the settlement of mutual financial claims and property. In parallel, in Washington D.C. in September 2020, the

Prime Minister of Kosovo and the President of Serbia agreed to a series of commitments related to economic normalization under the auspices of the Government of the United States of America.

10. In November 2020, the Kosovo Specialist Chambers announced that a pretrial judge had confirmed the indictment against the then President of Kosovo; the then President of the Kosovo Assembly, who was also the leader of the opposition Democratic Party of Kosovo; and other individuals on charges of war crimes and crimes against humanity. The former two officials resigned from their respective positions and were placed in detention in The Hague pending trial.

11. Although the seventh legislature of the Kosovo Assembly was hindered by the lack of a parliamentary quorum, it managed to adopt key legislation related to the coronavirus disease (COVID-19) pandemic, namely on preventing and combating the COVID-19 pandemic and on economic recovery.

12. The Constitutional Court of Kosovo ruled in December 2020 that the election of the Democratic League of Kosovo (LDK) to lead the government was unconstitutional owing to the invalid vote of a deputy who had been convicted of a criminal offence, resulting in the dismissal of the government and early legislative elections on 14 February 2021.

13. The Movement for Self-Determination (Vetëvendosje), in coalition with a list of candidates, secured a landslide victory in the parliamentary elections, winning over 50 per cent of the vote and 58 of 120 seats in the Kosovo Assembly. In March 2021, the Kosovo Assembly constituted its eighth legislature, composed of 43 women and 77 men. Vetëvendosje leader Albin Kurti was elected again as Prime Minister. His government's declared priorities focused on reforms in the health, justice and education sectors, tackling the COVID-19 pandemic and reducing unemployment. In April 2021, Vjosa Osmani, former President of the Kosovo Assembly and acting President of Kosovo, was elected President of Kosovo for a five-year term.

14. The socioeconomic challenges introduced by the COVID-19 pandemic in early 2020 persisted throughout the reporting period. Counter-pandemic measures continued to be applied to various degrees, ranging from closing crossing points, schools and restaurants and banning social gatherings and travel to imposing social distancing measures and curfews. The gross domestic product of Kosovo was reduced by approximately 6 per cent in 2020.

15. UNMIK continued to closely monitor and report on the evolving human rights implications of the COVID-19 pandemic and related measures, and supported Kosovo institutions and other stakeholders in their efforts to place human rights at the heart of the COVID-19 pandemic response and recovery, with a particular focus on the communities and persons in vulnerable situations who have been the most affected by the ongoing crisis.

16. UNMIK has continued to contribute to reducing tensions and promoting stability in Kosovo, including through the good offices of the Special Representative of the Secretary-General. During the reporting period, UNMIK leadership held 23 high-level meetings with senior officials in both Belgrade and Pristina to exchange information and discuss specific areas of the Mission's contribution to peace and stability in Kosovo. UNMIK leadership also chaired 47 weekly meetings of the Executive Committee and 47 meetings of principals and heads of mission, involving international partners, focusing on internal political developments in Kosovo. Another 131 meetings were held with the diplomatic corps in Pristina and Belgrade; international partners, including United Nations entities; non-governmental organizations; and representatives of civil society and academia focusing on political, social, economic and security developments in Kosovo. UNMIK senior leadership

also engaged with local interlocutors at the municipal level through visits to Deçan/Dečani and Gjilan/Gnjilane and discussed wide-ranging community issues with mayors, focusing on the impact of the COVID-19 pandemic on communities, promoting intercommunity trust-building through socioeconomic development, the promotion of gender equality, the empowerment of women and youth and the strengthening of cooperation between UNMIK and the municipalities.

17. UNMIK continued to focus on promoting mutual trust between communities in Kosovo as a main pillar of its work. The emphasis on trust-building by UNMIK has provided an important framework for bringing together the peacebuilding and development priorities of governmental, civil society and international actors in Kosovo, including the United Nations Kosovo team. The Mission's activities supported efforts to achieve key Sustainable Development Goals in Kosovo, including Goals on justice, human rights, gender equality, decent work, environment and partnerships. UNMIK held 2,326 meetings (the majority of which were conducted in a virtual format owing to restrictions in connection with the COVID-19 pandemic) with local and central authorities, civil society and key stakeholders to monitor, report on and facilitate the resolution of issues affecting communities, returns and cultural heritage. UNMIK also prepared and distributed 250 field reports on a broad range of community-related issues and concerns, including returns, gender, community (re)integration, infrastructural development, employment, education, environment and religious and cultural heritage.

18. In northern Kosovo, the Mitrovica Regional Office chaired 180 meetings with Kosovo police, the European Rule of Law Mission in Kosovo (EULEX) and the Kosovo Force (KFOR) to discuss political and security issues. Another 841 meetings were held with local authorities, local community members, religious and civil society representatives and key international partners regarding issues affecting all communities. These meetings served to promote dialogue, trust-building and efforts to support peaceful inter-ethnic and interreligious coexistence. Also discussed at the meetings were the implementation of the recommendations of the May 2018 United Nations Kosovo Trust-Building Forum, the response to the COVID-19 pandemic, access to public services and the incorporation of gender into governance policies, among other things. In all these meetings, UNMIK contributed to continued stability in multi-ethnic areas, including through the provision of critical, prompt and accurate information to all stakeholders on incidents and developments.

19. The Mission also continued to take into account the impact of regional political, economic and social trends in its monitoring, analysis and reporting by ensuring close coordination among the Mission's components, field and regional offices, and international partners.

20. UNMIK continued to contribute substantially to the facilitation of access to justice and provided technical assistance to facilitate the implementation of Sustainable Development Goal 16, on peace, justice and building strong institutions, by holding 50 meetings with Kosovo judicial institutions and international partners and implementing programmatic activities. The Mission supported the integration and functioning of the Kosovo justice system and continued the implementation of the joint United Nations police, judicial and corrections support programme. UNMIK also produced an annual assessment report on justice institutions and monitored and reported on 122 major criminal cases on war crimes and related offences, including corruption, organized crime and terrorism. A total of 3,514 requests for the authentication and certification of civil status documentation and pension certificates were processed during the reporting period.

21. UNMIK continued to facilitate information exchange and police cooperation between Kosovo authorities and the International Criminal Police Organization

(INTERPOL) member countries based on the memorandum of understanding between UNMIK and INTERPOL.

22. The Mission continued to support the promotion and protection of human rights in Kosovo through active engagement with Kosovo institutions, particularly the Office of the Prime Minister, the Ombudsperson's Institution, the Deputy Prime Minister for Minority Issues and Human Rights and the Chair of the Committee on Human Rights, Gender Equality, Missing Persons and Petitions. The Mission supported the dialogue between Belgrade and Pristina on missing persons, including by attending three meetings of the Working Group on persons who are unaccounted for in connection with events in Kosovo, and continued to interact with local and international stakeholders, including by discussing the provision of support to the families of the missing. The Mission continued to hold coordination meetings focusing on human rights with the Organization for Security and Cooperation in Europe (OSCE), the European Union, the Council of Europe, EULEX, donors and the United Nations Kosovo team and chaired seven meetings of the Regional Human Rights Working Group based in Mitrovica. The UNMIK human rights team held an additional five meetings in a virtual format with international partners that focused on the COVID-19 pandemic and human rights issues relating to the Kosovo-Roma, Kosovo-Ashkali and Kosovo-Egyptian communities and addressed hate speech. The Mission continued its support for civil society organizations and human rights defenders through five meetings.

23. The Mission continued to coordinate its work with the United Nations Entity for Gender Equality and the Empowerment of Women (UN-Women) and the Security and Gender Group in advocating for the increased engagement of women in social, economic and political processes and concrete actions to respond to gender-based violence, and promoting the women and peace and security agenda in Kosovo. The Mission supported the enhanced participation of women in decision-making and the integration of gender perspectives into formal and informal dialogue processes. UNMIK was also proactive in advancing the agenda for youth, peace and security by continuing its work on fostering youth participation in local decision-making processes and youth cross-community dialogues.

24. During the reporting period, the Mission implemented 33 programmatic activities and 21 confidence-building projects. The projects served as a tool to achieve the Mission's mandated objectives and focused on intercommunity trust-building, the rule of law, human rights and promoting the inclusion of non-majority and marginalized groups, including youth and women, in democratic and peacebuilding initiatives.

25. UNMIK also continued to facilitate the participation of Kosovo representatives in a number of regional and international forums. The meetings covered a range of subjects, including issues related to the Central European Free Trade Agreement (CEFTA) and the work of the Economic Commission for Europe. On four occasions, UNMIK attended virtual meetings, including the Balkans aviation normalization meeting and three meetings of the CEFTA Joint Committee. On 12 other occasions, UNMIK enabled, through the preparation of facilitation letters, representatives of Kosovo institutions to attend meetings while accompanied by officials from United Nations agencies, funds and programmes acting as UNMIK representatives. These included participation by Kosovo in the first meeting of the action steering committee of the United Nations Office on Drugs and Crime (UNODC), held online, an Arria-formula meeting on the implementation of Security Council resolutions on youth, peace and security in peace operations and an online workshop conducted by the World Health Organization (WHO) on increasing the availability and affordability of quality-assured insulin and associated devices.

26. Strategic communications continued to be one of the main tools used by the Mission to promote intercommunity trust-building and access to justice and human

rights, gender equality, the women and peace and security agenda and the youth, peace and security agenda. UNMIK also provided support in raising awareness of the COVID-19 pandemic among communities in Kosovo.

27. The Comprehensive Planning and Performance Assessment System was launched in UNMIK in 2019 and continues to be actively implemented. UNMIK has developed its Assessment System results framework, outlining a prioritized, whole-of-mission plan for mandate delivery, and is collecting indicator data to help track progress and assess the impact of the Mission's work in priority areas. UNMIK has undertaken two performance assessments since its launch, informed by the indicator data, to evaluate the performance by the Mission of mandated tasks. The implementation of the Assessment System is being managed by the Office of the Chief of Staff and will continue to be used regularly to update mission plans, inform leadership decision-making and strengthen reporting to Headquarters and Member States. However, limited planning capacity in the Mission makes it challenging to conduct regular integrated planning and performance assessments.

COVID-19 pandemic

28. In response to the COVID-19 pandemic, UNMIK and the United Nations Kosovo team continued to implement risk reduction measures such as the telecommuting of non-critical staff and the use of virtual communications platforms. The Mission has maintained its core operational activities and directed some of its programmatic activities to support responses to the impact of the pandemic on local communities and vulnerable groups. The Mission and the United Nations Kosovo team continued to closely coordinate on issues related to medical prevention, preparedness and response, including by rolling out a vaccination campaign to all United Nations personnel and eligible dependants. The UNMIK medical facility and team were enhanced to support COVID-19 pandemic prevention and response for all United Nations staff and dependants. UNMIK also administered 2,370 COVID-19 vaccinations for staff and eligible dependants. The Mission's COVID-19 pandemic task force ensured alignment with United Nations Headquarters guidance and oversaw the prioritization of activities as well as the development of guidance and the dissemination of information to all staff, as directed by senior leadership and in consultation with the United Nations Kosovo team, as applicable.

Substantive and other programmatic activities

29. Confidence-building projects and other programmatic activities continued to be important tools to further the implementation of mandates, yielding concrete results with regard to fostering trust-building and reconciliation, promoting the inclusion of non-majority and marginalized groups in peacebuilding initiatives, advancing the women and peace and security agenda and the youth, peace and security agenda, promoting and protecting human rights and providing support for the rule of law.

30. A total of 33 programmatic activity projects were implemented during the reporting period, of which 6 programmatic activities were implemented by UNMIK, 1 programmatic activity was implemented by UNMIK in collaboration with implementing partners and 26 programmatic activities were implemented solely by external implementing partners. The implementation of the programmatic activities planned for the 2020/21 period was affected by the COVID-19 pandemic. As a result, the Mission had to adjust planned projects to support local communities in order to address the challenges brought by the pandemic. The COVID-19 prevention projects involving the purchase, delivery and distribution of items and materials were implemented solely by UNMIK, as a result of a cost-benefit analysis that identified the Mission as being better placed in terms of knowing the needs of beneficiaries and

thus better equipped to implement them in-house, rather than through implementing partners as previously envisaged.

Confidence-building projects

31. A total of 21 confidence-building projects were implemented during the reporting period. The projects focused on inter-ethnic cooperation and reconciliation between communities through the provision of services at the community level or on supporting the resolution of economic, social, cultural or environmental issues at the local level. The confidence-building projects also provided for the participation of women and youth. In addition, of the 21 confidence-building projects, 6 were gender-specific, 12 were gender-sensitive and 3 gender-neutral. The activities were carried out by implementing partners under the following areas:

(a) Support to the COVID-19 pandemic response: Seven projects directly supported the efforts of local communities to address the impact of the COVID-19 pandemic. The translation into Serbian and Turkish of vital COVID-19 pandemic-related information has benefited the Kosovo-Serb and Kosovo-Turkish communities and the public at large through its publication on the websites of the Kosovo Ministry of Health and of the Office of the Language Commissioner, where they can be picked up by the local media. A project to promote inclusive education in Kosovo through learning centres for children from minority communities benefited 350 children from the Kosovo-Roma, Kosovo-Ashkali and Kosovo-Egyptian communities, who were provided with online educational support during the pandemic in the fields of language, mathematics and social-emotional development. Similarly, another project was implemented to support 21 Kosovo-Ashkali children in South Mitrovica, who were provided with information technology devices for online learning as well as psychosocial activities to improve their active participation in school. Online learning was supported through a project on sharing tablets, in which the Sveti Sava primary school received 32 information technology tablets so it could lend them to its Kosovo-Roma and Kosovo-Ashkali pupils for online classwork. A project to provide economic support to the women of non-majority communities and to small- and medium-sized enterprises affected by the COVID-19 pandemic included the provision of textiles and various equipment such as a textile printing press, an industrial sewing machine, an “edible printer” for a pastry bakery and a milking machine for a small dairy farm business to initiate start-up businesses for 15 women. In addition, online business-to-business meetings and business matching were held for four Kosovo-Serb and Kosovo-Albanian women entrepreneurs. Through a project offering psychological support to women affected by the pandemic, individual counselling services were provided to 120 women from various ethnic communities, including through outreach and online group workshops. Elderly pensioners were supported through a project that promoted the utilization of information technology tools and the Internet, in particular during the COVID-19 pandemic. The provision of basic information technology tools and lessons helped elderly pensioners access vital online services during the pandemic, enabling them to buy medicines during emergencies and pay utility bills, among other things;

(b) Environment: Two projects were implemented regarding the protection of the environment to stimulate inter-ethnic community interaction. A project using both an in-person format and an online platform to raise children’s awareness of protecting the environment benefited 22 schoolchildren through interactive workshops on environment protection and sustainability issues, a field trip to Blinaja National Park and brainstorming sessions for a small project grant. The winning school implemented a project to install two solar panels as a step towards becoming a sustainable school. Following consultations, workshops and door-to-door campaigns, in a project to facilitate the integration of non-majority ethnic groups through environmental

protection, 88 families in six mixed villages in Istog/Istok municipality registered for the municipal waste collection service to reduce waste disposal in public places. The project also established partnerships between civil society, public authorities and Kosovo-Albanian and Kosovo-Serb organizations to protect the environment;

(c) Training and capacity-building: Three projects contributed to more interactions and improved communications between Kosovo-Albanian and Kosovo-Serb communities through training and capacity-building activities. The multi-ethnic craft centre project benefited 30 young women and men through training sessions on tailoring and 3D printing. The training outputs (100 sewn fabric masks and 100 visors) were donated to two clinics and four rural dispensaries. The project also equipped the craft centre with two 3D printers, 3D printing filament, three sewing machines and four laptops. The implementation of the project focused on the urgent need for vocational education training, and the non-formal education programme supported 60 young graduates and aspiring entrepreneurs in woodworking, metal fabrication, embroidery, communications and multimedia. The training and internship activities conducted in support of the Vocational Training and Internship Facility Support project fostered intercommunity relations between Kosovo-Albanian and Kosovo-Serb women and men through training and workshops on digital business and gastronomy, with the participation of 58 young women and men, 13 of whom subsequently received internships with private companies;

(d) Culture and arts: Four projects contributed to improving inter-ethnic relations through the arts, including through the production of books and a collection of poems. The Mission promoted intercommunity trust-building through the implementation of a project to produce and publish a children's book that highlighted the shared humanity of all communities and conveyed educational messages related to art, nature and cooperation. The books were distributed to learning centres and organizations that catered to children. The "Poetry without Borders" project was aimed at improving communication between communities in Kosovo through a collection of works by poets from the Western Balkans translated into Serbian and Albanian. The project, implemented to support unity through art, contributed to strengthening inter-ethnic trust through an online platform and art exhibitions. Through the implementation of an artistic project, diversity through art in the Kosovo-Serb community in Kamenicë/Kamenica and in the Kosovo-Albanian community in Ferizaj/Uroševac was promoted. Art workshops were also held for 20 participants from Kosovo-Albanian, Kosovo-Serb, Kosovo-Roma, Kosovo-Ashkali and Kosovo-Egyptian communities;

(e) Support for business development and economic empowerment for young women: Three projects stimulated multi-ethnic participatory processes through training and workshops in support of the economic empowerment of women. Some 600 young women from different communities in Pejë/Pec, Istog/Istok, Deçan/Dečani and Klinë/Klina participated in training and workshop activities in a project implemented to promote tolerance through education and the creation of employment opportunities with a focus on innovation and information and communications technology. The project also supported two start-up businesses led by young women in cooperation with the members of the United Youth Club. To empower women from the minority communities in peacebuilding, economically sustainable and participatory processes, a project was implemented with the participation of 60 unemployed women from non-majority communities who were trained in starting businesses. The project also included a survey of 200 women from non-majority communities to assess their economic conditions. A project to train women and young farmers in the cultivation of medicinal and aromatic plants stimulated inter-ethnic cooperation and interaction between the two groups through workshops and coaching, and provided support in the form of seedlings and farm visits in Istog/Istok for the sharing of experiences between young farmers and successful farmers;

(f) Media: Two projects used the media and new technologies to promote unity and inter-ethnic interaction between communities. A project involving inspiring stories of multi-ethnic cooperation in Kosovo during the COVID-19 pandemic supported reconciliation using positive examples of such cooperation in Graçanicë/Gračanica, Novobërdë/Novo Brdo, Pristina, Shtërpçë/Štrpce, Pejë/Peć and Kamenicë/Kamenica. Based on this project, a television documentary entitled *Humanity Cures Everything*, reflecting multi-ethnic stories that promote unity and coexistence among communities during the pandemic, was produced and published on social network platforms such as a YouTube channel and the Facebook page of the implementing partner, GraçanicaOnline.Info. The first “Festival of Children Smartphone Movies” in Kosovo was held, inviting children from Kosovo-Serb, Kosovo-Roma and Kosovo-Bosnian communities to collaborate in using technology for productive student engagement during the pandemic.

Other programmatic activities

32. A total of 33 programmatic activity projects were implemented during the reporting period. The higher number of projects implemented was attributable to the Mission’s increased focus on intercommunity trust-building and community stabilization, advancing the rule of law and human rights, gender, and youth, and the reprioritization of activities to support local communities affected by the COVID-19 pandemic. The Global Open Day event for 2021, which brought together more than 100 participants, provided a virtual platform for political leaders, civil society and women-led community groups to highlight the importance of women’s meaningful participation in decision-making, including on COVID-19 pandemic response and recovery. Of the 33 programmatic activities, 18 were implemented in the area of community stabilization and trust-building (comprising 4 implemented by UNMIK, 1 by both UNMIK and the implementing partners and 13 solely by the implementing partners), and 15 programmatic activities were implemented under rule of law and human rights (comprising 2 implemented by UNMIK and 13 by external implementing partners), as follows:

(a) Community stabilization and trust-building: A total of 18 community stabilization and trust-building projects were implemented, focusing on strategic communications (2), youth (3) and women (4), and in support of intercommunity trust-building and reconciliation (9). The Mission continued to build on the achievements of the United Nations Kosovo Trust-Building Forum held in May 2018 with a focus on providing support to comprehensive language initiatives by developing an intermediate-level Albanian/Serbian course and to furthering the development of an online Albanian-Serbian/Serbian-Albanian dictionary application. The Mission also continued to enhance the online Kosovo Trust-Building Platform to increase public access, develop a “network of trust-builders” and produce and disseminate positive stories of building trust in the form of media articles, videos and podcasts, and virtual round table discussions with the participation of women experts. In addition, the Kosovo Trust-Building Network posted 100 pledges from trust-building professionals in Kosovo which were shared across official social media channels. Two projects on community trust-building through strategic communications were implemented. The Mission’s implementing partner, Balkan Investigative Reporting Network, produced a series of multi-ethnic television programmes entitled *Town Hall Solutions*, featuring solutions-focused reportage on intercommunity discussions with decision-makers on common problems affecting all Kosovo communities, as well as the *Community Heroes* video series on community responses to the impacts of the COVID-19 pandemic. The programmes were broadcast on local Kosovo-Albanian and Kosovo-Serb television channels and live-streamed on social media. The Mission provided support to the only independent news agency in Kosovo by making official information, in particular information related to

the COVID-19 pandemic, available in Serbian and information related to the Kosovo-Serb community available in Albanian. The project also supported the translation of information on the COVID-19 pandemic from the Ministry of Health and the Institute of Public Health into Serbian. Serbian-language media also received free subscriptions to the Serbian language news agency established under the project. As part of the pandemic response, the Mission promoted the role and involvement of young people in intercommunity trust-building by bringing them together to produce face shields for medical professionals and public servants. In the Mitrovica region, support was provided to the municipal authorities through the delivery of food, hygiene packages, tablets, oxygen generator masks and other essential supplies for persons in vulnerable situations, the facilitation of access to online education for children and the strengthening of the capacities of public health institutions in North and South Mitrovica. The Mission also supported women's economic empowerment by engaging women, including from Kosovo-Roma, Kosovo-Ashkali and Kosovo-Egyptian communities, to produce reusable face masks for vulnerable populations across municipalities of Kosovo. Through the provision of information updates, online content and thematic reports, the Mission also increased awareness among young men and women from all communities about available mechanisms for enhancing their participation in activities at the local and central levels. The projects helped improve capacity and networking and advocacy skills related to engaging with municipal authorities and promoting youth-led initiatives. The Mission also continued to support the empowerment of youth through vocational and entrepreneurial training as well as organized networking and community-building opportunities;

(b) Rule of law and human rights: A total of 15 projects were implemented in support of local institutions in the areas of rule of law and human rights. The Mission supported the Kosovo Law Institute in drafting commentary on the Law on Prevention of Conflict of Interest, assisted the Basic Court of Mitrovica in translating the backlog of case files to facilitate access to justice and enhanced the capacity of court staff in case management, communications and ethics. In addition, in partnership with the Kosovo Judicial Council and Kosovo Prosecutorial Council, 53 translators, 60 per cent of them women and 2 per cent of them from non-majority communities, benefited from specialized training courses for court and prosecution translators. In Kosovo-Serb-majority municipalities in northern Kosovo, the Mission supported the continued integration of the judiciary by providing support for the translation of 3,650 pages of case files. The assigned translators also provided interpretation in court hearings and sessions, while legal associates contributed to case review and case selection. The Mission-supported projects also helped the Mitrovica Detention Centre and the North Mitrovica Division of the Court of Appeals to address challenges related to the integration of the judiciary and correctional services, including through the assignment of legal associates and improved detention conditions. The projects improved the sanitary and public health conditions at both the Detention Centre and in the North Mitrovica Division of the Court of Appeals. Under a separate project, a functional bakery was established at Lipjan/Lipljan correctional centre for women and juveniles that was operated by women and juvenile detainees. The Mission-supported projects also provided software and training to the Kosovo Forensic Agency and helped to mitigate the impact of the COVID-19 pandemic on the planned activities of the Association of Women in Kosovo Police by providing laptop computers and promotional materials to enable the Association's to promote the activities of its members and support them through online training sessions, workshops and round tables. The Mission also implemented projects to help enhance public safety through the installation of closed circuit television security cameras in the Viti/Vitina and Rahovec/Orahovac municipalities. Other projects supported the legal aid support centre in the provision of free legal advice, including through a toll-free number and online platforms and by appointing attorneys from the Kosovo Bar

Association to represent plaintiffs in court proceedings. In the area of human rights, the Mission supported the improvement of the capacity of civil society organizations in monitoring and reporting on human rights, with a focus on economic, social and cultural rights in the context of the COVID-19 pandemic. This included training on international and local human rights frameworks and their application in Kosovo, and engagement with United Nations human rights mechanisms, particularly the special procedures of the Human Rights Council. The Mission also helped to increase awareness regarding the Child Protection Law in Kosovo through online educational materials for Kosovo-Bosniak and Kosovo-Serb students and the holding of training-of-trainers courses on the Law and its implementation. In a separate project, support was also provided to children who had been disproportionately affected by the COVID-19 pandemic through the provision of assistance to one of the first “drop-in” centres for children in street situations and their families. The Mission also supported the families of missing persons from a range of communities in Kosovo, facilitated the promotion of the rights of women, facilitated the production of a regional report that provided an analysis of court decisions across the Western Balkans related to the division of property among married couples and helped to increase the capacities of judicial institutions to implement legal decisions. In addition, support was provided to improve the opportunities of women and girls who are survivors of conflict-related sexual violence and of sexual and gender-based violence. This involved providing opportunities for the generation of income, access to health and psychological care and promoting awareness of their rights.

C. Mission support initiatives

33. UNMIK continued the implementation of its three-year quality management strategy by focusing on developing business intelligence capabilities for operational performance management, transparency and reporting. The Mission continued to train its staff and share best practices and lessons learned with Headquarters and other missions in the areas of data visualization and performance analytics. To maintain its quality management systems in line with the requirements of ISO 9001:2015, for which it was certified in 2019, UNMIK performed annual surveillance audits and was recertified in the second quarter of the 2020/21 period. Business intelligence initiatives implemented by UNMIK are well recognized by Headquarters, other peacekeeping missions, United Nations agencies, the Board of Auditors, the Office of Internal Oversight Services and the auditors of the International Organization for Standardization. Using the Mission’s knowledge-sharing approach, the training of staff members from the Mission and United Nations agencies on business intelligence tools and self-service data analytics continued during the period. The Mission’s achievements, best practices and lessons learned were shared with other peacekeeping missions. UNMIK contributed to Headquarters-led projects such as the Comprehensive Planning and Performance Assessment System, United Nations business intelligence management and supply chain performance dashboards. After the field remote infrastructure management system was implemented in UNMIK during the 2019/20 period, the Mission facilitated the development of business intelligence dashboards on the field remote infrastructure management system for other missions, in partnership with the Global Service Centre. The Mission will continue to implement measures in compliance with the ISO 9001:2015 quality management systems framework. In line with delegated authority, the Mission successfully managed, accounted for and reported on property, plant and equipment, financial and non-financial inventories, and equipment below threshold value with a total historical cost of \$10 million. In addition, the Mission achieved a property management index of 2,000 out of 2,000 points available.

34. In accordance with the United Nations Secretariat climate action plan 2020–2030, and in alignment with the plan’s eight targets, UNMIK, through its mission-wide environmental action plan, implemented initiatives and activities to reduce its environmental footprint. This included initiatives in the areas of energy efficiency and waste management, and clean-up and tree-planting activities on World Environment Day. Specifically, the Mission replaced inefficient lights with energy-efficient alternatives, installed motion sensors in all common areas and installed solar water heaters at Mission headquarters in Pristina and at the Mitrovica Regional Office. UNMIK has also started construction on new self-monitoring, analysis and reporting technology (SMART) and environmentally friendly offices at the Mitrovica Regional Office by replacing the containers with hard walls. During the 2020/21 period, UNMIK achieved an international standard for environmental management systems: ISO 14001:2015. The implementation of the standard will assist UNMIK in improving its environmental performance by using its resources more efficiently and reducing its waste, thus minimizing its environmental footprint.

D. Partnerships and United Nations system coordination

35. OSCE, EULEX and KFOR continued their respective roles within the framework of Security Council resolution [1244 \(1999\)](#). They have regularly exchanged information with UNMIK to ensure coordination on issues related to the maintenance of peace, the rule of law and stability on the ground. UNMIK also continued to meet with representatives of the European Union, EULEX, KFOR, OSCE, the Council of Europe and the United Nations Kosovo team, in addition to holding regular bilateral meetings with the respective organizations.

36. UNMIK continued to collaborate with key stakeholders, including EULEX, the European Union Office in Kosovo and the United Nations Kosovo team, on the implementation of the joint United Nations police, judicial and corrections support programme in Kosovo. In addition, the UNMIK INTERPOL Liaison Office continued its close cooperation with the International Police Cooperation Unit of EULEX in facilitating information exchange between INTERPOL member States and Kosovo authorities on police and judicial cooperation matters. EULEX regularly participated in the meetings of the Rule of Law Civil Society Coordination Committee, a Mission-led initiative, and the UNMIK “Justice Section Task Force”, with a focus on rule of law issues in North Mitrovica. UNMIK continued to collaborate closely with OSCE, including on human rights, media and community relations.

37. The Mission maintained close coordination with the United Nations Kosovo team at both the strategic and technical levels through regular meetings between senior leadership and thematic technical working groups, and joint programming. The Mission also collaborated closely with the United Nations Kosovo team on the COVID-19 pandemic response by rolling out the COVID-19 vaccination campaign for all United Nations personnel and eligible dependants.

38. UNMIK and the United Nations Kosovo team worked closely to develop the integrated strategic framework 2021–2023 for Kosovo and identified strategic areas of collaboration between UNMIK and the United Nations Kosovo team to strengthen governance and institutional capacities in Kosovo. The Mission continued to provide support to the United Nations Kosovo team in the preparation of the United Nations Sustainable Development Cooperation Framework for Kosovo. UNMIK and the United Nations Kosovo team continued to collaborate on a number of thematic issues, including gender equality, youth empowerment, intercommunity trust-building, human rights, the rule of law and strategic communication.

39. UNMIK continued to facilitate the activities of the United Nations Educational, Scientific and Cultural Organization, the Food and Agriculture Organization of the United Nations and the United Nations Human Settlements Programme (UN-Habitat) in accordance with the memorandums of understanding between UNMIK and those entities.

E. Results-based budgeting frameworks

Component 1: substantive

40. During the reporting period, the Mission continued to implement its mandate aimed at ensuring conditions for a peaceful and normal life for all inhabitants of Kosovo and advancing regional stability in the Western Balkans. Amid the political tensions between Belgrade and Pristina, UNMIK continued to support dialogue through good offices and engagement with Pristina and Belgrade authorities and international partners.

41. The Mission emphasized trust-building among Kosovo communities and monitored, reported on and facilitated the resolution of issues related to the reconciliation of the communities of Kosovo. UNMIK facilitated the participation of Kosovo in regional and international forums, advocated for and reported on human rights and provided support in the area of the rule of law. The Mission advanced the women and peace and security agenda and the youth, peace and security agenda to promote the meaningful engagement of women and youth in decision-making processes.

Expected accomplishment 1.1: Progress towards reconciliation and integration of all communities in Kosovo

Planned indicators of achievement

Actual indicators of achievement

1.1.1 Increase in the number of activities initiated and/or undertaken by mandatory municipal mechanisms, as well as by civil society and local organizations, promoting intercommunity trust-building and integration in municipalities throughout Kosovo (2018/19: 574; 2019/20: 754; 2020/21: 290)

UNMIK recorded 860 decisions and activities taken and/or implemented by local mandatory mechanisms, mayors, municipal assemblies, women's organizations and local non-governmental organizations aimed at promoting community development, intercommunity trust-building and reconciliation and women and youth empowerment, as well as preventing the spread of COVID-19. The main issues addressed were related to security (167); infrastructure improvement (99); community (re)integration (413); return of displaced persons (37); gender (72); and environmental protection (72)

The higher-than-planned number of decisions resulted from the extensive intercommunity trust-building and integration activities (such as the provision of social, health, education and housing assistance to the public and vulnerable families and the implementation of women and youth empowerment programmes) undertaken by municipalities and non-governmental organizations amid the COVID-19 pandemic

1.1.2 United Nations Kosovo Trust-Building Forum recommendations related to promotion and protection of human rights are implemented by Kosovo government, municipalities and civil society across Kosovo (2018/19: not applicable; 2019/20: 15; 2020/21: 10)

18 recommendations from the United Nations Kosovo Trust-Building Forum of May 2018 were addressed as follows:

11 language-related recommendations were addressed by UNMIK in cooperation with the Office of the Language Commissioner and the International Organization for Migration (IOM) through the launch of a new phase of activities aimed at promoting language rights

	<p>6 Trust-Building Forum recommendations related to human rights and the empowerment of survivors of conflict-related sexual violence were addressed through 2 programmatic activities. 3 recommendations were addressed through 1 programmatic activity in relation to education, aiming at promoting economic and social rights, and the other 3 recommendations were addressed through another programmatic activity in relation to women's rights</p> <p>1 recommendation related to missing persons was addressed by UNMIK through its engagement as a member of the Pristina delegation of the Working Group on persons who are unaccounted for in connection with the events in Kosovo</p> <p>The higher-than-planned number of recommendations addressed was due to the Mission's projects on language rights, which covered a wide spectrum of issues included in the recommendations</p>
1.1.3 Increase in the percentage of women holding leadership positions within municipal administrations (2018/19: not applicable; 2019/20: 22 per cent; 2020/21: 35 per cent)	<p>The percentage of women holding municipal directors' positions increased from 22 per cent in 2019/20 to 27 per cent in 2020/21</p> <p>The lower-than-planned percentage of women holding leadership positions within municipal administrations was attributable in part to the fact that recent elections in Kosovo brought changes to the structure of the governing coalition at the central level, which meant that new appointments were made within municipal administrations, including the appointment of new municipal directors</p>

<i>Planned outputs</i>	<i>Completed (number or yes/no)</i>	<i>Remarks</i>
Resolution of issues affecting communities, returns and cultural heritage through facilitation and daily meetings with local and central authorities, civil society, women's associations, and key mandate holders in municipalities throughout Kosovo	Yes	UNMIK held 2,326 meetings, mostly online, with local and central authorities, civil society and key stakeholders to monitor and report on issues affecting the non-majority communities, including the effects of the COVID-19 pandemic. The facilitation by UNMIK resulted in the resolution of 8 community-related issues through: (a) the rehabilitation of an access road between the Sveti Ilija church in Varosh/Varoš village and the main road in Ferizaj/Uroševac town; (b) the holding of a meeting in Graçanicë/Gračanica to discuss the election of a deputy mayor for the communities; (c) the restoration of electricity supply to Lëvoshë/ Ljevoša village; (d) the provision of access to voting in the parliamentary election by Kosovo-Serb returnees in Bablak/Babljak village; (e) the cleaning of an illegal dump site in the Kosovo-Serb village of Osojan/ Osojane; (f) the restoration of damaged streetlights in an ethnically mixed neighbourhood in Pejë/Peć town; (g) at the request of Pristina authorities, reissuing eviction letters to 15 families in both the Albanian and Serbian languages after Kosovo-Serb recipients complained to UNMIK that the first letters were only in Albanian; and (h) the reinstatement of humanitarian transport for Kosovo-Serb returnees in Bablak/Babljak village

		9 online meetings were also held with women's organizations on domestic violence, early marriage and support for women's empowerment
Assessment of the living, socioeconomic and security conditions of returnees, through quarterly visits, including specific meetings with returnee women, in 51 identified return sites and villages and of displaced persons in 8 identified collective centres, with the aim of promoting the sustainable return and integration of internally displaced persons in Kosovo	No	<p>No visits were conducted to assess the living, socioeconomic and security conditions of returnees in 51 identified return sites and villages and of displaced persons in 8 identified collective centres owing to the COVID-19 pandemic</p> <p>UNMIK maintained regular contact with municipal officials and obtained information indicating that the total number of families was 445, comprising 1,159 individuals. With the exception of a limited number of security incidents, including thefts in Dresnik/Drnsnik village and Lubozhdë/Ljubožda village, the security situation was reported to be generally stable in all other return sites/villages. Unemployment remained the main socioeconomic concern of returnees. Adequate housing, including access to public services such as electricity, water supply, schools and health centres, was reported in all the return sites/villages</p> <p>After the closing of 6 collective centres in Brezovicë/Brezovica village in Shtërpçë/Štrpce municipality, 58 internally displaced families comprising 143 individuals were relocated to newly constructed housing. The remaining 14 Kosovo-Serb families comprising 17 individuals were relocated to the 2 other collective centres ("Bergen" and "Padalište") in Graçanicë/Gračanica municipality. No security incidents were reported. The electricity supply was generally satisfactory, but poor living and hygienic conditions were reported in the collective centres</p>
Preparation and electronic distribution of 220 field reports by UNMIK to enable and facilitate coordinated and informed decision-making regarding community-related issues and concerns, including returns, gender, integration and religious and cultural heritage, with the aim of increasing cooperation with local and international partners, including the United Nations Kosovo team, OSCE, the European Union, the diplomatic community and the Kosovo government	250	<p>Field reports were prepared and distributed to local and international partners, including the United Nations Kosovo team, OSCE, the European Union, the diplomatic community and the Kosovo government. The reports covered a broad range of community-related issues and concerns, including the response to the COVID-19 pandemic, returns, gender, community (re)integration, infrastructure development, employment, education, environment, and religious and cultural heritage. The preparation and distribution of field reports further strengthened information-sharing, enhanced coordination among international and local partners and contributed to informed decision-making on critical community-related issues and concerns</p> <p>The higher-than-planned number of reports produced was the result of a need for additional reports to cover the COVID-19 pandemic responses of the local administrations and the support provided by UNMIK</p>

<p>Provision of advice and support through participation in at least 200 meetings with the Kosovo Police Service, EULEX and KFOR on security and political issues in northern Kosovo, at each of the 5 municipal offices within the Mitrovica Regional Office area of responsibility, and at least 500 meetings with local authorities, community and civil society representatives and international organizations in northern Kosovo, at each of the 5 municipal offices within the Mitrovica Regional Office area of responsibility, on intercommunity reconciliation and the peaceful resolution of issues affecting local communities</p>	180	<p>Meetings were chaired by the Mitrovica Regional Office in northern Kosovo on political and security developments with the participation of the Kosovo Police Service, EULEX and KFOR in North Mitrovica (51), Zvečan/Zvečan (25) and Leposaviq/Leposavić (53), and inter-agency meetings were held at the Mitrovica Regional Office (51)</p> <p>In addition, UNMIK participated in 116 weekly meetings in Zubin Potok (12) and Leposaviq/Leposavić (104) to improve the security situation in the Mitrovica region</p>
	841	<p>Regular meetings were held by the field offices in North Mitrovica (154), South Mitrovica (61), Zvečan/Zvečan (179) Leposaviq/Leposavić (297) and Zubin Potok (115), and by the Mitrovica Regional Office (35) throughout the Mitrovica region, with local authorities, local community members, religious representatives, civil society organizations and key mandate holders on issues and concerns affecting all communities. Owing to restrictions in connection with the COVID-19 pandemic, the Mitrovica Regional Office and its field offices held virtual meetings to promote dialogue as well as trust-building and peaceful inter-ethnic and interreligious coexistence. The meetings also addressed recommendations of the 2018 United Nations Kosovo Trust-building Forum; challenges related to the local implementation of European Union-facilitated agreements; access to public services such as electricity and water; the incorporation of gender into governance policies and practices; and the involvement of women in trust-building activities and responses to the COVID-19 pandemic. UNMIK continued to contribute to stability in multi-ethnic areas through the timely provision of critical and accurate information to all stakeholders</p>
<p>10 coordination meetings pertaining to human rights developments in Kosovo in collaboration with the Council of Europe, OSCE, the European Union and the United Nations Kosovo team, and at least 5 meetings with civil society organizations and human rights defenders on the promotion and protection of human rights and fundamental freedoms</p>	Yes	<p>Human rights coordination meetings were held in Pristina and Mitrovica in collaboration with international organizations as follows:</p> <p>5 human rights coordination meetings were held in a virtual format to discuss human rights issues, in particular with regard to the COVID-19 pandemic and its impact on Kosovo-Roma, Kosovo-Ashkali and Kosovo-Egyptian communities. UNMIK chaired a virtual discussion on hate speech with participants from the United Nations Kosovo team, the OSCE Mission in Kosovo, the Office of the European Union Special Representative, EULEX and the Council of Europe</p> <p>7 meetings of the Regional Human Rights Working Group, chaired by UNMIK, with the participation of OSCE, IOM and EULEX, were held in Mitrovica. The participants discussed the human rights implications of</p>

		<p>the COVID-19 pandemic and containment measures; the monitoring of court hearings and detention centres amid the pandemic; and language rights. The sanitary situation in the Roma Mahala in South Mitrovica and the Kosovo-Roma community's access to food and medical assistance, as well as the situation of internally displaced persons in the region and initiatives undertaken by the respective organizations, were also discussed</p> <p>In addition, as planned, 5 meetings with civil society organizations and human rights defenders were held by UNMIK on human rights developments, and the <i>Civil Society Report on Human Rights in Kosovo in 2020</i> was issued with support from UNMIK and was discussed by the Committee for Human Rights at the Kosovo Assembly</p>
Provision of technical assistance and support to the Office of the Prime Minister and the Ombudsperson Institution regarding their compliance with international human rights standards, through 12 meetings	11	<p>Meetings were conducted by UNMIK to provide technical assistance to the Ombudsperson Institution and the Office of the Prime Minister as follows:</p> <p>4 meetings were held with the Ombudsperson Institution to discuss the latest human rights developments and avenues for collaboration</p> <p>5 meetings with the Office of the Prime Minister were held to discuss the human rights implications of the COVID-19 pandemic, transitional justice and communications between Kosovo authorities and the special procedures of the Human Rights Council</p> <p>1 meeting with the Deputy Prime Minister for Minority Issues and Human Rights to discuss the human rights situation in Kosovo and the priorities of the new government</p> <p>1 meeting was conducted by UNMIK with the Chair of the Committee on Human Rights, Gender Equality, Missing Persons and Petitions and representatives of the Mission attended a meeting of the Kosovo Inter-Ministerial Coordination Group on Human Rights to discuss the programme for the promotion and protection of human rights in Kosovo for 2021–2025</p>
Participation in 8 meetings of the Security and Gender Group on gender-based violence with UN-Women, the United Nations Development Programme, OSCE, EULEX, the Kosovo authorities and civil society organizations to promote gender mainstreaming to increase joint advocacy and actions	10	<p>Meetings of the Security and Gender Group, chaired by UN-Women, with the participation of UNMIK, were held to enhance public awareness and joint advocacy concerning gender equality and the women and peace and security agenda. Topics of discussion included women's participation in the 2021 parliamentary elections and other decision-making processes, gender-responsive measures and recovery from COVID-19 and addressing gender-based violence</p> <p>The meetings resulted in joint advocacy action, including the issuance of three joint statements calling for: (a) concrete actions to respond to increased</p>

		<p>violence against women and girls in Kosovo;</p> <p>(b) adherence by the Central Election Commission to the provisions of the Law on Gender Equality; and</p> <p>(c) condemnation of incidents of femicide and concrete actions to protect women</p> <p>The Security and Gender Group's continuous efforts in raising awareness about the importance of women's meaningful participation in decision-making, and their provision of platforms to raise women's voices, contributed to an increase in the number of women elected to the Kosovo Assembly, from 39 to 41, during the reporting period</p> <p>The Security and Gender Group meetings discussed: advocacy for women's participation in decision-making; coordination with regard to International Women's Day; the 16 Days of Activism against Gender-based Violence campaign; the twentieth anniversary of Security Council resolution 1325 (2000) on women and peace and security; and gender-responsive measures for socioeconomic recovery following the setbacks in connection with the COVID-19 pandemic</p> <p>The higher-than-planned number of meetings was due to the high number of COVID-19-pandemic-related activities by different actors that required additional coordination</p>
Biannual reports to the Security Council covering all relevant developments in Kosovo	2	<p>Reports were submitted to the Security Council (S/2020/964 and S/2021/332)</p>
Implementation of 22 confidence-building projects in the area of community support, with a focus on intercommunity trust-building	21	<p>Confidence-building projects were implemented as follows:</p> <p>7 projects supported local communities' efforts to address the impact of the COVID-19 pandemic in the areas of translation of COVID-19-related information, the online education of children, the provision of economic support to women in non-majority communities, mental health and ensuring vital online services for elderly pensioners</p> <p>2 projects focus on the protection of the environment, and completed activities combined an in-person approach and an online platform</p> <p>3 projects contributed to more interactions and improved communications between Kosovo-Albanians and Kosovo-Serbs through training and capacity-building activities</p> <p>4 projects contributed to improving inter-ethnic relations through arts, including through the production of books and a collection of poems</p> <p>3 projects supported business development and economic empowerment for young women</p>

		<p>2 projects used the media and new technologies in promoting unity and inter-ethnic interaction between communities</p> <p>The lower number of confidence-building projects implemented was due to higher actual costs attributable to compliance with the guidelines to prevent the spread of the COVID-19 pandemic</p>
Provision of support for intercommunity trust-building through 5 projects focusing on trust-building, youth, women and strategic communication	18	<p>Projects were implemented by UNMIK for programmatic activities in support of community stabilization and trust-building following the recommendations of the May 2018 United Nations Kosovo Trust-Building Forum with the focus on:</p> <p>Community support (9), through: (a) supporting comprehensive language initiatives (phase 3); (b) the installation of security cameras in Viti/Vitina municipality and the Pozharan/Požaranje centre; (c) supporting the Kosovo Trust-Building Platform (phase 3); (d) strengthening COVID-19 infection prevention, economic empowerment and virtual learning infrastructures for the Kosovo-Roma, Kosovo-Ashkali and Kosovo-Egyptian communities and people with disabilities; (e) promoting the implementation of the child protection law through a project entitled “I want and need to know my rights”; (f) supporting economic empowerment during the COVID-19 pandemic through a mask-making project; (g) supporting municipalities in assisting communities that are affected by the COVID-19 pandemic; (h) empowering youth and women against the COVID-19 pandemic through economic empowerment and the provision of platforms to voice their needs, concerns and priorities; and (i) supporting the COVID-19 pandemic response in the Mitrovica region</p> <p>Strategic communications (2) through: (a) the Serbian news desk of the <i>Kosovo Press</i>; (b) a television programme entitled <i>Town Hall Solutions</i></p> <p>Youth (3) through: (a) supporting youth empowerment and entrepreneurship in the field of information technology; (b) engaging youth in the production of face shields for medical professionals and public servants in Kosovo; (c) supporting youth participation in local governance</p> <p>Gender (4) through: (a) promoting handicraft skills to facilitate the independence of Kosovo-Roma, Kosovo-Ashkali and Kosovo-Egyptian women in the municipality of Prizren; (b) increasing awareness of Security Council resolution 1325 (2000) on women and peace and security in Kosovo; (c) ensuring women’s right to property through increased institutional capacity; (d) promoting women’s economic empowerment and rights</p>

<p>Preparation of media monitoring newsletters 6 days a week and their electronic circulation to approximately 1,700 recipients; issuance of 10 press releases and statements on behalf of the Special Representative of the Secretary-General in support of the Mission's mandate; production and publication of 8 original video stories and short films to be published on the Mission's digital platforms (website, Facebook, Twitter and YouTube), as well as 20 original web stories and 30 social media posts to promote and provide information on the Mission's activities and objectives, including, but not limited to, intercommunity dialogue and trust-building, youth, gender and human rights; and preparation of at least 50 responses to queries sent to UNMIK</p>	<p>Yes</p>	<p>The higher-than-planned number of projects was a result of the priority given to the provision of support to local communities during the COVID-19 pandemic</p> <p>478 editions of media monitoring newsletters were prepared and electronically circulated to approximately 1,700 recipients</p> <p>8 statements were published on behalf of the Special Representative of the Secretary-General in support of the Mission's mandate</p> <p>10 video stories were produced in support of the Mission's mandate and priorities and focused on the following issues: the role of women and early marriage in Kosovo-Roma communities; survivors of conflict-related sexual violence; National Missing Persons Day in Kosovo; community response to the COVID-19 pandemic; the UNMIK-sponsored project in which youth of various ethnicities made face shields for frontline workers; and language rights</p> <p>On the occasion of International Mother Language Day, a public information campaign, including an outreach event aired on a local television channel, was designed and implemented in support of the Mission's language rights programme and to promote multilingualism. A social media messaging campaign was designed and implemented to commemorate the twentieth anniversary of Security Council resolution 1325 (2000) on women and peace and security. 3 videos were translated, provided with voiceovers, edited and reproduced in Albanian and Serbian to support health-related awareness-raising campaigns by WHO</p> <p>28 original web stories and 337 social media posts (152 Facebook posts, 129 tweets and 56 Instagram posts) were published</p> <p>150 responses were provided to queries sent to UNMIK</p> <p>Approximately 2,000 tapes and 16,000 photos from the Mission's historical audiovisual archives (1999–2008) were digitized</p> <p>More activities were conducted in-house owing to the strategic and operational needs of the Mission. No additional budgetary funds were used to conduct such activities</p>
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Expected accomplishment 1.2: Progress with respect to Pristina's cooperation and dialogue with Belgrade and regional organizations

<i>Planned indicators of achievement</i>	<i>Actual indicators of achievement</i>	
1.2.1 Increase in the number of civil cases in the Mitrovica Basic Court and its Branches in Leposavić/Leposaviq and Zubin Potok, following completion of integration of the judiciary, in accordance with the agreements reached in the European Union-facilitated dialogue (2018/19: 1,050; 2019/20: 1,703; 2020/21: 1,250)	<p>According to Kosovo Judicial Council reports, a total of 2,446 civil cases were resolved in the Mitrovica Basic Court and its Branches in Leposaviq/Leposavić and Zubin Potok</p> <p>The higher-than-planned number of civil cases stemmed from the Mission's projects in support of Pristina's cooperation and dialogue with Belgrade and regional organizations, which enabled the translation of court case files and almost doubled the number of cases handled by this multi-ethnic court</p>	
<i>Planned outputs</i>	<i>Completed (number or yes/no)</i>	<i>Remarks</i>
Advice and support, including through good offices, on all mandated issues that relate to long-term normalization of relations between Belgrade and Pristina through 50 meetings between UNMIK leadership and Pristina and Belgrade officials	23	<p>Meetings were held with Belgrade and Pristina officials on issues related to the Mission's mandate and the long-term normalization of relations between the parties as follows:</p> <p>10 meetings were held between UNMIK leadership and Kosovo government officials</p> <p>11 meetings were held with Serbian government officials</p> <p>2 meetings were held with political parties in Serbia</p> <p>The lower-than-planned number of meetings was the result of restrictions on travel and in-person meetings in connection with the COVID-19 pandemic</p>
At least 50 meetings with international community representatives, chaired or attended by UNMIK to enhance coordination with international partners, namely, the European Union Office in Kosovo, EULEX, the Council of Europe, OSCE and KFOR	231	<p>Virtual and in-person meetings were held by UNMIK leadership with international community representatives as follows:</p> <p>47 meetings of the Executive Committee were chaired by UNMIK leadership</p> <p>47 meetings of principals and heads of mission involving international partners were held on political developments in Kosovo, responses to the COVID-19 pandemic, early legislative elections, the formation of the new government in Pristina and progress on the European Union-facilitated dialogue process</p> <p>131 meetings were held by UNMIK leadership with the diplomatic corps in Pristina and Belgrade that included the participation of international partners, including United Nations entities. The meetings focused on political developments in Pristina and Belgrade that could have an impact on the situation in Kosovo and on the European Union-facilitated dialogue</p>

		<p>6 meetings were held by UNMIK leadership with civil society representatives and international non-governmental organizations in Pristina and Belgrade to discuss the dialogue process, the strengthening of good governance, sustaining peace, the state of ethnic relations in the region and potential inter-ethnic cooperation initiatives</p> <p>The organization of virtual meetings made it possible to conduct a higher-than-planned number of meetings</p>
Improved cooperation with local interlocutors at all levels, through at least 8 visits to municipalities and the facilitation of subsequent high-level meetings in Pristina	2	<p>Visits to municipalities were conducted by UNMIK leadership as follows:</p> <p>1 visit to Deçan/Dečani to meet with the local authorities and residents of the Visoki Dečani monastery</p> <p>1 visit was conducted in Gjilan/Gnjilane during the distribution of assistance provided by UNMIK in connection with the COVID-19 pandemic to vulnerable families in the municipality. The meetings with the local authorities during the visit focused on community issues, including the impact of the COVID-19 pandemic; intercommunity trust-building, cooperation and reconciliation; women and youth empowerment; and the strengthening of cooperation between UNMIK and the municipalities</p> <p>The lower-than-planned number of visits was due to restrictions on the movement of personnel in connection with the COVID-19 pandemic</p>
Facilitation, through participation in meetings or other modes of intervention, of an estimated 20 events and meetings in relation to: (a) decision-making processes within the multilateral agreements signed by UNMIK on behalf of Kosovo, such as the Central European Free Trade Agreement, the Energy Community Treaty, the core regional transport network (South-East European Transport Observatory) and the European Common Aviation Area; and (b) participation of Kosovo institutions in regional and other forums not covered by the “Arrangements Regarding Regional Representation and Cooperation” agreed upon in the framework of the European Union-facilitated dialogue	16	<p>International meetings with the participation of Kosovo institutions were facilitated by UNMIK as follows:</p> <p>4 virtual meetings were attended by UNMIK, including 1 meeting on Balkans aviation normalization and 3 meetings of the CEFTA Joint Committee</p> <p>12 meetings were attended by representatives of Kosovo institutions when UNMIK prepared facilitation letters to enable them to attend the meetings while accompanied by officials from United Nations agencies, funds and programmes acting as UNMIK representatives</p> <p>The meetings included, among others:</p> <p>Attendance at an Arria-formula meeting on the implementation of Security Council resolutions on youth, peace and security in United Nations peace operations</p> <p>An online workshop conducted by WHO on increasing the availability and affordability of quality-assured insulin and associated devices</p> <p>An online meeting of the action steering committee of UNODC</p>

		<p>An online meeting of the project board of the United Nations Development Programme (UNDP) Istanbul Regional Hub's regarding its project to promote inclusive labour market solutions in the Western Balkans</p> <p>The lower-than-planned number of meetings was the result of restrictions on movement and meetings related to the COVID-19 pandemic</p>
Facilitation of dialogue between Belgrade and Pristina on missing persons through the convening of 4 meetings of the Working Group on persons who are unaccounted for in connection with events in Kosovo and provision of technical support through regular liaison with the Kosovo Commission on Missing Persons, the Serbian Government Commission on Missing Persons, the International Committee of the Red Cross, the associations of families of missing persons and the Working Group on Enforced or Involuntary Disappearances	3	<p>Meetings were held as follows:</p> <p>1 meeting of the Working Group on persons who are unaccounted for in connection with events in Kosovo was held in Pristina. UNMIK attended the meeting as part of the Pristina delegation. This was the Working Group's first meeting since March 2020, owing to the COVID-19 outbreak</p> <p>1 meeting of the Working Group was held in Kiževak, in southern Serbia, at a site where exhumation works were conducted</p> <p>1 meeting of the Working Group was held in Belgrade</p> <p>The lower number of meetings was related to a change of government in Pristina and the delayed appointment of a head of the Pristina delegation</p> <p>UNMIK held separate virtual meetings with stakeholders, including the International Committee of the Red Cross (ICRC) and the Chair of the Kosovo Commission on Missing Persons. UNMIK also regularly engaged with representatives of families of the missing and representatives of the Missing Persons Resource Centre in Pristina. UNMIK facilitated the provision of COVID-19 pandemic relief to families of missing persons (62 women and 58 men) in 10 municipalities in Kosovo. UNMIK also met with an ICRC missing persons coordinator in Belgrade and the ICRC Regional Director for Europe and Central Asia to discuss the latest developments regarding missing persons</p>
Provision of support, through the organization of 10 meetings of the Rule of Law Civil Society Coordination Committee, on the integration and functioning of the justice system in northern Kosovo	8	<p>Rule of Law Civil Society Coordination meetings were held virtually to share information between development partners, judicial officers, civil society, women's groups and related justice and corrections stakeholders in northern Kosovo</p> <p>One meeting was cancelled owing to COVID-19 pandemic restrictions and the inability to hold the meeting virtually, and another meeting was postponed for operational reasons</p>

Preparation and conclusion of an estimated 2 agreements between UNMIK and KFOR regarding the handover of KFOR premises/camps that are socially or publicly owned property to Kosovo entities	No	No handover agreements between UNMIK and KFOR were concluded during the reporting period
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Expected accomplishment 1.3: Progress with regard to the rule of law, security and human rights

<i>Planned indicators of achievement</i>	<i>Actual indicators of achievement</i>	
1.3.1 Increase in the satisfaction level of respondents in public perception surveys on the judiciary (2018/19: 37.8 per cent; 2019/20: 39.7 per cent; 2020/21: 31 per cent)	According to the UNDP public perception survey published in December 2020, the satisfaction level of the public with the courts was 24 per cent; 23 per cent were satisfied with the prosecution and 37 per cent were satisfied with the independence of the judiciary During the COVID-19 pandemic lockdown, the majority of court personnel reported only for special cases and court trials, which affected the operations of the judicial system	
1.3.2 Decrease in the overall backlog of cases in the Kosovo courts (2018/19: 230,000; 2019/20: 215,500; 2020/21: 179,000)	183,215 backlogged cases were reported by the Kosovo Judicial Council in April 2021. The higher number of backlogged cases was due to the restrictions in connection to COVID-19 pandemic, which affected the operations of the judicial system. The majority of court personnel stayed at home and reported only for special cases and court trials	
1.3.3 Kosovo authorities demonstrate accountability for human rights by implementing an increased percentage of recommendations of the Ombudsperson Institution of Kosovo (2018/19: not applicable; 2019/20: not applicable; 2020/21: 50 per cent)	39 per cent of the recommendations issued by the Ombudsperson Institution of Kosovo were fully implemented by Kosovo authorities and 54 per cent were partially implemented. Of the 216 recommendations issued during the reporting period, 84 recommendations were implemented, 118 were in the process of implementation and 14 were not implemented The lower-than-planned number of recommendations implemented by Kosovo authorities was the result of internal political developments that slowed the pace of implementation and lack of capacity. The lower-than-planned implementation rate also stemmed from understaffing in ministries and municipalities and a lack of understanding of human rights at the ministerial and municipal levels. Challenges in terms of interaction and coordination between institutions have also been observed	

<i>Planned outputs</i>	<i>Completed (number or yes/no)</i>	<i>Remarks</i>
Provision of technical assistance, through 12 meetings, to support the implementation of Sustainable Development Goal 16 on peace, security and justice	50	Meetings were held as follows: 21 meetings with key stakeholders, including the United Nations Kosovo team, the European Union Office in Kosovo and EULEX, were held to discuss the implementation of the joint United Nations police, judicial, and corrections support programme in Kosovo, with a special focus on the COVID-19 pandemic and relevant mitigation strategies implemented by the judiciary and the Kosovo Correctional Service

		<p>8 meetings with the United Nations Kosovo team on improving justice service delivery in Kosovo</p> <p>1 coordination meeting with KFOR on issues related to correctional services</p> <p>4 meetings with EULEX to coordinate activities for the joint project for the rehabilitation and reintegration of prisoners</p> <p>2 coordination meetings with UNODC on the development of baseline data on medicines in Kosovo</p> <p>14 meetings with judicial institutions regarding the implementation of a capacity-building programme in the justice sector, with a focus on gender equality in justice and correctional institutions</p> <p>These meetings were held virtually, which made it possible to organize a higher number of meetings than originally anticipated</p>
Preparation of 1 annual report on key developments relating to the rule of law and recommendations addressed to the justice institutions of Kosovo, civil society and international partners	1	Annual report was prepared in 2020 by the Justice and Corrections Section of the Office of Rule of Law covering key developments relating to the rule of law in Kosovo and recommendations addressed to the justice institutions of Kosovo, civil society and international partners
Monitoring and reporting on 10 major criminal cases, through direct observation and/or media monitoring, to assess compliance with international criminal justice and human rights norms and standards	122	<p>Major criminal cases were monitored and reported on by UNMIK as follows:</p> <p>16 terrorism cases</p> <p>52 cases related to high-profile corruption and organized crime</p> <p>18 war crimes cases and cases related to the Kosovo Specialist Prosecutor's Office</p> <p>36 other criminal cases</p> <p>The higher number of cases monitored was attributable in part to the fact that monitoring and reporting was not limited to criminal cases, but also extended to decisions taken by the Kosovo government in response to the COVID-19 pandemic. In addition, virtual monitoring of cases allowed for higher coverage compared with in-person monitoring. Owing to virtual monitoring, cases related to the Kosovo Specialist Chambers, which happened to increase during the reporting period, and indictments in connection with terrorism cases, were also covered</p>
Processing of an estimated 2,000 requests for the authentication and certification by UNMIK of, inter alia, Kosovo civil status documentation, pension certificates and academic documents	3,514	<p>Documents were received and certified, including 1,653 civil status documents and 1,861 pension certificates and academic documents</p> <p>The increase in the number of requests was attributable to an enhanced outreach campaign by associations of pensioners and increased numbers of Kosovo youth leaving for work or study in European Union member States that do not recognize Kosovo</p>

Processing and preparation of documentation in accordance with applicable law in relation to requests received for the issuance of international wanted notices, also known as INTERPOL Red Notices, and processing and referral of an estimated 3,000 INTERPOL cases (international cross-border organized crime and vehicle theft) for investigation by the relevant actors in Kosovo	1,725	<p>Cases were processed as follows:</p> <p>1,538 cases were related to crimes committed by Kosovo habitual residents and/or crimes committed in Kosovo</p> <p>187 cases were related to vehicle theft</p> <p>In addition, 61 INTERPOL Red Notices and 2 Yellow Notices were issued</p> <p>In response to extradition requests made by INTERPOL member States, UNMIK facilitated 22 extraditions and deportations to Kosovo and 20 extraditions from Kosovo to the requesting States. To that end, UNMIK facilitated the coordination and exchange of information between the law enforcement agencies from those countries and the Kosovo police</p> <p>The lower-than-estimated number of cases was the result of restrictions on travel in connection with the COVID-19 pandemic</p>
Provision of support to local institutions in the areas of rule of law and human rights through the implementation of 3 projects	15	<p>Programmatic activities projects in the areas of the rule of law (7), security (3) and human rights (5) included the following: (a) improving the performance of the judiciary and access to justice in Kosovo through the provision of further support to the integrated judicial institutions in northern Kosovo; (b) providing further support to the legal aid support centre and initial support for a legal clinic; (c) supporting the pilot of a centre for children in street situations (phase 2); (d) engaging with civil society on human rights monitoring and reporting; (e) protecting economic and social rights during and after the COVID-19 pandemic; (f) providing support to the Working Group on persons who are unaccounted for in connection with events in Kosovo through the provision of ground-penetrating radar; (g) developing a situation analysis on drug demand reduction strategies in Kosovo; (h) improving justice service delivery in Kosovo; (i) strengthening cooperation between Kosovo police and civil society on a grass-roots level to increase the level of community safety through the installation of a closed circuit television system in Rahovec/Orahovac municipality; (j) strengthening the capacity of the rule of law system in northern Kosovo; (k) improving the capacities and facilities of selected correctional institutions in Kosovo to rehabilitate prisoners, thereby strengthening the capacity of the corrections system in Kosovo with regard to rehabilitating women and juveniles deprived of liberty; (l) providing continuing support to the Basic Court of Mitrovica by improving access to justice in the north; (m) drafting commentary on the implementation of the Law on Conflict of Interest and providing administrative support to the Basic Court in Mitrovica; (n) supporting the</p>

Preparation and submission of at least 3 responses to the United Nations and European human rights bodies whenever required to do so, including the review and revision of inputs provided by the Kosovo authorities, the United Nations Kosovo team, OSCE and other stakeholders	2	<p>Association of Women in Kosovo Police by providing laptop computers and promotional materials for the Association; and (o) supporting the Kosovo Forensic Agency in upgrading its digital forensics capacity by procuring advanced digital forensic software and providing relevant end user training to forensic experts</p> <p>Responses by Kosovo authorities (the Minister for Justice, the Office of Good Governance in the Office of the Prime Minister, the Minister for Interior and the Minister for Labour) to the report on the visit of the European Committee for the Prevention of Torture and Inhuman or Degrading Treatment or Punishment in Kosovo, which was conducted in October 2020, were facilitated by UNMIK</p> <p>In addition, UNMIK facilitated the response of the Office of Good Governance in the Office of the Prime Minister to a joint communication from the Special Rapporteur on minority issues, the Special Rapporteur on the human rights of internally displaced persons and the Special Rapporteur on contemporary forms of racism, racial discrimination, xenophobia and related intolerance following a series of incidents targeting non-majority communities in Kosovo</p> <p>The lower-than-planned number of responses to the United Nations and European human rights bodies was due to the fact that UNMIK had not received additional requests</p>
Support for at least 1 visit of the special rapporteurs to Kosovo	No	Travel of special rapporteurs did not take place owing to the COVID-19 pandemic

Component 2: support

42. The Mission continued to provide effective and efficient logistical, administrative, financial and technical services in support of the implementation of its mandate through the delivery of related outputs, service improvements and efficiency gains. Support was provided to the Mission's average strength of 8 military liaison officers, 9 United Nations police officers and 334 civilian personnel. The range of support comprised all support services, including personnel administration, health care, information and communications technology and logistics operations, including facilities maintenance, ground transportation and supply operations, visa and travel services, property management and security. UNMIK continued to strengthen its results-based budgeting framework for the 2020/21 period to improve comparability and accountability.

43. The Mission continued the implementation of its three-year quality management strategy by focusing on providing business intelligence dashboard development services and capacity-building support to both internal users and to other missions. UNMIK achieved ISO 9001:1500 quality management certification for end-to-end operations in November 2019 and was recertified in the second quarter of the reporting period. UNMIK continued to train staff members from the Mission and United Nations agencies on business intelligence and data analytics as part of its knowledge-sharing strategy. Other peacekeeping missions also benefited from the Mission's accomplishments, best practices and lessons learned. As one of the first

peacekeeping missions to implement United Nations business intelligence, management and performance dashboards, UNMIK shared its experience and knowledge to assist Headquarters in the implementation of those modules in other missions. The Board of Auditors, the Office of Internal Oversight Services and auditors from the International Organization for Standardization have all recognized the Mission's business intelligence reporting tools.

44. During the 2020/21 period, UNMIK achieved an international standard for environmental management systems: ISO 14001:2015. The implementation of the standard will assist UNMIK in improving its environmental performance by using its resources and reducing its waste, thus minimizing its environmental footprint. Specifically, the Mission replaced inefficient lights with energy-efficient alternatives, installed motion sensors in all common areas, installed solar water heaters at Mission headquarters in Pristina and at the Mitrovica Regional Office and engaged in clean-up and tree-planting activities on World Environment Day.

Expected accomplishment 2.1: Rapid, effective, efficient and responsible support services for the Mission

<i>Planned indicators of achievement</i>	<i>Actual indicators of achievement</i>
2.1.1 Average annual percentage of authorized international posts vacant (2018/19: 16.1 per cent; 2019/20: 13.3 per cent; 2020/21: 10 per cent \pm 3 per cent)	Average annual percentage of authorized international vacant posts was 14.2 per cent
2.1.2 Average annual percentage of female international civilian staff (2018/19: 44 per cent; 2019/20: 44.5 per cent; 2020/21: 39 per cent \pm 1 per cent)	Average annual percentage of female international civilian staff was 44.0 per cent
2.1.3 Average number of working days for roster recruitments, from closing of job opening to selection, for all international staff selections (2018/19: 52; 2019/20: 33.5; 2020/21: \leq 48)	Average number of working days for roster recruitments, from closing of the job opening to selection, was 21 days
2.1.4. Average number of calendar days for roster recruitments, from posting of the job opening to candidate selection, for P-3 to D-1 and FS-3 to FS-7 (2018/19: not applicable; 2019/20: 48; 2020/21: \leq 45)	Average number of calendar days for roster recruitments, from posting of the job opening to candidate selection, for P-3 to D-1 and FS-3 to FS-7, was 49.3 days
2.1.5 Average number of working days for post-specific recruitments, from closing of job opening to selection, for all international staff selections (2018/19: 325; 2019/20: 104.5; 2020/21: \leq 130)	Average number of working days for post-specific recruitments, from closing of job opening to selection, for all international staff selections, was 112 days
2.1.6 Overall score on the Administration's environmental management scorecard (2018/19: 83; 2019/20: 86; 2020/21: 100)	The overall score on the environmental management scorecard for UNMIK was 89 points out of 100

2.1.7 Percentage of all information and communications technology incidents resolved within the established targets for high, medium and low criticality (2018/19: 93 per cent; 2019/20: 85 per cent; 2020/21: 85 per cent)	All incidents related to information and communications technology were resolved within the established targets for high, medium and low criticality in 96 per cent of incidents
2.1.8 Compliance with the field occupational safety risk management policy (2018/19: 100 per cent; 2019/20: 100 per cent; 2020/21: 100 per cent)	There was 53 per cent compliance with the field occupational safety risk management policy requirements
2.1.9 Overall score on the Administration's property management index based on 20 underlying key performance indicators (2018/19: 1,848; 2019/20: 1,838; 2020/21: 1,800)	UNMIK scored 2,000 on the property management index, which is the maximum score possible, based on 20 underlying key performance indicators
2.1.10 Deviation from demand plan in terms of planned quantities and timeliness of purchase (2018/19: 12 per cent; 2019/20: not applicable; 2020/21: ≤ 20 per cent)	Not applicable

<i>Planned outputs</i>	<i>Completed (number or yes/no)</i>	<i>Remarks</i>
Service improvements		
Implementation of the Mission-wide environmental action plan, in line with the Administration's environmental strategy	Yes	UNMIK implemented a Mission-wide environmental action plan and reported environmental data on the environmental Action Planning and Performance (eApp) platform in line with the Administration's environment strategy
Support for the implementation of the Administration's supply chain management blueprint and strategy	Yes	<p>UNMIK successfully adopted a standard operating procedure on vendor outreach and the following supply chain operational guidelines: SR2 "Executive buy"; EN3 "Category management"; SR3 "Acquire through letters of assist"; SR4 "Obtain local procurement authority"; SR5 "Acquire through cooperation with United Nations organizations"; SR6 "Acquire through low value acquisition"; and EN1 "Manage supply chain personnel capacity", as promulgated throughout the 2020/21 period</p> <p>The Mission joined in the initiative on the management of supply chain categories and has nominated focal points in the following categories: freight services, facility management, catering services, recruitment and training services</p> <p>UNMIK successfully started implementing the supply chain planning tool introduced by the Office of Supply Chain Management</p>

Implementation of annual internal audits in compliance with ISO 9001:2015 quality management systems standards to ensure quality assurance of services rendered by mission support operations	Yes	UNMIK conducted an internal audit that was compliant with ISO 9001:2015 quality management systems standards on 9 October 2020. In order to ensure compliance with the ISO 9001:2015 certification programme, all 22 standard operating procedures, the quality policy, the quality manual and quality procedures are continuously reviewed and updated
Implementation of an annual internal client satisfaction survey to determine the areas of improvement and incorporate them into the annual workplans	Yes	The UNMIK Mission Support Division conducted the third annual client satisfaction survey in April 2021. An action plan has been developed to address recommended improvements. With regard to the 2020 client satisfaction survey, 83 per cent of recommendations were implemented or achieved
Implementation of an annual training needs assessment to determine the training and capacity-building priorities of the Mission, in line with the Mission's mandate and emerging priorities of the United Nations	Yes	<p>The training needs assessment was conducted in October 2020, and during the 2020/21 period the following recommendations were implemented: "UNMIK Together", a mentoring programme, was launched on 30 April 2021; and a cross-training platform was launched on 15 February 2021</p> <p>In addition, several broadcasts were issued informing staff of the free opportunities for career coaching delivered by an external coach and organized by the Office of Human Resources of the Department of Management Strategy, Policy and Compliance, as well as training on conducting competency-based interviews delivered by the United Nations System Staff College. UNMIK plans to organize PROjects IN Controlled Environments (PRINCE2) and Supply Chain Operations Reference (SCOR) training sessions during the 2021/22 period</p>
Develop a business intelligence services team of experts to enhance the performance management and reporting standards within the Mission and manage all mission performance management reporting through business intelligence reporting tools	Yes	UNMIK is first among peacekeeping missions in the development and use of analytical dashboards and knowledge-sharing, and provides training and support to the business intelligence focal point staff in the Mission, the United Nations Kosovo team and other peacekeeping missions. Its business intelligence dashboards are recognized by the Board of Auditors and the auditors of the International Organization for Standardization as best practice in terms of monitoring performance and tracking key performance indicators
Audit, risk and compliance services		
Implementation of Office of Internal Oversight Services recommendations targeted for implementation by year end (31 December) and any pending prior fiscal year recommendations from the Board of Auditors, as accepted by management	Yes	During the 2020/21 period, UNMIK continued to implement the recommendations of the Office of Internal Oversight Services, as well as the recommendations of the Board of Auditors

Budget, finance and reporting services

Provision of budget, finance and accounting services for a budget of \$39.8 million, in line with delegated authority	Yes	UNMIK incurred \$39.7 million in expenditure for the reporting period, representing a resource utilization rate of 99.6 per cent
Finalization of annual financial statements for the Mission in compliance with International Public Sector Accounting Standards and Financial Regulations and Rules of the United Nations	Yes	During the reporting period, UNMIK finalized annual financial statements in compliance with the International Public Sector Accounting Standards and the Financial Regulations and Rules of the United Nations

Civilian personnel services

Provision of human resources services to a maximum strength of 356 authorized civilian personnel (113 international staff, 219 national staff and 24 United Nations Volunteers), including support for claims, entitlements and benefits processing, recruitment, post management, budget preparation and staff performance management, in line with delegated authority	Yes	Human resources services provided support to an average of 334 civilian personnel, comprising:
	97	International staff
	216	National staff
	21	United Nations Volunteers
Provision of in-mission training courses for 30 civilian personnel and support for out-of-mission training for 54 civilian personnel	Yes	<p>During the 2020/21 period, owing to restrictions on the movement of personnel in connection with the COVID-19 pandemic, only 1 internal training session, as set out in the approved budget, took place. However, more training sessions were conducted on online platforms</p> <p>During the reporting period, 10 external training courses were provided for 13 staff members, and 131 staff members participated in 1 or more online training sessions, including courses that were free of charge</p>
Support for processing of 144 in-mission and 50 outside-mission travel requests for non-training purposes and 54 travel requests for training purposes for civilian personnel	No	During the 2020/21 period, the Mission processed 31 in-mission travel requests and 4 outside-mission travel requests for non-training purposes. UNMIK also processed 13 travel requests from civilian personnel to attend 10 external training courses

Environmental initiatives

Implementation of initiatives in alignment with targets proposed in the United Nations Secretariat climate action plan 2020–2030 introduced by the Secretary-General, including for ISO 14001:2015 environment management certification for the Mission	Yes	Environmental initiatives and plans are aligned with United Nations Secretariat climate action plan 2020–2030. To reduce the Mission's overall environmental footprint, UNMIK implemented various environmental initiatives, such as replacing inefficient lights with efficient light-emitting diodes and installing light sensors in common areas and solar water heaters at Mission headquarters in Pristina. UNMIK achieved ISO 14001:2015 certification during the reporting period
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Facilities and infrastructure

Maintenance and repair services for a total of 14 civilian staff premises at 5 locations	Yes	UNMIK provided maintenance and repair services for 14 sites at 5 locations
Implementation of 1 construction project, namely, replacing the containers in the Mitrovica Regional Office, in accordance with the recommendation of the Board of Auditors, with environmentally friendly prefabricated structures that are consistent with the United Nations Secretariat climate action plan 2020–2030 guidance		The construction project involving the replacement of the containers with hard walls in the Mitrovica Regional Office, in accordance with the recommendation of the Board of Auditors, is ongoing. Owing to restrictions on the movement of personnel in connection with the COVID-19 pandemic, the work began in the fourth quarter of the 2020/21 period and is expected to be completed by the end of the 2021/22 period
Operation and maintenance of 14 United Nations-owned generators in 5 locations	Yes	UNMIK operated and maintained 14 United Nations-owned generators at 5 locations
Operation and maintenance of United Nations-owned water supply and treatment facilities (8 wells and 2 wastewater treatment plants) in 2 locations	Yes	UNMIK operated and maintained 8 water wells and 2 wastewater treatment plants at 2 locations
Provision of waste management services, including liquid and solid waste collection and disposal, at 4 sites	Yes	UNMIK provided waste management services, including liquid and solid waste collection and disposal, at 4 sites, as follows:
	199	kg (solid) of outdated drugs
	302	kg of hazardous medical waste
	16	kg of hazardous solid chemicals
	359	kg of used battery cells
	34	used lead acid batteries
	273	litres of contaminated used oil/fuel filters
	23	kg of used oil absorbents
Provision of cleaning, grounds maintenance and pest control at 4 sites	Yes	UNMIK provided cleaning, ground maintenance and pest control at 4 sites

Fuel management services

Management of supply and storage of 16,000 litres of petrol for ground transportation, 138,542 litres of diesel (70,992 litres for ground transportation and 67,550 litres for generators and heating), 63,000 litres of liquefied petroleum gas and 500 litres of oil and lubricants across distribution points and storage facilities in 5 locations	Yes	<p>The Mission managed the supply and storage of 149,500 litres of fuel, comprising:</p> <p>36,500 litres of fuel for ground transportation (26,900 litres of diesel and 9,600 litres of petrol). The reduced consumption of petrol for ground transportation was the result of restrictions on movement and the telecommuting of Mission personnel in connection with the COVID-19 pandemic</p> <p>113,000 litres of diesel and gas for generators and other facilities (63,100 litres of diesel and 49,900 litres of liquefied petroleum gas)</p>
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The reduced consumption of diesel and liquefied petroleum gas combined with no consumption of oil and lubricants for generators was the result of fewer working hours needed from generators. This was due to the replacement of obsolete generators, which resulted in an uninterruptable electricity supply and more efficient overall consumption, combined with continued staff telecommuting in connection with the COVID-19 pandemic

Geospatial, information and telecommunications technology services

Provision of and support for 366 handheld portable radios, 75 mobile radios for vehicles, 15 base station radios and 18 very high frequency repeaters	Yes	UNMIK provided support for the following communications equipment:
	366	Handheld portable radios
	75	Mobile radios for vehicles
	15	Base station radios
	18	Very high frequency repeaters
Operation and maintenance of a network for voice, fax, video, and data communications, including 2 very small aperture terminals, 5 telephone exchanges and 20 microwave links, as well as provision of 12 mobile phone service plans	Yes	UNMIK operated and maintained the network for voice, fax, video and data communication as follows:
	2	Very small aperture terminals
	2	Telephone exchanges
	20	Microwave links
	12	Mobile phone service plans
		The reduced number of telephone exchanges was due to the decommissioning of 3 private automated telephone exchanges in line with the ongoing optimization of the telecommunications infrastructure
Provision of and support for 366 computing devices and 65 printers for an average strength of 366 civilian and uniformed end users, in addition to 8 computing devices for connectivity of personnel, as well as other common services	Yes	UNMIK provided support for information technology equipment for an actual average strength of 351 civilian personnel and uniformed personnel and common services as follows:
	623	Computing devices
		The higher number of computing devices was due to a delay in the write-off process of computing devices, as a result of the telecommuting of staff in connection with the COVID-19 pandemic
	66	Printers
		The increased number of printers was due to a delay in the write-off process of computing devices, as a result of the telecommuting of staff in connection with the COVID-19 pandemic

Support for and maintenance of 17 local area networks (LAN) and wide area networks (WAN) for 381 users in 8 locations	Yes	UNMIK provided support for and maintenance of 17 local area networks and wide area networks for an actual average strength of 351 civilian staff and uniformed personnel at 8 locations
Medical services		
Operation and maintenance of 1 medical unit in Pristina and 1 dispensary in Mitrovica for day-to-day clinical and medico-administrative functions and emergency/urgent response	Yes	UNMIK operated and maintained 1 medical unit in Pristina and 1 basic dispensary in Mitrovica that provided 2,374 out-patient consultations and responded to 70 emergency cases. During the 2020/21 period, 2 forward medical teams continued to provide both COVID-19-related and non-COVID-19-related medical support to staff and dependants. UNMIK also administered 2,370 COVID-19 vaccinations to staff and eligible dependants
Maintenance of medical evacuation arrangements to 3 medical facilities (2 level III, 1 level IV) at 1 location inside and 2 locations outside the Mission area	Yes	UNMIK provided medical support for staff through liaison with EULEX and commercial medical facilities, which provided 2 air medical evacuations by commercial flight and 7 medical evacuations by road
Supply chain management services		
Provision of planning and sourcing support for an estimated \$1.1 million in the acquisition of goods and commodities, in line with delegated authority	Yes	Provision of planning and sourcing support for the acquisition of goods and commodities in the amount of \$1.45 million. The increased acquisitions were the result of the requirement for COVID-19 personal protection items and other related supplies combined with the replacement of assets that had exceeded life expectancy
Receipt, management and onward distribution of up to 160,000 kg of cargo within the Mission area	Yes	Management and onward distribution of 136,653 kg of cargo within the Mission area. The variance was owing to the telecommuting of staff in connection with the COVID-19 pandemic and the subsequent lower requirements for distribution of cargo
Management, accounting and reporting of property, plant and equipment, and financial and non-financial inventories, as well as equipment below threshold value with a total historical cost of \$9.78 million, in line with delegated authority	Yes	Management, accounting and reporting of property, plant and equipment, financial and non-financial inventories and equipment below threshold with a total historical cost of \$10.0 million, in line with delegated authority
Uniformed personnel services		
Emplacement, rotation and repatriation of a maximum strength of 18 authorized military and police personnel (8 military observers and 10 United Nations police officers)	Yes	During the 2020/21 period, emplacement, rotation, repatriation of an average of:
	8	Military observers
	9	United Nations police officers. The lower number of emplacements, rotations and repatriations was the result of travel restrictions in connection with the COVID-19 pandemic

Support for the processing of claims and entitlements for an average strength of 18 military and police personnel	Yes	Support was provided for the processing of claims and entitlements for an average strength of 17 military and police personnel
Support for the processing of 2 outside-mission travel requests for non-training purposes	Yes	Support was provided for the processing of 3 outside-mission travel requests, 2 medical evacuations and 1 travel request for non-training purposes. The higher number of outside-mission travel requests was due to the unplanned medical evacuation of UNMIK staff by commercial flights

Vehicle management and ground transport services

Operation and maintenance of 76 United Nations-owned vehicles (50 light passenger vehicles, 11 special-purpose vehicles, 2 ambulances, 5 armoured vehicles and 8 other specialized vehicles, trailers and attachments) through 4 workshops in 3 locations, as well as provision of transport services	Yes	United Nations-owned vehicles were operated and maintained as follows:
	53	Light passenger vehicles
		A meeting of the UNMIK Vehicle Establishment Committee was held during the month of March 2021 and it was decided that the UNMIK vehicle fleet would not be reduced. Therefore, during the reporting period, 3 light passenger vehicles identified as exceeding the guidelines established for Mission were retained to meet mission operational requirements
	11	Special-purpose vehicles
	2	Ambulances
	5	Armoured vehicles
	8	Other specialized vehicles (4 items of material-handling equipment, 1 trailer and 3 vehicle attachments)
		During the 2020/21 period, 5 light passenger vehicles and 1 armoured vehicle were written off and disposed of, which completed the process of the write-off and disposal of vehicles in the Mission

III. Resource performance

A. Financial resources

(Thousands of United States dollars; budget year is from 1 July 2020 to 30 June 2021)

Category	Apportionment (1)	Expenditure (2)	Variance	
			Amount (3)=(1)-(2)	Percentage (4)=(3)÷(1)
Military and police personnel				
Military observers	339.7	278.2	61.5	18.1
Military contingents	—	—	—	—
United Nations police	390.3	293.7	96.6	24.8
Formed police units	—	—	—	—
Subtotal	730.0	571.9	158.1	21.7
Civilian personnel				
International staff	19 538.9	18 834.5	704.4	3.6
National staff	10 273.9	11 184.9	(911.0)	(8.9)
United Nations Volunteers	868.4	878.1	(9.7)	(1.1)
General temporary assistance	64.0	64.0	—	—
Government-provided personnel	—	—	—	—
Subtotal	30 745.2	30 961.5	(216.3)	(0.7)
Operational costs				
Civilian electoral observers	—	—	—	—
Consultants and consulting services	35.6	24.6	11.0	30.9
Official travel	318.6	31.4	287.2	90.1
Facilities and infrastructure	2 851.1	3 189.0	(337.9)	(11.9)
Ground transportation	156.7	118.1	38.6	24.6
Air operations	—	—	—	—
Marine operations	—	—	—	—
Communications and information technology	2 140.6	2 143.5	(2.9)	(0.1)
Medical	62.0	117.7	(55.7)	(89.8)
Special equipment	—	—	—	—
Other supplies, services and equipment	2 787.5	2 525.1	262.4	9.4
Quick-impact projects	—	—	—	—
Subtotal	8 352.1	8 149.4	202.7	2.4
Gross requirements	39 827.3	39 682.8	144.5	0.4
Staff assessment income	3 922.1	4 038.0	(115.9)	(3.0)
Net requirements	35 905.2	35 644.8	260.4	0.7
Voluntary contributions in kind (budgeted)	—	—	—	—
Total requirements	39 827.3	39 682.8	144.5	0.4

B. Summary information on redeployments across groups

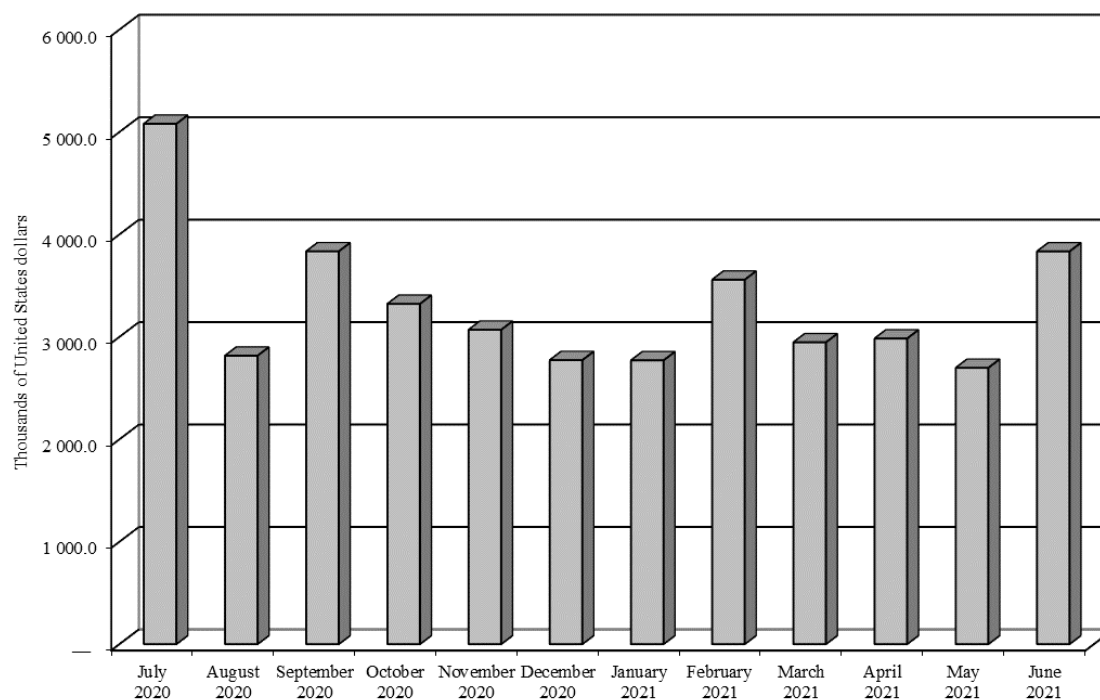
(Thousands of United States dollars)

Group	Appropriation		
	Original distribution	Redeployment	Revised distribution
I. Military and police personnel	730.0	(118.8)	611.2
II. Civilian personnel	30 745.2	216.6	30 961.8
III. Operational costs	8 352.1	(97.8)	8 254.3
Total	39 827.3	–	39 827.3
Percentage of redeployment to total appropriation			0.5

45. During the reporting period, funds were redeployed from group I, military and police personnel, and group III, operational costs, to group II, civilian personnel, to meet the increased requirements resulting primarily from the appreciation of the euro against the United States dollar, with an actual average rate of 0.841 euros to 1 United States dollar compared with the budgeted rate of 0.896; and the 2.7 per cent national staff salary increment promulgated on 10 April 2020, which was effective retroactive to November 2019.

46. The redeployment of funds from group III was possible owing mainly to lower-than-budgeted expenditure under the other supplies, services and equipment and official travel budget classes. The redeployment of funds from group I was possible owing mainly to the absence of death and disability claims.

C. Monthly expenditure pattern



47. The higher expenditure in July 2020 was attributable mainly to the creation of obligations for rental payments, while the higher expenditure in September 2020 stemmed from obligations for programmatic activities and communications and information technology equipment, and payments for information technology services. The higher expenditure in February 2021 was attributable to obligations for programmatic activities in the second half of the reporting period, while the expenditure spike in June 2021 reflected mainly obligations to cover: (a) accrued international staff benefits such as education grants and home leave; and (b) contractual commitments to replace the containers with hard walls at the Mitrovica Regional Office.

D. Other revenue and adjustments

(Thousands of United States dollars)

<i>Category</i>	<i>Amount</i>
Investment revenue	40.3
Other/miscellaneous revenue	68.2
Voluntary contributions in cash	—
Prior-period adjustments	—
Cancellation of prior-period obligations	18.0
Total	126.5

E. Value of non-budgeted contributions

(Thousands of United States dollars)

<i>Category</i>	<i>Actual value</i>
Status-of-mission agreement ^a	95.3
Voluntary contributions in kind (non-budgeted)	—
Total	95.3

^a Inclusive of land and premises provided by the Government of Serbia to the United Nations Office in Belgrade.

IV. Analysis of variances¹

	<i>Variance</i>	
Military observers	\$61.5	18.1%

48. The reduced requirements were attributable mainly to: (a) the absence of death and disability claims; and (b) the lower-than-budgeted cost for travel on emplacement, rotation and repatriation owing to delayed deployment as a result of restrictions on the movement of personnel in connection with the COVID-19 pandemic.

¹ Resource variance amounts are expressed in thousands of United States dollars. Analysis is provided for variances of at least plus or minus 5 per cent or \$100,000.

49. The reduced requirements were offset in part by the appreciation of the euro against the United States dollar, with an actual average rate of 0.841 euros to 1 United States dollar compared with the budgeted rate of 0.896.

	<i>Variance</i>	
United Nations police	\$96.6	24.8%

50. The reduced requirements were attributable mainly to: (a) fewer death and disability claims during the period; (b) the higher actual average vacancy rate of 10 per cent compared with the budgeted vacancy rate of 5 per cent; and (c) the lower-than-budgeted cost for travel on emplacement, rotation and repatriation owing to delayed deployment as a result of restrictions on the movement of personnel in connection with the COVID-19 pandemic.

51. The reduced requirements were offset in part by the appreciation of the euro against the United States dollar, with an actual average rate of 0.841 euros to 1 United States dollar compared with the budgeted rate of 0.896.

	<i>Variance</i>	
International staff	\$704.4	3.6%

52. The reduced requirements were attributable mainly to: (a) the higher actual average vacancy rate of 14.2 per cent compared with the budgeted vacancy rate of 10.0 per cent; and (b) lower common staff costs, including mobility, education and settling-in grants, as a result of restrictions on the movement of personnel in connection with the COVID-19 pandemic.

53. The reduced requirements were offset in part by the higher actual post adjustment of 31.2 per cent compared with the budgeted post adjustment of 26.3 per cent.

	<i>Variance</i>	
National staff	(\$911.0)	(8.9%)

54. The increased requirements were attributable mainly to: (a) the appreciation of the euro against the United States dollar, with an actual average rate of 0.841 euros to 1 United States dollar compared with the budgeted rate of 0.896; and (b) the 2.7 per cent national staff salary increment promulgated on 10 April 2020, which was effective retroactive to November 2019.

	<i>Variance</i>	
Consultants and consulting services	\$11.0	30.9%

55. The reduced requirements were attributable mainly to: (a) the lower-than-budgeted actual cost of ISO 14001:2015 environmental certification following the bidding exercise; (b) the lower actual cost of travel for communications and information technology consultants owing to restrictions on movement in connection with the COVID-19 pandemic; and (c) the lower costs for water testing services provided by a consultant.

56. The reduced requirements were offset in part by the need for the services of an architect with regard to the replacement of containers with hard-wall office accommodations at the Mitrovica Regional Office.

	<i>Variance</i>	
Official travel	\$287.2	90.1%

57. The reduced requirements were attributable to: (a) the reduced need for official travel; and (b) the cancellation of external training courses owing to restrictions on the movement of personnel in connection with the COVID-19 pandemic.

	<i>Variance</i>	
Facilities and infrastructure	(\$337.9)	(11.9%)

58. The increased requirements were attributable mainly to: (a) some expenditures for programmatic activities implemented by UNMIK in support of local communities' response to the COVID-19 pandemic, such as the sewing of face masks and the distribution of hygiene supplies, being recorded under facilities and infrastructure, whereas the overall budget for other programmatic activities was provided under other supplies, services and equipment; (b) the appreciation of the euro against the United States dollar, with an actual average rate of 0.841 euros to 1 United States dollar compared with the budgeted rate of 0.896; (c) the higher actual costs of the construction project to replace containers with hard walls at the Mitrovica Regional Office; (d) the acquisition of an access control X-ray machine for the Mitrovica Regional Office to enhance the security and safety of staff and premises; (e) the acquisition of an armoured door opening/closing mechanism and network cameras as part of an integrated security system; and (f) the acquisition of electrical equipment for replacement, such as two generators and a pallet stacker for warehouse operations.

59. The increased requirements were offset in part by: (a) the lower actual costs of prefabricated containers for the repeater sites in Germia, Vidimiric and Cernusa; and (b) the lower consumption of utilities as a result of the telecommuting of staff members in connection with COVID-19 pandemic.

	<i>Variance</i>	
Ground transportation	\$38.6	24.6%

60. The reduced requirements were attributable mainly to: (a) the lower consumption of diesel and petrol fuel as a result of staff telecommuting in connection with the COVID-19 pandemic; and (b) a lower number of requests for repairs and maintenance owing to lower vehicle utilization as a result of restrictions on the movement of personnel in connection with the COVID-19 pandemic.

	<i>Variance</i>	
Medical	(\$55.7)	(89.8%)

61. The increased requirements were attributable mainly to the acquisition of a polymerase chain reaction (PCR) machine, medical supplies and tests in response to the COVID-19 pandemic.

62. The increased requirements were offset in part by the absence of requirements for medical evacuations by air.

	<i>Variance</i>	
Other supplies, services and equipment	\$262.4	9.4%

63. The reduced requirements were attributable mainly to the recording of expenditures for programmatic activities and confidence-building projects

implemented by UNMIK, including those in support of local communities' response to the COVID-19 pandemic, under the relevant budget lines, whereas the related provisions were budgeted under other supplies, services and equipment.

64. The reduced requirements were offset in part by additional requirements for a forward medical team comprising two doctors, two nurses and two paramedics to provide 24/7 response to the COVID-19 pandemic, combined with a requirement for a COVID-19 vaccination team.

V. Actions to be taken by the General Assembly

65. The actions to be taken by the General Assembly in connection with the financing of the United Nations Interim Administration Mission in Kosovo are:

- (a) To decide on the treatment of the unencumbered balance of \$144,500 with respect to the period from 1 July 2020 to 30 June 2021;**
- (b) To decide on the treatment of other revenue for the period ended 30 June 2021 amounting to \$126,500 from investment revenue (\$40,300), other/miscellaneous revenue (\$68,200) and the cancellation of prior-period obligations (\$18,000).**

VI. Summary of follow-up action taken to implement the decisions and requests made by the General Assembly in its resolution [75/301](#), including the requests and recommendations of the Advisory Committee on Administrative and Budgetary Questions endorsed by the Assembly

A. General Assembly

(Resolution [75/301](#))

Decision/request

Reiterates its grave concern about the continued threat to life, health, safety and security caused by the coronavirus disease (COVID-19) pandemic and the importance of ensuring the safety, security and health of peacekeeping personnel, including through the use of safe and effective vaccines for civilian and uniformed personnel, maintaining the continuity of mandate delivery, including protection of civilians, minimizing the risk of mission activities causing the virus to spread and, where appropriate and within mandates, supporting national authorities, upon their request, in their response to COVID-19, in collaboration with the Resident Coordinator and other United Nations entities in the country (para. 10).

Notes the measures adopted to mitigate the effect of COVID-19 pandemic on peacekeeping operations, including facilitating the continued implementation of mission mandates while ensuring the health and safety of peacekeeping personnel and local communities in the host country, and requests the Secretary-General to provide updated information on the impact of the pandemic, the lessons learned, best practices and how the mission improved its preparedness and resilience and collaborated with the host Government and regional and subregional actors in response to the pandemic in the context of the next performance report and budget submission for the Mission (para. 11).

Action taken to implement decision/request

In response to the COVID-19 pandemic, the Mission continued to implement risk reduction measures such as the telecommuting of non-critical staff and using virtual communications platforms. The Mission maintained its core operational activities and adjusted its programmatic activities and confidence-building projects to the new environment. The Mission's medical facility was enhanced to support COVID-19 pandemic prevention and response for all United Nations staff and dependants. A COVID-19 vaccination campaign was conducted for all Mission staff which resulted in the vaccination of more than 80 per cent of personnel and dependants by the end of the 2020/21 period. The Mission also adjusted the focus of its programmatic activities to support the COVID-19 pandemic response in Kosovo.

The Mission established a COVID-19 task force during the 2019/20 period to ensure alignment with United Nations Headquarters guidance and oversee the prioritization of activities and the development of guidance and dissemination of information to all staff, as directed by senior leadership and in consultation with the United Nations Kosovo team, as applicable. The task force also closely monitored the impact of the pandemic and took note of lessons learned. The Special Representative of the Secretary-General further directed all substantive sections to adjust the focus of planned programmatic activities to support the COVID-19 pandemic response.

The Mission adapted the implementation of its programmatic activities and confidence-building projects in line with the COVID-19 restrictions to provide direct humanitarian support to vulnerable communities hardest hit by the pandemic. Throughout the COVID-19 pandemic, UNMIK and the United Nations agencies, funds and programmes remained operational, while implementing risk-reduction measures for staff, including telecommuting, and coordinating efforts to ensure staff welfare, continuity of operations and support to the local authorities and communities. In responding to COVID-19, UNMIK, in close coordination with the United Nations

Decision/request

Also emphasizes the importance of overall budgetary performance in peacekeeping operations, and requests the Secretary-General to continue to improve oversight of the activities of peacekeeping missions, and implement the recommendations of the relevant oversight bodies, and in this regard to avoid deficiencies in management and related economic losses with the aim of ensuring full compliance with financial regulations and rules, while giving due regard to the guidance and recommendations of the General Assembly, and to report thereon in the context of the performance reports (para. 30).

Action taken to implement decision/request

Kosovo team, continued to support public health institutions and the people of Kosovo, in particular those from vulnerable communities. UNMIK has also worked to strengthen its medical capacity with additional staff and maintained an operational response centre for COVID-19 and medical facilities and provided access to vaccines and PCR tests for United Nations personnel and dependants.

UNMIK continues to monitor budgetary performance and implement the recommendations of the relevant oversight bodies, while giving due regard to the guidance and recommendations of the General Assembly, and to report thereon in the context of its performance reports, in full adherence and compliance with the Financial Regulations and Rules of the United Nations, including the utilization of management dashboards and business intelligence reports for monthly performance reviews against plans and targets. The Mission undertakes a careful review of its requirements during the budget preparation process to ensure that the budgets it proposes realistically reflect the substantive and support operational needs. The overall budget and priorities of the Special Representative of the Secretary-General and the substantive programmatic project proposals are discussed at the meetings of the Resource Stewardship Executive Group, which consist of the Chief of Mission Support, the Chief of Staff and the Senior Police Adviser and are chaired by the Deputy Special Representative of the Secretary-General. The Executive Group provides recommendations to the Special Representative of the Secretary-General on the proposed projects to be implemented and oversees the implementation of the budget during the period. The Mission reviews its budget implementation and conducts an analysis of resource requirements through, inter alia, monthly meetings of the Budget Expenditure Working Group chaired by the Chief of Mission Support with self-accounting units and representatives from substantive sections. The monthly meetings of the Working Group provide a platform to discuss and analyse the status of the budget and procurement and acquisition plans and to provide recommendations and guidance for the implementation of the budget in accordance with the Mission's mandated tasks and priorities. The budget implementation of programmatic activity projects is also monitored on a regular basis at the bimonthly operational-level coordination meeting, co-chaired by the Chief of Staff and the Chief of Mission Support. The purpose of the meeting is also to review the progress of the implementation of programmatic activities and follow up on recommendations and decisions made by the Special Representative of the Secretary-General and the Programmatic Activities Steering Group.

B. Advisory Committee on Administrative and Budgetary Questions

(A/75/822/Add.11)

Decision/request

Action taken to implement decision/request

Furthermore, with regard to programmatic activities, the Advisory Committee recalls that the General Assembly has requested the Secretary-General to ensure that the Mission is responsible and accountable for the use of its programmatic funds and has also requested him to enhance their impact while addressing underlying challenges. The Committee recalls that implementation should be in line with relevant guidance, and bearing in mind the specific context in which the Mission operates. The Committee trusts that detailed information on the programmatic activities of the Mission will be included in the next budget submission and performance report (see resolution [74/288](#), para. 20) (para. 28).

The Committee notes that programmatic activities and confidence-building projects are recorded under the budget class for “Other supplies, services and equipment” while quick-impact projects are recorded under a separate budget class. The Advisory Committee trusts that the proper recording of programmatic activities will take place in future performance reports and that a separate budget class will be implemented for programmatic activities (para. 30).

The Advisory Committee welcomes the representation of female staff within UNMIK and trusts that the Mission will pursue further efforts to enhance geographical representation and provide information thereon in future reports (see also [A/73/755/Add.4](#), para. 32) (para. 36).

The Mission formally established the Programmatic Activities Steering Group to provide strategic oversight of all programmatic activities carried out by the Mission by guiding the development, implementation and reporting of all programmatic activities. Through its work, the Steering Group was able to provide quality control with regard to programme proposals. The Mission’s team on coordinating programmatic activities also continued to meet to examine and review the progress of projects at the operational level and to ensure adherence to financial requirements and budget implementation. Therefore, these control mechanisms demonstrate that the Mission maintains its responsibility and accountability with regard to the use of its programmatic funds and also performs quality control of all of its planned activities.

UNMIK does not administer quick-impact projects. The programmatic activities and confidence-building projects are both reported under the budget line “Implementing partners and grants” of the “Other supplies, services and equipment” budget class of group III, operational costs. During the reporting period, some programmatic activities to support local communities with food, hygiene and personal protective equipment as part of the COVID-19 pandemic response were implemented by UNMIK and, as a result, were recorded and subsequently reported under a different budget class based on the nature of the expense and in accordance with the mapping of product identification in Umoja.

Hiring managers send a list of recommended candidates that includes information on both gender and geographical distribution to the Special Representative of the Secretary-General/Head of Mission, who makes the final decision after considering multiple factors, including with regard to wider and equitable geographical distribution in order to maintain a geographically diverse workforce, in accordance with the objective of his compact with the Secretary-General. UNMIK also maintains business intelligence dashboards that include both gender and geographic information, which are updated on a monthly basis to enable informed decision-making by senior leadership.