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# Kosovo\*

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For further information on voluntary return and reintegration, please visit the information portal [www.ReturningfromGermany.de](http://www.ReturningfromGermany.de), or contact your local return and reintegration office.

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# 1 Health Care

## General information on health care

The Health Care System in Kosovo is organized into three sectors that include primary, secondary, and tertiary health care. Primary Health Care (PHC) in Pristina is organized into thirteen Family Medicine Centers and fifteen Outpatient Care Units. These Family Medicine Centers provide basic primary care services. Secondary health care is decentralized to seven regional hospitals, each with up to 500 beds. The regions of Ferizaj, Gjakova, Gjilan, Peja, and Prizren each have one regional hospital, while the Mitrovica/Mitrovica region has two: one in North Mitrovica and one in South Mitrovica. Pristina does not have a regional hospital, but uses the University Clinical Center of Kosovo (UCCK) for health care services. There are also home-based services provided for vulnerable groups that have difficulty reaching health care facilities. Tertiary health care is provided by the University Clinical Center of Kosovo, located in Pristina. UCCK is the main public health institution, including 15 clinics under its supervision. In addition to public health institutions, there are many private clinics and hospitals throughout Kosovo. Private hospitals offer shorter waiting times than a public hospital and are better equipped to provide personalized care, short-term hospitalization, emergency services, general and specialized surgical services. Private institutions continue to be a preferred alternative to public health institutions for a variety of reasons. Most doctors work in both the public and private sectors. Like other Balkan countries, Kosovo is experiencing a movement of doctors and other medical personnel to European Union countries.

For patients, private institutions do not require referrals from Family Medicine Centers, and thus patients can go directly to specialized care.

## Availability of medical facilities and doctors

In Kosovo, the public and private systems are supposed to function separately and independently. A very important issue that has not yet been resolved is health insurance. Although public health insurance is a right for all citizens, this has not yet become a reality in Kosovo. As compensation for the lack of health insurance, all citizens of the country are provided with access to the basic health system, for a symbolic fee. In the absence of public health insurance, some companies have started to offer private health insurance. However, these are not quite affordable for the general population in Kosovo.

## Admission to medical facilities

Persons first contact institutions at the primary level of the health system, Family Medicine Centers or Main Family Medicine Centers. If follow-up is needed, they should go to regional hospitals located in the main regions of the country. If services are not available at secondary level institutions, patients will receive a written recommendation to access the tertiary level - the University Clinical Center of Kosovo in Prishtina. Vulnerable persons are in the categories that are exempt from payments. These categories include war veterans, social assistance recipients and children.

Kosovo Medical activity is organized in order to provide adequate and successful health care to citizens in normal and

# 1 Health Care

extraordinary circumstances. Types of medical insurance for citizens and all communities in Kosovo are: As mentioned, there is still no public health insurance in Kosovo.

Private medical insurance - is a voluntary insurance of citizens, where insurance is provided by citizens and/or employers in organizations established in accordance with the law. The costs of participation in private companies are 35 to 45 Euros, depending on the package they choose and what that package offers. Patients can choose the company where they want to register for medical insurance.

## Availability of costs and medication

Pharmacies and healthcare facilities in Kosovo rely heavily on imported medical equipment and medicines. In terms of costs, patients have to pay for services as follows: in the primary sector, if patients do not have any exemptions, they have to pay the basic service fee of up to 2 Euros. While in the secondary and tertiary sectors, service fees depend on the type of treatment and the medical institution. Different institutions charge different service fees. The health insurance system has not yet been implemented. Essential medicines are supposed to be available free of charge in every public health care center, but it often happens that there is no supply and they are not available in public clinics. Medicines still remain the Achilles heel of the country's medicine, the essential list of medicines often does not offer the medicines that are on the list and in most cases patients have to buy .

## Access for returnees

**Eligibility and requirements:** Similarly, like all residents in Kosovo, returnees are eligible to benefit from the free services. In case of vulnerability, they also fall under the categories which are exempted from payments. Returnees facing medical issues are entitled to benefit from the reintegration programs for covering the costs of medical treatments that are not provided by public institutions and for the coverage of expenses for medicaments that are not found in the essential list. Medical treatment can be provided up to twelve. (12) months from the date of returning.

**Registration procedure:** No registration is required, except for proving the respective status such as unemployed, children, war veterans and social assistance beneficiaries. These categories are exempted from payments and participation.

**Required documents:** When receiving medical services in the public sector, patients have to present their documents each time they get medical services, this is to prove that they belong to one of these categories. Such documentation may include a certificate of unemployment, social assistance document, or any other document that proves their vulnerability. The request for medical treatment should have attached the report of the specialist doctor and other related documents.

## 2 Labour Market

### General information on labour market

Kosovo is supposed to be the youngest country in Europe with the youngest population. Kosovo's Gross Domestic Product per capita is the lowest in the region. Based on a preliminary estimate by the World Bank, Kosovo's GDP is expected to grow by 3.18% in 2025-26. In recent years, the economy has been driven by public investment in infrastructure and private consumption. Remittances from the diaspora – mainly located in Germany, Switzerland and the Nordic countries – are estimated to account for around 17% of GDP, and international donor assistance accounts for around 10% of GDP. With international assistance, Kosovo has been able to privatize most of its state-owned enterprises. The Labor Force Participation Rate in Kosovo is around 39%.

Unemployment has fallen significantly over the past two years, either as a result of employment schemes in EU countries or economic growth at home. The country is facing an increasing demand for professionals. However, unemployment has fallen to its lowest levels ever. According to the latest data from the Kosovo Agency of Statistics from the Labor Market Survey, the youth unemployment rate is 18.4% while the overall unemployment rate is 10.9%. According to the Kosovo Agency of Statistics (KAS), the average income in 2024 was 552 euros per month, while the minimum wage is 350 euros. The legal working age in Kosovo is 18 years old, which is also considered the legal age in general, while the retirement age is 65 years old. Kosovo's economy has shown progress in transitioning to a system based on the market and maintaining macroeconomic stability, but is still heavily dependent on the international community and

diaspora (remittances) for financial and technical assistance. The majority of Kosovo's population lives in towns and rural areas outside the capital Pristina. Inefficient and subsistence agriculture is common due to small plots, limited mechanization, and a lack of technical expertise, despite the fact that in recent years this sector has been institutionally supported and is showing signs of transformation, a phenomenon that is being associated with migratory movements. Promising economic sectors that continue to employ more people are: trade with 17.0%; construction with 11.9%; education with 11.3%; and manufacturing with 10.3%. Meanwhile, other sectors participate with the lowest percentage in employment. Kosovo ranks last in the Western Balkans in terms of competitiveness. The country has problems with the available labor force. Low competitiveness, as identified by indicators in the global competitiveness report, lack of information about EU markets, and the need for networking, standardization, licensing and accreditation. However, Kosovo has set the following priorities to improve the country's competitiveness: improving job skills through training and education programs, improving business.

### Finding employment

There is no unemployment support scheme in Kosovo yet. Usually, the Employment Agency of the Republic of Kosovo together with international organizations offer job seekers. Requirements for employment are entitled to apply for participation in the employment subsidy. Employment subsidy is managed by the Ministry of Labor and Social Welfare (MLSW).

## 2 Labour Market

### Unemployment assistance

The way to access job advertisements is through websites and, for the public sector, in national newspapers, but also on the information boards of institutions or agencies that publish job vacancies. Some of the most common websites for job seekers are:

Employment Agency of the Republic of Kosovo: <https://aprk.rks-gov.net/en-US/Home/Index>

Indeed: <https://www.indeed.com/q-Kosovo-jobs.html>

Portal pune: <https://www.portalpune.com/>

Gjirafa : <https://gjirafa.com/>

Kosova job : <https://kosovajob.com/home>

### Further education on the trainings

The Employment Agency has recognized the need to acquire a better understanding of the role of Vocational Trainings Centers in addressing the high unemployment challenge and the role of the centers in equipping beneficiaries with relevant skills for the job market. Vocational Training Centers in Kosovo are available to facilitate the job seekers' access to employment agencies. These centers are located in different municipalities such as Prishtina, Mitrovica, Prizren, Gjakova, Gilan, Ferizaj, and Skenderaj. In the context of vocational education and training reforms in Kosovo, there are some competence centers that provide expertise for different projects or program support in multiple business areas. Two centers of competences are functional in Malisheva and Skenderaj. In the long term, this should increase the competitiveness of businesses and

reduce unemployment, particularly among young people.

Available vocational training includes accounting, arc and gas welding, hairdressing, electricians, tailoring, IT training, construction, hydraulic.

### Access for returnees

**Eligibility and requirements:** All persons over 18 years capable to work. The integration of returnees in the labor market is done through Public Employment Services (PES), including active labor market measures: Vocational training; On-job training; Employment subsidy; and Self-employment and promotion of entrepreneurship.

\* Only one of the family members of the returnees can benefit from the self-employment program.

**Registration procedure:** When registered in these offices the returnees must provide ID, diplomas, and necessary certificates.

**Required documents:** Registration is accessible in the Employment offices. The returnees can visit the closest office and must declare as jobseekers. In this case, they will be on the list of the Employment Management System. They undergo through ordinary procedures like an interview.

### 3 Housing

#### General information on housing

##### General information on housing

Both apartments and houses are widely available in Kosovo's cities, and mainly in the capital Pristina. Rent in rural areas is very low and almost non-existent. There has been strong evidence of internal migration in Kosovo recently, with rural population movements, so demand is high in the capital and urban areas. This demand keeps rental prices very high compared to incomes. Approximate monthly rents, excluding utilities, in Pristina range from 200 to 500 euros. Studio/apartment: 150-200 euros; One-bedroom apartment: 200-250 euros; Two-bedroom apartment: 250-350 euros; Three-bedroom apartment: 300-500 euros.

If the apartments are in the first zone of the city, then the price goes even higher. Recently, the average monthly rent is estimated at 250 euros, while in other cities the price is lower than in Pristina, approximately 120 euros. Within the city, in Pristina, the average purchase price per 1 m<sup>2</sup> of an apartment is between 1000 and 2000 euros. Kosovo has the lowest gross energy tariffs for households and has the smallest share of taxes and duties on electricity in all of Europe. The government in the country has applied energy supply schemes through 2025, these schemes have mostly affected businesses (free market). However, energy has also become more expensive for households compared to the same period last year.

##### Finding accommodation

Apartments and houses for rent can be found through various websites and

agencies throughout the country. The main websites include:

- <https://www.merrjep.com/shpalljet/banesa/banesa/prishtine>
- <http://www.kosova-immobilien.com/>
- <http://www.kosova-immobilien.com/partners/prona-net/>
- <https://gjirafa.com/Top/Patundshmeri>
- <https://www.facebook.com/groups/175681372461525/>

##### Social grants for housing.

According to the legislation, the provision of social housing is the responsibility of the municipal level. Municipalities are required to draft a three-year program based on housing needs and the identification of available land for construction, and then request a financial contribution from the central government or the donor community to implement it. However, the lack of comprehensive and disaggregated data at the municipal level does not allow local and central level institutions to create a clear and accurate picture of the scale of social housing needs. In September 2010, the Government of Kosovo established the Reintegration Fund to support the sustainable reintegration of repatriated citizens of Kosovo. The Reintegration Fund for Repatriated Persons provides comprehensive support to returning migrants, through assistance with temporary and long-term housing, employment, the creation of small businesses, vocational training and language training for children.

Similarly, key services for displaced persons and returnees include house reconstruction (full reconstruction

### 3 Housing

or minor repairs), support with basic building materials and furniture, income-generating activities and employment.

Social Work Centers are the main providers of social housing grants, beyond the occasional support provided by some NGOs. However, these centers only assist those persons who participate in the social assistance scheme.

#### Access for returnees

**Temporary housing facilities:** In Kosovo the government offers a temporary accommodation up to one week for those with limited support from their families. They are likely to be the ones with the most important needs.

**Renovation or reconstruction of houses:** Returnees can benefit from the renovation or reconstruction of their house if they can prove that their building where they have been living before is totally or partially destroyed. In order to benefit from the house reconstruction scheme, they should be issued with construction permit from the Directorate of Urbanism. The documents proving the ownership of the property, other documents of the property damages and destruction and the consent of the municipality for renovation or reconstruction, and the confirmation that the person is not beneficiary of any other program previously, shall be attached to the application.

**Social housing:** Social Work Centers are the main providers of social grants for housing, beyond occasional support offered by some NGOs. However, these centers only assist those persons who participate in the social aid scheme, these are people with extreme need of support.



## 4 Social Welfare

### Social welfare system

Social support in Kosovo mainly includes monthly monetary assistance for poor families, persons with disabilities, including children, pensioners who are entitled to a pension in accordance with the laws in force, and the categories of war invalids and families of martyrs. In order to receive social assistance, applicants must present themselves at the Social Work Centers and check whether they may be entitled to it from the Ministry of Labor and Social Welfare. The centers are located in every municipality of Kosovo. The MLSW in cooperation with the respective municipality undertakes all necessary measures to enable, within the shortest possible period, repatriated persons in need to benefit from social schemes, in accordance with the law. Repatriated persons with severe economic conditions, who due to the lack of the necessary documentation cannot apply for benefits from social assistance, are entitled to 3-month food, hygiene and material packages. Applicants should visit the nearest social welfare center for further information and to submit their documents. Information regarding municipal services will be provided to repatriated persons immediately upon arrival in the destination municipality. The social assistance scheme provides temporary financial assistance to families in poverty and is selected in accordance with the criteria described in the law and the resources allocated for this purpose from the Kosovo budget. In order to exercise the right to social assistance, all family members must be citizens of the Republic of Kosovo and must meet the conditions for inclusion in one of the categories defined by the law. Exceptionally,

beneficiaries of social assistance may be foreign citizens if they: are resident in Kosovo, persons in the capacity of asylum seekers, refugees and persons enjoying temporary and complementary protection. Regarding the application process for assistance, when persons return voluntarily, they can apply directly for Reintegration Assistance at the Municipal Office for Return and Communities; in this case they will be registered in the Case Management System (CMS) and will apply for reintegration assistance. When persons are forcibly returned to Kosovo, the Department of Migration and Asylum is informed of their arrival from the sending country and provides this information to the Department for the Reintegration of Returnees (DRPR). DRPR informs the municipality of origin through the Case Management System and regional coordinators. The DRPR team at Prishtina International Airport receives the returnees upon their arrival, assesses their immediate needs, provides the necessary assistance (temporary housing and accommodation, health services, transportation to the municipality of origin) and registers them with the SMR. Upon arrival in the municipality, staff from the Municipal Office for Returns and Communities contacts the returnee to provide information about the assistance available and to conduct a more complete needs assessment. Municipalities also provide basic municipal services such as: counseling, civil registration, housing, education, social welfare and employment, health care and medical treatment for repatriated persons according to the relevant legislation.

The repatriated person fills out an application form for assistance and submits

## 4 Social Welfare

the request to the Central Reintegration Commission (CRC). The request is then examined within the period specified in the applicable Regulation and, if successful, assistance is provided. In some cases, repatriated persons may benefit from donor-funded 'voluntary return' programs funded by organizations such as IOM.



### Pension system

Basic old-age pension - a regular minimum monthly pension paid to all citizens of the Republic of Kosovo, regardless of whether they have been employed or not, and who meet the criteria set out by law. The basic old-age pension is paid to all persons who are permanent citizens of the Republic of Kosovo, possess identification documents and have reached the age of sixty-five (65). The monthly amount of this pension is 150 euros.

### Vulnerable groups

- The recognized vulnerable cases in Kosovo are those that are recognized as such in most EU countries and in line with the criteria of this union:
- Minority groups with limited access to the public sector.
- Single mothers and the chronically ill.

- Unaccompanied minors;
- Unaccompanied minors
- Lonely elderly people are among the most vulnerable groups in society, at the same time they are the group that needs the most care, as various situations have made them live alone and forgotten by society and the state social care system;
- Victims of trafficking;
- People with disabilities are particularly vulnerable - most of them rely on their family for both financial support and assistance in daily activities.
- Social Work Centers and several NGOs are the main contributors that support and provide assistance to vulnerable groups in Kosovo.

### Access for returnees

**Eligibility and requirements:** Persons over 18 years, with permanent disabilities and not capable to work; Invalids) Persons over 65 years; Parents with at least one child under the age of 15. Families with one person capable for work and at least one child under the age of five

**Registration procedure:** Applicants must present the document of being unemployed which is issued by Employment Offices in the respective municipality of residence.

**Required documents:** ID card of Republic of Kosovo, birth certificates of all family members, and declaration of family unit.

## 5 Education

### General information on education

The preschool education system is divided into three levels: Kindergarten (for children of 1-2 years of age), Kindergarten (for children of 3-4 years of age), and Preprimary class (for children of 5 years of age). According to the law on primary and secondary education in Kosovo, the primary education (1-5 classes) and low secondary education are mandatory for everyone. The mandatory education begins when the child reaches 6 years of age (the minimal age of mandatory education). According to this law, education in the publicly funded educational institutions is free of charge. The low secondary education is the second phase of mandatory education which includes the classes between 6 to 9, for students of 12 to 15 years of age. The education in primary schools in Kosovo is held in four languages: Albanian, Serbian, Bosnian, and Turkish. The high secondary education is organized in the general and professional education. The high secondary education lasts 3 or 4 years depending on the educational curricula designed by the Ministry of Education. All students are entitled to pursue this level on a voluntary basis. The high secondary education is divided into two categories: general and professional education. In accordance with the law on education, the rights to special education in Kosovo are for those children that don't have or are not able to have a normal education. In Kosovo, there are a total of 7 schools for special education. Books for compulsory education up to the fifth grade are free of charge.

### Cost, loans, and allowances

Municipality stipends are available to

the students with a good grade average. The award varies up to 600 EUR.

### Approval and verification of foreign diplomas

National Qualifications Authority is in charge of recognizing foreign diplomas. Its responsibilities are the oversight of national qualifications along with the Ministry of Education, Science and Technology, the Agency for Accreditation and other professional bodies approved for this purpose by the government, and in particular the acknowledgement of professional qualifications and foreign diplomas. Delivery time is up to 10 days; payment fee is 30 EUR for bachelor degree, and 50 EUR for MA degree.

There are a large number of private higher and secondary education institutions in the country that offer relatively high-quality education in various professional fields. However, education in the country leaves much to be desired.

### Access for returnees

**Registration procedure:** For the registration of children, first of all, parents have to submit the request in the Ministry of Education. The final decision, which is taken by the Ministry, oblige all schools to accept the children within all municipalities in Kosovo. All repatriated children are entitled to attend education in adequate schools in Kosovo.

**Required documents:** Birth certificate; diploma- certificates and diplomas need to be acknowledged, evidence from the school confirming that the child has attended previous classes.

## 5 Education



## 6 Children

### General situation of children and infants

Poverty remains a harsh reality for many in Kosovo, with the proportion of children living in poverty estimated at around 23%, including more than 7% living in extreme poverty. Living in poverty is a root cause of many negative consequences for the fulfillment of child rights in Kosovo, including child labor, child marriage, lower access to services, and poorer social outcomes. Poverty in Kosovo disproportionately affects women, children, ethnic minorities, people with disabilities, and rural populations. (World Bank Group 2019). In particular, children from Roma, Ashkali, and Egyptian (RAE) communities have lower attendance rates at schools, fewer employment opportunities, and are more likely to be in poverty.

For children with disabilities, obstacles remain in the form of limited access to appropriate education, health care, and rehabilitation services, and barrier-free access to public facilities and services. Access to appropriate education includes accessible and inclusive learning spaces, the availability of teachers and assistants trained in the area of inclusive education, and provision for addressing other barriers such as transport, access to assistive devices, and appropriate toilet facilities. Similarly, children in the second decade of life struggle with successfully navigating the complex employment market due to issues with the quality, relevance, and inclusiveness of education systems.

(Non-) governmental actors dealing with children's well-being and rights

These non-governmental actors are

working in the child protection field, with the joint mission to advocate and protect the rights of children in Kosovo and are based in Prishtina

- Save the children in Kosovo: <https://kosovo.savethechildren.net/>
- UNICEF Program in Kosovo: <https://www.unicef.org/kosovoprogramme/>
- SOS Children's Villages International in Kosovo: <https://www.sos-childrensvillages.org/where-we-help/europe/kosovo>
- Terre des hommes in Kosovo: <https://www.tdh.ch/en/our-interventions/kosovo>

KOMF- Coalition of NGOs for the Protection of Children: <http://www.komfkosova.org/?lang=en>

The main objectives of these NGO's are: enhancing the approval of laws and policies for children; monitoring the implementation of laws and national policies for children; sensitizing and mobilizing the relevant state authorities at both local and central level, sensitizing the service providers and other actors on child protection issues; raising awareness of the wide opinion on all issues related to child protection; increasing the participation of children and all other groups who are exposed to the violation of children rights; creating spaces to develop best practices in the field of children rights.

## 6 Children



## 7 Contacts

Shaukat Khaum Memorial Cancer Hospital and Research Lahore Hospital, medical services 7AKhayaban-e-Firdousi, Block R3 Block R3 M.A.Johar Town, Lahore, Punjab Phone: (042) 35905000

Fatima Memorial Hospital Lahore Hospital, medical services Shadman Rd, Ichhra Lahore, Punjab 54000 Phone: (042) 111 555 600

Government Social Security Hospital Gujranwala Hospital, medical services Industrial Estate Model Town, Gujranwala, Punjab Phone: 0300 9645958

DHG Teaching Hospital Gujranwala Hospital, medical services DHQ Hospital, Hospital Rd, Civil Lines, Gujranwala, Punjab 52250 Phone: (055) 9200110

Allied Hospital Faisalabad Hospital, medical services Dr. Tusi Rd, Faisalabad, Punjab Phone: (041) 9210082

Shifa International Hospital Ltd. Faisalabad Hospital, medical services MainJaranwala Rd, Faisalabad, Punjab 38000 Phone: (041) 8740951

District Headquarter Hospital Rawalpindi Hospital, medical services Kashmiri Bazaar Road, Raja Bazar, Rawalpindi, Punjab 46000 Phone: (051) 5556311

Holy Family Hospital Rawalpindi Hospital, medical services Holy Family Rd, Block F Block E Satellite Town, Rawalpindi, Punjab Phone: (051) 9290321

Sindh Government Hospital Karachi Hospital, medical services Sharifabad Block 1 Gulberg Town, Karachi, Karachi City, Sindh

drei@ettc-iraq.net  
http://www.ettc-iraq.net:

Aga Khan University Hospital Karachi Hospital, medical services National Stadium Rd, Aga Khan University Hospital, Karachi, Karachi City, Sindh 74800 Phone: (021) 111 911 911

Indus Hospital Karachi Hospital, medical services Plot C-76, Sector 31/5, Darussalam Society Sector 39 Korangi, Karachi, Karachi City, Sindh Phone: (021) 35112709

Dr. Ziauddin Hospital: Private Hospitals & Health Care Services Hospital, medical services Block-B North Nazimabad Town, Karachi, Karachi City, Sindh 74700 Phone: (021) 36648237

Sindh Goverment Hospital Hyderabad Hospital, medical services Wadhu Wah Rd, Qasimabad, Hyderabad, Sindh

AIMS Hopsital Azad Jammu and Kashmir Hospital, medical services Muzaffarabad, Azad Jammu and Kashmir Phone: (058224) 39306

SKBZ CMH Muzaffarabad Hospital, medical services CMH Rd, Muzaffarabad, Azad Jammu and Kashmir Phone: (058229) 20451

## 7 Contacts



## 8 At a glance

### Measures to be taken before return

- **Documents:** The returnee should request German authorities all documents which may need later in the country of origin. The documents they need to have before they enter Kosovo are: birth certificate and other civil registration documents, diplomas from the school they attended in Germany, and certificates of attended courses or vocational trainings.
- **Health:** Health information, including immunization, illnesses and serious health conditions, and any other relevant health information.
- **Accommodation:** Find temporary accommodation. In Kosovo the government offers a temporary accommodation up to one week for those with limited support from their families.
- **Transportation:** Get information about the arrival at the airport and the onward journey.

### Measures to be taken upon arrival

- **Registration:** The returnee should get registered. The registration should be conducted after passing the border control at the airport or crossing the land border.
- **Reception:** Reception is available in the reintegration reception office which shall be completed upon arrival of repatriated persons. Reception officials at the airport inform repatriated persons on the overall reintegration process.
- **Children:** Children born in Germany should present translated birth certificate issued by German authorities. For those above 18, passport and ID is required.
- **Education:** Apply for school-school enrolment. Diplomas and certificates have to be presented.
- **Social Welfare:** Apply for social welfare. Social assistance offices are established in every municipality across the country. Only vulnerable persons in need with poor conditions will be supported.
- **Jobs:** Contact services which provides assistance on finding jobs. Firstly, the returnee should go in person and get registered as a job seeker and should present an identification document issued by Kosovo government

## 9 Virtual Counselling



### Migrant assistance in Kosovo

The Virtual Counselling project is implemented by the International Organization for Migration (IOM) in Germany. Migrants living in Germany who are considering a return are offered return and reintegration counselling by IOM staff in Kosovo. Local IOM staff can be contacted in Albanian, Serbian, and English through online messengers.

This service aims to empower migrants to return in dignity by informing them about various return and reintegration options and assistance programmes.

### Contact Esat in IOM Kosovo

Whatsapp and Viber: +383 49 968 524 Regular calls: +383 49 968 523