



Organization for Security and Co-operation in Europe
MISSION IN KOSOVO

**Remarks of Dr. Jens Modvig,
Deputy Head of OSCE Mission in Kosovo,**

Launch of the Code of Conduct for Civil Servants Campaign

Prishtinë/Priština, 15 December 2006

Ladies and gentlemen,

We, the Ministry of Public Services and the OSCE Mission, are here together to launch a public information campaign to promote the new Code of Conduct for Civil Servants.

The campaign will praise all the benefits the Code yields for the people of Kosovo.

This campaign is a joint effort of the Ministry of Public Services and the OSCE. Our common objective is to develop effective public institutions in Kosovo.

Under the slogan: *"The new Code of Conduct serves people of Kosovo!"* we want to call on people to take full advantage of the administrative system that is being set for them.

In essence, the Code of Conduct sets the principles that should guide each and every public servant in their work and among themselves but also in their relationship with the population.

These principles include among other: legality, equal treatment (non-discrimination), political neutrality, impartiality, as well as transparency.

And the public should expect nothing less from the civil service but to respect these principles.

Codes of conduct are normally developed to ensure quality standards.

Accordingly, this Code will help the public to understand what they can expect from their civil servants.

Each and every Kosovan has the right to be treated with respect and to receive services in a timely manner as prescribe by the law.

Consequently, service users have the right to complain if the Code is not respected or if quality is lacking.

This is all justifiable and normal. Indeed, public servants receive their salaries from the Kosovo Consolidated Budget – tax money that is – and they are therefore accountable to the tax payers.

In addition, the Code of Conduct regulates the relations of public servants with their superiors and subordinates and offers protection from political or other interferences. The goal here is again to ensure quality and integrity.

To fulfil these high standards, the OSCE has been keen to support the Ministry in its outreach to the public as well as to civil servants themselves.

In parallel to the conduct of this public information campaign, ongoing trainings for civil servants on the Code's provisions are taking place at the Kosovo Institute for Public Services.

Let me conclude by stressing one more time that the people of Kosovo deserve professional and quality services. But that can be offered only by professional and well trained civil servants acting in accordance with the provisions of their Code of Conduct.

And the OSCE reiterates once more its support to the Ministry in establishing professional, accountable and multiethnic civil service that will work for the benefit of the people of Kosovo.

Thank you.