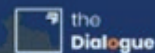


DIALOGUE-INFO PLATFORM

Factsheet



Get informed on the
Kosovo - Serbia Dialogue



BPRG | Balkans Policy
Research Group

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 **Norway**

December 2023

The **DIALOGUE-INFO** is an innovative platform that addresses the transparency and accountability concerns surrounding the Kosovo-Serbia dialogue process. It has effectively bridged the information gap by providing timely, accurate, and detailed insights, empowering citizens with knowledge, and fostering a more informed and engaged public.

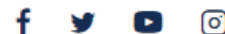
The DIALOGUE-INFO platform serves as a valuable resource for keeping the public informed about the Kosovo-Serbia dialogue process. It presents information about events, dialogue agreements, and their implementation in a clear, concise, and visually appealing manner.

Addressing concerns about transparency and accountability in the dialogue process, Balkans Group established this platform to serve as a primary source of information and insight. The goal is to fill the gaps in society's understanding and promote greater public support for the dialogue process by providing accessible and accurate information, through video animations.



Home The Platform Contact

Shqip [English](#) [Srpski](#)



THE DIALOGUE

AGREEMENTS

FRIENDS OF DIALOGUE

LIBRARY

BLOG

Agreements between Kosovo and Serbia

Kosovo and Serbia have reached numerous agreements in the framework of normalization of relations and the resolution of the open issues among them. Between 2011- 2016, within EU-led dialogue, Kosovo and Serbia reached 38 agreements. These agreements are generally classified in agreements and sub-agreements, while the factors upon which this classification is made, are not strictly determined. However, the typical form of this classification is based on topics and that leads to fifteen (15) agreements and twenty-three (23) sub-agreements.

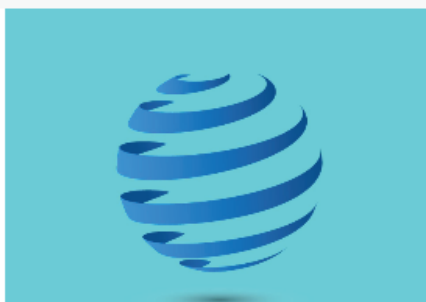
The agreements are often classified based on their nature, respectively as technical or political. In this regard, ten (10) agreements are considered political and the rest, twenty-eight (28), are technical.

[Read More](#)



All 2020 2016 2014 2013 2012 2011

Economic Normalization



Mutual Recognition of ADR Certificates



Mitrovica Bridge

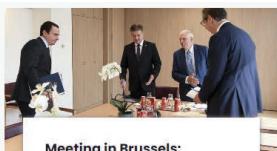
Regularly refreshed content on the DIALOGUE-INFO platform aids various interest groups and the general public in gaining a deeper understanding of the dialogue between the two countries. Easily accessible through a Google search, the platform presents information in a clear, simplified manner. Actively updated with comprehensive details about the ongoing dialogue, the platform ensures widespread dissemination and promotion. Serving as a crucial information hub for citizens in Kosovo and Serbia, it keeps them informed about each meeting between the two delegations and features insightful op-eds from prominent figures.



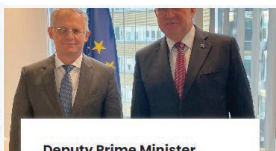
High Level Meeting – 26 October 2023



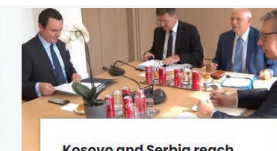
High Level Meeting – 14 September 2023



Meeting in Brussels: Adopted of the Declaration on Missing Persons



Deputy Prime Minister Bislimi held bilateral meetings for the dialogue in Brussels

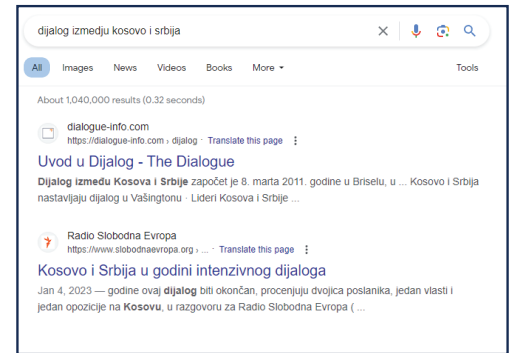
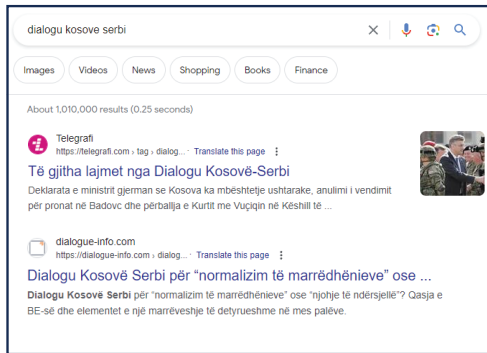
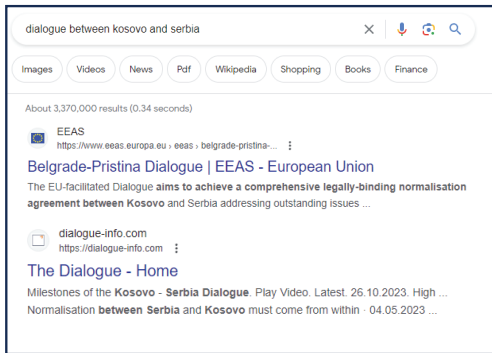


Kosovo and Serbia reach deal on Exit-Entry documents



Proudly serving as **the institutional memory** for the dialogue, the platform documents and preserves each detail for reference and future insights.

Currently holding the top position on Google as the primary source of information regarding the dialogue between Serbia and Kosovo, the platform maintains this ranking consistently across its three available languages.



Outreach and Advocacy

As part of BPRG's outreach and advocacy efforts, we launched key initiatives focused on the Kosovo-Serbia dialogue. We organized roundtables and exchange events that allowed civil society representatives to directly engage with government leaders. These efforts provided a crucial platform for open dialogue, fostering innovative approaches and solutions to advance the normalization of relations between Kosovo and Serbia.

The New Government Agenda and Kosovo-Serbia Dialogue



BPRG organized a roundtable on the new government's agenda with civil society representatives. The discussions were focused mainly on civil society representatives posing questions to the Deputy Prime Minister on their new course of action. They identified the possible path that this process might take and recommended new approaches and solutions for the government to follow. This roundtable was organised according to the Chatham House rules.

Kosovo in the Dialogue Process with Serbia



BPRG organized a follow-up roundtable with the Deputy Prime Minister, Besnik Bislimi. The roundtable focused on an overall discussion on the topics that were negotiated in the dialogue process until now, with attention on the Government's stance in this process. This roundtable aimed to inform civil society about the latest developments and highlight any recommendations given by them. It was organized according to the Chatham House rules.

Exchange event: 'Promoting stronger voices, enhancing the role of civil society and supporting new venues for normalisation of relations'

In June 2022, Balkans Group organized an exchange event of prominent civil society representatives of Serbia and Kosovo, aimed at setting the foundation for regular exchanges of various groups of interest between the two societies as means to improve communication and cooperation between the two.



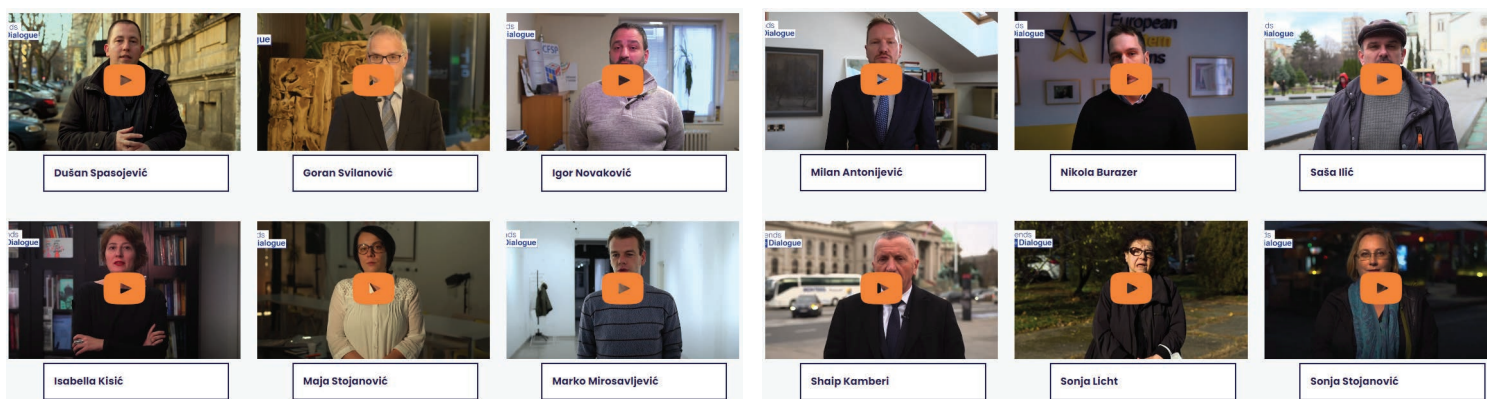
Tailored to serve as a brainstorming session on re-energizing the process, the activity was structured in two main components. The first part of the event gathered around 50 prominent civil society representatives and intellectuals of Kosovo and Serbia in a roundtable discussion.

As per the second part, the Balkans Group organized a series of meetings between the representatives of the civil society of Serbia and the Kosovo leaders and politicians. The representatives from Belgrade held separate meetings with the Prime Minister of Kosovo, Albin Kurti, and the Leader of the Assembly, Glauk Konjufca. Representatives further had the chance to meet the leaders and representatives of the main opposition parties in Kosovo, Memli Krasniqi, Leader of the Democratic Party of Kosovo and Lutfi Haziri and Shqipe Mjekiqi, Vice-Chairs of the Democratic League of Kosovo. The activity was welcomed by the participants in addition to the leaders of Kosovo, who perceived it as a great opportunity to communicate and exchange their views and positions.

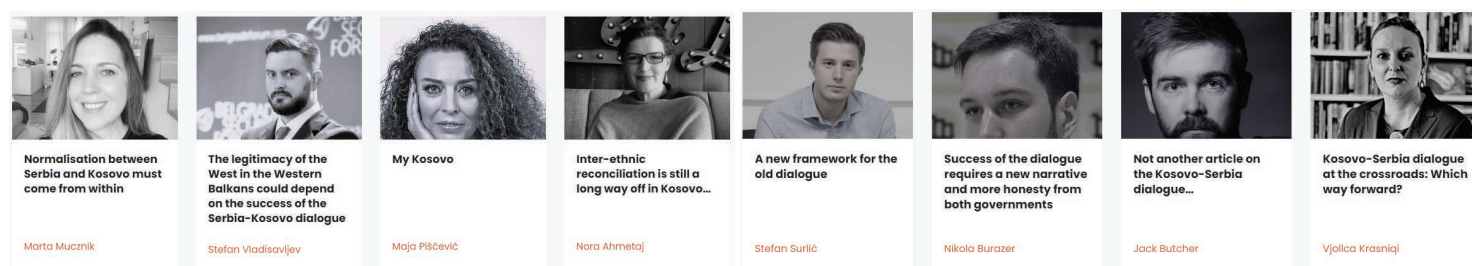
Friends of the Dialogue

Within this platform, Balkans Group launched the digital advocacy campaign "Friends of the Dialogue." The campaign aimed to promote the dialogue between Kosovo and Serbia, engaging prominent personalities who genuinely support the process. Their involvement was a strategic approach to influence public opinion and change the negative narratives surrounding the dialogue.

The project's primary aim was to reach 500,000 citizens. Through a comprehensive outreach strategy, including promotions on national TV and social media engagement, the project has surpassed expectations, reaching over 2 million people through social media and almost 2 million through online portals. The impact includes over 20 video animations for agreements, 23 Op-Eds, and two successful campaigns - the "Friends of the Dialogue" campaign with 62 videos.



Op-Eds





**Being informed,
instead of just opinionated!**

Dialogue-Info in Numbers



Video Animations
20



Campaigns' Videos
62



Op-Eds
23



Website Reach
93,403



Social Media Reach
+2 Million



Traditional Media Reach
+2 Million

The Balkans Policy Research Group is an independent, regional think-tank based in Prishtina, Kosovo. We provide timely policy analysis and recommendations on a wide array of state-building issues; institutional and democratic consolidation; minority integration and good neighbourly relations: European integration and policy change. We have decades of experience in policy reporting and development, strategic thinking, and advocacy with governmental, international, and non-governmental organisations.

Our rigorous, detailed, impartial reporting, always based on in-depth fieldwork, is the core of our work. We go beyond mainstream positions and seek to make change through creative, feasible, well-measured, and forward-looking policy recommendations to help develop strong, vibrant democracies, prosperous states, and societies based on the rule of law in the Western Balkans.

We engage in high-level advocacy, domestically, regionally, and internationally, impacting policy discussions and options with regard to the home affairs and European policies toward the Western Balkans.

Balkans Group has developed other tools and platforms to achieve this change:

The Expert Support Component provides policy support and experts to the governments and other key institutions on vital policy areas, including dialogue and negotiations, security, foreign policy, regional cooperation, EU agendas and reforms, good governance, development, and law-making.

Youth in Politics Programme aims to train and build the capacity of young people active in political parties in Kosovo in areas such as the rule of law, public policy, good governance, economic development and social policy, education policy, and regional cooperation.

The Women in Politics & Decision Making platform aims to create a gender-equal environment by increasing the representation of women in politics and decision-making roles across institutions.

The Western Balkans Policy Forum - a Think-Tankers High-level Advocacy Forum, is committed to enhancing the dialogue between civil society and institutions.

The Policy Dialogue promotes domestic dialogue in Kosovo, political consensus, and reform agendas.

The Dialogue Platform promotes the dialogue process between Kosovo and Serbia, by informing the wider public and generating debate about the agreements, benefits, and challenges of the Dialogue.

The Kosovo Serbia Policy Advocacy Group - a Cross-Border Civil Society Cooperation forum- aims to communicate, promote, and enhance dialogue toward full normalization between Kosovo and Serbia and their societies.

Constitutional Framework, Parliamentarism, and Membership to the CoE, aims to advocate for comprehensive reforms in Kosovo's constitutional framework, improvement of parliamentary procedures, and integration into the Council of Europe.

Energy, Green & Digital Policy Hub aims to bring together government officials, experts, and think tanks to jointly devise, develop, and advocate for the right solutions.

The Policy Idea Lab platform aims to create new policy tools and spaces where policymakers, members of institutions, advisors, experts, the CSO community, academics, etc., can share their knowledge, debate policy processes and topics, and devise solutions.