EULEX has placed too great a priority on the quantity of cases covered and too little on the quality of the justice system. They note that many of the Kosovars who approach EULEX to discuss cases have little knowledge of the mission’s role, but are simply looking for a second opinion after losing a case in front of domestic judges.

EULEX’s third component—customs—has focused on restoring a customs regime in north Kosovo. After the 2008 declaration of independence, Serb mobs burnt down crossing points into Serbia, while the Kosovo government established checkpoints to the south of the river Ibar (the internal boundary with north Kosovo). This created an excellent environment for smuggling and trafficking, and Belgrade grew concerned that criminality in north Kosovo was infecting Serbia itself.

EULEX’s decision to send customs officers to the destroyed crossing points thus met with cooperation from Serbia. It was less popular with many local Serbs who resented its political symbolism or had profited from smuggling. The customs officers were harried by demonstrators who set up ad hoc barriers and “observation posts,” and EULEX has still not devised a method for raising and distributing revenue at the Serb border. It has been able to monitor traffic reasonably consistently. But it needs to sign memorandums of understanding with both Kosovar and Serb customs officers on