

INFORMATION ON CASE REPORTING OF HUMAN RIGHTS VIOLATIONS IN KOSOVO

KOSOVO POLICE

The Kosovo Police as an institution is tasked with investigating cases and protecting the victims. The duties of the Police, among others, include the execution of the general or emergency protective order, as well as the issuance of the temporary emergency protective order.

The Kosovo Police may be contacted by calling 192, 922 and 080019999.

Correspondingly, the Kosovo Police can be contacted via the "Notify the Police" (Lajmëro Policinë) mobile application.

The reporting of crimes by citizens to the police is and remains anonymous.

OFFICE FOR VICTIM PROTECTION AND ASSISTANCE - VICTIM PROTECTORS

Victim protectors are responsible for informing victims about all services available to them and how they can obtain these services. The operators of this helpline provide free information and advice.

OMBUDSMAN INSTITUTION

The Ombudsman is an independent institution in the Republic of Kosovo whose duty is to protect and promote the rights, freedoms and legitimate interests of individuals as well as the prevention of torture and other cruel, inhuman and degrading treatment and punishments.

In the event that any public authority with any action or inaction violates any of your fundamental rights or freedoms, you have the right to turn to the Ombudsman institution

Phone number: 038223782



THE STATE PROSECUTOR

Once a case of domestic violence is reported, the Prosecutor of the case is responsible for evaluating the case. He/she has a duty to inform the victim about the status of their case. Every citizen can report all cases of violence here, including domestic violence or cases of any nature that are prosecuted according to the official duty with the Criminal Code of the Republic of Kosovo. The reporting may be done via phone. The State Prosecutor's Office contact number where citizens may report cases is: 080011112.

After a final decision from the court, citizens are entitled to execute their right to realize the legal property claim (financial compensation).

THE COURT

When an indictment is filed against the defendant, the prosecutor of the case submits all the documents of the case to the court of first instance. The case is assigned to a judge, who, within a time limit of 30 days from the filing of the indictment, sets the date of the initial hearing of the case. The judge's duty is to inform the parties about their rights in court proceedings.

During the stage of court hearing, the court summons the defendant together with his/her defense, the State Prosecutor, the plaintiff and his/her legal representative, the authorized representatives, translators, relevant witnesses and experts of the case.

In case the defendant is declared innocent, the proceedings continue with the elaboration of the evidence, and then within 15 days after the end of the court hearings, the court takes a decision.

The decisions of the first instance court may be appealed to the Court of Appeals, which is known as the court of second instance. The time limit within which the appeal can be submitted to the Court of Appeals is 15 days from the day of delivery of the copy of the judgment to the parties.

OTHER FORMS OF REPORTING

YIHR KS, in the capacity of creator and manager of the platform "E Drejta Jem" (Eng; "My Right"), facilitates citizens to report human rights violations in a completely confidential manner. After receiving the report, YIHR KS makes sure to direct the reporter to the relevant institutions as well as follows up on the actions and measures taken by the relevant institutions. The platform "E Drejta Jem" is accessible online at: www.edrejtajem.org.

THE PROSECUTION

The Office for Victim Protection and Assistance operates within the State Prosecutor's Office. This office is represented in each Basic Prosecutor's Office in Kosovo, operating within the respective territory of the prosecutor's office.

This office provides services to victims of crime during legal proceedings, advises victims and represents their interests.

Victim Protectors are official persons who provide support and assistance to victims of crime, thus enabling them access to justice bodies, informing them about their rights and representing victims' interests in court. In certain cases, this office refers the victim to other service providers for services that the victim needs.

The Helpline Office is a free telephone line. The reporting of various criminal offenses to this office is completely confidential. This office also provides information to victims about their rights and provides necessary information on certain services and corresponding access to them.

THE AGENCY FOR FREE LEGAL AID

The Agency for Free Legal Aid provides free legal aid services and legal representation to all citizens who cannot afford these services.

The Agency for Free Legal Aid has its offices in all regions of Kosovo. The central office of this agency can be contacted at: 038 200 18 936. AFLA has also its local branches in all regions of the Republic of Kosovo.