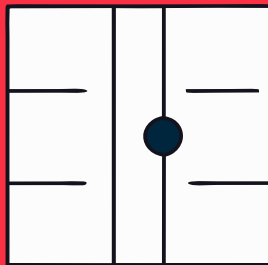
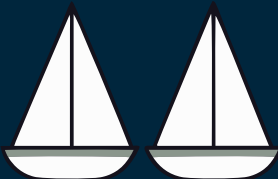




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Table of content

| | |
|---|-----------|
| 1. Introduction | 05 |
| 1. Purpose and Importance of the Guideline | 06 |
| 2. Overview of Access to Justice in Kosovo | 06 |
| 3. How This Guideline Can Help You | 07 |
| 4. Brief Overview of the Kosovo Justice System | 07 |
| 5. Key Legal Institutions and Their Roles | 09 |
| Courts | 12 |
| Prosecution Offices | 16 |
| Police | 18 |
| Attorneys | 19 |
| Ombudsperson Institution | 21 |
| Free Legal Aid Agency | 24 |
| 6. Simplified legal processes explained | 29 |
| 1. Criminal proceedings: | 30 |
| 2. Civil Cases: Resolving Disputes | 32 |
| 3. Administrative Cases: Government Decisions Challenged | 34 |
| 7. Understanding Your Rights in the Judicial Process | 37 |
| Why It's Important? | 38 |
| 8. How to Exercise Your Rights Effectively? | 39 |
| 9. Your Legal Rights in a Judicial Process | 43 |
| Right to Fair and Impartial Trial | 44 |
| Rights for Those Accused of a Crime | 46 |
| Your Right to Freedom and Safety: | 48 |
| Your Right to Challenge Decisions | 50 |
| The right not to be tried twice for the same crime | 52 |
| Judicial protection of rights | 53 |
| The concept of interpreting human rights provisions | 55 |
| The principle of legality and proportionality in criminal cases | 56 |
| 10. The Role of Citizens in Promoting Justice | 59 |
| 1. The Importance of Civic Engagement in the Justice System | 61 |
| 2. How to Report Issues and Participate in Legal Reforms | 62 |
| 3. Youth Involvement in Justice Initiatives | 63 |
| 11. Directory of legal aid and resources | 65 |
| 1. Legal Clinics | 66 |
| 2. Non-governmental Organizations (NGOs) | 66 |
| 3. Online Portals for Legal Information | 67 |
| 4. Official Gazette of Kosovo | 67 |
| 5. Kosovo Judicial Council Website | 67 |
| 6. Website of the Agency for Free Legal Aid | 68 |
| Annexes: Practical Tools and Resources | 70 |





Introduction

1

Purpose and Importance of the Guideline

Access to justice is a fundamental principle of the rule of law, ensuring that individuals can protect their rights and resolve disputes under a fair legal process. In Kosovo, as in any society striving for democratic governance and the protection of human rights, access to justice serves as a cornerstone for peace, security, and prosperity. Despite significant progress in developing legal and judicial frameworks, challenges remain in making the justice system fully accessible and responsive to the needs of all citizens.

This guideline is developed with the purpose of bridging the gap between the citizens of Kosovo and their justice system. It aims to demystify legal processes, clarify citizens' rights, and provide practical information on navigating the judicial system. By empowering individuals with knowledge and resources, this guide plays a crucial role in promoting legal literacy, fostering a culture of lawfulness, and encouraging active civic engagement.

Think of this guide as a map to help you navigate the world of justice in Kosovo. Just like any map, it's here to show you the way, help you avoid getting lost, and make sure you reach your destination — in this case, understanding your legal rights and how to use them. Whether you've faced a legal issue before or not, knowing more about how things work can give you confidence and help you protect yourself and others.

2

Overview of Access to Justice in Kosovo

Kosovo's justice system has undergone extensive reforms aimed at establishing a fair, efficient, and accessible justice for all. These reforms are guided by the aspirations to strengthen democracy, uphold human rights, and align with European standards. Despite these efforts, access to justice remains a challenge for many, particularly vulnerable groups, including, women, the economically disadvantaged, and the youth. Barriers such as limited legal awareness, perceived complexity of legal processes, and mistrust in the fairness and efficiency of the justice system contribute to this challenge.

To address these issues, Kosovo has seen the development of various mechanisms and initiatives aimed at improving legal literacy, providing free or affordable legal aid, and enhancing the transparency and accountability of judicial and prosecutorial bodies. These efforts are crucial in ensuring that justice is not merely a theoretical right but a practical reality for every citizen.

If simplified, Kosovo's justice system — the courts, prosecutors, police, lawyers and so on,— is like a big machine that's supposed to work for everyone. But sometimes, it feels complicated and distant, especially if you're not a lawyer. You might wonder how to start a legal case, who can help you with a legal problem, or what your rights even are.. Although a lot has been done to make the justice system better and more approachable, we know it's not perfect. This guide is here to make that system feel closer and clearer for you, no matter who you are.

3

How This Guideline Can Help You

This guideline is crafted to serve as a comprehensive yet accessible resource for the citizens of Kosovo. It is designed to:

- Provide a clear and concise overview of the justice system in Kosovo, including key institutions and their roles in the legal process.
- Outline the basic legal rights that every citizen should be aware of and how these rights can be exercised within the judicial system.
- Offer guidance on how individuals can contribute to promoting justice, including through civic engagement and efforts to combat corruption.
- Include a directory of legal aid and resources, making it easier for citizens to seek and receive legal support when needed.

By presenting this information in a straightforward and understandable manner, the guideline aims to empower you, the reader, with the knowledge and confidence to engage with the justice system effectively. Whether you are seeking to protect your rights, resolve a dispute, or contribute to the ongoing efforts to improve legal and judicial processes in Kosovo, this guide is here to support you on that journey.

In the following pages, you will find detailed information and practical advice tailored to help you navigate the complexities of the justice system. By enhancing your understanding of legal processes and available resources, we hope to foster a more just, transparent, and participatory legal culture in Kosovo.

- Purpose and importance of the guideline
- Overview of access to justice in Kosovo
- How this guideline can help you

4

Brief Overview of the Kosovo Justice System

Kosovo's justice system is designed to uphold law and order, resolve disputes, and ensure that justice is served fairly and efficiently. It encompasses a range of institutions, from courts and police to legal aid providers, working together to protect the rights of citizens and maintain social harmony. This system is based on the principles of democracy, rule of law, and human rights, striving to be accessible to all citizens, regardless of their background or means.

Think of Kosovo's justice system as a big team working together to make sure everyone plays by the rules, and when they don't, helping to sort things out fairly. This team includes various players, each with a special role, working to ensure that justice isn't just a word in the law books but a real thing people can see and feel.

5

Key Legal Institutions and Their Roles





Courts

Kosovo's justice system as a tree with many branches. This system is designed to make sure laws are followed, disputes are settled fairly, and rights are protected. At the heart of the justice system are the courts, where disputes are settled and justice is delivered. Courts in Kosovo range from local courts that handle minor cases to higher courts that deal with more significant issues, including appeals. Each court specializes in certain types of cases, ensuring expertise and fairness in handling legal matters.

The courts are where disputes are resolved and decisions on legal matters are made. They're divided into different levels, like steps on a ladder, each with its own role:

- **Basic Courts:** Think of these as the foundation. They're the first step where most legal cases start. Kosovo has seven (7) Basic Courts spread across different regions, each covering specific municipalities. In addition, each Basic Court has its branches that cover the territory of smaller cities/towns.

These courts deal with a wide range of issues, from contracts and family disputes to minor as well as more serious crimes. If you have submitted or submit a case before a court for the first time, Basic Court and/or its Branch is the right place to do so.

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Additional useful information: Courts are open every working day (Monday-Friday) from 08.00 to 16.00.

You can submit your claims to the court directly (in the working days and hours) or via mail. The day in which you have delivered your submission in the mail/post service, shall be considered as a day of delivering regardless of when the court receives it.

You can find more information about courts system in the following link: <https://www.gjyqesori-rks.org>

You can find more information about courts in the Annex 1.

- **Court of Appeals:** This is the next step up the ladder. If someone disagrees with a decision made by a Basic Court, they can take their case to the Court of Appeals. This court reviews decisions from the Basic Courts to ensure everything was done correctly. There is only one Court of Appeals, and it has jurisdiction for entire Kosovo.

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Additional useful information: Court of Appelas address is at the Palace of Justice, Building B, "New Prishtina" Neighborhood, 10,000, Pristina, Kosovo. More information about the Court of Appeals can be found here: <https://apeli.gjyqesori-rks.org>

- **Supreme Court:** At the top is the Supreme Court, the highest authority in Kosovo's justice system. It handles the cases as final arbiter when someone does not agree with the decisions of lower courts. The Supreme Court also ensures that laws are interpreted and applied consistently across Kosovo. There is only one Court of Supreme and it has jurisdiction for entire Kosovo.

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Additional useful information: Supreme Court's address is at address is at the Palace of Justice, Building E, "New Prishtina" Neighborhood, 10,000, Pristina, Kosovo. More information about the Supreme Court can be found here: <https://supreme.gjyqesori-rks.org>

- **Constitutional Court:** Serves as another layer of guarantee for your rights. If you have faced injustices or irregularities in the lower courts you can submit a claim to the Constitutional Court to seek protection of your rights protected under the Constitution. However there are certain criteria for having your case be heard in front of this court, including but not limiting to: having exhausted other remedies for seeking the protection of rights, and submitting your claim within certain deadlines.

It is important to know that the Constitutional Court, **does not** decide on the merits of your case. So, for instance, you can not seek payment of debt from a contract at the Constitutional Court. What you can do is, once you have sought justice to other courts for that debt and faced procedural or legal irregularities, then address the Constitutional Court to seek protection of your right to fair trial and/or right to property in the said case. Additionally, if you believe a law that is being applied in a judicial process you are part of, is unconstitutional, you can seek from each court to refer that law to the Constitutional Court for its review.

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Additional useful information: Constitutional Court's is located at Str."Perandori Justinian", nr. 44. 10000 Pristina, Kosovo. More information about the Constitutional Court can be accessed here: <https://gjk-ks.org>.



Prosecution Offices

In Kosovo, the State Prosecutor plays a vital role in maintaining justice. It's an independent institution tasked with the responsibility of bringing to trial individuals accused of committing crimes. This means that if someone breaks the law, the State Prosecutor works to ensure that they are held accountable.

Prosecutors are responsible for prosecuting criminal cases on behalf of the state. They work closely with the police to investigate crimes, gather evidence, and bring charges against suspects. Their goal is to prove the guilt of the accused while ensuring that the trial process is fair and respects the rights of all parties involved.

What Do Prosecutors Do?

- **Criminal Prosecution:** Prosecutors are responsible for investigating crimes, deciding when to bring charges, and presenting evidence in court to prove the accused's guilt.
- **Protecting Rights:** They safeguard the rights of victims, witnesses, and defendants, ensuring that justice serves everyone involved in a case.
- **International Cooperation:** The State Prosecutor also works with authorities from other countries to combat crimes that cross borders.

The Structure of Prosecutorial Offices

- **Chief State Prosecutor's Office:** This is the top-level office with authority across Kosovo. It oversees the entire prosecutorial system and cooperates with international entities. More information on Chief State Prosecutor's Office can be accessed here: <https://prokuroria-rks.org/psh/zyra-e-kryeprokurorit/372>
- **Appellate Prosecution Office:** This office deals with appeals, reviewing cases to ensure the correct application of the law. More information about Appellate Prosecution Offices can be accessed from here: <https://prokuroria-rks.org/psh/prokuroria-e-apelit/336/per-ne>
- **Special Prosecution Office:** Specialized in certain types of crimes, this office operates under its own set of rules. More information on Special Prosecution Office can be accessed from here: <https://prokuroria-rks.org/psh/prokuroria-speciale/43/pr-ne>
- **Basic Prosecution Offices:** Located throughout Kosovo, these offices handle cases in their initial stages. More information on the Basic Prosecution Offices can be accessed from here: <https://prokuroria-rks.org/psh/prokurorit-themelore/353/pr-ne>

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Additional useful information: More information about Prosecutorial System can be found here: <https://prokuroria-rks.org/psh> . Various legal templates from criminal procedure can be accessed from here: https://ad.rks.gov.net/media/Doracak%20dhe%20Udhëzues/shkresalb_.pdf



Police

The Kosovo Police plays a crucial role in maintaining public order, preventing crime, and enforcing the law. They are often the first point of contact in the justice system, responding to incidents, investigating crimes, and arresting suspects based on evidence. The police work under the oversight civilian authorities (the Ministry of Internal Affairs), ensuring their actions align with legal and ethical standards. The police has its stations across Kosovo and operates in eight (8) regional stations/directorates.



Additional useful information: If you have any kind of problem that involves a suspicion of a crime or wish to report a criminal or other unlawful activity you can do so by informing the Police. You can contact the police at the following numbers: 192 or 080019999. Phone numbers of each station can be accessed from here: <https://www.kosovopolice.com/numrat-e-stacioneve-policore> . You can also report such activities by going directly at the nearest police station.

If police calls you as a suspect for a crime you have the right to an attorney and to speak your language and have a translator if your language is not spoken in the proceedings.



Attorneys

Attorneys, or lawyers, provide legal representation and advice to individuals and organizations involved in legal proceedings. They defend the rights of their clients, whether in criminal cases, civil disputes, or administrative matters. Attorneys play a vital role in ensuring access to justice, particularly for those who cannot afford legal representation.

How do attorneys serve you?

- **Legal Aid:** Attorneys offer a range of services including giving legal advice, drafting documents like contracts and wills, representing clients in court, and helping to resolve disputes peacefully. They are your advocates, ensuring your voice is heard and your rights are protected in legal matters.
- **Professional Independence:** Attorneys work independently, which means they prioritize their clients' needs and interests, making unbiased decisions to best serve them.

Working with an Attorney:

- **Choosing Legal Representation:** You have the freedom to choose your attorney. However, in certain cases, the law or the KBA might appoint an attorney to ensure everyone has access to legal representation.
- **Confidentiality:** Your interactions with an attorney are private. Attorneys are bound by a code of ethics¹ to keep information about their clients and cases confidential.
- **Your Rights:** If you believe an attorney has not represented you properly or ethically, you can report this to the Kosovo Bar Association, which will investigate and take appropriate action if needed.

Why do Attorneys matter?

Attorneys play a crucial role in the justice system. By providing expert legal advice and representation, they help ensure that individuals and businesses can navigate legal challenges effectively. Whether you're dealing with a personal legal issue, a business dispute, or anything in between, attorneys are key to achieving justice and protecting your rights.

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Additional useful information: List of licensed attorneys can be accessed here: <https://www.oak-ks.org/avokatet>
Official document setting the fees and tariffs for attorneys' services can be accessed here: <https://www.oak-ks.org/en/tarifa>

¹ Code of professional ethics of attorneys, available here: https://www.oak-ks.org/assets/cms/uploads/files/Kodi%20etikes/1_818392.pdf



Ombudsperson Institution

In Kosovo, the Ombudsperson is your advocate for rights and freedoms. This independent institution steps in when you feel your rights have been violated by public authorities, institutions, or any organization carrying out public duties. Whether it's an action they've taken, a failure to act, or improper conduct, the Ombudsperson is there to investigate and help rectify the situation.

How can the Ombudsperson help you?

- **Investigates Complaints:** If you believe your rights have been violated, you can reach out to the Ombudsperson. They investigate complaints against public authorities to ensure your fundamental rights are protected.
- **Promotes Equality:** Besides handling complaints, the Ombudsperson works to promote and support equal treatment for everyone, without discrimination.
- **Educates on Rights:** The institution also plays a crucial role in informing the public about human rights, aiming to prevent violations before they occur.

The Team Behind the Institution

The Ombudsperson Institution comprise of the Ombudsperson, five Deputy Ombudspersons and dedicated staff members. Each plays a significant part in investigating complaints, promoting rights, and ensuring the institution runs smoothly and effectively.

How to Approach the Ombudsperson

- **Filing a Complaint:** You can file a complaint if you feel your rights have been infringed upon. The Ombudsperson's office will review your case, decide on the best course of action, and might investigate to find a solution.
- **Confidential and Independent:** The Ombudsperson operates independently from the government, ensuring an unbiased approach to every case. Your complaints and the investigation details are handled confidentially.

The Ombudsperson's Powers

- **Broad Investigation Powers:** The Ombudsperson can look into various human rights violations, offering recommendations and mediations to resolve issues.
- **National Preventive Mechanism:** The Ombudsperson also works to prevent torture and other cruel treatments, with the authority to conduct regular, unannounced visits to places of detention.

Public authorities and institutions are required to cooperate with the Ombuds-person during investigations. This includes providing necessary information and facilitating access to relevant premises and documents. Therefore, the Ombuds-person Institution is a cornerstone of Kosovo's commitment to upholding human rights and freedoms. By addressing complaints, promoting equality,

and working towards a fair and just society, the Ombudsperson plays a crucial role in ensuring the rights of all Kosovars are respected and protected.

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Additional useful information: Ombudsperson Headquarters are located in the following address: Str. "Migjeni" nr. 21, 10000, Pristina, Kosovo.

You can call the Ombudsperson at the following numbers: 0800 15555; +383 (0) 38 223 782; +383 (0) 38 223 783; +383 (0) 38 223 784; and +383 (0) 38 223 789 or reach them via email at: info.oik@oik-rks.org. More information about Ombudsperson can be accessed here: <https://oik-rks.org>.

You can submit a complaint electronically using this link: <https://oik-rks.org/formulari-i-ankeses/>

You can find contact information of Ombudsperson headquarters and its regional offices in the following link: <https://oik-rks.org/kontakte/>



Free Legal Aid Agency

You have a legal problem but cannot afford to pay for a lawyer? The Constitution of the Republic of Kosovo and the Law guarantee you the right to free legal aid.

Free Legal Aid in Kosovo is provided by the Agency for Free Legal Aid, which is an independent public institution providing free legal aid in civil, criminal, administrative and minor offence field for all citizens of the Republic of Kosovo, regardless of their national origin or ethnicity, race, colour, language, religion or political affiliation, gender identity, sexual orientation, health status, disability, citizenship or place of residence.

Free legal aid means that you have the right to receive legal information and advice about court proceedings, drafting of submissions and representation before courts and other organs.

You can be a beneficiary of the free legal aid provided that you meet certain conditions:

- You are a citizen residing in the territory of the Republic of Kosovo, a person temporarily residing in the Republic of Kosovo, one of the other persons designated by law or international law obliging the Republic of Kosovo or one of the persons to whom legal aid is provided on the basis of the principle of reciprocity.
- You do not have a material income or have a monthly income lower than the average salary in Kosovo, live on social assistance, or you are a retiree.
- Your application is based upon evidence, has a real value and there is a prospect of success.

If you consider that you meet the aforementioned conditions, please contact the nearest office for free legal aid and submit your application. If your application is based on the applicable laws of the Republic of Kosovo, free legal aid office officials initiate the procedure and provide you with the free legal aid.

When applying for free legal aid, you must have with you your personal documents as well as the supporting documentation proving your financial situation and your social status.

Once you apply for free legal aid, the Free Legal Aid Office makes a decision to grant or refuse your application. The decision to grant or refuse the application is taken within 5 working days from the day of submission of the completed documentation.

If your application for free legal aid is denied, you are entitled to file a complaint, which has to be addressed to the Complaint Commission within 8 days from the day of receipt of the decision on the refusal of free legal aid.

Types of Help You Can Get

- **Advice and Information:** Learn about your legal rights and what steps to take in your situation.
- **Paperwork Help:** Get assistance filling out forms and writing legal documents.
- **Legal Representation:** Have a lawyer speak for you in court for civil (like divorces or property disputes), administrative, minor offenses, and criminal cases.

How to Get Free Legal Aid

1. **Apply:** You need to fill out an application. This can usually be done at the nearest office for free legal aid.
2. **Meet the Criteria:** Your situation will be reviewed to see if you qualify based on your financial situation, the type of legal issue you have, and how strong your case is.
3. **Urgent Help:** If you're in immediate need, like being detained by the police, you can get help right away, no matter your financial situation.



Additional useful information: More information on the Agency for Free Legal Aid can be accessed here: <https://anjf.rks-gov.net>
Agency's Headquarters are located at Str. " Zenel Salihu " Nr.30, 10000, Pristina, Kosovo.

You can contact the Agency for Free Legal Aid at: 038 200 18 941; 080011777, or via email at: info.ANJF@rks-gov.net

Detailed contact information for the Agency and its regional offices can be accessed here: <https://anjf.rks-gov.net/page.aspx?id=1,8>

Free Legal Aid Provided by CSOs:

Civil Society Organizations (CSOs) often operate legal aid clinics, offering additional resources and support for individuals seeking justice. These clinics can specialize in areas like family law, property rights, and human rights, providing expert advice and assistance to those in need. Some of the experienced CSOs in Kosovo are the following:

- **Advocacy Center for Democratic Culture (ACDC)** - Cooperation between non-majority communities in the north of Kosovo and the Agency for Free Legal Aid to improve conditions for human rights defenders and the quality of services offered by the Agency.

CONTACT: PHONE: +383 (0) 044 539 852 +381 (0) 064 11 77 871

- **Center for Legal Aid and Regional Development (CLARD)** - Provides legal and social assistance and counseling for internally displaced persons, refugees, returnees, minorities, and vulnerable groups.

CONTACT: PHONE: +383 (0) 45 815 289 +383 (0) 44 169 508

- **Civil Rights Program - Kosovo (CRP/K)** - Offers free legal assistance and counseling for individuals considered vulnerable in exercising their civil rights, e.g., asylum seekers, refugees, persons at risk of statelessness, returnees, and persons with HIV/AIDS.

CONTACT: PHONE: +383 (0) 38 243 610 EMAIL: YLL@CRPKOSOVO.ORG

- **Kosovo Law Institute (KLI)** - Provides free legal assistance and legal counseling for citizens, focusing on those from vulnerable backgrounds.

CONTACT: ADDRESS: STREET "ILAZ AGUSHI", NUMBER 146. 10 000 PRISTINA, REPUBLIC OF KOSOVO E-MAIL: INFO@KLI-KS.ORG WEB: WWW.KLI-KS.ORG

- **Social Housing and Property Rights in Kosovo (SHPRK)** - To provide legal assistance in matters of social housing and property rights for all those individuals and groups of people who are entitled to free legal assistance.

CONTACT: PRISTINA, KOSOVO PHONE: +386 (0) 49 882 666

EMAIL: INFO@SHPRK.ORG

MITROVICA, KOSOVO ROMA MAHALLA, BUILDING 2, NO.1 PHONE: +383 (0) 49 882 666

6

Simplified legal processes explained



Navigating the legal system can feel like trying to find your way through a maze. Here, we break down some of the key legal processes into simple steps, so you have a clearer path forward, whether you're dealing with a criminal case, a civil dispute, or an administrative matter.

1 Criminal proceedings:

A criminal procedure is one that aims to resolve or react to a crime. A crime is an offense or an omission that damages someone else's rights, e.g. injury, damage of property, stealing and so on. Based on the Criminal Procedure Code of Kosovo², the criminal procedure process ensures fairness, impartiality, and respects the rights of individuals involved. Here's a simplified overview:

- **Initiation of criminal proceedings:** Criminal proceedings start when there's suspicion of a crime. This can be based on police investigation, public reports, or direct indictments. Proceedings usually initiate at the place where a criminal offense is suspected of having been committed.
- **Rights and protections:** The Code emphasizes the protection of individuals' rights, including the presumption of innocence until proven guilty, the right to a fair trial, and the prohibition against being tried twice for the same offense.
- **Investigation and charges:** Police initiate investigations, which must then be approved by a state prosecutor to proceed. The prosecutor decides if there's enough evidence to press charges (submit an indictment).
- **Trial process:** A competent court, following lawful procedures, conducts the trial. The process includes:
 - i. **Pre-trial:** Focuses on investigation and preparation, including gathering evidence and deciding on charges.

² Code no.08/L-032: Criminal Procedure Code, available at: <https://gzk.rks-gov.net/ActDetail.aspx?ActID=61759>

- ii. **Trial:** The accused faces a fair trial where both prosecution and defense present their cases. Witnesses can be called, and evidence is examined.
 - iii. **Verdict and sentencing:** The court delivers a verdict. If guilty, sentencing follows based on the severity of the offense and any mitigating circumstances.
- **Right to use language:** During all stages of procedure everyone has the right to use any official language of the court. If proceedings are in a language you do not understand you have a right to translation.
 - **Rights to defense:** Throughout the process, the accused has the right to legal representation. If unable to afford an attorney, one may be provided.
 - **Right against self-incrimination:** Every individual accused of a crime has a right not to declare anything that would incriminate him/her self or family members. Law establishes that the right to no self incrimination cannot be used against defendant as an evidence of guilt.
 - **Appeals:** Decisions can be appealed, ensuring a review process for errors or oversights.

This procedure framework aims to balance the need for justice with the protection of individual rights, reflecting the principles of fairness and legality.

2 Civil Cases: Resolving Disputes

Navigating through a civil case in Kosovo is designed to be fair, respecting the rights of all involved parties. Here's what you need to know, broken down into simpler terms:

→ Starting a Civil Case

- **Filing a Lawsuit:** A civil case begins when an individual or business believes their legal rights have been violated and decides to file a lawsuit against the party they believe is responsible. The court's job is to look at the evidence and decide who is right.
- **Juridical Interest:** To start a case, you must show you have a direct interest in the outcome. This ensures that the court only deals with genuine disputes.

→ Court's Role and Decision-Making

- **Court's Limits:** The court makes decisions based on the claims and evidence presented by the parties involved. It applies the law to these facts but isn't bound by the parties' interpretation of the law.
- **Decision Making:** Judges decide on cases after hearing all the evidence. Sometimes, they can make decisions based on written documents alone, but often, they prefer to hear directly from the parties and witnesses.
- **Public vs. Non-Public Sessions:** Most court sessions are public, meaning anyone can attend. However, some matters might be heard in private if the law allows it.

→ Participation and Evidence

- **Equal Participation:** Each side gets a chance to present their case, including evidence and arguments. The court ensures that both parties can respond to each other's claims.
- **Evidence Handling:** The court decides what evidence is acceptable and assesses it carefully. Parties should present all relevant facts and evidence to support their case.

→ Communication and Language

- **Court Language:** Proceedings can be conducted in any of the official languages. If you don't understand or speak the language used in court, you have the right to an interpreter.
- **Filing Documents:** All legal documents and evidence should be submitted in the court's official language, but accommodations are made for those who don't speak it.

→ Resolving the Case

- **Verdict:** After reviewing all the evidence and arguments, the court will make a decision. This might include ordering one party to pay damages or perform specific actions.
- **Appeals:** If you're not satisfied with the decision, you may have the right to appeal to a higher court. Deadline for submitting an appeal is 15 days. In some type of proceedings such deadline is 7 days.

Civil cases provide a formal avenue for resolving disputes between individuals or organizations. Understanding this process helps ensure that you can effectively protect your rights and interests in the legal system of Kosovo.

3 Administrative Cases: Government Decisions Challenged

Administrative cases deal with decisions made by public authorities that affect the rights, obligations, or interests of individuals or organizations. If you believe a decision made by a public authority has unfairly impacted you, you have the right to challenge it through an administrative procedure.

→ Starting an Administrative Case

- Procedure before the administration: When you interact with administration you usually request a document or a service. In legal language you request a legal act. If administration reject to issue a legal act per your request you should receive, in most cases, a written response.
- Complaint procedure before administration: If the administration reject your request you have a right to complain within 30 days from being notified for such rejection. In some instances and for certain parties the complaint timeline is 3 or even 6 months.
- Filing a lawsuit: If even in the complaint process before the administration you do not receive a satisfactory response, or believe the law was violated in that process, you can start an administrative case at court by filing a lawsuit against the decision within 30 days of receiving the final decision from a public authority. Final decision is usually the decision of second instance of administration. Sometimes second instance of administration does not exist or the law does not allow for complaint procedure against first instance's decisions. In such cases you can directly file a lawsuit.
- Who can file a lawsuit: Anyone affected by the decision—individuals, businesses, or organizations—can file a lawsuit. Even public bodies like the Ombudsperson or organizations protecting public interests can initiate a case if public rights are at stake.

→ The Court's Role

- **Review and Decision:** The Court reviews administrative conflicts. It checks if the decision was lawful and made correctly by the public authority.
- **Fairness and Transparency:** Before making a decision, the court ensures everyone involved gets a chance to present their side. The court's decision is made openly and based on facts.

→ Possible Outcomes

- The court might annul (cancel) the decision if it finds it unlawful or not made properly.
- In some cases, the court might directly decide on the matter, effectively replacing the decision of the public authority.

→ What Happens Next

- **Implementation:** If the court annuls a decision, the public authority must make a new decision in line with the court's ruling.
- **Further Actions:** If the public authority fails to act or acts against the court's decision, you might have to take further steps, possibly returning to court for a resolution.

→ Protecting Your Rights

This process ensures that decisions affecting your life are made fairly and lawfully. If you're affected negatively by a public authority's decision, remember that the law provides you with a way to challenge and seek justice.



7

Understanding Your Rights in the Judicial Process



Navigating the judicial process can be daunting, but knowing your rights within this system is crucial. It's like having a map in an unfamiliar city; it helps you understand where you are, where you can go, and how to get there safely. Understanding your rights ensures you're treated fairly, can defend yourself properly, and know what to expect at each turn.

Why It's Important?

Fair Treatment: The judicial system is based on principles of fairness and justice. Knowing your rights helps ensure you're treated equitably, regardless of the situation.

Informed Decisions: When you understand your rights, you can make informed decisions about how to proceed in legal matters. This could range from deciding to plead guilty or not guilty to knowing when to speak or stay silent.

Effective Defense: Whether you're defending yourself or working with a lawyer, understanding your rights allows you to challenge evidence, question witnesses, and present your case effectively.

Avoiding Intimidation: The legal system can be intimidating. Knowing your rights gives you the confidence to navigate the process and stand up for yourself.

Accessing Help: Understanding your rights is the first step to accessing legal aid, representation, and other support services that can assist you throughout the judicial process.

8

How to Exercise Your Rights Effectively?



Exercising your rights effectively is about more than just knowing them; it's about putting that knowledge into action in a way that best protects and benefits you within the judicial system.

Educate Yourself: Start by learning the basics of your legal rights. Many organizations offer free resources and workshops. Online platforms, legal aid societies, and public libraries can be great starting points.

Seek Legal Representation: If you're facing a legal battle, finding a competent attorney is crucial. If you can't afford one, explore legal aid options. A lawyer can guide you, advocate on your behalf, and ensure your rights are respected.

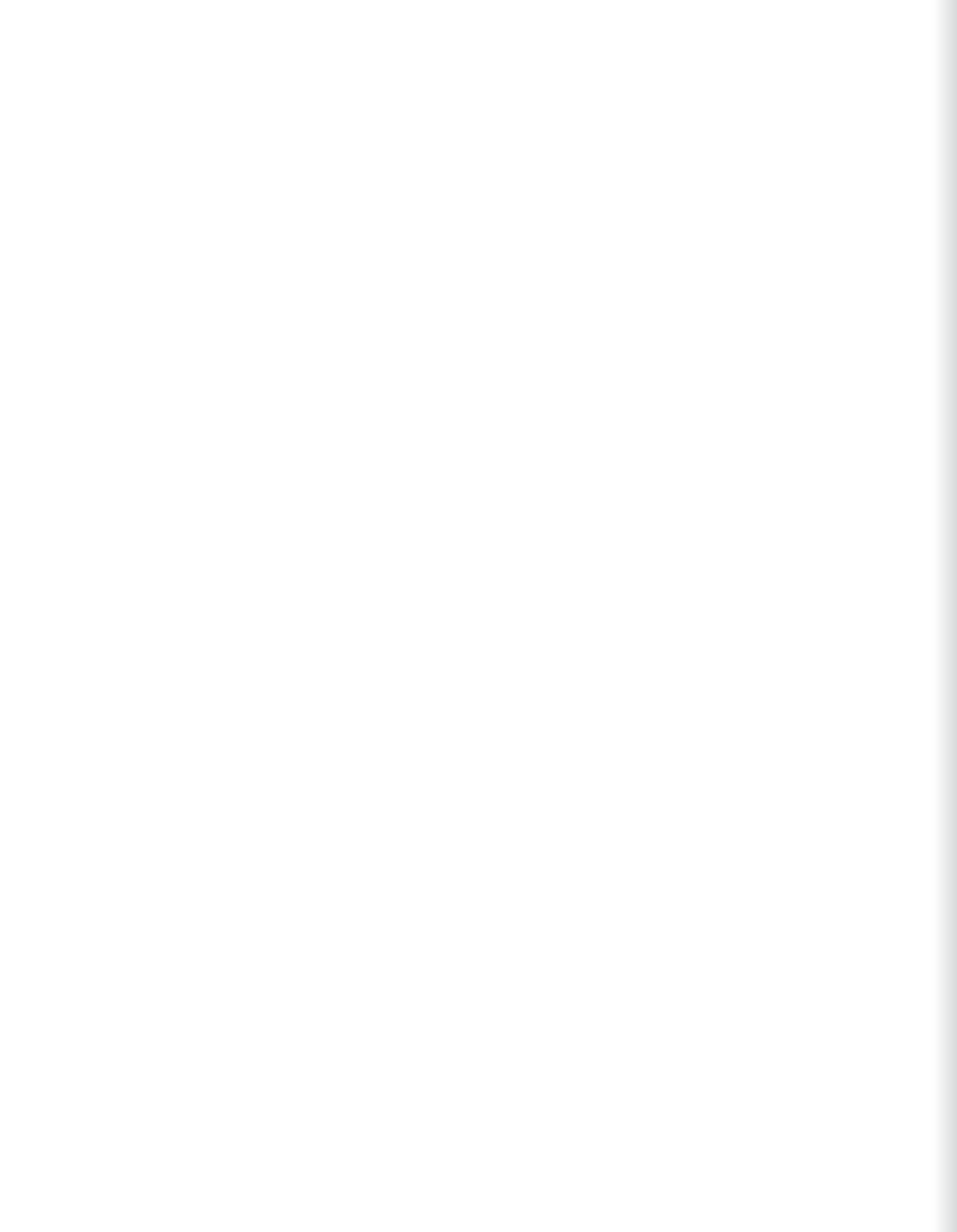
Document Everything: Keep detailed records of any legal interactions, including dates, times, names, and the nature of the discussions. Documentation can be vital in legal proceedings and in ensuring your rights are protected.

Ask Questions: Never hesitate to ask for clarification on anything you don't understand. This includes asking law enforcement officers to explain the reason behind a stop or arrest, and asking your lawyer to break down complex legal jargon.

Assert Your Rights Calmly: If you believe your rights are being violated, assert them calmly and clearly. Whether it's the right to remain silent or the right to an attorney, knowing how to assert these rights politely and confidently can significantly impact your situation.

Utilize Support Systems: Lean on support systems, including friends, family, and community organizations. These networks can provide emotional support, advice, and sometimes direct assistance in navigating the judicial process.

Stay Informed on Legal Changes: Laws and rights can evolve. Stay informed about changes that could affect your legal situation by following trusted news sources and legal blogs, or by staying in touch with your legal representative.



9

Your Legal Rights in a Judicial Process



Right to Fair and Impartial Trial

- **Equal Treatment for Everyone:** Everyone should be treated the same way in court. It doesn't matter who you are; the law protects you equally when you're dealing with courts, government agencies, or anyone in a position of power.
- **Fair and Open Trials:** If you're involved in a legal issue, whether it's about your rights or if you're accused of a crime, you have the right to a fair trial. This means the trial should be unbiased, conducted in a reasonable time, and carried out by a court that doesn't take sides.
- **Public Trials, with Some Exceptions:** Trials are usually open for anyone to watch. However, there might be times when the court decides it's better for the public or the media not to attend. This could be to protect people's privacy, keep order, safeguard national security, or protect children.
- **Your Rights if Accused of a Crime:** If you're accused of a crime, you can see and question witnesses. You also have the right to have witnesses and experts come to court to help explain the evidence.
- **Innocent Until Proven Guilty:** If you're charged with a crime, the law sees you as innocent until proven otherwise.
- **Free Legal Help if You Can't Afford It:** If you don't have enough money for a lawyer, you might be able to get legal help for free. This is to make sure everyone can defend their rights properly.
- **Special Rules for Kids:** When kids are involved in legal processes, there are special laws to make sure they're treated appropriately and fairly.

→ Specific Laws and Agreements:

- **International Agreements:** There are big international agreements, like the ICCPR (International Covenant on Civil and Political Rights) and the ECHR (European Convention for the Protection of Human Rights), that set standards for how trials should be fair and respect everyone's rights.
- **Laws for Young People:** There are specific laws, like the Juvenile Justice Code³, that focus on young people. These laws make sure that when kids or teenagers are involved in legal issues, they're treated in a way that's right for their age and situation.

→ Key Points from Legal Cases:

- In a famous legal case against the UK, it was decided that young kids being tried in a very public and stressful way wasn't fair. The case highlighted that kids need to be treated in a way that understands they're still growing up. It also pointed out that when deciding how long a kid should be punished, the court should be the one to decide, not politicians.

³ Code no.06/L-006 Juvenile Justice Code, available here: <https://gzk.rks-gov.net/ActDetail.aspx?ActID=18019>

Rights for Those Accused of a Crime

When someone is accused of a crime, they have some key rights to ensure they're treated fairly:

- **Quick Information in Your Language:** If you're accused, you have the right to quickly find out what you're accused of, in a language you understand.
- **Knowing Your Rights:** You should be promptly informed about your legal rights.
- **Time and Help to Prepare Your Defense:** You're entitled to enough time and resources to prepare your defense against the accusations.
- **Interpreter If Needed:** If you can't understand or speak the language used in court, you have the right to a free interpreter.
- **Choosing and Communicating with Your Lawyer:** You have the right to have a lawyer help you, choose who they are, and talk to them freely. If you can't afford one, you should be provided with a free lawyer.
- **Right to Not Incriminate Yourself:** You shouldn't be forced to testify against yourself or admit you're guilty.

→ Specific Rules and Agreements:

- **International Agreements:** There are international rules like the International Covenant on Civil and Political Rights⁴ and the European Convention for the Protection of Human Rights⁵ that support these rights.

⁴ International Covenant on Civil and Political Rights, available here: <https://gzk.rks-gov.net/ActDetail.aspx?ActID=73770>

⁵ European Convention for the Protection of Human Rights, available here: <https://gzk.rks-gov.net/ActDetail.aspx?ActID=73773>

- **Local Laws:** Countries have their own laws, like Kosovo's Criminal Procedure Code, that detail these rights. These laws say you must be told why you're being charged, you can't be forced to admit guilt, and any confession made under pressure or torture isn't allowed.

→ **What Happens When You're Arrested:**

- If you're arrested, you should be told why right away, in a language you understand.
- You have the right to a lawyer of your choice and to let someone know about your arrest.
- You should see a judge within 48 hours of your arrest and have a trial within a reasonable time or be released until your trial.
- If you're held before your trial, it should be for the shortest time possible.

→ **Other Important Points:**

- Fair trial rules also say you should know the charges against you in detail, have enough time to prepare your defense, and not be forced to testify against yourself.
- If you're in a situation where you need a lawyer, like being held before trial or facing serious charges, you should get one without having to pay if you can't afford it.

Your Right to Freedom and Safety:

The law says everyone has the right to live freely and safely. Here are the main points when it might be legally okay for someone to be taken into custody:

- **After Being Convicted of a Crime:** If a court decides you've committed a crime, you might have to go to prison.
- **If There's a Strong Reason to Think You've Done Something Illegal:** But only if it's really necessary to stop another crime from happening, and only for a short time before your trial.
- **To Look After Young People:** Sometimes, minors might be taken into custody for their own protection or to be brought to a place that can help them.
- **For Medical Reasons:** If someone's illness makes them a danger to others, they might be put under medical supervision.
- **If You're in the Country Illegally:** Or if there's an official order for you to leave or be sent back to another country.

→ What International Agreements Say:

- These rules align with big international agreements like the International Covenant on Civil and Political Rights and the European Convention for the Protection of Human Rights. These documents say that your freedom and safety are fundamental rights, and you can't be arrested or held without a good legal reason.

→ More About Your Rights:

- **You Can't Be Held Without Reason:** Nobody should be arrested or detained without a valid reason that the law recognizes.
- **Know Why You're Arrested:** If you are arrested, you should be told why right away.
- **Quick Access to a Judge:** If you're arrested, you should be brought before a judge soon, and you should get a trial in a reasonable time or be allowed to go until your trial date.
- **Challenge Your Detention:** If you think you're being held unfairly, you have the right to have a court look into it quickly.
- **Compensation for Unlawful Arrest:** If you were arrested or detained without a proper reason, you should get compensation.

→ Specific Rules from Kosovo:

- The Criminal Code and other laws in Kosovo say the same: You have the right to freedom and security, and you can't be arrested without a solid reason. If you are, there are laws to protect you and ensure you're treated fairly.

→ Key Takeaways:

- Your freedom and safety are protected by law.
- You can only be detained for specific reasons that the law allows.
- If detained, you have rights like being told why and seeing a judge quickly.

Your Right to Challenge Decisions

Everyone has the right to challenge decisions made by courts or government offices that they think are wrong or unfair. This means if a decision affects your rights or interests negatively, you have the option to seek correction or reversal through legal means provided by the law.

→ Backing from Big International and Local Laws:

- **International Agreements:** Big international documents like the International Covenant on Civil and Political Rights and the European Convention for the Protection of Human Rights make it clear that if your rights are violated, you should have a way to get help or make it right, even if the violation was by someone in a powerful position.
- **Universal Declaration of Human Rights:** This fundamental document supports your right to go to national courts if your basic rights are violated.

→ What the Laws Say:

- **Getting Legal Help:** If you believe you've been treated unfairly or discriminated against, you can go to court to challenge this.
- **Supporting Organizations:** Some organizations can help or represent you in these situations, with your permission.
- **Specifics on Appeals:** You can appeal against decisions in certain criminal cases, especially if it's about serious crimes or affects your property.

- **Administrative Decisions:** You also have the right to challenge decisions made by government offices that affect your rights or interests.
- **Constitutional Court:** If you believe your constitutional rights are violated, you can ask for protection from the Constitutional Court after you've tried all other legal options.

→ **Key Points:**

- **Right to Remedy:** If your rights are violated, you have the right to seek correction through legal channels.
- **Effective Remedy:** The law should make sure you get a fair chance to correct wrongs against you, and authorities must follow through when a remedy is granted.
- **Environmental Protection, Data Privacy, and More:** Various laws, including those on environmental protection and data privacy, ensure you can challenge actions causing you harm or threatening your rights.

The right not to be tried twice for the same crime

Everyone has the right not to be put on trial more than once for the same crime. This means if you've been tried and the court reached a final decision—whether you were found guilty or not guilty—you can't be tried again for the exact same action.

→ International and Local Laws Agree:

- **International Agreements:** Documents like the International Covenant on Civil and Political Rights and the European Convention for the Protection of Human Rights say that you can't be tried or punished again for something if you've already been acquitted or convicted in a final decision.
- **Criminal Procedure Code of Kosovo:** It specifically states that no one can be prosecuted or punished for a crime they've already been acquitted or convicted of by a final court decision.

→ Exceptions and Clarifications:

- **New Evidence or Mistakes:** If new facts come to light, or if there was a serious error in the initial proceedings, the case can be reopened. But this is the exception, not the rule.
- **Marguš v. Croatia Case:** This court case highlighted that the right not to be tried twice doesn't apply in certain situations, like if later it's found that the crime was more severe than initially thought.

The European Court of Human Rights decided that for serious crimes, like war crimes, this principle might not apply, especially if an amnesty decision is reconsidered due to the seriousness of the offenses.

→ What does This Mean?

In simple terms, once your trial is over and there's a final decision, that's usually the end of it. You can't be dragged back to court for the same thing. However, in rare cases, if something was missed or wrong the first time, a retrial might be allowed. This principle helps ensure fairness in the legal system, making sure that people aren't continuously harassed with legal actions for the same incident.

Judicial protection of rights

Every person has the right to seek legal help if any of their rights, guaranteed by the constitution or laws, are violated or denied. This means if you feel your rights have been infringed upon, you can go to court to seek justice and possibly get a remedy for the violation.

→ Supported by International and Local Laws:

- **International Agreements:** Big international documents like the International Covenant on Civil and Political Rights and the European Convention for the Protection of Human Rights ensure you can fight against acts of racial discrimination, guarantee fair trials, and provide the right to a remedy if your rights are violated.

- **Local Laws:** For example, laws in Kosovo give specific instructions on how to handle cases of discrimination, guarantee equality, and ensure that anyone charged with a crime receives a fair trial within a reasonable time.

→ Key Points:

- **Protection Against Discrimination:** If you feel discriminated against, you can file a lawsuit in court. There are laws specifically designed to protect you from discrimination and ensure you're treated equally.
- **Fair and Public Hearing:** You have the right to a fair trial conducted by an impartial tribunal. This is fundamental to determining your rights and obligations or any criminal charges against you.
- **Effective Legal Remedy:** If your rights are violated, you're entitled to a remedy. This could involve compensation or other forms of relief to address the injustice.
- **Access to Courts:** Everyone should have the ability to approach the courts to enforce their rights. If a decision or action by the government affects your rights, you can challenge it legally.

The concept of interpreting human rights provisions

The rights and freedoms people enjoy under Kosovo Constitution are to be understood and applied in a way that aligns with the rulings of the European Court of Human Rights. This means when judges and legal authorities in this country look at cases related to human rights, they should interpret those rights consistently with how the European Court has interpreted similar rights.

Why It Matters?

This approach ensures that the interpretation of human rights and fundamental freedoms is not just based on local standards but also reflects broader, internationally recognized principles and legal precedents, particularly those established by the European Court of Human Rights.

→ **Application in Law:**

- **Law on Foreigners⁶:** For instance, when deciding whether a foreigner can stay permanently, considerations include their criminal record, financial status, and potential risk to public order. However, minor offenses or convictions from abroad that don't align with local laws or European human rights standards might be overlooked.

⁶ Law no.04/L-219 on foreigners, available here: <https://gzk.rks-gov.net/ActDetail.aspx?ActID=8876>

- **Ombudsperson and Other Laws⁷:** The Ombudsperson, tasked with investigating human rights complaints, and laws against defamation, for example, are also guided by the European Convention on Human Rights. This ensures that actions by the state or individuals don't unjustly infringe on people's freedoms and rights, especially regarding free speech.

The principle of legality and proportionality in criminal cases

- **Legality:** You can't be charged or punished for something that wasn't considered a crime when you did it. The only exceptions are genocide, war crimes, or crimes against humanity, which are always illegal based on international law.
- **Proportionality of Punishment:** Any punishment must not be more severe than what the law allowed when the crime was committed. Also, the severity of the punishment must match the seriousness of the crime.
- **Benefit of Newer, Milder Laws:** If a law changes after the crime was committed and the new law is less harsh, then the milder punishment applies.

⁷ Law no.05/L-019 on Ombudsperson, available here: <https://gzk.rks-gov.net/ActDetail.aspx?ActID=10922>

→ Supported by International and Local Laws:

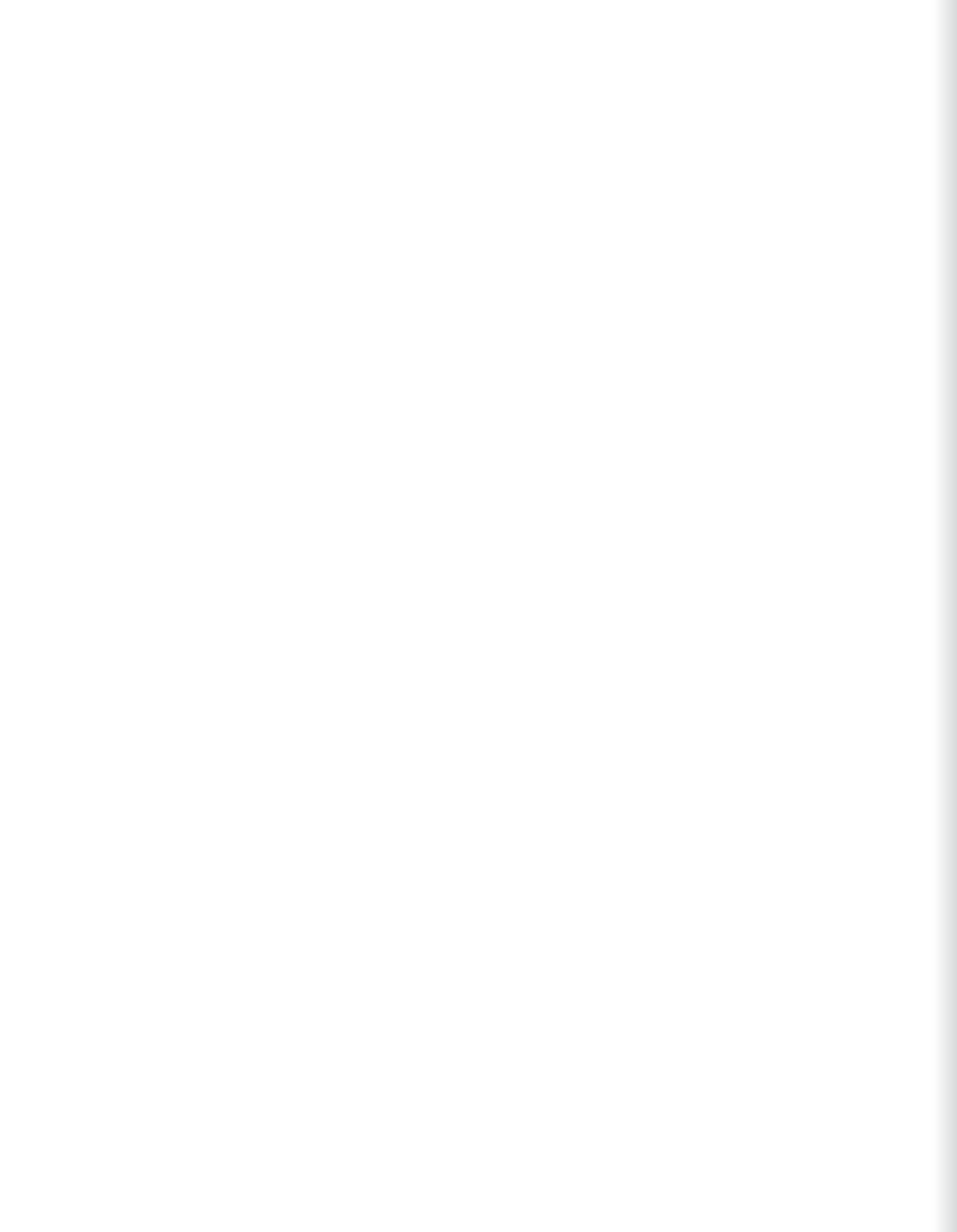
- **International Agreements:** The International Covenant on Civil and Political Rights and the European Convention for the Protection of Human Rights outline that people should not be held guilty for actions that weren't criminal at the time. They also state that punishments shouldn't be harsher than what was applicable when the crime occurred.
- **Universal Declaration of Human Rights:** Echoes the same principles, emphasizing that punishments should not exceed limits set at the time of the crime.

→ Examples from Local Laws:

- **Criminal Code of the Republic of Kosovo⁸:** Highlights the importance of restricting punishments only to the extent necessary and ensuring they align with the dignity and human rights of the individual.
- **Law on Specialist Chambers and Specialist Prosecutor's Office⁹:** Stresses fairness, equality before the law, and the presumption of innocence until proven guilty.

⁸ Code no.06/L-074: Criminal Code of the Republic of Kosovo, available here: <https://gzk.rks-gov.net/ActDetail.aspx?ActID=18413&langid=2>

⁹ Law no.05/L-053 on Specialist Chambers and Specialist Prosecutor's Office, available here: <https://gzk.rks-gov.net/ActDetail.aspx?ActID=11036>



10

The Role of Citizens in Promoting Justice



N In a world striving for fairness and equality, the role of citizens in shaping a just society cannot be overstated. From the farthest corners of the world, to the historic alleys of Pristina, Kosovo, every individual has the power to contribute to the greater good of their community and beyond. Let's explore the multifaceted role of civic engagement in the justice system, spotlighting global examples and hypothetical situations relevant to the Kosovo context.

1 The Importance of Civic Engagement in the Justice System

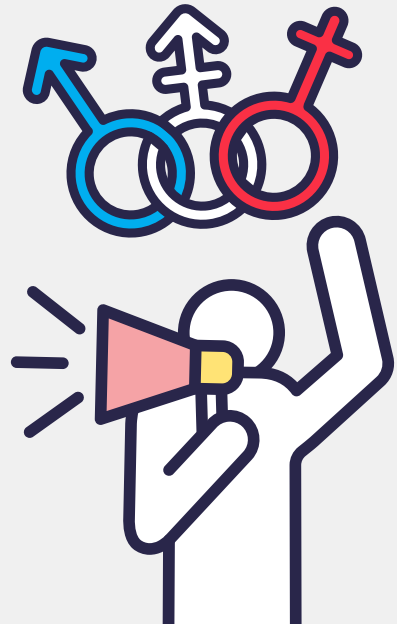
Global Movements, Local Impact

→ The Arab Spring, which began in Tunisia, inspired millions worldwide to demand change and accountability from their governments. Similarly, Kosovo's own path to independence was paved by citizens' unwavering demand for self-determination and justice. These movements underscore the power of collective action in challenging injustice and shaping national narratives.

Advocating for the Marginalized →

In India, the 2012 Delhi gang rape case sparked nationwide protests and led to significant legal reforms aimed at protecting women. This tragic event highlighted the crucial role citizens play in advocating for vulnerable populations. In Kosovo, similar advocacy could address issues like gender-based violence, ensuring that the justice system effectively protects those at risk.

Corruption Watchdogs → The role of citizens in exposing corruption was exemplified by the Panama Papers leak. Journalists and ordinary citizens worldwide collaborated to uncover widespread corruption, leading to global calls for transparency. In Kosovo, citizens can use social media platforms and whistleblower protections to expose corrupt practices, enhancing the integrity of public institutions.



2 How to Report Issues and Participate in Legal Reforms



Engaging in Public Consultations →

Many countries, including Kosovo, hold public consultations on proposed legal reforms. Participating in these forums allows citizens to voice their opinions and contribute to the development of laws that reflect the community's needs. The portal available for public consultations in Kosovo can be found here: <https://konsultimet.rks-gov.net/index.php>.

Community Policing Initiatives

→ In many countries, community policing has fostered cooperation between law enforcement and residents, improving public safety and trust. Kosovo could adopt similar models, encouraging citizens to work alongside police to address local issues, from petty crime to organized criminal networks.

Legal Literacy Programs → Understanding one's rights is paramount. Community-based legal literacy programs empower individuals to navigate the justice system. Kosovo could benefit from similar initiatives, particularly in rural areas, ensuring that all citizens are informed and capable of asserting their rights.

1.



3 Youth Involvement in Justice Initiatives



Youth Parliaments → Norway's Youth Parliament allows young people to debate and influence government policy. Kosovo has established a similar platform, giving youth a direct role in legislative processes and justice reforms. In Kosovo, you can get engaged with the work of the Youth Parliament in this link: http://www.krk-ks.net/?fbclid=IwAR0rpqBVQEIB-nAafwEhGsjGrLlr0MWH6gu4_TPFS-r9KSQGXI8QCuYl41U4A.

Innovative Technology for Transparency → In Kosovo, e-governance initiatives have made the government more transparent and accessible. Kosovo's youth, proficient in digital technologies, can easily navigate apps or platforms to monitor court proceedings and court's work, report issues, and track the progress of legal cases, promoting transparency and accountability.





11

Directory of legal aid and resources



Navigating the legal system can be daunting, but a range of resources and organizations are available to help. This directory aims to guide you toward understanding and accessing legal aid and information, ensuring you have the support you need.

1 Legal Clinics

Legal clinics often operate within universities or law schools, offering free legal services to the community. They are staffed by law students working under the supervision of experienced attorneys. Services might include advice on legal rights, assistance with filling out legal documents, and representation in certain types of cases. These clinics are ideal for gaining initial advice and understanding the legal aspects of your situation.

- **How to Access:** Find local law schools or university websites for information on their legal clinics. Contact them directly to inquire about services offered and eligibility criteria.

2 Non-governmental Organizations (NGOs)

NGOs dedicated to legal aid play a crucial role in providing support to various groups, including minorities, women, children, and economically disadvantaged individuals. They offer a range of services from legal counseling to representation in court cases, focusing on human rights, domestic violence, discrimination, and more.

- **How to Access:** Search for NGOs specializing in your area of need. Many have websites and social media pages detailing their services and contact information. Local community centers and social services can also refer you to relevant NGOs. List of all NGOs and the respective details for each can be accessed here: <https://ojq.rks-gov.net/KerkoOJQ.aspx>

3 Online Portals for Legal Information

The internet offers a wealth of legal information that can help you understand your rights, obligations, and the legal procedures in Kosovo. Below are key online resources, including official databases and portals where you can access legal documents, court judgments, and information about free legal aid.

4 Official Gazette of Kosovo

The Official Gazette is the official publication of the Republic of Kosovo where all laws, regulations, and legal acts are published. It is an essential resource for anyone looking to understand the legal framework and the latest legislative developments in Kosovo.

- **How to Access:** The Official Gazette is available online. You can search for specific laws or browse through issues to find the legal information you need. You can access Official Gazette electronically in the following link: <https://gzk.rks-gov.net/default.aspx?index=1>.

5 Kosovo Judicial Council Website

The Kosovo Judicial Council oversees the judiciary and ensures its independence and impartiality. Its website is a valuable resource for accessing the judgments of all courts in Kosovo. This includes decisions from the Supreme Court, appellate courts, and basic courts, providing insight into legal reasoning and precedents in various cases.

- **How to Access:** Visit the Kosovo Judicial Council's website to search for court judgments. You can usually search and should be able to find specific judgments or browse through a database of cases to understand broader legal trends. You can access KJC published judgements, electronically in the following link: <https://www.gjyqesori-rks.org/aktgjykimet/>

6 Website of the Agency for Free Legal Aid

The Agency for Free Legal Aid offers support to individuals who cannot afford legal representation. Their website provides information on how to apply for free legal aid, eligibility criteria, and the types of legal services offered. This is a crucial resource for individuals seeking legal assistance in civil, criminal, administrative, and other legal matters.

- **How to Access:** Directly visit the Agency for Free Legal Aid's website for comprehensive information on applying for aid, the documentation required, and contact information for local offices. The site may also offer guides, FAQs, and resources to help you prepare for your legal proceedings. You can access the Agency's website here: <https://anjf.rks-gov.net>.

→ Utilizing These Resources Effectively

- **Stay Informed:** Regularly visiting these sites can keep you informed about new laws, legal interpretations, and available legal aid services.
- **Understand Your Rights:** Use these resources to understand your legal rights and responsibilities in various situations.
- **Prepare for Legal Proceedings:** Accessing judgments and legal texts can help you prepare for any legal proceedings, giving you an insight into how similar cases have been decided.
- **Seek Legal Aid:** If you qualify for free legal aid, use the Agency's website to apply and get the legal representation you need.

These online portals and official websites are invaluable for anyone navigating Kosovo's legal system. Whether you're a legal professional, a student, or simply a citizen seeking to understand your legal rights, these resources provide crucial information and support.

→ Tips for Maximizing Legal Aid

- **Be Proactive:** Don't wait until the last minute to seek legal help. Early advice can prevent issues from escalating.
- **Be Organized:** Keep all your legal documents and correspondence in order. This will make consultations more efficient and help your legal advisor understand your case better.
- **Ask Questions:** If you're unsure about something, ask for clarification. Understanding your legal situation and options is crucial.

This directory is a starting point for accessing legal aid and resources in Kosovo. Whether you're facing a specific legal issue or simply seeking to understand your rights, these resources can provide valuable support and guidance.

Annexes: Practical Tools and Resources

Glossary of basic legal terminology

The glossary below aims to provide clear, understandable definitions for legal terms that individuals might encounter when engaging with the justice system in Kosovo. This resource is intended to help bridge the gap between legal professionals and the general public, making legal processes more accessible to everyone.

- **Administrative Case:** Legal proceedings initiated to challenge decisions, actions, or failures to act by public authorities, agencies, or any entity performing public functions.
- **Appeal:** A request made to a higher court for the review of a decision made by a lower court.
- **Civil Case:** A legal dispute between two or more parties in which compensation may be awarded to the victim.
- **Criminal Case:** A proceeding in which it is determined whether a person charged with a crime is guilty of that crime and what punishment should be imposed.
- **Defendant:** An individual or group against whom a lawsuit is filed.
- **Indictment:** A formal charge or accusation of a serious crime, presented by a grand jury or prosecutor.
- **Injunction:** A judicial order that restrains a person from beginning or continuing an action threatening or invading the legal right of another, or that compels a person to carry out a certain act, e.g., to make restitution to an injured party.

- **Jurisdiction:** The official power to make legal decisions and judgments, often within a defined area or subject.
- **Legal Act:** A formal written document that is a source of law, such as statutes, regulations, and legal decisions.
- **Legal Aid:** Assistance provided to individuals who are unable to afford legal representation and access to the court system.
- **Legal Representation:** The act of having an attorney or lawyer speak or act on your behalf in legal matters.
- **Ombudsperson:** An official appointed to investigate individuals' complaints against maladministration, especially that of public authorities.
- **Plaintiff:** The person or entity that initiates a lawsuit in court by filing a complaint.
- **Procedural Irregularity:** Any deviation or mistake in the legal procedures that may affect the fairness or outcome of a case.
- **Public Authority:** An organization or institution governed by public law, responsible for carrying out specific administrative functions.
- **Right to Appeal:** The legal right of a party to request a higher court to review the decision of a lower court.
- **Right to Fair Trial:** A fundamental right that ensures a fair and public hearing within a reasonable time by an independent and impartial tribunal established by law.
- **Testimony:** A formal written or spoken statement, given in a court of law.
- **Verdict:** The final decision made by a judge or jury in a court case.
- **Whistleblower:** An individual who exposes information or activity within a private, public, or government organization that is deemed illegal, unethical, or not correct.

Contact Information for Key Justice Sector Institutions and Support Services

This part of the annex provides the contact details of critical institutions within the justice sector of Kosovo, including courts, prosecutor's offices, the police, and legal aid services. This directory is intended to make it easier for individuals to reach out for support, report issues, or seek clarification on legal matters.

Police: If you have any kind of problem that involves a suspicion of a crime or wish to report a criminal or other unlawful activity you can do so by informing the Police. You can contact the police at the following numbers: 192 or 080019999. Phone numbers of each station can be accessed from here: <https://www.kosovopolice.com/numrat-e-stacioneve-policore> . You can also report such activities by going directly at the nearest police station.

Prosecution Offices: Contact information for each of the seven Basic Prosecution, are below:

| Institution/Office | Contact |
|--|---|
| Office of Chief State Prosecution | info.psh@rks-psh.org Tel: +383/38/200 18 848 +383/38/200 18 710 |
| Special Prosecution of the Republic of Kosovo | Tel: +383/38/200 18 906 +383/ 38/200 18 891 |
| Appellate Prosecution | Tel: +383/38/200 18 857 +383/ 38/200 18 867 |
| Basic Prosecution of Pristina | Tel: +383/38/200 18 711 +383/38/200 18 989 |
| Basic Prosecution of Gjilan | Tel: +383/38/200 17 920 +383/ 38/200 17 919 |
| Basic Prosecution of Prizren | Tel: +383/29/242 216 +383/29/223 163 |
| Basic Prosecution of Peja | Tel: +383/39/422 163 +383/39/422 171 |
| Basic Prosecution of Mitrovica | Tel: +383/44/273 626 +383/44/438 934 |
| Basic Prosecution of Gjakova | Tel: +383/390/323 128 +383/390/324 008 |
| Basic Prosecution of Ferizaj | Tel: +383/290/326 017 +383/290/ 321 633 |

Basic Courts: Contact information for each of the seven Basic Courts, Court of Appeals and the Supreme Court, including addresses, phone numbers, and operating hours are below:

| Court | Address |
|------------------|---|
| Supreme Court | Palace of Justice - "Prishtina e Re", Prishtina |
| Court of Appeals | Palace of Justice - "Prishtina e Re", Prishtina |
| BC of Prishtina | Palace of Justice - "Prishtina e Re", Prishtinë |
| BC of Prizren | Str. "Wiliam Woker" nn, Prizren |
| BC of Ferizaj | Str. "Salih Çeku", nn Ferizaj |
| BC of Peja | Str. "Adem Jashari", nn Peja, Kosovë |
| BC of Gjakova | Str. "Bardhyl Qaushi", Str.148 Gjakova |
| BC of Mitrovica | Str."Filip Visnjic", North of Mitrovica |
| BC of Gjilan | Str. "Gjilan" |

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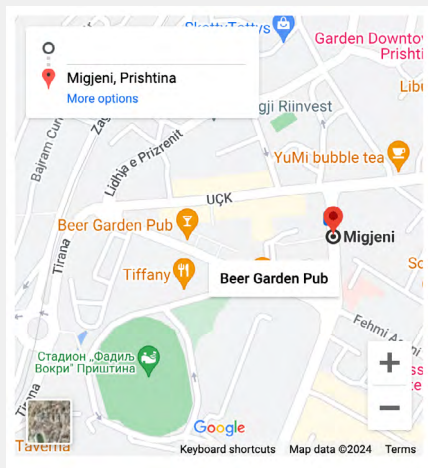
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