



EUROPEAN
COMMISSION

TRIPLE A:

ACCESS TO INFORMATION, ADVICE AND ACTIVE HELP

REPORT

2013

Executive Summary

- 1.1 Pre face- Introduction to the Project
- 1.2 Historical Context of Citizens Information Services
- 1.3 Legal Framework of Citizens Information& Assistance Services
- 1.4 Availability of Citizens Information& Assistance Services
- 1.5 Identified Gaps in Availability of Citizens Information & Assistance Services
- 1.6 Conclusion and Recommendations

Annexes

- A. Data on known citizens information and advice providers
- B. Survey questionnaire

This Country Report was prepared by the Civil Rights Program in Kosovo (CRP/K) as part of the project “The Triple A for citizens - access to information, advice and active help” funded by the European Union. The contents of this publication are the sole responsibility of CRP/K and can in no way be taken to reflect the views of the European Union.



European Union Instrument for Pre-accession Assistance (IPA) Civil Society Facility (CSF)

1.1 Pre face- Introduction to the Project

The project Triple A for citizens - access to information, advice and active help - is a project implemented in the framework of the European Commission's Partnership programme for Civil Society organisations¹. The implementing partners are as follows: the lead organisation European Citizen Action Service (ECAS), Belgium; National Foundation for Civil Society Development (NFCSD), Croatia; Association for Democratic Initiatives (ADI), Bosnia and Herzegovina; Civil Rights Program (CRP/K), Kosovo; Lawyers' Committee for Human Rights (YUCOM), Serbia; Association of Civil Society Development Centre (STGM), Turkey; Law Centres Network (LCN), UK; National Association of Citizens Advice Bureaux (NACAB), Romania; National Association of Citizens Information Services (NACIS), Ireland.

The Triple A project aims to encourage non-governmental organisations to provide information, advice and active help to citizens on their rights in the Western Balkans and Turkey. It also seeks to promote the role of civil society in giving citizens a voice and holding governments to account. By aggregating the complaints and evidence they receive, citizens' information and legal advice services should be able to influence government policy on key reforms and their implementation. The immediate objective is to spread the citizens' advice concept to Western Balkans and Turkey.

Triple A for citizens - access to information, advice and active help - is the organising framework and strategy for the partnership:

- Access to information: Everyone has an equal right to "come to our door", irrespective of income, status, language or belief and be treated with dignity and respect. People should be able to find and access information about their rights in the most convenient way possible. Equal access requires reaching out to those most in need as a result of having a modest income or being in vulnerable situations because of a disability, social exclusion, or other reason.
- Advice: Citizens must find a free, personal, independent, confidential and impartial service they can trust. This can take the form of self-help manuals or interactive tools to resolve an issue through preventative action. In certain circumstances, however it is necessary to go into individual circumstances to find a solution face-to-face. In all cases, citizens should receive the same high level of service and care.
- Active help: Citizens should not be left in situations of impasse, or having to start the whole process over again each time they seek assistance. In a small number of cases it is necessary to go further often in cooperation with more specialised services (i.e. in debt, housing or social entitlements), pro-bono legal support or assistance towards preparing an administrative or judicial appeal. There is consensus that the *one-stop shop* is the right

¹Regional and Horizontal Programmes Ref. EuropeAid/132438/C/ACT/Multi.

approach since many citizens have a range of interrelated questions, i.e. about housing, social benefits, their wages or pension and expect to find at least a first answer without being sent from one service to the next. This is also the approach favoured by funders, particularly at a time of cuts in public expenditure. The trend is to encourage more advice services to come together and also for smaller ones to merge into larger units with wide geographical scope in order to achieve economies of scale.

Providing assistance to citizens is an important service in its own right, but it should not be seen as an end in itself. Preventative or problem-solving action can help solve individual problems, but there is a general interest in using this experience to seek solutions for those who do not approach the service. The experience of Triple A can be analysed and turned into evidence that can serve as the basis for advocating for changes in law and policy.

In the framework of the project two key preparatory activities are envisaged:

- Mapping of the existing citizens assistance and free legal advice organisations in the region through the use of surveys and face to face interviews;
- Feasibility study which should propose models for effective provision of services in the Western Balkans and Turkey.

These activities will be followed by an open call for proposal to civil society organisations to submit projects for sub-granting. The selected pilot projects (two per country making ten in total) should help embed the Triple A concept in the Western Balkans and Turkey and create the forefront of sustainable citizen oriented services. The projects will benefit from a series of capacity building activities constituting in three study visits to assistance and advice services in the United Kingdom, Romania and Ireland and a mentoring scheme which will bring experts from the EU to the region to help set up and run the services on the ground.

The second stage of the projects will depend on the results and impact of the ten pilot projects. The extension of the sub-granting to Macedonia and Montenegro, which are currently not covered by the project, would be the most logical development. Creation of a regional network of citizens' advice and active helps services would also constitute a useful and necessary step should the Triple A concept prove its worth and generate tangible results in the five countries.

1.2 Historical Context of Citizens Information Services

The creation of information services for citizens of the former Yugoslavia dates back to the 50's, when self-government was institutionalized as a form of decentralised governance by citizens. During this period the so-called "self-governing communities of interest" - known by the acronym as BVI - were established to provide a forum to discuss the quality and improvement of all public services, local government and society in general.

This system underwent changes with the Constitution of 1963 which provides that country offices were given the main role in the organisation of citizens' affairs. During this period direct ways of participation through the mechanisms of referendum and civic gatherings were strongly affirmed. With these changes, self-governance was further expanded to cover labour organisations and other forms of political organisations.

With the amendment of the Constitution in 1974, decentralization was further strengthened. In municipalities w- the basis of the decentralised system - four categories of local committees were established, namely labour organizations, country offices, social and political organisations (principle of political organization) and self-governing communities of interest representing specific groups

The events of 1989 in the former Yugoslavia led to Kosovo's autonomous status being abrogated and the Constitution of 1974 being repealed. In 1990 Serbia introduced measures to repeal public mechanisms and dismantle institutions in Kosovo.

As a consequence of massive dismissals from work and the purging of institutions targeting ethnic Albanians who accounted for 90% of Kosovo's population, the community lost its trust in and support for state institutions. As a result, the community in Kosovo created shadow mechanisms and institutions, mainly in the form of NGOs and foundations. This situation continued until the beginning of the 1998-99 war.

Following the end of hostilities, the UN Security Council adopted Resolution 1244 (1999) to establish a United Nations Mission in Kosovo (UNMIK), in order to provide an interim administration in Kosovo under the executive mandate provided by the resolution.

Laws which were in force on the territory of Kosovo prior to 24 March 1999 are to continue to apply in Kosovo provided they are not inconsistent with international standards any regulations issued by UNMIK²

² http://www.unmikonline.org/regulations/1999/re99_01.pdf

Section 3 of UNMIK Regulation "The laws applicable in the territory of Kosovo prior to 24 March 1999 shall continue to apply in Kosovo insofar as they do not conflict with standards referred to in section 2, the fulfillment of the mandate given to UNMIK under United Nations Security Council [resolution 1244 \(1999\)](#), or the present or any other regulation issued by UNMIK."

In 2000, the institution of Ombudsman for Kosovo was created under UNMIK / Regulation No. 2000/38,

The institution is tasked with promoting and protecting the rights and freedoms of individuals and ensuring that all people in Kosovo can enjoy human rights and fundamental freedoms in accordance with international standards. The Ombudsperson has the power to receive and investigate complaints from any person or entity in Kosovo concerning violations of human rights as well as acts constituting abuse of office by the Civil Administration or by any central or local institution. The Ombudsperson is mandated to give particular priority to allegations of grave or systematic violations or violations of the prohibitions on discriminatory conduct.

The Ombudsman's jurisdiction extends to the entire territory of Kosovo. Ombudsperson may also handle cases concerning Kosovar citizens that relate to acts having taken place outside Kosovo.

The years 1999-2000 also saw the arrival in Kosovo of international human rights organisations (OHCHR, OSCE, UNDP, etc.) which sought to establish programmes for the provision of information services to citizens. These organisations financed and supported various non-governmental actors that were created to a variety of social problems at individual and group level or wider, including economic and social reforms, conflict prevention, social justice, and the promotion of access to public services.

In the light of the creation of organisations in Kosovo to help stabilise the country after the war, other international humanitarian and development organisations and donors (UNHCR, WEP, IOM, Mercy Corps, USAID etc.) also financed further projects for the provision of information services for citizens. Later, international organisations and donors began to support projects to enhance the capacity of local non-governmental organizations in Kosovo to provide legal aid (CRP / K, CLARD, QKTMT etc.) by supporting on-going projects related to the provision of free legal aid and to advice and information to citizens.

The Legal Aid Commission was established in September 2007, under UNMIK Regulation No. 2006/36, as an independent body responsible for providing free legal assistance in the criminal, civil and administrative areas for the citizens of Kosovo. The establishment of this body, the first of its kind in the region foresees functionality of the three key institutions for legal aid;

The Legal Aid Commission (board) which is assisted by a Legal Aid Coordination Office (executive office) with operations handled by the regional bureau for legal aid (operating office

Following the declaration of Independence of Republic of Kosovo on 17 February 2008, the Assembly of Kosovo approved the Law on Free Legal Aid, Law NO. 04/L-017³ which replaces UNMIK Regulation No. 2006/36. Under this law was established the Agency for Free Legal Aid as an agency working in partnership with NGOs.

³ <http://www.kuvendikosoves.org/common/docs/ligjet/Law%20on%20free%20legal%20aid.pdf>

1.3 Legal Framework Review

The respect for human rights and fundamental freedoms in Kosovo is envisioned by the Constitution of Kosovo which, in Article 22, recognises the guarantees provided by a number of international agreements and instruments including the European Convention for the Protection of Human Rights and Fundamental Freedoms and its Protocols (ECHR). As stipulated in Article 22 of the Constitution, these instruments are directly applicable in the Republic of Kosovo and take priority over conflicting provisions of laws and other acts of public institutions⁴. The Constitution of Kosovo, in its Article 53, further provides that constitutionally guaranteed human rights and fundamental freedoms are to be interpreted consistent with the decisions of the European Court of Human Rights.

Access to legal aid, is ensured by Article 6 of the European Convention of Human Rights, as an integral part of the right to fair trial. In this sense, over the years, the ECHR has delivered several decisions on legal aid ensuring that the principle of access to justice is well protected.

Guided by the above, the Constitution of Kosovo has emphasized the basic principles in providing free legal aid to those without sufficient financial means if such assistance is necessary to ensure effective access to justice⁵.

As foreseen by the Law on Free Legal Aid⁶, the delivery of free legal assistance is conditional upon the fulfilment of the following criteria: qualification criteria, financial criteria and legal criteria. According to the qualification criteria identified, free legal aid should be provided to the following: the citizens of the Republic of Kosovo residing in the Republic of Kosovo, persons with provisional residence in the Republic of Kosovo, other persons defined by law or international law instruments that bind the Republic of Kosovo, and persons to whom assistance on free legal aid is provided on the basis of reciprocity.

The financial criteria for the delivery of free legal aid is established according to the following: primary legal aid, which is provided to all persons are entitled to social welfare or are in similar situation; and, secondary legal aid, which is provided to all persons whose gross family income is lower than the average national family income.

Lastly, according to the legal criteria, the delivery of free legal aid is subject to an assessment of the validity of the case made by the court on: the monetary value of the claim; the argumentative power of the evidence presented by the applicant; and, the likelihood of success of the claim.

The Law on Free Legal Aid also establishes the Agency for Free Legal Aid⁷ and provides for its powers. The law also identifies the following institutions as providers of free legal aid: regional

⁴ <http://www.kushtetutakosoves.info/repository/docs/Constitution.of.the.Republic.of.Kosovo.pdf>

⁵ Constitution of the Republic of Kosovo, Article 31(6)

⁶ Law No. 04/L-017 on Free Legal Aid, Article 6,7,8,9 accessible online: <http://www.assembly-kosova.org/common/docs/ligjet/Law%20on%20free%20legal%20aid.pdf>

⁷ Further information on the Agency for Free Legal Aid can be found here: <http://www.knj-rks.org/index.php?lang=sq>

offices mobile offices for free legal aid, lawyer's advocates and non-governmental organisations when they have entered into a partnership with the Agency.

Moreover, when so ordered by the courts, the Kosovo Chamber of Advocates provides free legal aid in criminal proceedings.

With regard to the obligations of the public authorities, the Government has a legal duty to publish all of laws ratified by the Assembly online through the Law on Official Gazette⁸. Despite this commitment, the legal system in Kosovo has been noted to suffer substantially from a generally long *vacatio legis*, and accordingly the long delay between the date when the law is enacted and the date when it enters into force remains of concern.

In Article 41, the Constitution foresees the right of access to public documents according to which "every person enjoys the right of access to public documents" while also emphasizing that "the organs of state authorities are public, except for information that is limited by law due to privacy, business trade secrets or security classification."

The disclosure of public documents is regulated by the Law on Access to Public Documents⁹, which guarantees the right of every natural and legal person to have access, without discrimination on any grounds, on the basis of a prior application, to official documents maintained, drawn or received by the public institutions. The following are considered as legitimate limitations on the scope of the right of access to documents: national security, defense and international relations; public security; prevention, detection and investigation of criminal activities; disciplinary investigations; inspection, control and supervision by public institutions; privacy and other private legitimate interests; commercial and other economic interests; state economic interests, monetary and exchange policies; equality of parties in court procedure and efficient administration of justice; environmental protection; and the deliberations within or between the public institutions concerning the examination of a specific matter. Crucially, the Law on Access to Public Documents foresees the imposition of fees for having access to public documents. The law on Access to Public Documents foresees that the fees should be paid, before the decision is taken to allow access in public documents (paying the fee does not necessary mean that the citizen will receive a positive decision to his request). This is of particular concern since the imposition of a fee acts as a disincentive to persons seeking access to public documents. Failure to disclose documents can only be challenged before the court. File complaints to authorities when the latter fail to provide their mandated services.

In Kosovo, the legal profession is organized by the Law on The Bar¹⁰ and the Law on Contested Procedure¹¹. Paralegals are allowed to represent clients before the court only if authorized by the client. They can give advice, draft legal documents, and undertake research but not represent people in court proceedings. Individuals are not obliged by law to have an attorney, unless they

⁸ Law No. 03/L-190 on Official Gazette, Article 4(2) http://www.assembly-kosova.org/common/docs/ligjet/2004_47_en.pdf

⁹ Law No 03/L-215 Law on Access to Public Documents, Article 12 <http://www.assembly-kosova.org/common/docs/ligjet/2010-215-eng.pdf>

¹⁰ Law No 03/L-117 Law on The Bar http://www.assembly-kosova.org/common/docs/ligjet/2009_03-L-117_en.pdf

¹¹ Law No 03/L-006 Law on Contested Procedure Article 85-95 <http://www.assembly-kosova.org/common/docs/ligjet/Ligji-eng.pdf>

are a minor, they are accused of a criminal offence, or their claim is before the Supreme Court. Students enrolled in a law degree cannot represent clients in court, but they can give legal advice.

One of the main recognized obstacles¹² within the legal system in Kosovo is the failure to implement the law or its inconsistent enforcement. The majority of the laws do not provide for sanctions in case of a failure to implement or enforce, which often results in the ineffectiveness of the law and the lack of adequate control mechanisms by the courts.

To date, our government has not foreseen nor proposed legislation that concerns the provision of information and assistance services to citizens.

1.4 Availability of Citizens Information & Assistance Services

The research on the availability of information and assistance services for citizens in Kosovo has shown that the leading providers of information and assistance services are relatively small in number. Among the leading providers of information services and assistance to citizens are: the Ombudsman, the Legal Aid Agency, Human Rights Units within the ministries and municipalities, as well as non-governmental organizations.

1.4.1 The Ombudsman -

The legal and constitutional mission of the Ombudsman Institution is the protection, supervision and promotion of the rights and freedoms of individuals and legal entities. The Ombudsman is funded mainly by the Government and international donor support accounts for less than 10 %.

In 2012, the number of requests received from citizens was 1670 and the number of cases reviewed requests amounted to 590. The Ombudsman institution has its head office in Pristine and five regional offices in Kosovo.

The Ombudsman provides assistance to citizens in these following areas:

criminal law, immigration / asylum, housing, human rights, education, health, social security, employment, elections and voting, taxes, and tips on bankruptcy.

The categories of beneficiaries covered all social groups: the unemployed, persons with disabilities, women and young children, the elderly, displaced persons, returnees, migrants, Roma, patients, social welfare claimants, veterans of war, and LGBT community.

¹²http://ec.europa.eu/enlargement/pdf/key_documents/2011/package/ks_rapport_2011_en.pdf - Page 9 paragraph 2, Page 14 Paragraph 6.

1.4.2 Agency for Free Legal Aid

The Agency was established by the Law on Free Legal Aid, and has the objective of giving advice and active assistance to citizens. Agency's head office is funded by the Government, while mobile offices covering the territory of Kosovo are currently funded by international donors; the number of requests for assistance received from citizens in 2012 was 3940.

The services provided to citizens by the Agency covered the following areas:

criminal law, immigration / asylum, education, health, employment, taxes and tips on bankruptcy.

Again, the categories of beneficiaries of services by the Agency include all major social groups as well as migrants. .

1.4.3 Human Rights Units within the Ministries and Municipalities,

Also providing services to citizens are the Ministries and municipalities through their Human Rights Units. Funding for these units is provided by the government and a small percentage of public donations. Administrative level municipalities provide services to citizens at local levels.

Regarding the number of requests for service from citizens the number is quite small, since the service is only for citizens in the field of human rights.

Social welfare claimants, the unemployed, persons with disabilities were the main categories of citizens that benefit from services from the Human Rights Units.

1.4.4 Non-Governmental Organizations

There are relatively few non-governmental organizations that provide services to citizens. Most of their activity attends to take place at their central offices, although some NGO's also have field offices. Their funding comes from various donors and some contributions from its members. The number of requests received from citizens for services amounted to 250 in 2012 and 150 case files were reviewed.[please confirm year],

The services provided by these organisations included assistance in the areas of criminal law, human rights, education, social security and employment.

The categories of beneficiaries of these services included all major social groups:

1.5 Identified Gaps in Availability of Citizens Information & Assistance Services

The research undertaken for this study was based on an analysis of the questionnaires sent to institutions in the public sector and civil society from which 22 responses were received. We noted a general (because of the unwillingness of organizations to respond). A number of questions of the surveys ought to identify gaps in the provision of information and assistance to citizens in Kosovo. Based on the responses gaps were identified in terms of the geographic scope of services, their beneficiary target groups and the types of assistance rendered.

Northern Mitrovica was identified by government institutions and agencies as a geographical area location, where the public lacks information about their rights as citizens of Kosovo. While the NGOs that responded to the survey identified the same problem regarding the north, they also noted another obstacle consisting in the absence of field offices of these NGOs in all the municipalities of Kosovo. The reason for the lack of field offices was identified as the lack of financial support from donors and government institutions.

The social group that respondents considered the most neglected in the provision of services are children under the age of 18, elderly people, persons with family problems, the LGBT community, consumers, internally displaced persons, refugees, returnees and asylum seekers.

The lack of information about the rights of children under the age of 18 was noted, Even if children may become aware of violations of their rights, there is a scarcity of organisations that can offer assistance to this group are scarce, and even those organisations that do provide assistance to this group age do not provide help without the presence of the legal guardian of the child in question, which may be problematic cause if the guardian is the source of the problem.

Persons with family problems also present particular challenges, because the problems are very rarely reported to the authorities due to the intimate nature of these problems and the fear of involvement by the public authorities. In this way these cases tend to remain under-reported.

According to the survey respondents, other social groups that may face a shortage of assistance neglected are the LGBT community. While some organisations provide advice to the community, they do not necessarily want their services mentioned in the national report or in any other database. This is because some organisations fear that the prejudice displayed by certain sections of society may lead them to suffer harm in the event of the publication of their names.

The survey also revealed that there is shortage of organisations that provide services targeting pensioners or consumers.

As regards displaced persons, refugees, returnees and asylum seekers, the only organisation that currently provides legal aid and protects their rights is the Civil Rights Program.

Based on this study the types of assistance that are more problematic to offer for citizens are: access information, active help, and legal assistance in criminal law.

The Law on Legal Aid requires providers of legal aid to obtain authorisation before being able to provide both first-tier and second tier legal aid. First-tier legal aid encompasses the following activities: the provision of information and legal advice regarding legal proceedings, the drafting of documents and any other technical assistance related to the conduct of a case, the provision of information and legal advice related to violation proceedings; the provision of legal information and advice, as well as assistance in mediation and arbitration proceedings.

Second-tier legal aid (active help) covers the following services: representation in civil and administrative proceedings, as well as defence and representation in all phases of criminal proceedings.

The provision of secondary legal aid presents the added challenge that court representation of clients can only be undertaken by legal counsellors who are registered members of a bar association and excludes the possibility for other advisors – even if legally trained – to provide free active help. The court also obliges persons accused of a criminal offence to be represented by a lawyer. This is a concern because, unless the person is able to obtain legal aid provided by the Agency for Free Legal Aid access to justice is restricted by the fact that there are only few lawyers in Kosovo who provide pro-bono legal assistance.

In Kosovo, it was noted that there is no organisation that specifically deals with providing information and assistance to citizens who want to access to public information and documents.

1.6 Conclusions and Recommendations

1.6.1 Conclusions

While the study shows that even the legislation of Kosovo is in accordance with the European standards for free legal aid, it can be concluded that there are gaps in its implementation in practice. In addition, the study also reveals the absence of information provided to citizens about their rights and how to exercise them in Kosovo's system.

The survey has also shown that there is a shortage of help targeting certain social groups that restricts their ability to access information, and obtain advice and t active help: children under the age of 18 years; persons over 65 years of age, LGBT, consumers and internally displaced persons, refugees, returnees, asylum-seekers.

The survey results also revealed a number findings regarding access to public documents under the Law on Access to Public Documents.

There is no dedicated organisation in Kosovo that provides assistance to citizens on obtaining access to public information.

- Even though the Law on Access to Public Documents has been adopted and places overall responsibility on public authorities to provide access to information, it remains mainly un enforced and it does not provide effective mechanisms for obtaining access to public documents. As a result, access to accurate and timely information remains a problem in Kosovo.

Legal aid is an essential tool in ensuring respect for the fundamental right of access to justice and remains of great importance in protecting the rights of citizens in a democratic society. The main purpose of the following recommendations is to ensure effective implementation of the right to a fair trial, which encompasses access to information about what rights citizens have and the possibility to obtain advice and active help including legal representation if need be. .

Protection must be effective and substantive to ensure it is more than a mere formality. In seeking to enforce or defend one's rights, no one should be denied the right to a fair trial due to lack of funds.

Kosovo has enacted the Law on Access to Official Documents. This law is intended to enhance the participation of the citizens of Kosovo in decision-making by public institutions and to ensure that these public institutions enjoy legitimacy and greater transparency by being more accountable to the citizens of Kosovo. However, research shows that this law in Kosovo is not enforced and additional mechanisms should be created to supervise the implementation of this law.

With this in mind, a number of recommendations can be formulated that should strengthen the provision of information, advice and active help to citizens.

1.6.2 Recommendations

Recommendations addressed to the government of Kosovo:

- The government, working in partnership with civil society, should undertake a public outreach campaign to inform the public of its rights as citizens using a variety of media (distribution of leaflets, promotion in television, holding lectures in schools, conducting seminars in the workplace, etc.).
- Implement mechanisms to monitoring the work and quality of legal aid provided by public institutions.
- Support the professional capacity of lawyers and organisations that provide legal aid through training and seminars.
- The right of access to public documents should be brought within the mandate of independent bodies such as the Ombudsman and the Free Legal Aid Agency, to enable citizens to gain faster access to information or documents.
- The government should adopt and implement a strategy on public access to documents and information.
- Municipalities should train their officials on providing access to public documents.
- Municipal authorities should also be encouraged to inform citizens about their activities and acts which they issue.
- The Government should also conduct a public outreach campaign using both television broadcasts and public meetings to inform citizens of its activities.

Recommendations addressed to civil society in Kosovo:

- Implement mechanisms to monitoring the work and quality of legal aid provided by civil society.

Recommendations addressed to donors:

- Donors should support the capacity of civil society to provide free legal aid to citizens in Kosovo.

Recommendations addressed to the national bar association:

- The Kosovo Chamber of Advocates should support the professional capacity of lawyers and organisations that provide legal aid through training and seminars

Annexes

A. List of organizations that provide information and advice

- 1 The Ombudsperson - Address st.Evner Maloku no. 28, Pristina, the responsible contact person Shqipe Mala 038/223-782 Web ombudspersonkosovo.org
2. Agencies for free legal aid-Address Pristina, 038-200 18 945, web: www.knj-rks.org, the responsible contact person Flutura Berbati
3. Ministry of Culture Youth and Sports, Pristina address, contact 038-211424, web.www.mkrks-ks.org, the responsible contact person Fatmire Sahiti
4. Ministry of Justice Address former Renaissance buildings Pristina, 03,820,018,127 the responsible contact person Florentina Beqaj Web md.rks-gov.net
5. Ministry of Public Administration Address former Renaissance buildings Pristina, 03,820,030,939 the responsible contact person Armend Rugova Web map.rks-gov.net
6. Ministry of Economy Development Address Mother Teresa Square, 03,820,021,526 the responsible contact person Prof. Dr. Bashkim Bernice web mzhe.rks-gov.net
7. Ministry of Internal Affairs Address Luan Haradinaj Pristina, 03,820,019,649 the responsible contact person Venera Dibra Web mpb.rks-gov.net
8. Ministry of Education, Science and Technology, Address Agim Ramadani Prishtine, contact 038-212004, web.www.masht-gov.net, the responsible contact person Merita Jonuzi
9. Ministry of Labor and Social Welfare, Address St. UQK, 038-212735, web.www.mpms-gov.net, the responsible contact person Ferinaze Isufi
10. Municipality of Ferizaj Address Martyrs of the Nation, 044/219-352 the responsible contact person Vjollca. Web kk.rks-gov.net/ferizaj
11. Municipality of Skenderaj Address No. 41000 Skenderaj 028/582-027 the responsible contact person Murat Musliu web komuna.skenderaj.rks-gov.net
12. Municipality of Rahovac. Xhelal Hajda, 029/276-037 the responsible contact person Habibe Haxhimustafa, web kkrks-gov.net/rahovec
13. Municipality of Malisheve- Address -, contact 044/407-973, the responsible contact person Vera Bytyqi, web verabytyqi@hotmail.com
14. Municipality of Kline-address, contact 039/470 163, the responsible contact person Remzie Maloku
15. Municipality of Obilic Street Address -HasanPrishtina, contact 038/560-131, web kk.rks-gov.net, the responsible contact person Ganimete Aliu
16. Municipality of Shtimje- Address st. Tirana, contact 0290/38 90 16, web-komuna.org www.shtime, the responsible contact person Lulzim Muharremi
17. Municipality of Kaqanik, address -, the responsible contact person Vedat Dema 044-279-386
18. Municipality of Podujevo Address st.ZahirPajaziti, contact 044/417 357, the responsible contact person AdileMaloku web kk.rks-gov.net/podujev
19. NGO- Norma, address Afrim Vitija 3/1 Pristina, contact 044/117 030, the responsible contact person Valbona Salihu web www.norma-ks.org
20. NGO -KAPAK Address st.Dardania su / 5 Pristina, 044/299-805 the responsible contact person Shaqir Haxhaj, web kapak.ks@gmail.com

21. NGO- Clard, Address st. Fazli Grajqevci No. 7- Pristina, contact 038/223-759, web www.clardkosovo.org, the responsible contact person Anton Nrecaj
22. NGO -Cidd Center for Integration and Development Dragas, address Deshmoret e Kombit, contact 029/281-998, web, cidd_dragash.org, the responsible contact person Marvan Zejnullahu
23. NGO -KJ Club of Lawyers, Address Pristina, 044/168-531 the responsible contact person Visar Kastrati

B. Survey Questioner

1. I have read the information above and i consent to take part on this survey:
2. We are creating a database of information and advice service for B&H Turkey etc. do you consent the contact details and the main activities of your organization being included in this database?
3. Please provide information about the organization you work for.
4. Please provide a brief description of you organization and its mission.
5. What is the nature of your organization?
6. How is decision-making your organization structured?
7. Please indicate how your organization is funded, indicating the approximate percentage.
8. Does your organization publish its annual report?
9. Please provide the web link for your organization's last report, if available on-line.
10. Please indicate the year in which your organization was founded.
11. Please indicate at which administrative level(s) your organization provides its services to users
12. Please indicate for which locations your organization currently provides services to users (please provide town names)
13. How many people are working /volunteering in your organization (In your estimation, please also include those who work in headquarters and those who work in the organization's satellite office(s)):
14. Please specify the qualification of staff members, including volunteers, in your organization who provide advice to users?
15. Please specify the number of each staff who works for your organization?
16. Is your work mainly oriented towards?
17. Please specify the subject matter of the services provided to users?
18. How are your services provided to users?
19. Are your services provided every day during working hours?
20. Please indicate on which days your service is provided every week including hours of service.
21. Please specify the age group from which you have the most requests:
22. How have you publicized the availability of your service to the public?
23. What specific groups of users does your organization target?
24. Please estimate the number of requests for assistance received from citizens and the number of requests answered by your organization in the last year?
25. Please specify the nature of the assistance provided by your organization
26. While providing active help, do you
27. If you receive a request that is outside your field of expertise, do you refer users to other specialized organizations?

28. Please provide further details of the organization(s) your refer users to.
29. Are there any measurements of quality or quality standards for your service?
30. Please give your opinion on all the following statements:
31. Please rate the importance of the following obstacles to spreading citizens' advice in your country.
32. What do you think are the gaps in providing information, advice and active help to users by geographical location?
33. What do you think are the gaps in providing information, advice and active help to users by client type (e.g. demographic characteristics or special needs)?
34. What do you think are the gaps in providing information, advice and active help to users by client type(s) of problem faced by them?
35. Looking back over your answers, is there anything you would like to add? Do you have suggestions for the project?
36. Would you like to know more about the project?