

# Introduction

*This Rule of Law Handbook is designed to be a useful resource for all the people of Kosovo. It is a list of all the major local and international rule of law institutions in Kosovo with their various mandates, roles and contact details. We hope it will make a major contribution to the understanding and importance of such institutions in Kosovo.*

# Contents

---

<b>EULEX Kosovo</b>	<b>03</b>
<b>Kosovo Police</b>	<b>03</b>
<b>Kosovo Police Inspectorate</b>	<b>04</b>
<b>Kosovo Correctional Service</b>	<b>04</b>
<b>Office on Missing Persons and Forensics</b>	<b>05</b>
<b>Victim Assistance and Protection Unit</b>	<b>06</b>
<b>Kosovo Customs</b>	<b>07</b>
<b>Ombudsperson Institution in Kosovo</b>	<b>08</b>
<b>Kosovo Anti- corruption Agency</b>	<b>09</b>
<b>Kosovo Judicial Council</b>	<b>09</b>
<b>Danish Refugee Council</b>	<b>10</b>
<b>Kosovo Property Agency</b>	<b>11</b>
<b>Independent Media Commission</b>	<b>11</b>
<b>Press Council of Kosovo</b>	<b>12</b>
<b>Centre for Legal Aid and Regional Development (CLARD)</b>	<b>13</b>
<b>Humanitarian Law Centre Kosovo</b>	<b>13</b>
<b>NORMA</b>	<b>14</b>
<b>The Legal Aid Commission of Kosovo</b>	<b>14</b>
<b>Kosova Womens Network</b>	<b>15</b>
<b>CRP/K - Civil Right Program/Kosovo</b>	<b>15</b>
<b>Court Liaison Office</b>	<b>16</b>

## **EULEX Kosovo**

### ***Contacts:***

St. Muharrem Fejza, (Farmed Building)  
P.O. Box: 268,10000 Pristina, Kosovo  
Tel: +(381) 38 222 010 2000  
Fax: +(381) 38 222 010 6333  
E-mail: info@eulex-kosovo.eu

### ***Mission:***

EULEX is an integrated European Union Rule of Law Mission operating in the fields of justice, police and customs. The Mission will assist the Kosovo authorities, judicial authorities and law enforcement agencies in their progress towards sustainability and accountability. It will further develop and strengthen an independent and multi-ethnic justice system and a multi-ethnic police and customs service, ensuring that these institutions are free from political interference and adhering to internationally recognised standards and European best practices.

### ***Services:***

The mission, in full co-operation with the European Commission Assistance Programmes, will implement its mandate through monitoring, mentoring and advising. The Mission retains some executive responsibilities in areas such as organised crime, war crimes and serious financial crime. EULEX Justice staff are active in all Kosovo Courts and at all instances.

There are more than 1,500 EULEX Police officers deployed throughout Kosovo. EULEX Customs has 6 mobile teams which criss-cross Kosovo to monitor, mentor and advice their local counterparts. There is 24-hour presence at Gates 1 and 31

---

## **Kosovo Police**

### ***Contacts:***

Str. Luan Haradinaj, p.n. Pristina, Kosovo  
044 192, 038 092, 038 550 999  
info@kosovopolice.com

### ***Services:***

Protect life and property. Keep public order, prevent and investigate crime, protect freedom and human rights, treat all equally regardless of race, colour, religion, gender or age.

### ***Mission:***

To enforce the rule of law in Kosovo in a professional and effective manner

---

## **Kosovo Police Inspectorate**

### ***Contacts:***

Str. Lidhja e Pejës, p.n, Fushe Kosove, Kosovo  
+381 38 552 176  
info.ipk@ks-gov.net

### ***Mission:***

The mission of the Kosovo Police Inspectorate is to oversee the way in which the Kosovo Police carries out its duties, ensuring the professional and effective manner of law enforcement in Kosovo

### ***Services:***

The inspectors are equipped with a range of powers to enter and inspect police stations and departments, to interview police officers regardless of their rank, to collect data for the performance of duties, to investigate disciplinary complaints and, wherever necessary, to confiscate police documents.

---

## **Kosovo Correctional Service**

### ***Contacts:***

Adresa: Ministry of Justice,  
Str. "Perandori Dioklecian", 10000 Pristina  
Tel: 038/200-18-340

### ***Mission:***

Kosovo Correctional Service, in cooperation with all partners in the Criminal Justice system, and in accordance with the applicable laws in Kosovo intends

to rehabilitate and re-socialize prisoners, respecting their fundamental rights regardless of race, language or religion and provides a secure environment for staff, prisoners and society

### ***Services:***

KCS is responsible for the management of prisoners, detainees, juveniles, in accordance with the applicable laws in Kosovo, as well as European conventions and other regulations issued in the respective institutions. KCS is responsible for the management of institutions of different levels of security and supervision of persons under the auspices of the KCS.

---

## **Office on Missing Persons and Forensics**

### ***Contacts:***

OMPF building, QKU Area, Skopje Highway  
Rr. Bulevardi I Deshmoreve  
11000, Pristina, Kosovo

### ***Mandate:***

To determine and resolve the fate of missing persons resulting from the 1998-1999 conflict and its aftermath by:

Assessing and exhuming suspected burial sites .

Performing autopsies of unidentified remains in order to determine cause of death and identification using anthropological, anthropometrical and DNA analysis.

Coordinating actions and exchanging information with Government entities and civil society groups.

Keeping stake-holders informed about the progress of investigations and returning the identified remains to their families in a timely and respectful manner.

Keeping up-to-date records and statistics on missing persons in Kosovo.

To provide a medico-legal system in Kosovo of European standards, including but not limited to the following fields:

Medical examinations of victims of sexual/physical offences

Autopsies in cases of suspected non-natural death

Cases of medical malpractice

Toxicological analysis  
Histo-pathological analysis  
Medico-legal analysis of crime and death scenes  
Expert witness testimony in Court

### ***Mission:***

The EULEX/OMPF's Medical Examiner's Office provides Kosovo with the highest quality of Forensic Services in a timely manner by ensuring excellence and commitment to the Justice System through the integration of specialists, technology and the transfer of knowledge, experience and expertise.

The EULEX/OMPF's Missing Persons Operation contributes to justice, reconciliation, the search for truth and the reconstruction of historical memory through the application of Forensic Science to locate and identify the Missing in an efficient and effective manner in order to return them to their Families.

---

## **Victim Assistance and Protection Unit**

### ***Contacts:***

Prishtinë	044 278 738
Graçanicë	044 425 477
Gjilan	044 310 467
Kamenicë	044 310 467
Viti	044 310 467
Ferizaj	044 161 138
Prizren	044 310 468
Malishevë	044 418 657
Suharekë	044 425 480
Gjakovë	044 418 668
Pejë	044 348 164
Istog	044 352 934
Deçan	044 425 469
Mitrovicë	044 310 466 and 063 848 79 91

**[www.md-ks.org](http://www.md-ks.org)**

"Perandori Dioklecian" street, 10000, Pristina.

### **Services:**

Victim Assistance and Protection Unit, provides legal assistance to all victims of crime; free of charge authorized legal representative and interpreter; shelter and health services; clothing, food and other services responding to the needs of the victim, from the beginning of court and prosecution services up to the conclusion of the legal issues. A part of the work of the Victim Assistance and Protection Unit consist on crime prevention, through awareness raising on victims` rights, including community education in rural areas.

### **Mission:**

Victim Assistance and Protection Unit mission is to provide and facilitate access to the justice systems before during and after the court procedures to the victims of physical and psychological violence, with special focus on domestic violence victims, sexual abuse, human trafficking, children abuse, suicidal attempts etc.

Notice: Assistance line 044 080 90 is anti-trafficking line for cases of human trafficking ONLY. (Operational services)

---

## **Kosovo Customs**

Kosovo Customs, Bulevardi Bill Clinton, p.n Pristina, Kosovo  
Tel. 038 540 350, Fax. 038 540 836  
Email: [hq@dogana-ks.org](mailto:hq@dogana-ks.org)

Call to report corruption and contraband **038 500 095**

### **Mission:**

The Customs Service has a broad mission, beginning with the protection of the state, the economy and citizens. Therefore, the mission of the Customs Service is divided into two main categories:

### **Services:**

The collection of customs duties: such as customs duty, value added tax; excise for the Kosovo Consolidated Budget.  
Control import and export; defend the economy; protection of trademarks and others.

Trade statistics  
Contribution to security  
Fighting illegal activities  
Increased security presence at border crossings through; fighting border crime; fighting drug trafficking, etc.  
Protection of the population and environment, prevention of smuggling of weapons and explosive substances

---

## **Ombudsperson Institution in Kosovo**

### ***Contacts:***

#### **Prishtinë/Priština Headquarters**

Address: Agim Ramadani St, nn.

Tel: +381 (0) 38 501 401, 545 303

Fax: +381 (0) 38 545 302

Email: [ombudsperson@ombudspersonkosovo.org](mailto:ombudsperson@ombudspersonkosovo.org)

### ***Services:***

If our investigations identify human rights violations, representatives of the Institution may seek remedies through a variety of channels. The Ombudsperson Institution may, for example, mediate between complainants and local authorities, recommend actions to local authorities, issue public reports, or raise its concerns via the media.

In cases where a Kosovo resident lodges a complaint against a public authority outside Kosovo, the Institution may offer its “good offices” to the complainant in the form of advice or other support. We may also forward the case to the competent Ombudsman or similar institution of the state in question.

### ***Mission:***

We accept and investigate complaints from anyone in Kosovo who believes that his or her human rights have been violated by a public authority in Kosovo.

All services are provided free of charge.

---



## **Kosovo Anti- corruption Agency**

### ***Contacts:***

Str.“Bajram Kelmendi”, No. 31, Pristina, Kosovo  
00 381 (0) 38 248 563/5  
info@akk-ks.org

**Inform about corruption:** 044 082 82

### ***Mission:***

The purpose and work of the Agency is focused on detecting and investigating corruption cases, efforts to prevent and combat the phenomenon of corruption, to help build a healthy society in Kosovo based on the rule of law.

### ***Services:***

To convey to the Public Prosecutor of Kosovo any information that has to do with possible violations relating to corruption; to initiate further investigations and conduct administrative charges related to alleged corruption in those cases where criminal proceedings are not initiated;  
Supervise and analyze the statistical data related to corruption in Kosovo;  
To warn the Kosovo authorities about their commitments arising from international acts and offering recommendations on how to fulfill them;  
To advise during the preparation of code of ethics in the public and private sectors;  
To provide clarification regarding the incompatibility, conflict of interests, gifts and other issues related to the field of corruption;

---

## **Kosovo Judicial Council**

### ***Contacts:***

Str.Oborrii Rilindjes, Kontejneri No.03  
Tel 038 234 630 / 113  
k.gjyqesor.ks@gmail.co

### ***Services:***

The Kosovo Judicial Council (KJC) is the highest body of the Kosovo Judicial

System. The establishment of the KJC represents something new that will be responsible for the administration of the entire Judicial System.

### ***Mission:***

The KJC acts in order to protect the Judicial system and keep it professional, independent, impartial, integrated, fair and efficient.

The KJC is competent and responsible for the appointment of judges, prosecutors and lay-judges, disciplinary measures imposed against judges, prosecutors and lay-judges whenever misconduct is committed as well as with regard to their professional development.

---

## **Danish Refugee Council**

### ***Contacts:***

Adress: Mark Isaku 30, Pristina - Kosovo

Phone: +381 (0)38 243 793/4 & +381 (0)38 245 481

FAX: +381 (0)38 243 796

E-mail: [representative@drc-kosovo.org](mailto:representative@drc-kosovo.org)

### ***Services:***

Initially the assistance implemented by DRC focused on emergency aid, but was soon extended to logistics support, transport, shelter and reconstruction activities, income generating activities and social rehabilitation of IDPs, returnees and affected populations. DRC has rehabilitated around 5000 private houses during the past years in the areas of northern and western Kosovo.

#### **Mission**

From 2003, DRC has focused increasingly on minority returns to Kosovo, a programme priority which has been developed in close cooperation with DRC Serbia & Montenegro. Since that time, the returns-related portfolio has been supplemented by additional projects with a focus on economic development, strengthening civil society organizations and psychosocial aspects of mental health services provided in Kosovo. DRC is also engaged in mandatory returns from Western Europe. DRC remains a member of the NGO Returns Coordination Group, and sits on the Consulting Board for ProPeace Platform, an association of local NGOs with a peace building mandate.

---

## **Kosovo Property Agency**

### ***Contacts:***

KPA Headquarters

Nazim Gafurri 31,  
Pristina, Kosovo

Telephone: +381 (0)38 249-936  
+381 (0)38 249-918

Telefax: +381 (0)38 2490-919  
mailbox@kpaonline.org

### ***Services:***

The KPA is mandated to receive and register and, through the KPCC, to resolve claims resulting from the armed conflict that occurred between 27 February 1998 and 20 June 1999 in respect of private immovable property, including agricultural and commercial property. Decisions taken by the KPCC are subject to a right of appeal only to the Supreme Court of Kosovo.

The KPA welcomes and encourages the collaboration and cooperation from everyone that this undertaking, which has been conferred on the KPA, both deserves and requires in order to be implemented successfully.

---

## **Independent Media Commission**

### ***Contacts:***

Gazmend Zajmi Str. No.1 / Pristina, Kosovo

tel: 038/245-031

fax: 038/245-034

e-mail: info@imc-ko.org

www.kpm-ks.org

www.imc-ko.org

### ***Mission:***

#### **The IMC seeks to**

PROMOTE the development of a viable media market serving all of Kosovo's people;

ENCOURAGE professionalism among journalists and media managers and owners;

PROTECT freedom of expression, diversity of opinion, access to information for journalists and the public, and the interests of media users and operators according to the rule of law.

### ***Services:***

The Independent Media Commission is the only authority in the territory of Kosovo responsible for managing, regulating, and assigning resources of the Broadcast Frequency Spectrum, issuance of licenses and collection of duties for usage of broadcasting frequencies.

---

## **Press Council of Kosovo**

### ***Contacts:***

Address: "Hajdar Dushi" Street no 7, Prishtina

Tel. 044 291 810

Email: [presscouncil.kosovo@gmail.com](mailto:presscouncil.kosovo@gmail.com)

### ***Services:***

Write to us whenever you consider that a Kosovo newspaper or magazine which is a member of our Council has violated the principles of the Code, has insulted or defamed, incited hatred speech or has denied the right to public response.

### ***Mission:***

Freedom of speech, the right of citizens to be duly and completely informed and the respect for our Journalism Code of Ethics, are the foundations on which the Press Council is founded. It does not intend to replace the courts of Kosovo but, with the willingness to become a credible forum for the press and the readers, an impartial body from which new ideas for feeding journalist with knowledge in the field of ethics of our profession emerge.

Post war Kosovo besides the need for physical construction and problems in this field has a lot of other problems. Kosovo is now enriching its mind and soul with the main values of democracy. Independent Medias remain our permanent target as one of the most important pillars of democracy in the society.

---

## **Centre for Legal Aid and Regional Development (CLARD)**

### ***Contacts:***

Luan Haradinaj str. 9A/1 Prishtine  
+381 38 228 372  
[www.clardkosovo.org](http://www.clardkosovo.org)

### ***Services:***

CLARD is an NGO founded by individuals of different professional backgrounds and ethnicities which have been working for international NGOs for more than 5 years on different kinds of programmes and projects, having different working tasks and contributing to the implementation of these programs and projects.

### ***Mission:***

The Organisation is founded with the purpose of contributing to the promotion and protection of Human Rights, with the particular aim of enabling vulnerable individuals to get better access to justice, to the establishment of Rule of Law and to foster social and economic inclusion of marginalized segments of the population towards achieving a future feasible achievement of European standards of development and welfare.

---

## **Humanitarian Law Centre Kosovo**

### ***Contacts:***

Address: Rr.Eqrem Cabej, 7a, Prishtinë  
e-mail: [office.ks@hlc-kosovo.org](mailto:office.ks@hlc-kosovo.org); Tel/Fax: 038 243 488; 038 243 490  
Web: [www.hlc-rdc.org](http://www.hlc-rdc.org)

### ***Services:***

Monitoring War Crimes Trials and Trials for Ethnically Motivated Crimes  
Promoting the protection of Minority Rights, research and documentation of war crimes.

### ***Mission:***

Humanitarian Law Centre helps Kosovo society in the area of rule of law, minority integration and dealing with the past.

---

## **NORMA**

### ***Contacts:***

Address: Sylejman Vokshi, 7/12, Pristina

Email: shnorma@hotmail.com ; shoqatanorma@yahoo.com

Tel +381 (0)38 249 778; +377 (0)44 126 428; +386 (0)49 126 428;

### ***Services:***

Providing legal aid to women; conducting seminars for women's groups on women-related issues, including gender-based violence; representing women in court; and supporting literacy training for women in communities as well as training at the municipal level on legal issues, including the application of the Convention on the Elimination of all forms of discrimination against Women

---

## **The Legal Aid Commission of Kosovo**

### ***Contacts:***

Str. Zenel Salihu 30, Pristina, Kosovo

+ 381 (0) 38 200 18 224

<http://www.knj-ks.org>

### ***Services:***

5 District Legal Aid Bureaus operating throughout Kosovo, providing free legal aid in criminal, civil and administrative law fields.

### ***Mission:***

To provide free legal aid for the all Kosovo citizens, with economic difficulties, that fulfil the criteria from the UNMIK regulation No. 2006/36 On Legal Aid, especially sensitive groups.

---

## **Kosova Womens Network**

### ***Contacts:***

C-2 II/8 Hajdar Dushi Str.  
10000 Prishtina, Kosova  
Phone: +381 (0) 38 245 850  
E-Mail: [info@womensnetwork.org](mailto:info@womensnetwork.org)

### ***Services:***

The Kosova Women's Network (KWN) mission is to support, protect and promote the rights and the interests of women and girls throughout Kosovo, regardless of their political beliefs, religion, age, level of education, sexual orientation and ability. KWN fulfils its mission through the exchange of experience and information, partnership and networking, research, advocacy and service.

---

## **CRP/K - Civil Right Program/Kosovo**

### ***Contacts:***

Str. Mbretesha Teute, NGO Building No#2, Mitrovica  
044 118 854, 028 539 458  
[crp.mi@crpkosovo.org](mailto:crp.mi@crpkosovo.org)

### ***Services:***

Civil registration as habitual resident of Kosovo, including civil status registration with particular focus on Roma, Ashkalia and Egyptian communities  
Property rights disputes and legalization of property status (commercial, agriculture and other private properties), inheritance procedures  
Retrieval of all types of documents vital in accessing individual civil rights and obligations  
Pension rights, social welfare, non-discriminatory access to employment

rights, formalization of informal marriages, sexual and gender-based violence

***Mission:***

CRP/K provides free legal assistance and gender and age sensitive counseling for minority returnees, refugees, and internally displaced persons (IDP) and vulnerable local residents aiming to support sustainable return and contribute to preventing further displacement. The assistance is provided regardless of race, religion, nationality and political conviction of an individual.

---

## **Court Liaison Office**

***Contacts:***

Kralja Petra BB, Mitrovica  
+381 28 421 774, +377 44 425 649

***Services:***

Court Liaison Offices provide communities with services such as transport for parties to attend court proceedings; help with lodging civil and criminal claims; assistance with finding old claims from court archives; legal information on issues affecting refugees and internally displaced persons; facilitation of contract certification; referral and liaison with non-governmental organizations; and general support during the legal process.

***Mission:***

CLO is to facilitate access to justice for communities that are ethnic minorities in Kosovo

---