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# INCREASING CITIZENS' AWARENESS AND PARTICIPATION IN THE JUSTICE SYSTEM PROJECT Final Report



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# **INCREASING CITIZENS' AWARENESS AND PARTICIPATION IN THE JUSTICE SYSTEM PROJECT**

(February 2013 – November 2015)

## **Final Report**

**Implemented by:**

**Advocacy Training Resource Center (ATRC)  
USAID/Kosovo Grant Agreement AID-167-G-13-00001**

**Submitted to:**

Regional Contracting Office  
United States Agency for International Development (USAID)  
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## I. EXECUTIVE SUMMARY

The "Increasing Citizens' Awareness and Participation in the Justice System" was a thirty three month, US\$600,000 project, supported by the United States Agency for International Development (USAID), Mission in Kosovo, under the Grant Agreement AID-167-G-13-00001. The project was implemented from February 19, 2013 to November 17, 2015 by the Advocacy Training and Resource Center (ATRC) in partnership with other local Civil Society Organizations (CSO) based in Kosovo.

The overall goal of the project was to improve the functioning of courts and the justice system through the support of local organizations on court monitoring and public awareness, thereby increasing transparency and fairness among justice institutions in Kosovo. The project objectives were to:

- 1) Increase Kosovo citizens' access to the court system by exposing local organizations to the court system in general and to the challenges and opportunities for improved functioning of the courts and delivery of justice in the courts at the local level; and
- 2) Strengthen public awareness, as well as increase public confidence, on the justice system in order for citizens to participate effectively in debates and proactively support efforts by justice system sector institutions and civil society to enhance transparency, combat corruption, and ensure equal access to justice through fair, transparent and effective administration of justice in Kosovo.

The project has focused on concrete interventions required to increase CSOs engagement in court monitoring, increase public awareness and outreach activities on combating corruption, increase transparency and fairness among justice sector institutions in Kosovo, increase public understanding of the justice system, and related media coverage of the justice system, as well as provide recommendations for improvements, and advocate change based on information gathered through court monitoring activities.

Underpinning these interventions were efforts to strengthen the capacity of CSO grantees on overall project implementation, and to increase the sharing of information between CSOs and justice sector institutions. A special focus was devoted to addressing gender sensitive and non-majority population issues as part of court monitoring and public awareness initiatives. In support of these interventions, ATRC provided sub-grant funds to forty (40) local organizations to perform court monitoring and public awareness and outreach activities, with an intended emphasis on extending the support Kosovo-wide and reaching at least 80% of awardees outside of Pristina, the capital of Kosovo.

To achieve its goal, the project was structured along the two main outputs/areas of activity, corresponding to the main objectives, including court monitoring activities and public awareness initiatives. Overall, the project reached more than 23,480 beneficiaries, operating through its main activity areas, and over two-thirds (21 of the 29) of Basic court branches were monitored.

## **Court Monitoring Activities**

The primary conduit under this activity area were the thirty-two (32) local organization initiatives that received sub-grant support funding to perform targeted court monitoring activities. The implementation period ranged from five to twelve months, with the value range between US\$3,000 and US\$10,000 per sub-grant. Over the course of work with these CSOs, the project achieved significant results that will yield considerable impact well beyond the life of the project:

- A diverse group of CSO monitoring activities was supported, with one-fourth representing the non-majority communities (Seven Kosovo Serb, one Kosovo Bosnian).
- Monitoring of court cases was conducted in twenty-one (21) municipalities across Kosovo
- Over 13,300 people were directly engaged as part of court monitoring activities, with 37% being female and 24% non-majority (12% Kosovo Serb, 12% other non-majorities).
- 32 court monitoring reports were published reflecting observations of the CSOs during monitoring the courts in their communities, and presenting their findings and recommendations regarding the issues to be addressed. Reports were widely distributed and also presented to the Head of Kosovo Judicial Council.
- Kosovar CSOs produced a range of 251 recommendations to improve court processes and advocate change based on information gathered.
- One-third (or 91) of these recommendations were taken into serious account by the respective courts and other justice institutions including the Kosovo Judicial Council.

CSO monitoring findings and recommendations covered issues such as the functioning of courts and court proceedings, property rights of women, cases involving extended detentions, cases involving women and minors, domestic violence and rights of women and children, inter-ethnic disputes, communication between courts and citizens, the degree which courts consider non-majority community rights, illegal logging, forest preservation and degradation of river basins and nature, election fraud, corruption and transparency, and observations of cases reviewed by the Mediation Centers in Kosovo.

## **Public Awareness Initiatives**

Interventions under this area supported eight (8) local organizations in conducting public awareness and outreach activities, the implementation period ranged from three to twelve months, with the sub-grant value ranging from US\$10,000 to US\$30,000.

- Eight (8) civil society-led public awareness campaigns and outreach activities on combating corruption were supported, with more than one-third covering the issues of non-majority communities.

- Over 10,170 individuals were reached through public awareness and outreach activities with 41% being female and an important 65% being from non-majority population (58% Kosovo Serb, 7% other non-majorities).
- The campaigns gauged the interest of national and local media resulting in 337 media stories and coverages that enhanced public understanding on pertinent issues.
- Court monitoring initiatives were also widely covered by local and national media resulting in additional 432 of media stories and coverages that contributed towards increased public awareness on issues related to the justice sector, and in incentivizing justice institutions to function more transparently.

The awareness and outreach campaigns focused around themes such as awareness and access to court system by the employees of the Socially Owned Enterprises (SOE) and other parties of interest in the SOE privatization process, improving communication between non-majority community and justice institutions, assisting courts in developing informative campaigns in approaching citizens, dissemination of information on how the judicial system in Kosovo operates, how can non-majority communities exercise their legal rights, and how can they contribute to better functioning of the judicial system. Part of awareness efforts addressed gender equality and property rights, and perceptions around consumer rights.

The project dedicated a special consideration to gender issues and gender mainstreaming, as well as non-majority communities, as attested with the considerable numbers of women and minorities reached. Specifically, fourteen (14) grantees addressed gender-related issues, while nine (9) grantees addressed non-majority issues as part of their respective initiatives in court monitoring and public awareness.

### **Capacity building of local partners**

ATRC, provided ongoing assistance and technical support to the sub-grantees on issues that concern their respective projects particularly their organizational management. Grantees, especially those that lacked sufficient experience or internal capacities, were supported through continuous assistance during the implementation of their projects. As a result of ATRC support sixteen (16) organizational policies of benefiting CSOs were revised or developed.

In addition, ATRC periodically organized formal and informal meetings between the grantees and Kosovo justice institutions, such as the Kosovo Judicial Council (KJC) and Kosovo Prosecutorial Council (KPC), as well as other relevant entities, to help address issues and concerns of the CSOs, and share information between the parties. In this respect a total of thirty-two (32) of meetings and workshops that gathered over 1,000 participants were organized by ATRC, twelve (12) of these being between grantees and justice sector institutions.

## Lessons Learned

Over thirty three months of implementations, many valuable lessons were learned, some of the most important were:

- Commitment and openness from the justice sector institutions have made the project implementation a success. The close partnership with the Kosovo Judicial Council and Basic Courts has ensured that the project interventions have met the concrete information needs of the subject institutions and were designed in line with their strategic priorities.
- There is rising communication and cooperation between non-majority communities and justice sector institutions. Nevertheless there is much more to be done in order to achieve full integration of these communities. Bridging this gap will need continuous encouragement of cooperation, dissemination of information among the targeted communities, and also pointing out to the best practices or opportunities.
- Women remain as the most vulnerable segment of the population, and still have disparate chances to benefit from the judicial reform processes.
- Large impact can be achieved from small investments in local media with appropriate CSO partners.
- Local partner CSOs and local experts have a great potential to carry out innovative and effective activities and analyses, as well as strong interest in working to improve the justice sector in Kosovo, and only need more guidance and support to realize their potential.
- ATRC as the local intermediary support organization has had a lot of accomplishments over the course of it's over thirteen years of existence and established itself as a CSO leader in Kosovo. Nonetheless, managing projects of this size and complexity, requires adoption of an operational and funding support strategy that would ensure the continuous enhancement of ATRC internal management capacity, and would secure sustainability of its future CSO support operations.

## II. BACKGROUND ON THE PROJECT

On February 19, 2013, the Advocacy Training and Resource Center (ATRC) was selected by the United States Agency for International Development (USAID), Mission in Kosovo to implement the initial phase of the "Increasing Citizens' Awareness and Participation in the Justice System" Project, that focused on providing sub-grant support for 13 local organizations to improve their capacity to monitor the courts, engage community members in court monitoring, and increase overall awareness about local courts. Upon completion of the initial phase, the project was further amended on January 18, 2014 to provide further support to a total of 40 CSO court monitoring and awareness initiatives and was successfully concluded on November 17, 2015.

The thirty-three month, US\$600,000 project, implemented by ATRC was designed to improve the functioning of courts and the justice system through the support of local organizations on court monitoring and public awareness, thereby increasing transparency and fairness among justice institutions in Kosovo. The project objectives were to:

- 1) Increase Kosovo citizens' access to the court system by exposing local organizations to the court system in general and to the challenges and opportunities for improved functioning of the courts and delivery of justice in the courts at the local level; and,
- 2) Strengthen public awareness, as well as increase public confidence, on the justice system in order for citizens to participate effectively in debates and proactively support efforts by justice system sector institutions and civil society to enhance transparency, combat corruption, and ensure equal access to justice through fair, transparent and effective administration of justice in Kosovo.

### **Overall context during the implementation of the project**

The project was launched one month after the provisions of the Law on Courts came into force in January 1, 2013, which defined the new court structure and their hierarchy in Kosovo. The new structure not only changed the old court organization to seven the Basic Courts, the Court of Appeals, and the Supreme Court, but also established new court branches and departments which are now located in both, larger and small municipalities. The aim of this structure was to bring more efficiency in courts, and bring judges and court-houses closer to the citizens of Kosovo. The restructuring of courts was accompanied with the new structure of prosecution offices to reflect the aim of the general justice reform towards more efficient, modern and professional approach to prosecution services, and better access to justice for all people.

In response to support from the international community and in some instances input from civil society, the Government of Kosovo had also taken several steps to improve adherence to the Rule of Law and to enhance the effectiveness, transparency, and professionalism of the courts and other justice sector



institutions. Earlier in 2011, the Office of the President established the President's Anticorruption Council, the aim of which is to coordinate efforts of justice enforcement institutions in Kosovo to more effectively prevent and combat corruption as well as to identify and make synergies in support of the implementation of national anti-corruption strategy.

Civil society in Kosovo has played an active role in advocating for improved Rule of Law and monitoring reform initiatives, many organizations have launched and carried out successful public awareness campaigns, legislative and public policy analysis, monitoring of reform efforts, and issue-oriented advocacy related to the justice system and the courts. Thanks to their activities, tangible improvements have been made in the administration of justice, as well as the legal framework and implementation of policies related to human rights, gender equality, violence against women, discrimination, equal access to justice, and criminal justice reform. A range of public perception and court user surveys, as well as assessments of justice reform and the justice system have served to identify areas of public concern and to target needed reforms. Media on the other hand play an important role in communicating information to the wider public, particularly regarding the knowledge/findings gathered during the court monitoring activities that can result in increasing citizen's knowledge about the justice sector.

Nonetheless, despite all of these efforts, the average member of the public in Kosovo has little formal knowledge about the courts and is therefore unable to hold the court system accountable for effective administration of justice or to recognize deficiencies or improvements in the delivery of justice.

### **Project implementation**

The project was set to instigate direct involvement of local organizations in performing court monitoring activities and conducting public awareness and outreach aimed at combating corruption and increasing transparency and fairness among justice sector institutions in Kosovo. ATRC was to provide sub-grant support for up to 40 local organizations on both performing court monitoring activities and public awareness activities. Up to 32 local organizations were to be supported on court monitoring activities and up to 8 local organizations were planned to be supported on public awareness and outreach activities.

The project foresaw three rounds of grants. While the first round focused only on 13 court monitoring activities, the second and third rounds focused on an additional stream of 27 grants covering court monitoring, public awareness and outreach activities. The court monitoring activities were carried out from March 2013, within the value range of US\$3,000 to US\$10,000, with the implementation period of five to twelve months. The public awareness and outreach activities, were initiated on November 2013, covering medium- size grants with the range from US\$ 10,000 to US\$ 30,000, and implementation period of three to twelve months. The Requests for Applications (RFA) were issued in April 2, 2013 (first round) covering only court monitoring, November 25, 2013 (second round), and August 25, 2014 (third round)

covering both court monitoring and public awareness and outreach.

Public outreach surrounding the RFAs was comprehensive, and reached virtually all communities Kosovo-wide. In order to inform applicants on the RFA details and the selection criteria, ATRC hosted nine information sessions in nine key regional centers of the country including Prishtina/Pristina, Peja/Pec, Prizren, Gjilan/Gnjilane, Mitrovica, North Mitrovica, Shterpce/Strpce, Gracanica, and Ferizaj/Urosevac.

The RFAs were available in English, Albanian and Serbian, as the official languages, and were announced in national and local print media, as well as national and local radio and television stations, including non-majority outlets. In addition, the RFAs were also available online within the ATRC website and social media pages (Facebook), and distributed electronically to CSOs registered in the ATRC database.

For each round of grant, ATRC appointed and selected a Grant Awarding Board (GAB) with designated members to conduct the evaluation of the applications that were received on competitive basis. ATRC conducted the first technical and eligibility screening of applications, and submitted the qualified applications to GAB members. The GAB evaluated each application in accordance with the criteria presented in the RFA covering Technical Application, Cost Proposal, and Organizational Capacity. Once GAB recommended proposals, ATRC conducted site visits to the recommended local organizations in order to assess their organizational capacity and verify the viability of proposed ideas. In addition, if GAB recommended minor project proposal revisions, ATRC provided support to the respective applicants in revising and addressing them. At the end of each evaluation cycle, the ATRC staff prepared project summaries in English, and send those along with recommended projects to USAID/Kosovo for concurrence.

During the sub-award process, ATRC organized joint workshops for each round of grants with all awarded grantees to provide information on compliance procedures and other project requirements, as agreed with USAID. During these workshops, ATRC presented its role in relation to Grantees, clarified what Grantees can expect from ATRC, and what ATRC expects from Grant Awardees. The workshops covered program and financial reporting requirements from grantees. At the conclusion of these workshops Grantees and ATRC formalized the partnerships and signed Grant Agreements. The selected Grantees were obliged to sign USAID Certifications, Mandatory Standard Provisions for Non-US, Nongovernmental Recipients, and Applicable Standard Provisions for Non-US, Nongovernmental Recipients.

During the project implementation, ATRC conducted grantee capacity assessment in order to identify the needs of the grantees. The capacity assessments were meant to analyze and highlight organizational strengths, identify opportunities for improvement and growth, and come up with conclusions about possible follow up actions. The assessments focused on organizational management, project and financial management, and matters related to effective completion of monitoring court initiatives and public

awareness and outreach activities.

Regular formal and informal meetings and workshops with grantees were organized to establish a working relationship and jointly identify solutions to possible challenges. In addition, ATRC, together with USAID/Effective Rule of Law Program (EROL) organized an array of workshops and trainings that contributed towards strengthening capacities of grantees in implementing their projects. ATRC was continuously engaged in project implementation monitoring, through direct participation in organized activities, and regular formal and informal meetings.

### **III. OVERALL IMPACT OF THE PROJECT**

The highest achievement of the project is establishment of a sound foundation for more evidence-based court monitoring and civic action to promote demand for justice in Kosovo. This foundation will produce a considerable impact well beyond the life of the project, since it represents a first civil society initiative of this size carried out in Kosovo, and is now being replicated by other stakeholders.

The reach of the project was considerable, more than 23,480 people benefited from its interventions, and over two-thirds (21 from the 29) of Basic court branches were monitored. The activities implemented by the project have contributed to achieving a transparent judicial environment in Kosovo which will lead to a necessary transition towards a more efficient and effective rule of law in the long-run.

Through its interventions the project contributed to the achievement of strategic objectives set by its key institutional partners KJC and KPC, and the Ministry of Justice (MOJ). As such, court monitoring and awareness initiatives have been embedded in the Kosovo Rule of Law Assistance Strategy (Justice and Internal Affairs), 2016-2019, adopted in May 2014, by the Ministry of Justice (MOJ) of Kosovo.

The new Kosovo ROL Assistance Strategy calls for improvement of access to justice and cooperation with the civil society in monitoring policies and laws, and defines these as the priorities of the Rule of Law Institutions. In this respect, the strategy outlines the need for intensified dialogue between law and order institutions and the civil society, considered particularly important in the field of analyzing policies and law on anti-corruption, organized crime, and access to justice, implementation instruments and measures, improvement of standards and strengthening of overseeing anti-corruption measures. The contribution of civil society is clearly recognized as a factor that will assist in strengthening the capacities of Kosovo's institution to effectively fight the phenomenon of corruption and enable continuous improvement of their performance in this regard.

A significant project focus was devoted to capacity building initiatives accompanied by provision of direct support to communities with non-majority populations in Kosovo. Numerous trainings, direct coaching sessions, monitoring visits and events were organized aiming to assist civil society organizations to engage in successful watchdog, advocacy and awareness activities, thus increasing opportunities for cooperation with justice institutions, further promoting local demand for justice issues and enabling resolution of

related concerns.

The reports and analytical work produced by the project has laid a solid basis for the CSOs and justice sector partners to undertake effective and efficient activities and operate in cooperative manner.

#### IV. ASSESSMENT OF OUTPUTS, INCLUDING THE CROSS-CUTTING ISSUES

##### Grant Administration

A total of 208 local organizations submitted their applications in response to the three rounds of RFAs. The large number of received of applications depicts the high interest of local organizations to engage in initiatives that aim to improve the functioning of courts and the justice system.

As broadly noted earlier in the report, over the course of program implementation, ATRC awarded forty (40) sub-grants implemented by thirty-one (31) local organizations with total grant award pool of US\$428,500. Thirty two (32) projects implemented by twenty-two (22) local organizations were supported on court monitoring activities with a total aggregate budget of US\$289,000, while eight (8) projects implemented by eight (8) local organizations were supported on public awareness and outreach activities with a total aggregate budget of US\$139,500. The table below depicts the aggregate data covering the three rounds of RFAs.

Objective	Total Budget Awarded	Round I Total Budget Awarded	Round I Grants Awarded	Round II Total Budget Awarded	Round II # of Grants Awarded	Round III Total Budget Awarded	Round III # of Grants Awarded	Total # of Awards
<b>Court Monitoring</b>								
<b>Total</b>	<b>\$289,000</b>	<b>\$115,000</b>	<b>13</b>	<b>\$81,600</b>	<b>9</b>	<b>\$92,400</b>	<b>10</b>	<b>32</b>
<b>Public Awareness</b>								
<b>Total</b>	<b>\$139,500</b>	<b>\$0.00</b>	<b>0</b>	<b>\$53,930</b>	<b>3</b>	<b>\$85,570</b>	<b>5</b>	<b>8</b>
<b>Total Budget</b>	<b>\$428,500</b>	<b>\$115,000</b>	<b>13</b>	<b>\$135,530</b>	<b>12</b>	<b>\$177,970</b>	<b>15</b>	<b>40</b>

This table shows the variety of court monitoring activities supported over the life of the project.

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#	Project Name	Recipient
1	Citizens and Courts	Vijece Kongresa Bosnjackih Intelektualaca Kosova/ Council of Congress of Bosnian Intellectuals of Kosovo- VKBIK (Prizren)
2	Courts as a model on smoking ban	Kosovo Advocacy and Development Center – KADC (Kosovo Wide)
3	Citizens and Justice	Women's Committee for the Protection of Human Rights – WCPHR (Fushe Kosove/Kosovo Polje)
4	Communication for effectiveness	Green Art – GA (Prizren)
5	Improving access to justice and increasing participation for women	Active Women of Gjakova AWGJ (Gjakova)
6	Bringing citizens closer with the justice institutions	FOL – Speak UP (Gjakova and Podujeva)
7	Justice with civil access in a fair judicial service	Public Organization for Local Initiatives and Supports – POLIS (Lipjan)
8	Transparency increases the confidence of citizens in courts	The Independent Cultural-Infomative Youth Center ELITA-(Viti)
9	Active citizens closer to Justice	Proactive (Kamenica)
10	Justice for All	Iniciativa Rinore Përparimtare/ Progressive Youth Initiative - IRP (Ferizaj)
11	Raising awareness of the citizens of the municipality of Skenderaj for judicial reforms	PREHJA (Skenderaj)
12	Prevention of circumventing inheritance rights of women	Venera (Peja)
13	Justice Access Radio Bulletins	Kosovska Medijska Asocijacija/ Kosovo Media Association KOSMA (Caglavica, Gracanica)
14	"Justice with citizen's access to fair judicial services II"	Public Organization for Local Initiatives and Supports – POLIS (Lipjan)
15	"For more transparent judiciary"	Center for Policies and Advocacy (QPA), Prishtina.
16	"Effective Court-Justice for Citizens"	AGRO – EKO, Gjilan.
17	"Raising the awareness on the importance of citizens'	Advocacy Center for Democratic Culture- ACDC, North Mitrovica
18	"Women are entitled to their share"	ELITA, Viti.
19	"Citizen closer to justice (II)"	Prehja, Skenderaj
20	"Monitoring language compliance, property and improving participation of non-majority communities in justice system"	Network of Peace Movement NOPM, Kamenica
21	"Justice for all citizens"	Lisi, Shterpce.
22	"Monitoring of the court branch in Deçan of basic court in Decan"	Association of Independent Intellectuals (SHIP)
23	"Monitoring and Reporting on the Work of the Basic Court of Mitrovicë/Mitrovica"	Advocacy Center for Democratic Culture - ACDC, North Mitrovica
24	"Increase citizen awareness and participation in the justice system"	Initiative for Progress-INPO, Ferizaj
25	"Monitoring of Gjakova Basic Court in the area of family law"	Active Women of Gjakova (AGJK), Gjakova
26	"For more transparent judiciary"	Centre for Policies and Advocacy (CPA), Prishtina

27	"Justice for Citizens"	AGRO - EKO, Gjilan
28	"Effective Court-Justice for Citizens II"	Elita, Viti
29	"Justice with citizens' access to fair judicial service III"	POLIS, Lipjan
30	"A transparent and accountable court"	Center for Integration and Development in Dragash (CIDD), Dragash
31	"Monitoring of the Basic Court-Deçan branch II"	Partners-Kosova, Center for Conflict Management, Prishtina
32	"Monitoring of the Basic Court-Deçan branch II"	Association of Independent Intellectuals (SHIP)

The next table illustrates the public awareness and outreach activities supported over the life of the project.

#	Project Name	Recipient
1	"Is there justice after injustice?"	Communication for Social Development- CSD, Gracanica.
2	"Linking communities to justice providers"	EC Ma Ndryshe, Prizren.
3	"Awareness of Citizens for Justice and Privatization Process in Kosovo"	Kosova in EU, Prishtina.
4	"Justice is reachable"	Future without Fear - FWF, Shterpce
5	"Citizens' rights and the judicial system in Kosovo"	Center for development of local communities (CDLC), North Mitrovica
6	What's foreign, cannot become yours"	Prehja, Skenderaj
7	"Civic Activism for a Transparent Justice System"	Kosovo Advocacy and Development Center (KADC), Pishtina
8	"Civic Activism for a Transparent Justice System"	Syri i Vizionit, Peja

A complete list of all sub-grants, covering full details of the three RFA rounds, names of the recipients, project titles, activity areas, funding amounts, start and end dates, and detailed descriptions are presented as **Annex 1** and **Annex 2** of this report.

## Project Results

Diverse yet complimentary civil society-led portfolio of activities under the "Increasing Citizens Participation in the Justice System" project has led to considerable results in increasing citizens' access to the court system, strengthening the public awareness, as well as public confidence on the justice system. The summary of results and major achievements is further elaborated below, as well as key accomplishments in terms of supporting equal opportunities and non-majority communities living in Kosovo.

## Court Monitoring

**Objective 1:** Increase Kosovo citizens' access to the court system by exposing local organizations to the court system in general and to the challenges and opportunities for improved functioning of the courts and delivery of justice in the courts at the local level;

Increased number of CSOs engaged in court monitoring: The primary conduit under this activity area were the thirty-two (32) local initiatives that received sub-grant support funding to perform targeted court monitoring activities. The implementation period ranged from five to twelve months, with the value range between US\$3,000 and US\$10,000 per sub-grant. A diverse group of CSO monitoring activities was supported, with eight (8) representing the non-majority communities, seven Kosovo Serb, and one Kosovo Bosnian. Monitoring of court cases was conducted in twenty-one (21) municipalities across Kosovo including Decan/Decane, Dragash/Dragas, Ferizaj/Urosevac, Fushe Kosove/Kosovo Polje, Gjakova/Djakovica, Gjilan/Gnjilane, Gracanica/Gracanice, Kamenice/Kamenica, Klina/Klina, Lipjan/Lipljane, Mitrovica, North Mitrovica, Peja/Pec, Podujeva/Podujevo, Prishtina/Pristina, Prizren, Rahovec/Orahovac, Skenderaj/Srbica, Strpce/Shterpce, Viti/Vitina, and Vushtri/Vucitrn. A total of 13,306 people were directly engaged as part of court monitoring activities, with 4,975 (37%) being female and 3,177 (24%) non-majority of which 1,552 (12%) Kosovo Serb, and 1,625 (12.2%) other non-majorities.

Recommended improvements or advocated change based on information gathered through court monitoring activities: A total of thirty-two (32) court monitoring reports were published reflecting observations of the CSOs during monitoring the courts in their communities, and presenting their findings and recommendations regarding the issues to be addressed. Reports were widely distributed and also presented to the Chair of Kosovo Judicial Council.

Increased information sharing between CSOs and justice institutions: Kosovar CSOs produced a range of 251 recommendations to improve court processes and advocate change based on information gathered. One-third (or 91) of these recommendations were taken into serious account by the respective courts and other justice institutions including the Kosovo Judicial Council. CSO findings and recommendations covered issues such as court functioning and proceedings, property rights concerning women, cases involving extended detention, cases involving women and minors, domestic violence and rights of women and children, inter-ethnic disputes, communication between courts and citizens, the degree which courts consider non-majority rights, illegal logging, forestry and degradation of river basins and nature, election fraud, corruption and transparency, and observation about cases reviewed by the Mediation Centers.

## **Public Awareness and Outreach**

***Objective 2:** Strengthen public awareness, as well as increase public confidence, on the justice system in order for citizens to participate effectively in debates and proactively support efforts by justice system sector institutions and civil society to enhance transparency, combat corruption, and ensure equal access to justice through fair, transparent and effective administration of justice in Kosovo.*

Increased number of CSOs engaged in public awareness and outreach activities on combating corruption, and increasing transparency and fairness among justice sector institutions in Kosovo: Interventions under

this area supported eight (8) local organizations in conducting public awareness and outreach activities, the implementation period ranged from three to twelve months, with the sub-grant value ranging from US\$10,000 to US\$30,000. Eight (8) CSO-led public awareness campaigns and outreach activities on combating corruption were supported, with more than one-third covering the issues of non-majority communities. A total of 10,179 individuals were reached through public awareness and outreach activities with 4,195 (41%) being female and an significant number of 6,668 (65%) being from non-majority population, of which 5,935 (58%) Kosovo Serb, and 733 (7%) other non-majorities.

Increased public understanding on the justice system and increased media coverage regarding the justice system: The campaigns gauged the interest of national and local media resulting in 337 media stories and coverages that enhanced public understanding on pertinent issues. Court monitoring initiatives were also widely covered by local and national media resulting in additional 432 of media stories and coverages that contributed towards increased public awareness on issues related to the justice sector, and in incentivizing justice institutions to function more transparently. Based on the media outlet audience estimates, an audience of at least 500,000 was reached through multiple features and stories over the course project duration.

The awareness and outreach campaigns focused around themes such as awareness and access to court system by the employees of the Socially Owned Enterprises (SOE)) and other parties of interest in the SOE privatization process, improving communication between non majority community and justice institutions, assisting courts in developing informative campaign in approaching citizens, dissemination of information on how the judicial system in Kosovo operates, how can non-majority communities exercise their legal rights, and how could they contribute to better functioning of the judicial system, part of awareness efforts addressed gender equality and property rights, and perceptions around consumer rights.

### **Crosscutting issues (Gender and non-majority communities)**

Gender sensitive issues addressed on court monitoring activities and public awareness initiatives: The project dedicated a special consideration to gender issues and gender mainstreaming, as well as non-majority communities, as attested with the considerable numbers of women and minorities reached. Specifically, fourteen (14) grantees addressed gender-related issues, while nine (9) grantees addressed non-majority issues as part of their respective initiatives in court monitoring and public awareness.

### **Building of local capacity and partnerships**

Capacities of Grantees on overall project implementation are strengthened: ATRC, provided ongoing assistance and technical support to the sub-grantees on issues that concern their respective projects particularly their organizational management. Grantees, especially those that lacked sufficient experience or internal capacities, were supported through continuous assistance during the implementation of their projects. As a result of ATRC support sixteen (16) organizational policies of benefiting CSOs were



revised or developed.

Relationship between Grantees is strengthened: ATRC organized twelve (12) regular formal meetings between the grantees to establish a working relationship and support networking. Grantees during these meetings jointly identified solutions to possible challenges, and set the common ground to cooperate and develop activities together. Through synergizing their activities they organized joint events to advocate for changes about common issues they were addressing.

Relationship between Grantees and Justice Institutions built: Series of meetings took place between grantees and Kosovo justice institutions, such as the Kosovo Judicial Council (KJC) and Kosovo Prosecutorial Council (KPC), as well as other relevant entities, to help address issues and concerns of the CSOs, and share information between the parties. In this respect, a total of thirty-two (32) of meetings and workshops that gathered 768 participants were organized by ATRC, twelve (12) of these being between grantees and justice sector institutions. During these quarterly workshops grantees got direct advice from representatives of justice institutions in relation to their project activities, particularly on project results and the findings of the monitoring activities of the courts and public awareness within the project. These workshops also contributed towards addressing problems in the justice sector in general through effective information exchange. Regular meetings between grantees and justice institutions nourished communication channels and personal contacts among individual members, and created a foundation for further development of such interactions beyond the life of the project.

As an ultimate outcome of this cooperation ATRC and the project sub-grantees were invited to participate in the Fourth Annual Judicial Conference of KJC, held during November 2014, with the representatives of the Kosovo institutions, judges and prosecutors. At the conference panel, the representatives of the ATRC and partner organizations including Elita - Viti, FAGJ- Gjakova, ACDC – North Mitrovica, Polis - Lipljan, Prehja - Skenderaj, Agro Eco - Gjilan, presented their court monitoring reports, findings and recommendations. The final roundtable with judicial stakeholders took place on October 20, 2015. During the roundtable CSOs presented all final findings and recommendations. The roundtable was attended by the USAID Mission Director, the Chair of the Kosovo Judicial Council, members of the justice institutions, members of local organizations, and media representatives.

The project also cooperated with international stakeholders such as the OSCE Office for Democratic Institutions and Human Rights (ODIHR), and organized two seminars during June 2015, in Prishtina/Pristina and in Peja/Pec. All project grantees were invited to participate. The purpose of the seminar was to provide the civil society with the monitoring tools including a guide on judicial decisions and a OSCE / ODIHR manual on trial monitoring. These resources will serve partner organizations in advancing their court monitoring activities.

After the closure of the project in November 2015, ATRC and its partners were invited for the second time by KJC to take part in the Fifth Annual Judicial Conference in Kosovo. The whole structure of the

justice system in Kosovo participated in the conference and discussed achievements and challenges of the judicial system. ATRC's role and its partner organization POLIS from Lipjan was to present the findings and recommendations during the monitoring of the courts in Kosovo.

## **V. FACTORS AFFECTING IMPLEMENTATION AND OUTPUTS**

Over the course of the project implementation, events and issues at the national and local level continued to develop, such as the Normalization Agreement between Kosovo and Serbia in April 2013, and subsequent political developments, which indirectly affected project implementation on several occasions. By remaining flexible, ATRC was able to adapt to these issues without lowering project targets, but some shifts in project priorities did occur.

The project emphasized the need for continuous cooperation between grantees and judicial institutions at the national and local level and cooperated closely with the Kosovo Judicial Council (KJC) and other relevant justice sector institutions, in order to discuss, harmonize and coordinate the proposed initiatives from applicants or grantees. ATRC used a complementary approach in the judicial reform process, to avoid the risks of project implementation delays and redundancy, while achieving the intended results. The willingness of the judicial institutions to cooperate with the project implementer was important to achieve the intended results. In cases where there was a need for facilitating communication channels between grantees and judicial institutions, ATRC was willing to step in as an intermediary.

At the onset of the project, ATRC outlined the structural risks associated with the judicial sector writ-large including frequent amendments and changes to the legislation which creates confusion during their application, local elections planned in November 2013 and early parliamentary elections that took place in June 2014, risk of political interference, and insufficient experience or capacities of the CSOs to conduct court monitoring activities.

To mitigate and address these risks ATRC continuously monitored the process of changes and amendments to laws and informed its partners, it required from grantees to take into account election campaigns during the planning of their activities in the field, and organized individual coaching workshops on court monitoring activities for each grantee after each round of sub-grantee selection. ATRC also encouraged grantees to report cases with direct political interference in the judicial system to ATRC, to forward those to KJC and the Office of the Disciplinary Counsel, fortunately no such case were observed.

Activities under the auspices of the project were closely coordinated through periodical meetings and continuous cooperation with other related USAID activities including the Effective Rule of Law (EROL) Program, the Contract Law Enforcement (CLE) Program and the Kosovo Legal Profession Program (KLP).

Overall ATRC didn't encounter any obstacle or delay among grantees during the project implementation. Local elections in general didn't affect activities of grantees, except one non-majority grantee "KOSMA".

Nevertheless this was not the only problem that the organization faced, there were also personnel problems that affected the work of KOSMA, all of which resulted in a request for no-cost extension till the end of February, 2014, to complete their activities as planned under the sub-grants.

## VI. LESSONS LEARNED

The lessons learned under the project derive from evaluation and monitoring, regular project meetings, working level contacts, and direct feedback from the beneficiaries, institutions and judicial sector actors. These lessons are various in nature, and have continually emerged during implementation.

- 1) Commitment and openness from the justice sector institutions have made the project implementation a success. The close partnership with the Kosovo Judicial Council and Basic Courts has ensured that the project interventions have met the concrete information needs of the subject institutions and were designed in line with their strategic priorities.
- 2) There is rising communication and cooperation between non-majority communities and justice sector institutions. Nevertheless there is much more to be done in order to achieve full integration of these communities. Bridging this gap will need continuous encouragement of cooperation, dissemination of information among the targeted communities, and also pointing out to the best practices or opportunities.
- 3) Women remain as the most vulnerable segment of the population, and still have disparate chances to benefit from the judicial reform processes.
- 4) Large impact can be achieved from small investments in local media with appropriate CSO partners.
- 5) Local partner CSOs and local experts have a great potential to carry out innovative and effective activities and analyses, as well as strong interest in working to improve the justice sector in Kosovo, and only need more guidance and support to realize their potential.
- 6) ATRC as the local intermediary support organization has had a lot of accomplishments over the course of its over thirteen years of existence and established itself as a CSO leader in Kosovo. Nonetheless, managing projects of this size and complexity, requires adoption of an operational and funding support strategy that would ensure the continuous enhancement of ATRC internal management capacity, and would secure sustainability of its future CSO support operations.

## **VII. LIST OF ANNEXES**

Annex 1 - List of sub-grants issued during three rounds of RFAs

Annex 2 – Summaries of sub-grant projects

Annex 3 – Selected success stories

Annex 4 – Monitoring and evaluation plan (performance data table)

Annex 5– Financial Report

### Annex 1 - List of sub-grants issued during three rounds of RFAs

“Increasing Citizens’ Awareness and Participation in the Justice System” Project

Implemented by the Advocacy Training and Resource Center (ATRC), supported by USAID/Kosovo under the Grant Agreement AID-167-G-13-00001

Round I						
	Recipient	Project Name	Stream	Award	Start date	End Date
1	Vijece Kongresa Bosnjackih Intelektualaca Kosova/ Council of Congress of Bosnian Intellectuals of Kosovo – VKBIK (Prizren)	Citizens and Courts	Court monitoring	9,000.00	14-May-13	14-Dec-13
2	Kosovo Advocacy and Development Center – KADC (Kosovo Wide)	Courts as a model on smoking ban	Court monitoring	9,500.00	14-May-13	14-Nov-13
3	Women’s Committee for the Protection of Human Rights – WCPHR (Fushe Kosove/Kosovo Polje)	Citizens and Justice	Court monitoring	9,500.00	14-May-13	14-Dec-13
4	Green Art – GA (Prizren)	Communication for effectiveness	Court monitoring	9,000.00	14-May-13	14-Nov-13
5	Active Women of Gjakova AWGJ (Gjakova)	Improving access to justice and increasing participation for women	Court monitoring	9,500.00	14-May-13	14-Nov-13
6	FOL – Speak UP (Gjakova and Podujeva)	Bringing citizens closer with the justice institutions	Court monitoring	9,500.00	14-May-13	14-Dec-13
7	Public Organization for Local Initiatives and Supports – POLIS (Lipjan)	Justice with civil access in a fair judicial service	Court monitoring	8,000.00	14-May-13	14-Dec-13
8	The Independent Cultural-Infomative Youth Center ELITA-(Viti)	Transparency increases the confidence of citizens in courts	Court monitoring	8,500.00	14-May-13	14-Dec-13
9	Proactive (Kamenica)	Active citizens closer to Justice	Court monitoring	8,000.00	14-May-13	14-Dec-13
10	Iniciativa Rinore Përparimtare/ Progressive Youth Initiative - IRP (Ferizaj)	Justice for All	Court monitoring	8,000.00	14-May-13	14-Dec-13
11	PREHJA (Skenderaj)	Raising awareness of the citizens of the municipality of Skenderaj for judicial reforms	Court monitoring	9,000.00	14-May-13	14-Nov-13
12	Venera (Peja)	Prevention of circumventing inheritance rights of women	Court monitoring	8,000.00	14-May-13	14-Nov-13
13	Kosovska Medijska Asocijacija/ Kosovo Media Association KOSMA (Caglavica, Gracanica)	Justice Access Radio Bulletins	Court monitoring	9,500.00	14-May-13	14-Nov-13
Round II						
	Recipient	Project Name	Stream	Award	Start date	End Date
14	Public Organization for Local Initiatives and Supports – POLIS (Lipjan)	“Justice with citizen’s access to fair judicial services II”	Court monitoring	9,900.00	3-Feb-14	3-Nov-14
15	Center for Policies and Advocacy (QPA), Prishtina.	“For more transparent judiciary”	Court monitoring	9,900.00	3-Feb-14	3-Sep-14
16	AGRO – EKO, Gjilan.	“Effective Court-Justice for Citizens”	Court monitoring	8,600.00	3-Feb-14	3-Oct-14
17	Advocacy Center for Democratic Culture- ACDC, North Mitrovica	“Raising the awareness on the importance of citizens’	Court monitoring	9,500.00	3-Feb-14	3-Jul-14
18	ELITA, Viti.	“Women are entitled to their share”	Court monitoring	9,500.00	3-Feb-14	3-Dec-14
19	Prehja, Skenderaj	“Citizen closer to justice (II)”	Court monitoring	8,700.00	3-Feb-14	3-Sep-14
20	Network of Peace Movement NOPM, Kamenica	“Monitoring language compliance, property and improving participation of non-majority communities in justice system”	Court monitoring	8,500.00	3-Feb-14	3-Jul-14

21	Lisi, Shterpce.	"Justice for all citizens"	Court monitoring	8,500.00	3-Feb-14	3-Nov-14
22	Association of Independent Intellectuals (SHIP)	"Monitoring of the court branch in Deçan of basic court in Decan"	Court monitoring	8,500.00	3-Feb-14	3-Sep-14
23	Communication for Social Development- CSD, Gracanica.	"Is there justice after injustice?"	Public Awareness	19,930.00	3-Feb-14	3-Sep-14
24	EC Ma Ndryshe, Prizren.	"Linking communities to justice providers"	Public Awareness	17,000.00	3-Feb-14	3-Nov-14
25	Kosova in EU, Prishtina.	"Awareness of Citizens for Justice and Privatization Process in Kosovo"	Public Awareness	17,000.00	3-Feb-14	3-Dec-14
Round III						
	Recipient	Project Name	Stream	Award	Start date	End Date
26	Advocacy Center for Democratic Culture - ACDC, Noth Mitrovca	"Monitoring and Reporting on the Work of the Basic Court of Mitrovicë/Mitrovica"	Court monitoring	9,500.00	24-Oct-14	24-Apr-15
27	Initiative for Progress-INPO, Ferizaj	"Increase citizen awareness and participation in the justice system"	Court monitoring	9,785.00	24-Oct-14	24-Apr-15
28	Active Women of Gjakova (AGJK), Gjakova	"Monitoring of Gjakova Basic Court in the area of family law"	Court monitoring	9,500.00	24-Oct-14	24-May-15
29	Centre for Policies and Advocacy (CPA), Prishtina	"For more transparent judiciary"	Court monitoring	9,500.00	24-Oct-14	24-Jun-15
30	AGRO - EKO, Gjilan	"Justice for Citizens"	Court monitoring	9,000.00	24-Oct-14	24-Jun-15
31	Elita, Viti	"Effective Court-Justice for Citizens II"	Court monitoring	9,040.00	24-Oct-14	24-Jun-15
32	POLIS, Lipjan	"Justice with citizens' access to fair judicial service III"	Court monitoring	9,500.00	24-Oct-14	24-Jun-15
33	Center for Integration and Development in Dragash (CIDD), Dragash	"A transparent and accountable court"	Court monitoring	7,690.00	24-Oct-14	24-May-15
34	Partners-Kosova, Center for Conflict Management, Prishtina	"Monitoring of the Basic Court-Deçan branch II"	Court monitoring	9,885.00	24-Oct-14	24-May-15
35	Association of Independent Intellectuals (SHIP)	"Monitoring of the Basic Court-Deçan branch II"	Court monitoring	9,000.00	24-Oct-14	24-Jun-15
36	Future without Fear - FWF, Shterpce	"Justice is reachable"	Public Awareness	17,126.00	24-Oct-14	24-Jun-15
37	Center for development of local communities (CDLC), North Mitrovica	"Citizens' rights and the judicial system in Kosovo"	Public Awareness	18,684.00	24-Oct-14	24-Jun-15
38	Prehja, Skenderaj	What's foreign, cannot become yours"	Public Awareness	17,126.00	24-Oct-14	24-Jun-15
39	Kosovo Advocacy and Development Center (KADC), Prishtina	"Civic Activism for a Transparent Justice System"	Public Awareness	18,684.00	24-Oct-14	24-Apr-15
40	Syri i Vizionit, Peja	"Civic Activism for a Transparent Justice System"	Public Awareness	18,684.00	24-Oct-14	24-Jun-15

## **Annex 2 – Summaries of sub-grant projects**

### **Increasing Citizens' Awareness and Participation in the Justice System Project**

**Implemented by the Advocacy Training and Resource Centre (ATRC), supported by USAID/Kosovo under Grant Agreement AID-167-G-13-00001**

## KEY ACTIVITIES: Grantees of Round I

### Court monitoring projects, aimed at enhancing court-community relations:

**1) Active Women of Gjakova (Gjakova): AWGJ** through “Improving access to justice and increasing participation for women” project, aimed to improve the efficiency, effectiveness, and transparency of the Gjakova Basic Court by monitoring and reporting court proceedings that involve women's inheritance rights.

The project contributed in improving and advancing the position of exploitation of women with regard to inheritance rights. AWGJ monitored of 72 hearings in Basic Court in Gjakova in inheritance rights, held two round tables with over 60 participants, and publicized and disseminated the findings and recommendations of the monitoring during these sessions.

AWGJ, so far has been monitoring heritage cases based on gender perspective in Gjakova Branch Court, held Round tables on women’s Constitutional Rights, also they have prepared the report on findings and recommendations from court monitoring that was presented to broader public.



Active Women of Gjakova, organized two roundtables in Gjakova. First one organized on the 4th of October, 2013, with the theme “Women Heritage Rights”. The main aim of the round table was to inform participants regarding the “Heritage Law”. In this roundtable also there were discussed about judicial policies in court and in notary. Present in the roundtable were present main stakeholders of judicial institutions, municipality, directors of cadastre directorate, judges, experts, lawyers, notaries, CSOs, journalists, etc.

The second roundtable was organized on 2nd of November, 2013, with the theme “Findings from monitoring the heritage cases in Basic Court of Gjakova”. The main aim of the roundtable was to present the final findings and recommendations from court monitoring in Gjakova basic court. It is worthy to say that participants agreed about all findings, also recommendations are considered valuable for the court to take them in account.



Along with the report of court monitoring that was distributed to participants, wide effect was achieved also by media covering the roundtable. Monitoring report is result of 6 months of direct monitoring the Basic Court in Gjakova on 72 sessions for heritage,



with the focus on women. Radio Gjakova and TV Syri have transmitted the findings and recommendations of court monitoring, as well as they used the opportunity to interview the project manager, judges and notary.

**2) Public Organization for Local Initiatives and Supports- POLIS, (Lipjan):** POLIS through “Justice with civil access in a fair judicial service” project, seeks Improving court performance management, transparency and easier access to justice through the monitoring of court cases dealing with women, and increasing the number of informed citizens to participate in the judicial system through awareness campaigns and legal advice.

This project contributed to have a real picture about the position of women in society, in terms of implementing their right to inheritance, and social mentality in this regard. Performance of judges and the creation of conditions easier for citizens to access the justice system have been improved. 15 hearings on cases of heritage are monitored, data are collected from 151 cases on heritage, two focus groups are conducted with citizens with 15 participants, published are two press releases from the focus groups, facebook page informed and advised around 250 citizens regarding the heritage rights, roundtable gathered 22 participants in presenting findings and recommendations of the monitoring report. Through media the report was disseminated to the broader public.

To give as much support and to inform people about all project events events, POLIS created the link on facebook. So far there are 200 to 250 citizens that had opportunity to be informed and at the same time advised on heritage issues, most of them were females. <https://www.facebook.com/pages/Drejt%C3%ABsia-me-qasje-qytetare-n%C3%AB-sh%C3%ABrbim-t%C3%AB-gjyq%C3%ABsis%C3%AB-s%C3%AB-drejt%C3%AB/162604510587725>

Public meetings in the form of focus groups and discussions with representatives of public institutions related to heritage matters are another form of activities implemented during project implementation. Within the meetings with citizens there are two focus groups conducted. The first one was held only with representatives of women, aiming to extract the qualitative information and opinions only of women. The essence was to extract useful information on whether there is a difference between the women itself on how to resolve heritage issues. The second focus group was held with women and men, which reflected opinions through confrontation in understanding the real situation of property heritage.



On December 6, 2013, POLIS organized a round table with representatives of various local institutions and other citizens to discuss the division of inherited property according to the Law on inheritance, and the participation of women in inheritance. The findings are presented by POLIS's team and to the participant are given opinions, suggestions and recommendations. At this roundtable took place 22 participants, including the chairman of Pristina Basic Court Lipjan Branch, the chief of Civil Registration Office of Lipjan Municipality and others. Round table ended with conclusions: increase awareness among citizens regarding this issue; tendency to women to be treated unequally occur during extraction of Acts of death in the Civil Office of the Municipality by not declaring predominantly female heirs; another recommendation came from the deputy director of the high school saying that in current school curriculum there are elective courses, in which though the cooperation with relevant institutions other semester elective courses such as Right Inheritance can be included; and several other supporting statements for equal engagement of women in society. A newspaper article is written by Koha Ditore's correspondent a day after the roundtable has been organized. This article as well has covered expectations of organizing the media release.



**3) Women Center “Prehja” (Skenderaj):** Prehja through “**Raising awareness of the citizens of the municipality of Skenderaj for judicial reforms**”, seeks to improve citizens perception of the court by monitoring the work of the Court in Skenderaj in addressing the issue of domestic violence, improve performance of the court by monitoring the incidence of domestic violence in terms of procedural Chain (Prosecutor, Court), and Increase citizens' access to justice and their participation.

This project contributed in increasing awareness of citizens of Skenderaj regarding the overall work of the court, and domestic violence cases. At least three cases of domestic violence have been reintroduced after a long time, even though the Supreme Court has turned back the reconsideration, the court proceedings were ongoing. Prehja monitored 34 sessions of Skenderaj Branch Court of Mitrovica Basic Court regarding the domestic violence cases and overall performance, established focus groups, held two roundtables, held two radio debates, provided legal aid to domestic violence victims, and finalized report based on court monitoring findings on domestic violence cases, which was presented to the wider public.

During monitoring in general, it was observed that there are a small number of cases of domestic violence presented in court as opposed to the situation outside, while the largest number of reported cases is in the Center for Social Work and the Kosovo Police, which were not completed in court. This situation is so because of the existing mentality, that "family problems" should be kept isolated within the family, or solved within selected initial institutions, such as the Center for Social Work and Police, but in general avoids courts, even for the fact that there is negligence in the performance of courts which drag on cases for years.



On September 18th, a round-table was held, in which alimony was discussed. About 20 participants were representatives of the Branch Court in Skenderaj, lawyers, representatives of print and electronic media, citizens and cases of individuals that are divorced but did not receive alimony. Present was also a woman from the municipality, which has not been informed about her right to alimony, which is regulated by the Law on the Family. This has successfully resulted with her redeeming her right for alimony.

Prehja prepared and disseminated to stakeholders the final report on findings and recommendations from court monitoring.

**4) NGO Venera (Peja):** Venera through "Prevention of circumventing inheritance rights of women" project aimed to ensure that women are treated as an equal legatee in terms of property shared within families.

During this project implementation, procedures for family database at Peja Municipal Civil Service are initiated, increased women's awareness of their right to heritage is increased, the awareness of men to respect the right of heritage by women increased, the procedure of changing the internal regulations of some banks in Peja in order to reconfigure women owners taking into account statistics from Peja Cadastral Service is initiated. Also during the monitoring activities, there is observed that both genders are treated equally in basic court in Peja regarding the heritage cases.

Venera, during the project implementation held discussions with citizens regarding the heritage rights, undertook surveys and interviews with citizens of both gender, related to the functioning of the law on inheritance, Monitored hearings of heritage rights in Basic Court of Peja, held roundtables on problem of inheritance and obstacles in the implementation of the law, prepared publication of the report based on the findings of the research and monitoring of court hearings.

During this period, Venera monitored 20 hearings on inheritance cases, at the Basic Court in Peja, and administrative procedures on the issuance of Acts of death in the Civil Office of the Municipality in Peja. During this time Venera has come to the

conclusion that not only women but also men are overlooked by heritage, however in smaller numbers, starting from their exclusion from the Acts of death, document issued by the Civil Office of the Municipality, up to the sessions on sharing heritage.

On November 22, 2013, Venera organized a round table Prevention of circumventing inheritance rights of women, to present findings of the research and monitoring of court sessions for inheritance cases at the Peja/Pec Basic Court and discuss the problem of inheritance and obstacles in the implementation of the law and traditional treatment of this issue by the community. It is stressed out that women are discriminated when immovable property is divided within a family, and the property is being passed to male children depriving female children from their right to inheritance. During the monitoring period of six months, at the Peja Basic court, out of 19 court court sessions for inheritance cases at the Peja Basic Court only three women inherited family wealth. In this round table, representatives from International organizations, Municipality of Peja, Peja Basic Court, Civil Society, lawyers, mediators, and economic and financial experts discussed the issue from different perspective, considering the Kosovo Law, Lek Dukagjini Kanun, and traditional costumes, aiming to give best recommendations to improve this situation.



Venera prepared report on court monitoring regarding the sharing heritage in Basic Court in Peja, focusing on bequest by females. The report also includes monitoring the procedure of issuing the act of death in the Civil Service of the Municipality of Peja, if they are involved in all the legal heirs, due to the fact that the act of death is the basic document which serves to initiate heritage proceedings.

**5) Women Committee for Protection of Human Rights- WCPHR (Fushe Kosova/K-Serb NGO):** The WCPHR “**Citizens and Justice**” project aims to increase participation of non-majority citizens from in Fushe Kosove/Kosovo Polje with the Kosovo justice system, as well as improve the group’s knowledge of the function and the role of Kosovo courts. Through project implementation, WCPHR was focusing on women groups within non-majority community.

By informal statistics of the organization, these three latest years, 60 members of non-majority community in the municipality of Fushe Kosova asked for services from the court, attorneys and lawyers. Also, during the project implementation these figures increased. During the period of implementation of the project and during activities of the organization court statistics on providing services to this community has increased. During this period of time 6 non-majority citizens asked for assistance on heritage

cases by lawyers engaged in project. One women of this community was case of domestic violence, her case was resolved by basic court of Prishtina.

So far, they held public education workshops about knowledge of the work of the judiciary in Kosovo of the citizens of the Municipality of K.Polje, established of the Council of lawyers to support, bring closer and facilitate access of the citizens to the Kosovo justice system, as well as to monitor, investigate and collect outcomes from citizens – court users of Prishtina Basic Court. WCPHR conducted research to analyze the level of cooperation of the citizens of the Municipality of Kosovo Polje with the judiciary in Kosovo, and finalized report on court findings which was disseminated to broader public.

WCPHR prepared monitoring report that was focusing on: monitoring the level of trust and cooperation of the citizens of the municipality of Kosovo Polje with Kosovo courts before the start of the project and during project implementation, monitoring the treatment of citizens, users of the courts, both through surveys, observations and experiences of citizens - and through monitoring of citizens' complaints, and monitoring the level of readiness and motivation of young lawyers from minority communities for active involvement in the work of the Kosovo judicial authorities. Also, report contains the aspects of gender equality in the judiciary and in accordance with the findings that define the obstacles that women face in this way.

**6) The Council of Congress of Bosnian Intellectuals of Kosovo (VKBIK/ Bosnjak NGO' based in Prizren):** VKIBK, through “**CITIZENS and COURTS**” project aimed to increase Bosniac and Gorani communities’ involvement in court monitoring, increase knowledge of Bosniac and Gorani communities in the justice system, and provide useful recommendations for improving the efficiency and accountability of the court.

During the project implementation, it is increased monitoring of citizens of the Bosnian community in the judicial process when it comes to minority rights, with an emphasis on the rights of women, increased knowledge of citizens from Bosnian community about the judicial system in Kosovo in general and its reforms that took place in 2013. So far WKIBK held Public information campaign, using radio, web portals, and local TVs to inform Bosniac and Gorani communities on current justice reform issues, and Monitored Basic Court of Prizren, Women rights during the court proceedings were a strong focus of the monitoring process.



VKBIK during this time of period monitored 44 sessions of the Basic Court in Prizren focusing on court proceedings where women's rights are threatened, as well as monitored court proceedings in which Bosniac national community rights are threatened.



As a final result they produced report on findings and recommendations from court monitoring activities that was presented to the broader public in Prizren.

On December 23, VKBIK organized roundtable in Prizren. The aim of the roundtable was to present findings and recommendations from monitoring the Basic Court in Prizren. Present in the roundtable were around 15 participants, among them were citizens, judges from Prizren court and media. In this roundtable was concluded that women in Kosova in general are excluded from inheriting, in all communities, in majority and non-majority population. All participants agreed with recommendation provided by VKBIK.

**7) Kosovo Advocacy and Development Center- KADC, (Prishtina):** KADC through project **“Courts as a model on smoking ban”** aimed to support the courts in Kosovo in the enhancement of the rule of law within the judiciary institutions and among the general population.

Through this project the smoking ban within courts premises is more widely respected considering that the most cases of violation have occurred were noticed in the early phase of monitoring visits and dropped dramatically to the final phase of project. Official no-smoking signage distributed by KADC is posted in courts; Violation of smoking ban in the court premises started being sanctioned based on the provisions of T.C. Law- Basic court administrator in Ferizaj has submitted to the secretariat of the KJC 4 (four) cases of violation of smoking ban in the court, and four administrative staff persons were deducted from the salary the penalty amount of 50 euro; Courts personnel has better knowledge of tobacco control legal provisions- to each of them is handed informational booklet with tobacco control measures and standard operation procedure in case T.C. Law violation in court as workplace; Communication and responsibility of courts staff regarding T.C. Law enforcement is increased as a result of direct impact of project- standard operational procedure in cases of smoking ban violation in courts premises is drafted by assistance of KADC, and the same has been issued to Presidents and Administrators of courts at national level; KADC so far monitored the respect of the smoking ban within the court buildings, including courtrooms and facilities, by the court personnel themselves. Second, KADC monitored the execution of the new fines issued by different inspectorates responsible for the implementation of the new Law on Tobacco. KADC has developed the report of findings from monitoring the courts, therefore has organized roundtable to present their findings in front if justice institutions and wider public.

KADC has systematically monitored the implementation of tobacco control law in seven Basic Courts of Kosovo - Pristina, Prizren, Gjakova, Peja, Ferizaj, Gjilan and Mitrovica. A total of 35 court personnel and judges 31 were interviewed during office hours in seven (7) Basic Courts in Kosovo with an average duration of interview from 15min to 20min.

In order to better inform the court presidents and administrators, a circular document for standard operating procedures in case of violation of the law in court premises been compiled and issued (Circular - Standard Operation Procedure of the Court) by Head of KJC. Information leaflets are also distributed to the court staff for standard procedures in cases of violation of the Law on tobacco control in the workplace in court (Leaflet - Courts as a model for the implementation of Tobacco Control Law, KADC).



Finally, KADC published a report with the findings based on the monitoring of enforcement of Tobacco Control Law in seven Kosovo basic courts.

On December 20, 2013 findings of the report were presented in a press conference organized in cooperation with KJC. Discussion panel consisted of Head of KJC and KADC staffs, which were open to the discussion with a large number of electronic and written media that took part in the conference. In panel discussion took part the Judicial Council Chairman Mr. Enver Peci and representatives of KADC. There were raised issues about: implementation of tobacco control law in court, which court violates tobacco control law, smoking in the workplace, and how familiar are personnel on the court about law. Press conference was covered by media representatives.

**8) Progressive Youth Initiative - IRP (Ferizaj).** Progressive Youth Initiative - IRP through project "**Justice for All**" aimed to increase the accountability of the Ferizaj Basic Court in dealing with pending cases on forest damage/illegal lodging.

IRP monitored 150 sessions of Basic Court of Ferizaj on cases on forest damage/illegal lodging, IRP, has contributed to seizure the trees and vehicles that helped to steal the trees. All of these are reported in media, and this has influenced the work of the institutions to be more active and increase reliability in institutions like the Court, Police and Municipal institution.

IRP, along with monitoring the court held advocacy activities such as: survey, roundtables with representatives of the court, directorate for rural development and other stakeholders, media conference in presenting findings, individual meeting with stakeholders, and prepared and presented court monitoring report in front of public.

Voluntarily, IRPS staff jointly with institutions managed to increase the monitoring area from the Policies and Forest Wardens and develop a strategy on early intervention by the authorities.

IRP, has contributed to seizure the trees and vehicles that helped to steel the trees. All of these are reported in media, and this has influenced the work of the institutions to be more active and increase reliability in institutions like the Court, Police and Municipal institution.

On November 20, 2013 the final meeting of the project was held, where were presented the results published in the monitoring report about the decreasing number of the forest damage cases, priority in cases regarding forest damage, inter-agency institutions cooperation, acting against officials who have been cooperative. In this meeting it was also reported about truss and prevention that are being made in this field. There were about 25 participants present including: judges, municipal officials, NGOs, media and civil.



**9) Elita (Viti):** Elita, through project “**Transparency increases the confidence of citizens in courts**” aimed to increase the level of confidence in the work of the Branch Court Viti of Gjilan Basic Court and its commitment to raising the level of rule of law.

Through this project has been achieved identification and summary of all the findings of monitoring the Basic Court in Viti, increased awareness of the elementary school students about the work of the Basic Court in Viti, and citizens of Viti are more informed about the work of the Basic Court in Viti.

Elita has been monitoring the work of the Prosecution office and the Branch Court Viti of Gjilan Basic Court, held number of radio and TV shows in the local media with regard to reports on the work of the Prosecution office and the Basic Court in Viti, organized of a roundtable with representatives of the Prosecution office, court, municipal institutions and civil society, and hold the public debate to present the final court monitoring report.

Elita monitored level of transparency of Viti Branch Court of Gjilan Basic Court towards citizens. As a final result the organization came up with report from court monitoring.

During this quarter, Elita continued to monitor the work of the Prosecutor and the Branch Court in Viti. The focus has been on monitoring: actions taken from court and prosecution regarding procedures for the establishment of criminal indictments, organization of hearings of these courts, respecting the schedule of hearings, drafting judgments and decisions in court, the publication of advertisements and reminders for public hearings on the public tables, report preparation work of the court and inform the citizens with these reports, implementation of internal regulations and court prosecution work, the number of cases examined in court and the number of requests citizens' access to





public documents and other activities that are in the public interest and are related to the work of the court.

Elita also organized visits to primary school students in Branch Court in Viti during this project implementation. This activity has been implemented with the aim of increasing the awareness of younger generations on work of this court.

Public debate with citizens - was organized on December 13, 2013 in Viti and in this debate 49 participants were present (representatives of institutions, NGOs, village councils, student high school legal terms, citizens). Along with project staff in panel were present also the President of the Branch Court in Viti. The aim of the public debate was to present findings and recommendations of the monitoring activities of Branch Court in Viti. President of the Court has recognized that the majority of the findings are evident and that the court will endeavor in its work plan for 2014 to include recommendations submitted by the monitoring team and improved the shortcomings identified. Court monitoring report by ELITA, was also introduced in RTV ILIRIA in Viti, and Radio Pozherani.



**10) Proactive:** Proactive, through project “**Active citizens closer to Justice**” aimed to increase the efficiency of Kamenica Branch Court of Gjilan Basic Court in handling cases related to illegal logging of forests in its territory.

Proactiv monitored the court proceedings in the Kamenica Branch Court of Gjilan Basic Court the illegal logging of forests. Through five months of monitoring all the sessions about logging the forestry, there have been increased cases on this field by court. Comparing with the last year there are 31 more cases on logging the forestry. This resulted as a constant pressure of the staff towards the court judges on treating these cases with more responsibility.



Among the monitoring activities, Proactive undertook awareness raising activities such as Radio show that was held with the commander of the police station in Kamenica, Nazif Hajriz, to discuss the current state of forests, and what is the cooperation with local police responsible for preventing this negative phenomenon.

On December 16, was organized roundtable within project “Active citizens nearer Justice”, where were presented findings from 5 months of monitoring the Kamenica Branch Court of Gjilan Basic Court, regarding the cases of illegal logging in Kamenica. In meeting were present around 20 participants, while in panel were main decision makers of local justice institutions such as: basic court, police, Department of Forestry,

Forestry Agency, Office of Municipal Law, Inspection, civil society, and citizen journalist present among them members of the minority community.

**11) Green Art (Prizren):** Green Art through project “**Communication for effectiveness**” aimed to contribute to increasing the effectiveness and efficiency of the justice system in Kosovo.

Through this project, GreenArt achieved that amount of information now is available to citizens about the Prizren basic court processes and proceedings has increased, the basic court of Prizren and the Kosovo Judicial Council are presented with suggestions for utilizing modern communication technologies for enhancing their communication with citizens, basic court in Prizren has improved its interaction with citizens through presented suggestions from findings of the research in how to utilize the media for improving the impression of the general population about their work.

Green Art monitored the use of modern media by the Basic Court in Prizren. Green Art, compiled a report with suggestions on how to improve the court’s interaction with citizens and media through use of modern communication tools to improve the overall image of the courts.

Among monitoring activities, TV spot was produced for explaining the court proceedings to citizens and the spot was published continuously on two local TV stations. The TV spot contained video footage and animations for explaining the steps a citizen usually follows when entering the court and the different departments for different services. The TV spot also contained information in Bosniac and Turkish language, and was rotated during the broadcast.

Report with the findings of the monitoring process was produced. The report contained a section with suggestions on how to improve the interaction with citizens through utilization of modern communication tools, and how to improve communication with the media for improving the image of the courts. The report was distributed to all relevant stakeholders in Prizren region, as well as to the Kosovo Judiciary Council. The report was also published in the webpage of the organization and its content was promoted through the social media in Facebook. Media press conference was organized to present the report to the public as well.

**12) FOL Movement (Prishtina):** FOL through project “**Bringing people to justice institutions**”, aimed to enhance communication and engagement between citizens and institutions of the justice system in municipality level.

Through this project, FOL achieved establishing of the Justice Access in Podujeva and Gjakova and its regular meetings have enabled various authorities, among them representatives of institutions and civil society, but not only that, also citizens of both genders and with various problems related to justice system, to discuss these concerns and propose ideas for their solution, applying these concerns and ideas to justice

system representatives while in the meetings of the Forum. This is the first time in Kosovo where an alternative way of communication, such as forum, enables a direct communication between citizens and justice institutions. Regardless that the hearing sessions related to corruption and abuse of authority were not held, FOL Movement, as a result of its continual efforts to monitor the performance of the courts in Gjakova and Podujeva has managed to come out with final conclusions on irregularities of the daily performance of the courts and impact the implementation of the right for a "Fair Trial", and publish a report on these conclusions along with recommendations for improvement of the situation, exactly on the International Day of Human Rights and Freedoms.

FOL, in its project planned monitoring 10 hearing sessions of cases on corruption in Gjakova and Podujeva Courts, but during this period, no cases have been solved and no court hearings related to corruption and abuses of authority are held by any court. Court officials continually justified themselves for not holding these hearings, allegedly they were dealing with serious cases of murder. Despite this situation, FOL Movement continued with its attempts to monitor the performance of the relevant courts in order to come out with a report on the problems or irregularities that characterize the daily performance of the courts in Gjakova and Podujeva and recommendations on these problems or irregularities.



FOL Movement, during the regular meetings of the Justice Access Forum, continually has presented short reports or case studies to the participants. Through these case studies were introduced the problems or irregularities that characterized the daily performance of the courts and that have been recorded week after week by FOL Movement monitors. This served the purpose that Forums have initial ideas to discuss the possible solutions of these problems or irregularities.

"Justice Access Forum" in Gjakova and Peja was initiated and formed by FOL Movement in order to serve as a facilitator for communication between citizens and justice institutions. The "Justice Access Forum" is also intended to serve as a platform and meeting point where various authorities including representatives from the Court, Prosecution, Police, Civil Society and media and above all citizens, meet and discuss about the problems they face every day in justice system and to generate ideas for their solution.



During the implementation of this project, 5 meetings of the Justice Access Forum in Podujeva and Gjakova were held. The meetings of this Forum for many reasons, among them mass participation of many authorities including representatives of justice institutions, civil society and media, but most important the participation of the

citizens, have served as a very good platform for realization of public debates on problems and irregularities regarding the performance of justice institutions.

Justice Access Forum regular meetings in Gjakova and Podujeva have been continually associated with news announcement broadcast on local media. This served to convey the concerns to public opinion. In spite of this, media representatives often gave their contribution from their experience when monitoring the performance of this pillar of the state, to the discussions in the forum about the problems and irregularities of the justice system.



The advocacy campaign realized within the project contained TV and radio programs with guest from justice institutions and the discussions were about the problems and challenges of the justice system, organization of round tables with representatives of institutions, civil society and media, displaying information through the social network Facebook, ongoing meetings between representatives of justice institutions and FOL Movement and the formation of the "Justice Access Forum".

Within the advocacy campaign, have been realized 6 different programs on local radio and TV, where the guests were representatives of justice institutions and FOL Movement.

As part of this project and the advocacy campaign designed, specifically for this project were realized programs on the local radio and TV stations in these two municipalities with guests from justice institutions and to discuss the problems, irregularities and challenges of the justice system. These implemented programs have served as means to influence the general public on these topics. Please find the CD recordings attached.

Within the advocacy activities of this project is created a page on the social network Facebook, which has served to share out the information to as many people as possible. This page is called "Justice Access Forum" so people may follow the performance of the Forum. But this does not mean that this page on Facebook is only to share information about the Forum, in this page is posted the information about all activities that are realized within this project.

Although FOL encountered difficulties to monitor cases on corruption, since there were any in process, they prepared and published monitoring report that come up with some important conclusions regarding the problems or irregularities that characterize the daily performance of the courts in Gjakova and Podujeva courts, which are published in a report along with recommendations for solving them. That report is published on the International Day of Human Rights and Freedoms, at the meeting of the Justice Access Forum in Gjakova, in the presence of media who enabled the information is displayed for public, and representatives and justice institutions and civil society.

**13) KOSMA Network (Gracanica):** KOSMA Serb radio network continued to produce **radio bulletins about justice system reforms** and the ways people may participate. The programs are broadcasted on five radio stations: "Goraždevac", "Herc", "KIM", "Kontakt plus", and "Klokot". Moreover, KOSMA conducted court monitoring activities in Gracanica, Strpce and Peja regarding the level of transparency of court proceedings.

KOSMA continued with creation and broadcast of bulletins, distributed on weekly bases among partner stations, supervised by program manager. Separate cases have been looked into, providing representatives' and experts' statements. Main topics that were covered during these programs are: judiciary in dealing with corruption and organized crime, workshop on judicial transparency and responsible media reporting, number of property cases pending before the courts, realization of the rights in the justice system for people with disabilities, judicial system in resolving the problems of drugs and drug trafficking, courts in resolving the usurpation of property in return villages, shortage of professional staff in the courts as the reason for the large number of pending cases, proportional to the employment of minorities in municipal courts, use of Serbian language and equality in the justice system, functioning of the Kosovo Judicial Council for the purpose of effective rule of law, taking measures for the prompt resolution of cold case. Broadcasts of bulletins were on Tuesdays, Thursdays, and Saturdays during KOSMA daily journal 30 minutes program at 17.00, in thematic block. Programs were uploaded on internet, making them available for listening or download for the world wide audience. ". Also, during this time they implemented Court monitoring activities in Gracanica, Strpce and Peja regarding the level of transparency of court proceedings. The organization came up with the court monitoring report.

## **KEY ACTIVITIES: Grantees of Round II**

### **Court monitoring projects, aimed at enhancing court-community relations:**

**1) POLIS, Lipjan.** Project "**Justice with citizen's access to fair judicial services II**", was a continuation of project implemented during the round I. It focused on monitoring court branch in Lipjan of Prishtina basic court on heritage cases, with focus on women.

Through this project, POLIS aimed to: Improve court management performance, transparency and easier access to justice for women (of all communities), through monitoring hereditary court sessions and influencing the court for implementation of recommendations; and increase the number of informed citizens for participation in the justice system and the right of women to inheritance through consultative meetings and legal counselling.

POLIS through this time of period has contributed in increasing level of transparency and efficiency in court in Lipjan. Through their activities, POLIS has achieved to assure that court is publishing cases on inheritance on time; court sessions are held in court halls; identified the irregularities when inheritors are hid; identified two cases into Death Acts where female legal inheritors are hidden; negotiate regarding the subject to be included in school on Inheritance law teaching subject with Education Directorate in municipality of Lipjan. Also, through their activities they facilitated contacts between female citizens who can be discriminated in dealing with inheritance cases in court and Advocate Offices partners of the project. Also they presented findings and recommendations in front of representatives of Kosovo Judicial Council, Kosovo Prosecutor Council, and Disciplinary Office of Procurement in workshop organized by ATRC.



POLIS was focusing on gathering data on data of Death Acts- official documents issued by Municipal Civil Office, Communication with citizens through Facebook Page, initiate meetings with relevant municipal and high schools officers to discuss possibilities and modalities of including the teaching subject Inheritance Law as one semester elective subject, and lobbying to add the subject "Inheritance Law" in High Schools. During the court



monitoring activities they observed if their recommendations addressed within their project implemented during the Round I are applied by the court. Thus, POLIS so far has observed that number of inheritance cases that have been in waiting list are decreased (from 52 of cases that are transferred from 2013 to 2014, 16 of them are already treated by court, and all of these cases are monitored by POLIS staff), and inheritance sessions are all published through communication tools of Lipjan court.

As a last event, POLIS, organized a roundtable on the topic "Performance management of the court and the rights of women in inheritance - presentation of findings from the monitoring of the Branch of the Basic Court of Pristina in Lipjan. This roundtable brought together participants from local institutions, the judiciary, municipality, education, local citizens and local media to discuss the findings and address the possible solutions. Panelists were Avdirrahman Gashi- Supervisory Judge of Court of Prishtina Branch in Lipjan, Murat Hazir- Chief of the Civil Division of Municipality of Lipjan, and Safer Krasniqi- Notary Lipjani. Participants discussed regarding the property inheritance issues, with special focus on the involvement of women in inheritance. Findings from the monitoring report showed sufficient evidence that women in inheritance are much less involved, in the context of the declaration of



heritage, but also the inclusion in the proceedings. Participants unanimously agreed that women should have more space in the process.

**2) Center for Policies and Advocacy (QPA), Prishtina.** Project “**For more transparent judiciary**”, focused on monitoring court branches in Rahovec and Klina of basic courts in Gjakova and Peja about cases of environmental degradation, with a focus on the degradation of Drini i Bardhë River.

Through this project, QPA aimed to increased efficiency of court branches of Klina and Rahovec in prioritizing, treating and resolving on time the court cases related to the environmental protection in general, with a focus on the cases of Drini i Bardhë River bed degradation; and informing public on the commitments of two court branches in treating and solving cases regarding the environment, with a focus on degradation of Drini i Bardhe.

Through the project implementation, QPA achieved to increase in the number of treated cases which deal with environmental/ rivers degradation in the two branches of Courts (Klinë dhe Rahovec) compared to previous years, a fine of 300 Euros was given to a case; decrease / prevent of the risk in prescription /aging of the subjects regarding environmental degradation (rivers) in branches of Courts in Klinë and Rrahovec, In both courts at the beginning of the project there were 12 cases, three cases have been resolved, while for the other four the time of the hearings has been set; increase in the performance of the two branches of courts (Klinë dhe Rahovec) in prioritizing court cases which address environmental destruction, compared to previous years in which there was no resolved or handled court case, which subject was the degradation of rivers, this year there have been three cases solved, two in Rahovec and one in Klinë, and for all three of them fine measures have been imposed, while for 4 other cases the time of the hearing has been scheduled.



QPA monitored branch courts in Rahovec and Klina on sessions dealing with degradation of Drini i Bardhe river; and held number of meetings with representatives of the civil society representatives, economic operators, individuals and other relevant actors who are challenged by environmental degradation / rivers, regarding the information concerning the handling of environmental cases and verdicts by the courts (Klinë and Rahovec) for illegal exploiters. In the end of the project implementation they presented preliminary findings and recommendations in front of representatives of Kosovo Judicial Council, Kosovo Prosecutor Council, and Disciplinary Office of Procurement in workshop organized by ATRC.



On July 2014 QPA, organized a roundtable in Rahovec to present the findings and recommendations from monitoring the courts. In the roundtable also was discussed about cases that are being handled in these courts and about denouncing other potential cases that might occur in future. In the roundtable were present judges from court in Rahovec, as well as representatives of the Independent Commission for Mines and Minerals, Environmental Inspector in Rahovec, Association of Fishermen of Rahovec, Civil Society and Media.

**3) AGRO – EKO, Gjilan.** Project **“Effective Court-Justice for Citizens”**, focused on monitoring the Basic Court in Gjilan regarding carry out of divorce and child custody cases, and implementation of court decisions on the principle of values, standards and ethical responsibilities on which is based the work of the courts and the Centre for Social Work, to report, as well as assist, and make aware relevant stakeholders and the public (citizens and institutions).

AGRO- EKO, through its project aimed to increase efficiency of the Court in Gjilan for treatment and prioritization of cases of domestic violence and divorce; increase the number of treated cases related to the domestic violence and divorce, in the Basic Court in Gjilan in 2014 compared with 2013.

Through their activities, AGRO EKO has achieved to influence in increasing the number of cases handled about issues that have to do with family violence and divorce, in the Basic Court in Gjilan in 2014 comparing with cases in 2013. There was observation that all institutions whose objective is the treatment of domestic violence and divorce cases, are cooperating very well with the AGRO EKO project.



Full attention is dedicated to these cases, even though there are difficulties during the process, in the implementation of the procedures and also in the schedules that are affecting the decisions and the resolution of these cases. Also they presented preliminary finding and recommendations in front of representatives of Kosovo Judicial Council, Kosovo Prosecutor Council, and Disciplinary Office of Procurement in workshop organized by ATRC.

Agro Eko during the project implementation held regular meetings with institutions, as well as monitored cases of divorce and child custody. Cases are analyzed one by one with the representatives from the Center for Social Work and the Basic Court in Gjilan in order to follow the procedures.



As a final activity, Agro Eco organized a roundtable to present the report on findings and recommendations from monitoring court hearings in the Basic Court in Gjilan, about divorce and child custody. At the roundtable were present the president of the Basic Court in Gjilan, representatives of civil society in Gjilan, local media representatives and citizens. Chairman of the Basic Court in Gjilan, praised the report correctly and of interest for the Basic Court in Gjilan, and expressed his readiness for consideration of the recommendations and as well as expressed his interest to further cooperate in the future with civil society representatives on improving the work of this court.



**4) Lisi, Shterpce.** Project “Justice for all citizens”, focused on monitoring court branch in Shterpce of basic court of Ferizaj about communication with citizens and parties in the procedure.

Through project “Justice for all citizens”, Lisi aimed to provide support to the citizens of Shterpce and to the villages of this municipality by encouraging their participation in court sessions, through this it also aims to increase the performance transparency of the Shterpce court.

The organization focused in monitoring cases of criminal and civil area, respectively more on procedural issues, such as: how much are the parties respected in judicial proceedings? how much are procedural deadlines respected?, is there respect for the parties mother tongues?, how are minorities treated?, how much is gender equality respected? etc. In addition they are working with citizens living in remote areas of villages of Shterpce municipality, therefore more with citizens of different levels such as: women, youth etc, which will be informed in advance about the commenced process of monitoring the branch of the court and informing/motivating citizens for cooperation.



During the project implementation, Lisi, has done regular monitoring of the conducted hearings in the Basic Court in Ferizaj -Shtërpçë Branch, visited citizens and notified them about the importance of the project and their participation in hearings, and held a conference where they presented the findings during the monitoring process

Through their activities they achieved to influence increased efficiency in the Basic Court in Ferizaj - Shtërpçë Branch, in communication with the citizens and the parties involved in court proceedings, to raising awareness of citizens about the legal possibilities of the implementation of their rights in court proceedings, presented preliminary findings and recommendations in front of representatives of Kosovo

Judicial Council, Kosovo Prosecutor Council, and Disciplinary Office of Procurement in workshop organized by ATRC, and Shterpce court.

As a final activity, on June 2014, Lisi held conference to present the results of the monitoring of the Basic Court in Ferizaj – Shterpce Branch. During this conference they presented court monitoring findings collected from February until June 2014. Recommendations identified during court monitoring and discussions held among participants were be forwarded to the justice institutions in Kosovo. During this conference Mr. President of this Court Adam Shaban said that he is open to cooperate with the citizens of Shterpce and also said that this court will try to be as transparent as possible to the public.

**5) Advocacy Center for Democratic Culture- ACDC, North Mitrovica.** Project **“Raising the awareness on the importance of citizens’ participation in the justice system in Mitrovica region”**, focused on monitoring the basic court of Mitrovica located in Vushtri, on Courts proceedings and the transparency of the Court’s work, in particular if the rights of the minorities are respected (right to use the native language).

Project aimed at promoting and advocating for the strong action in fostering Rule of Law and increased participation of citizens in the Judiciary in Mitrovica region. This goal is to be achieved by monitoring the work of the Basic Court of Mitrovica, currently located in Vushtrri in order to report on its functioning and develop recommendation for the improvements.

This task were carried out by the expert legal practitioners, such as advocates (members of



Kosovo Chamber of Advocates), with credible previous experience. In addition, it is of high importance to present the Court’s work to the citizens by increasing transparency and to promote citizens’ participation in the Judiciary system. In this respect, visits to Basic Court by stakeholders such as CSOs, law students and practitioners and Media presentation are foreseen as important activities.

ACDC through this project achieved to establish very fruitful contacts and cooperation with the judges and prosecutors at the Basic Court and the Basic Prosecution Office of Mitrovica between both communities Serbian and Albanian. It is also important to highlight that, for most of the law students and NGO activists, the visit to the Court was the first time they entered the court house. Also, for some of them, it was a unique opportunity to speak to a Judge, who is also the President of the Court. Both the law students and the NGOs activists have learned useful information about the Court itself and its work, which is certainly important given that the knowledge on the Kosovo Judicial System and especially on the work of the Court in Vushtrri/Vučitrn was at a very low level. Also, they presented preliminary findings and recommendations in front of representatives of Kosovo Judicial Council, Kosovo Prosecutor Council, and Disciplinary Office of Procurement in workshop organized by ATRC.

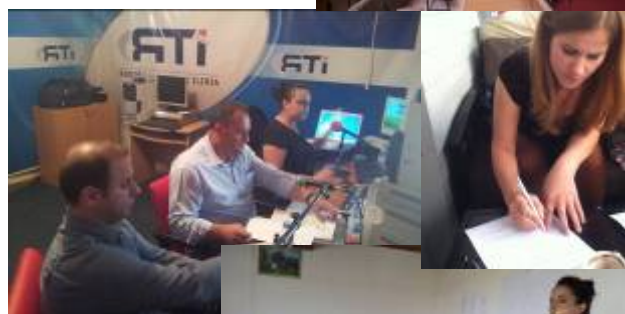


In order of increasing citizens' awareness and participation in the Justice System, along with the monitoring activities, ACDC organized regular study visits to a Basic Court of Vustrri/Vučitrn for the group of law students and for the group of NGOs activists from the region of Mitrovica. Also ACDC hold very successful round-table discussions on the Status and perspective of the Justice System in northern Kosovo, as well as presenting findings and recommendations from court monitoring activities. The discussions involved expert lawyers, law students, local political leaders and Civil Society representatives.

**6) ELITA, Viti.** Project **"Women are entitled to their share"**, focused on monitoring the court branch in Viti of the basic court in Gjilan on heritage cases with focus on women.

The project "Women are entitled to their share," aims to increase the level of implementation of the law on gender equality, by the court and municipal institutions, and the implementation of the rights of women to inherit family property as well as to increase the awareness of women's to seek the rights guaranteed by law.

During the project implementation, Elita has achieved to increase the number of female requests for the right to inherit property from their families; increase the efficiency of office work for gender equality and other services to the municipality of Viti, the faster resolution



of claims arising from females; greater engagement of NGOs and the media to sensitize the issue of the right of inheritance by women; increasing the number of women participating in public debate, discussing the issue of gender equality law and the right of inheritance of property by women; during 2014, between January to September the number of women who have registered property in their name is 45; increase of media reports on women right to heritage; etc.

ELITA, monitored the activities of the branch of the Basic Court in Viti, as well as municipal offices such as registrar and cadastres in receiving, processing and reviewing of cases dealing with property inheritance by women, organized, roundtables and public meetings with citizens about inheritance law enforcement, working on extraction of statistical data from the Basic Court-Viti branch, about the number of heritage cases, collecting the statistical data and information on the procedures and needed documentation for citizens to accomplish their heritage right. Elita also conducted survey with citizens about inheritance law. They were very active in media as well; they implemented radio and TV emissions in local media for project activities and to inform citizens about the law on inheritance. Also, they presented findings and recommendations in front of representatives of Kosovo Judicial Council, Kosovo Prosecutor Council, and Disciplinary Office of Procurement, in workshop organized by ATRC.

**7) Prehja, Skenderaj.** Project “**Citizen closer to justice (II)**”, focuses on monitoring the court branch in Skenderaj of basic court of Mitrovica on domestic violence cases.

Prehja through this project aims of advancing of internal administrative procedures of Branch of the Basic Court of Mitrovica in Skenderaj, in matters relating to women and non-majority communities, through the provision of easier access to justice for citizens of Skenderaj; and increasing numbers of citizens informed and involved in the justice system, through awareness campaigns and activities that will take place.

Through their activities, Prehja achieved to influence positive performance of Basic Court of Mitrovica, Skenderaj Branch, influencing court in treating cases of domestic violence within the legal framework of. Also, on the basis of meetings and contacts with people /citizens, but also activities that have been developed, public awareness about the justice system and the rights of citizen has been raised. It is worthy to mention the



case of a woman (divorced from husband), who had no knowledge of her rights pertaining to the laws of Kosovo, guaranteeing alimony after divorce, thus she initiated procedure immediately. Also, they presented findings and recommendations in front of representatives of Kosovo Judicial Council, Kosovo Prosecutor Council, and Disciplinary Office of Procurement in workshop organized by ATRC.



Through this project, Prehja monitored Basic Court of Mitrovica- branch in Skenderaj in handling cases of domestic violence, prepared and distributed of brochures with information related to the domestic violence. Prehja held a series of other activities such as: roundtables, meetings with citizens /stakeholders, officials of the Centre for Social Work, the Legal Aid Office, judges, lawyers, etc, conducted several meetings with the Office of Disciplinary Counsel, whose officials have requested additional information about some cases that the court has preceded in Skenderaj, and radio shows. During the roundtables was discussed mostly about the large number of cases on domestic violence faced by the Basic Court of Mitrovica, Skenderaj Branch, difficulties faced, and the steps to be taken to reduce the number. Radio shows were held to announce the opinion for the court's work, separately for the large number of cases, organized in local radio is another informative debate show, to discuss the challenges to solve them.



**8) Network of Peace Movement NOPM, Kamenica.** Project “**Monitoring language compliance, property and improving participation of non-majority communities in justice system**”, focused on monitoring the branch court in Kamenica of basic court in Mitrovica on language compliance and application of legal property rights, with the focus on non-majority communities.

The overall goal of this project is to ensure language compliance and application of legal property rights, access to justice system and increase knowledge of Kamenica citizens about branch court in Kamenica of basic court in Mitrovica. The project targeted cases of property and housing with special focus to cases of non-majority population, displaced persons and repatriated where their property and housing is disputed either by municipal institutions, court, individuals or other institutions. They achieved their purpose through organizing a roundtable on the rights and obligations of public and court institutions toward each-other, monitoring of court activities/ trial sessions on language compliance and property rights issues, three roundtable discussions on language compliance, information and property and housing rights, court visits “Open Day ”for students of secondary schools, youth, civil society members and citizens of non-majority



communities, press conference to present and distribute a report on findings on property and housing and language compliance in the branch court in Kamenica of basic court in Mitrovica.

Finally, as part of project activity, the NOPM organized successfully a press conference with local journalists to present and distribute a report on findings on property and housing and language compliance in the Kamenica Branch Court. NOPM based on findings from monitoring activities drafted a report upon its completion of seven-month monitoring of trial sessions. The report was presented in conference for media, where court officials, citizens, civil society and municipal officials were present. An important part of this report was dedicated to findings, recommendations and conclusions which were based on the identified failings, suggest to relevant authorities appropriate course of action aimed at achieving fair and effective administration of justice system in the Kamenica Branch Court with regards to language compliance and property and housing rights.



Through their activities, NOPM has achieved to influence judges in addressing property housing and property cases during the trial sessions; court authorities and its staff to apply effectively and efficiently language rights during the trial sessions; that documents related to proceedings are issued in the official language(s) and persons participating in judicial proceedings use the official language of them; the citizens' awareness and participation on the work of branch court in Kamenica of basic court in Gjilan is increased and communication/dialogue between the court authorities and general public is enhanced. Also, they presented findings and recommendations in front of representatives of Kosovo Judicial Council, Kosovo Prosecutor Council, and Disciplinary Office of Procurement in workshop organized by ATRC.

**9) Shoqata e Intelektualëve të Pavarur- SHIP, Deçan.** Project “**Monitoring of the court branch in Deçan of basic court in Peja**”, focuses on monitoring of the Basic Court in Peja, Deçan Branch, regarding illegal logging of forests. SHIP implemented project during seven Months (03 Feb. 2014 – 03 Sep. 2014), with US \$8,500.00 funding.

The purpose of the project was to strengthen the justice system, professionalism and decision-making on appropriate legal and professional basis. The project focused on citizens raising concerns about the Basic Court of Peja, Deçan branch, through monitoring work performance of this court, regarding treatment, decisions and execution of court decisions in relation to the illegal cutting of forests. According to statistics from the Basic Court in Peja, Deçan Branch,



most of its cases are related to degradation of forests, therefore the orientation of this project is focusing in this regard.

SHIP, during this time of period has been monitoring court sessions cases related to degradation of forests in this region. Among court monitoring activities they conducted several meetings with judicial officials and other stakeholders as well. At the same time survey with citizens of Deçan and Junik, was conducted. In order to increase cooperation between stakeholders such as Court, Police, Forestry Agency, Environment Agency, civil society and citizens, a number of working meetings were organized with the topic of discussion: "Forests of Deçani and institutional commitment to protect them". In addition, project has been presented and promoted via Radio Top Iliria and Radio Fontana. During this time of period, SHIP has achieved to influence court in increasing the number of judicial cases accepted for review compared with the previous year is significantly increased, as well as police and prosecutors have increased the number of condemnations against perpetrators of illegal acts. Through their activities they also achieved to further increase cooperation between stakeholders such as Court, Police, Forestry Agency, Environment Agency, Civil Society and Citizens. Also, they presented findings and recommendations in front of representatives of Kosovo Judicial Council, Kosovo Prosecutor Council, and Disciplinary Office of Procurement in workshop organized by ATRC.



Through their activities they achieved to further increase cooperation between stakeholders such as Court, Police, Forestry Agency, Environment Agency, Civil Society and Citizens. On June, SHIP organized a round table on "Forests of Deçan and Junik, commitment of institutions to protect them". The purpose of the round table was to discuss the draft monitoring report, presentation of civic opinion, as well as inter-institutional cooperation in forest protection, raising concerns of citizens and institutional transparency, respectively of Branch Court in Deçani – Basic Court in Peja.



As a final activity, SHIP organized roundtable on "Forests of Deçan and Junik" to present the monitoring report, presentation of civic opinion, as well as inter-institutional cooperation in forest protection, raising concerns of citizens and institutional transparency, respectively of Branch Court in Deçani – Basic Court in Peja. Present at this discussion were representatives of the Court, the Prosecutor, the Kosovo Police, Environment Agency and the Forestry.

**Public awareness and outreach projects aimed at combating corruption and increasing transparency and fairness among justice sector institutions in Kosovo:**



**10) Communication for Social Development- CSD, Gracanica.** Project “**Is there justice after injustice?**” focused on raising public awareness of citizens of Gracanica, Klokot, Ranilug and Partes about the functioning of the judicial system, and exercising their constitutionally guaranteed rights and improving communication and collaboration between community - local government – judicial authorities - civil society. CSD implemented project during seven months (03 Feb. 2014 – 03 Sep. 2014) with US \$ 19,930.00 funding.



Project aimed that during the project implementation, members of non-majority communities in the municipalities of Gracanica, Klokot, Ranilug and Partes will become aware on the importance of knowledge about the functioning of the judicial authorities, be informed about the functioning of the courts and the decision-making system within them, and the manner of exercising their constitutionally guaranteed rights and improving communication and collaboration between community - local government – judicial authorities - civil society. CSD in this project raised awareness and knowledge not only of the citizens but also of the civil society organizations in order for the project to have some kind of sustainability after the completion of these activities. CSD will achieve goals through: research, research analysis, research presentation, creation of the info book, radio and TV promotion and CSD training in the municipalities of Gracanica, Ranilug, Partes, Klokot.



Through this project, CSD achieved to create and present clear images (reports) about the current situation in the municipalities of Gracanica, Ranilug, Klokot and Partes, in terms of knowledge to the operation and functioning of the judiciary and institutions as well as to inform the people about the same issue. Also, they presented results of the project in front of representatives of Kosovo Judicial Council, Kosovo Prosecutor Council, and Disciplinary Office of Procurement in workshop organized by ATRC.

CSD conducted public research in four municipalities. Findings from the research have been presented to the civil society organizations operating in each of the mentioned municipalities’ together with citizens and representatives of local authorities dealing with legislation. In those presentation that where followed with discussion about the results and recommendations CSD invited and representatives of the ombudsman institution from Gracanica and office for liaising with courts where they have gave big input and support of the discussion. Based on the research done, CSD created TV and radio spots about the raising awareness of the citizens’ knowledge about court system and mechanism. Spots have been broadcasted in RTK2, TV puls, and local TV and radio



distributors, as well as they have been shared through internet social networks and web sites. Based on research the brochure was created and distributed as well. The brochure by the name "Pravda je spora ali dostizna" have positive reaction of CSOs, local authorities, Ombudsman institution in Gračanica and court liaison office in Gračanica.

The final activity of the project was training for active CSOs and municipality representatives dealing with the law. The aim of the seminar was to inform participants on new Kosovo justice system, about the court mechanism and judicial remedies that existing in Kosovo, about the legal deadlines, administrative deadlines and all other mechanism that existing in Kosovo for achieving their rights and rights of their communities. Also in the seminar CSD manage to promote all activities that have been done and achievements.

**11) EC Ma Ndryshe, Prizren.** Project "Linking communities to justice providers?" focused on Increasing Citizen's participation of Prizren in justice sector, and improving access to information for Prizren citizens Developing Outreach Campaign for the Basic Court of Prizren.

EC Ma Ndryshe, through this project aimed to design tools and services that would contribute to creating a space which will link citizens to justice providers, resulting in improved citizens' participation in justice sector and increased trust in justice system, through developing a fully-fledged three year outreach strategy for the Basic Court in Prizren, develop samples of communication tools for Court use, Media campaign to inform citizens about the project, develop a facebook page and twitter account for the Project, educational tours in the Court, and public meetings with justice providers and citizens.

Ec MA Ndryshe achieved to assist the Basic Court of Prizren in structuring public information unit. During project implementation Court in assistance with Ec MA Ndryshe has produced some communication tools,

including a Communication Strategy of the Court and action plan as well. On behalf of the Court of increasing transparency, the project has assisted in the preparation of a TV spot about the work of the Court and several other educational materials. Essential component of the project was to facilitate communication with community groups serve justice. Number of thematic meetings with broad participation are organized to enhance communication between citizens and the Court, by installing a new practice in the operation of this institution.



Court Information Office already operates a number of permanent communication tools (social media profiles, informative quarterly newsletter, programs 'visit the Court', etc.)

Furthermore, EC Ma Ndryshe, has been implementing outreach activities. In this regard they developed the brochure on "How to approach the Court", which is a step by step guide to citizens for their dealing with the court. The brochure was distributed to citizens of Prizren region. Also they produced the short TV spot with the aim of informing citizens about the project, in particular about information of the Basic Court in Prizren, its responsibilities, location, departments within the court, etc. This spot is broadcast on three local TV stations and posted / published in social media such as Facebook and Twitter. Furthermore, the Bulletin "Open Court" was produced in close cooperation with EC Ma Nryshe and representatives of the Basic Court in Prizren. Bulletin was periodical publication and served to provide more information on the work and responsibilities of the court to citizens in order to increase the cooperation between citizens and the court.



**12) Kosova in EU, Prishtina.** Project **“Awareness of Citizens for Justice and Privatization Process in Kosovo”**, focused on increasing access of the Kosovo’s Social Owned Enterprises employees and other parties of interest in privatization process to the court system, respectively to the Special Chamber of the Supreme Court, regarding the benefits, contests and implementation of their legal rights guaranteed by Law and implemented by the Special Chamber of Supreme Courts. The Goal of the Project was to increase access of the Kosovo’s Social Owned Enterprises employees and other parties of interest in privatization process to the court system, respectively to the Special Chamber of the Supreme Court, regarding the benefits, contests and implementation of their legal rights guaranteed by Law and implemented by the Special Chamber of Supreme Courts. This project aimed monitoring of AKP and the Special Chamber of the Supreme Court is needed in order to see to what extent these legally guaranteed rights are being used by the citizens of Kosovo, followed by a campaign for awareness and informative for the use of these rights.



Kosova in EU through this project achieved to increase access of the Kosovo's Social Owned Enterprises employees and other parties of interest in privatization process to the court system, respectively to the Special Chamber of the Supreme Court, regarding the benefits, contests and implementation of their legal rights guaranteed by Law and implemented by the Special Chamber of Supreme Courts. This project increased awareness to more than 60,000 SOEs employees, 400 SOEs bidders, and contenders of estate owners, including the Special Chamber of Supreme Court in the use of their legal right on the normal implementation of the Law on Privatization, by the Special Chamber of Supreme Court, its strength and weaknesses, for an increased transparency and fairness among justice sector institutions, through monitoring and information; and influenced changing and improving of the work of the Special Chamber of Supreme Court, making thus implementation of the Law on Privatization more fair and transparent.



During the project implementation, Kosova in EU has monitored AKP work and the Special Chamber of the Supreme Court and all the facts related are recorded in 347 media reports and 21 monitoring meetings with the representatives of the AKP, Special Chamber of Supreme Court and BSPK. The monitoring reports from the media are published on daily basis in the web link PRONA in the website of Kosova in EU <http://kosovain.eu/sq/Prona>.

Awareness and sensitization of the targeted groups is made through a video and audio spot 30 seconds each about the rights people are having in the process of privatization, in Albanian, English, Serbian, Turkish and RAE languages. The video spot is broadcasted on the Radio Television of Kosovo (RTK), as the main public media partner, as they are legally obliged to broadcast ads that have the character of public interest free. The Spot in Serbian language is casted even in the second channel in Serbian - RTK2, while spots with subtitles in Turkish and RAE are broadcasted on the news bulletins before RTK respective language communities.

A report with the findings and recommendations on the use of the legal rights of the citizens was prepared and presented through press conference and press release, where the findings and recommendation about relevant institutions (Special Chamber of Supreme Court, AKP and BSPK) are disseminated to all stakeholders.

## **KEY ACTIVITIES: Grantees of Round III**

**Court monitoring projects, aimed at enhancing court-community relations:**

**1) Advocacy Center for Democratic Culture – ACDC, from North Mitrovica. Project “Monitoring and Reporting on the Work of the Basic Court of**

**Mitrovicë/Mitrovica**” focused on monitoring the work of the Basic Court of Mitrovica, on certain subject matter such as inter-ethnic cases, cases involving detention and cases involving women and minors.

Overall goal of the project was to raise the awareness and participation of citizens in northern Kosovo in the justice system, through a program that will involve cooperation and creating synergy of relevant stakeholders. Project team in cooperation with expert consultant monitored the work of the Basic Court of Mitrovicë/Mitrovica allocated in Vustri. Court monitoring included general observations on the court’s work, the case flow, court’s statistics and the special focus on certain subject matter of cases before the court: such as inter-ethnic cases, cases involving detention and cases involving women and minors.



ACDC organized visits to the Basic Court for Civil Society representatives, law students and young lawyers, community representatives etc, with purpose to give an opportunity to participants to learn about the work of the court and the prosecution office as well as the visits were a networking opportunity, especially for young lawyers from North Kosovo. Also, two visits included participants from both North and South Mitrovica, which enhanced cooperation of young lawyers and Civil Society Organizations from the north and the south. ACDC organized round table discussions with participation of legal practitioners, judges, prosecutors, lawyers’ community and Civil Society Representatives, and media presentations and conferences, including development and dissemination of promotional activities, for presentations of the findings of Court monitoring and also statistical details obtained from the Court.



The court monitoring report was published and disseminated in a form of the brochure and presented in a preconference to justice institutions and public.

**2) Initiative for Progress-INPO, from Ferizaj.** Project **“Increase citizen awareness and participation in the justice system”** focused on monitoring of the basic court of Ferizaj functioning and its proceedings and its branches in Kaçanik and Shterpce as well.

The goal of this project was to improve citizens’ understanding and participation in the justice system in Ferizaj region in ensuring that the court systems are efficient through allowing victims of violence and the general public the freedom to access services. The main activity of the project was systematic observation of the basic court of Ferizaj functioning and its proceedings and other





municipalities under its jurisdiction as well. In addition, INPO published three “watch list” newsletters on specific court cases. INPO organized workshops and non-formal meetings with citizens and volunteers to increase awareness on how to observe and take notes on what happens in the court. INPO drafted and distribute booklets to a large number of people with important information about participation in the justice system. The watch list has been published in the official website of the organization, and in social media, for the general public information.

During the project implementation, INPO organized a public debate targeting an audience of minors, on the topic of the “Delinquency of Minors”. INPO through its activities has achieved to increase citizens participation in monitoring the courts. INPO has been engaged in giving the chance to many law students from the public and private universities to participate and monitor the courts in Ferizaj, Kacanik and Sterpce. INPO by this wanted to get more people involved in monitoring process of the courts, but moreover, the engagement of these students, gives them a chance to get to know more about the way that our Courts function, how the laws are interpreted.



Finally they have prepared the court monitoring report that was presented to the justice institutions and wider public.

### **3) Active Women of Gjakova (AWGJ), from Gjakova.** Project “**Monitoring of Gjakova Basic Court in the area of family law**” focused on monitoring hearings in the Gjakova Basic Court, in the area of family law.

Through this project, AWGJ aimed to analyze the legal provisions and to better monitor the implementation of the Law on Family, contributing to protecting and respecting the rights of women and the need to enhance efficiency and improve the quality of representation in court. AWGJ focused on monitoring 60 hearings in the Gjakova Basic Court, in the area of family law. The organization also organized a roundtable with the Basic Court judges, government representatives, prosecutors, lawyers, mediators, and other practitioners in the justice system, NGOs, representatives of the print and electronic media, to debrief them on the problems identified by the monitoring report and to present findings and recommendations.



The court monitoring report was published, disseminated and presented in a form of the brochure in a roundtable in front of justice institutions and public.

**4) Centre for Policies and Advocacy (CPA), from Prishtina.** Project “**For more transparent judiciary**” focused on monitoring the work of the Basic Court in Gjakova, Peja Basic Court branch in Klina and Gjakova Basic Court branch in Rahovec, paying particular attention to criminal cases under Article 347 of the criminal code: pollution, destruction and degradation of the environment by focusing on criminal cases of riverbed degradation in Gjakova, Klina and Rahovec.

The main goal of the project was to have an efficient, fair and impartial judiciary, and increasing citizens' trust in the work of the judiciary. CPA monitored the work of the Basic Court in Gjakova, Peja Basic Court branch in Klina and Gjakova Basic Court branch in Rahovec, paying particular attention to criminal cases under Article 347 of the criminal code: pollution, destruction



and degradation of the environment by focusing on criminal cases of riverbed degradation in Gjakova, Klina and Rahovec.). CPA organized three workshops with citizens of Gjakova, Klina and Rahovec municipalities to encourage their participation in the hearings and to report in particular cases of environmental degradation, as well as organized two roundtables, in Gjakova and Klina, with representatives of judicial institutions, civil society and media to discuss the findings of the final report of the monitoring.

Finally, CPA summarized the findings of the monitoring process on monthly basis and prepared a final report of findings that was shared with the Kosovo Judicial Council, as well as other stakeholders involved in this process (courts, prosecutor's offices, police, environmental Inspectorate, Civil Society Organizations and the media.



CPA, continuously advocated to the Prosecutor's Office in order for environmental cases to be a priority in their list. Thus so far they have achieved to impact courts to increase resolved number of stored cases that deal with riverbed degradation in Gjakova, Klina and Rahovec.

**5) AGRO – EKO, from Gjilan** Project “**Justice for Citizens**” focused on monitoring the efficiency of the Basic Court in Gjilan in processing and resolving cases of domestic violence and divorce.

Through this project, Agro Eco aimed to raise the efficiency of the Basic Court in Gjilan in processing and resolving cases of domestic violence and divorce. Agro Eco monitor court hearings in cases of domestic violence and divorce in the Basic Court of Gjilan. A report with recommendations was develop from the findings of monitoring and distributed to Branches of Gjilan Basic Court, Kosovo Judicial Council, the Centre for Social Work, the Municipal Assembly, NGOs dealing with women's issues and media.



Agro Eco organized a press conference and a roundtable with representatives of the institutions of the judiciary and civil society, in order to present the findings of the monitoring report.

**6) Elita, from Viti.** Project **“Effective Court-Justice for Citizens II”** focused on monitoring the activities of the Basic Court in Viti, in receiving, reviewing and processing the cases related to damage to forests, and monitoring of the work of Kosovo Police in the enforcing cases related to forest degradation, as well as monitoring of forest agency in reporting forest degradation cases to the court.

The "Together we protect forests" project aimed to raise the efficiency of judicial, security and executive institutions in preventing forests degradation in the municipality of Viti.

The project focused on monitoring the activities of the Basic Court in Viti, in receiving, reviewing and processing the cases related to



damage to forests, and monitoring of the work of Kosovo Police in the enforcing cases related to forest degradation, as well as monitoring of forest agency in



reporting forest degradation cases to the court. ELITA organized a workshop with representatives of judges, police, municipality and civil society to establish a joint mechanism and draft a plan of action to prevent the occurrence of forest degradation. The organization also produced posters, brochures, programs on TV and radio, organized two lectures in high schools and published a final report with findings and recommendations of court monitoring. Most of the ELITAs activities have been covered by media. ELITA has achieved that through advocacy activities to convince the representatives of Municipality of Viti, to include special activities to prevent the





occurrence of damage to forests (Section 15 Plan 2015 working MCSC) in the work plan for 2015 Municipal Council of Community Safety.

The organization has finalized the court monitoring report, which was presented to justice institutions, media and larger public.

**7) Center for Integration and Development in Dragash (CIDD), from Dragash.** Project **"A transparent and accountable court"** focused on monitoring of the Prizren Basic Court, Dragas Branch, about accountability and transparency relating to election fraud, fighting corruption and increasing transparency in judicial institutions.

Considering the court as the main institution of the rule of law, the CIDD aimed through the monitoring of the Prizren Basic Court, Dragas branch to increase the accountability and transparency not only in the courts, but also in other lower municipal mechanisms, knowing that the proper functioning of the Judiciary in



line with legislation, also affects the awareness of other institutions in respecting the law, which represents the respect of citizens towards these mechanisms.

The organization presented the analysis of the Court commitment regarding solving backlogged cases, after the restructuring of the judicial system in Kosovo; presented the findings in two debates in the local radio station about frauds that occurred during the general election of 2010. CIDD organized a public conference where judges, prosecutors, professional associates, representatives of media, civil society, lawyers, were present. Participants with their opinions and suggestions assisted in the designing of the civil society recommendations to the courts on the treatment of criminal cases dealing with violations of voting rights that were compiled on a document and presented to justice institutions and wider.



**8) POLIS, from Lipjan.** Project **"Justice with citizens' access to fair judicial service III"** focused on monitoring court hearings in Lipjan Branch Court of the Pristina Basic Court, regarding cases that involve women and minorities.

The overall objective of the project focused in strengthening true partnership between the citizen and court, through citizen oversight, citizen participation in hearings, in order to conduct judicial processes that are more effective, efficient, transparent and accountable to the public. After signing the MoU with the Kosovo Judicial Council, POLIS monitored court hearings in Lipjan Court that involve women and minorities. POLIS organized monthly meetings with court management and gathered data from the Registry Office on the number of issued acts of deaths to verify if all the heirs are included in this act. POLIS also organized an one-day training, to enhance youth participation in court hearings.



Finally they produced and delivered the report with findings and recommendations to the court, citizen and KJC.

The project was concluded with a press conference to present findings and recommendations of the monitoring process to the wider public.

**9) Partners-Kosova, Center for Conflict Management, from Pristina.** Project “**Court monitoring on referring civil cases to mediation**” focused on monitoring the referral process of civil cases by Basic Courts and Prosecutor's Offices to Mediation Centers, in each center in the selected municipalities and will monitor the cases returning from Mediation Centers, resolved or unresolved.



Partners Kosova, through this project, aimed to increase the transparency of the courts and prosecutor's offices through monitoring of civil cases referred by the courts and prosecutors' offices for mediation.

The organization monitored the referral process of civil cases by Basic Courts and Prosecutor's Offices to Mediation Centers, in each center in the selected municipalities and monitored the cases returning from Mediation Centers, resolved or unresolved. Partners Kosova also conducted information meetings with representatives of the Kosovo Judicial Council, Prosecutorial Council, representatives of Basic Courts, Mediation Commission and Mediation Center; created the database to enter cases referred.



Finally they have prepared the report and presented it in four meetings in Ferizaj, Mitrovica, Gjakova , and in Pristina, as well as distributed to the justice institutions and wider public.

**10) Association of Independent Intellectuals (SHIP), from Decan.** Project “**Monitoring of the Basic Court-Deçan branch II**” focused on monitoring of the work of Peja Basic Court Branch in Deçan, focusing on monitoring forest related hearings and monitoring of enforcement after issue of decision, and publication of judgments after they become final.

The aim of the project was to strengthen the justice system, professionalism and decision-making on appropriate legal and professional basis. The project was dealing with the concerns of citizens about the justice institutions, their alignment with these institutions and increasing performance of Kosovo courts.



The organization organized direct meetings with representatives of judicial institutions, monitored the work of Peja Basic Court Branch in Deçan, focusing on monitoring forest related hearings and monitoring of enforcement after issue of decision, publication of judgments and after they become final. SHIP organized regular meetings with working groups to analyze the performance during the court monitoring.

SHIP has achieved to coordinate all stakeholders in finding solutions for protecting forests of Decan. In addition, cooperation is seen as a necessity, especially in the execution of alternative condemnations.



SHIP presented findings and recommendations of the monitoring process of the Peja Basic Court branch in Deçan to the justice institutions and wider public through a roundtable and media.

### **Public awareness and outreach projects aimed at combating corruption and increasing transparency and fairness among justice sector institutions in Kosovo:**

**11. Future Without Fear – FWF, from Strpce.** Project “**Justice is reachable**” focused on increasing awareness of the citizens of the Strpce municipality on how the judicial system in Kosovo operates, how to exercise their rights, and how could they contribute to better functioning of judicial system.

The goal of this project was for citizens of Strpce/Stepce municipality to be more aware on how the judicial system in Kosovo operates, how to exercise their rights, and how could they contribute to better functioning of judicial system, through researches,

data collection, and presentations of researches about level of knowledge among citizens regarding functioning of judicial system, and this survey was done in all villages of Strpce/Sterpce municipality; raising awareness of the public through brochure distribution, radio and TV promotional advertisements about the mechanism of basic courts as first level instances for realization of their civil rights, and through education of representatives of local NGOs related to human and civil rights.

**12) PREHJA, from Skenderaj.** Project **“What's foreign, cannot become yours”** focused on establishing better understanding among men and women on gender equality in every aspect of life, especially on property inheritance, awareness of men on equal rights, awareness of women to seek and realize guaranteed rights, and access to justice, in Skenderaj.

This campaign aimed at establishing better understanding among men and women on gender equality in every aspect of life, especially on property inheritance, awareness of men on equal rights, awareness of women to seek and realize guaranteed rights, and access to justice.



Through this project, the organization continued the monitoring of the performance of Mitrovica Basic Court, Branch in Skenderaj, on cases related to inheritance; prepared the analysis on inheritance cases; organized roundtables; organized workshops with women to develop advocacy skills on issues related to justice system; distributed the information leaflets on equal rights on inheritance; organized meetings between civil society and court representatives, for the purpose of better information on the rights of the citizens; organized a cycle of public debates to discuss recommendations drawn



from round tables and workshops, and provision of free of charge legal aid to citizens in cooperation with the free of charge Legal Aid Office in Skenderaj. "Prehja", during the project, cooperated with local media, to inform the public about the activities of the campaign for the rights of citizens in the justice system, on existing mechanisms for filing complaints against the justice system stakeholders, and created a Facebook page, which held updated information about this campaign.

As a final activity, on June 30, Prehja organized a round-table with the theme "The Role of Civil Society in empowering women to access the property." Participants mainly included members of civil society organizations but also citizens and activists. The main discussion was finding modalities that would encourage women to assert their right to property which is regulated by the existing legal framework in Kosovo.



**13) Center for Development of Local Communities (CRLS ), from North Mitrovica.**

Project “**Citizens' rights and the judicial system in Kosovo**” focused on increasing citizens’ awareness and participation in the justice system and local court in Mitrovica North. The project aimed to help citizens to be informed about the work and the functioning of the courts, and the possibility that they realize their rights.

The overall goal of the project was to increase citizen awareness and participation in the justice system and local court in Mitrovica North. The project helped citizens to be informed about the work and the functioning of the courts, and the possibility that they realize their rights.



CDLC organized trainings for local media, local CSOs and representatives of local governance about function of local courts and legal system in Kosovo as well as produced and distributed leaflets about local court, responsibilities, services and citizens’ rights for wider public on North, Radio shows and monthly based round tables for presentation of main findings and monitoring of courts report.

Campaign which was launched in coordination with ACDC resulted by increasing the general knowledge of the legal system in Kosovo. Trainings that were organized were well attended; also radio shows that were organized informed the public about accurate insights about the project. With printing of brochures about the legal system in Kosovo and distributing them to a wider audience, CRLS managed to raise the level of knowledge about legal system and functioning of basic courts.



Trainings that CRLS organized were well attended, also radio shows that were organized give the public an accurate insight into the project. With printing of brochures about the legal system in Kosovo and distributing them to a wider audience, it was managed to raise the level of knowledge about legal system and functioning of local court. The final roundtable organized brought together representatives of local non-governmental organizations and local authorities from the north of Kosovo.



**14) Kosovo Advocacy and Development Center (KADC), from Pristina,** Project “**Civic Activism for a Transparent Justice System**” focused on contributing in improving the perception of the population in the justice system in Kosovo about consumer rights, in Kosovo wide.

The overall goal of the project was to contribute in improving the perception of the population in the justice system in Kosovo about consumer rights.

KADC conducted a research with the Ministry of Trade and Industry about cases when citizens brought matters to consumer protection department and about the proceedings of the courts in such matters; organized a roundtable with civil society, judges, consumer protection department MTI, inspectorate authorities and media.



KADC has launched awareness raising campaign aiming to inform public about their rights as consumers and about the way they can complain when their rights are violated.

The campaign started with organizing a round table to serve as a tool for multi sectorial communication between stakeholders involved in consumer right protection aiming to depict a clear picture of the process beginning from consumer rights violation until the final court decision. The round table was covered by wide range of media followed by a press conference of KADC and MTI.



Campaign continued with documentary on consumer rights that described clearly the way a consumer can complain, and also illustrated in broader way the consumer rights based on ten EU basic principles for consumer rights protection and on the legal provisions deriving from the law on consumer rights. Documentary presented equally consumer rights from the perspective of consumer, MTI, civil society and ombudsperson as a last resource to be utilized when consumer right is not accomplished. Documentary is broadcasted free of charge on the World Consumer Day on RTK 1 and RTK 3.

As a part of campaign a TV spot is produced, which focuses on the rights of consumers when buying goods, the right to be informed of the quality and functioning of the goods they buy and the right to return back the goods and to complain when their consumer right is not satisfied. The TV Spot w broadcasted in RTK 1 at least one month. The TV spot is broadcasted on RTK 1 through mediation of MTI based on their right to broadcast free of charge on public broadcaster. (TV spot link: [www.youtube.com/watch?v=zjVmjaA6lps](http://www.youtube.com/watch?v=zjVmjaA6lps))

KADC produced and distributed leaflets "Consumer rights in Kosovo", describing the consumer rights, sellers and service providers obligations to satisfy consumers' needs, the conditions that should be met when selling goods and providing services to the consumer, price tags in goods, services and commercials, and where consumer can address complaints



and obligations of consumer department towards consumers. The leaflet is distributed in parallel with the broadcasting of TV spot). All activities of the campaign are published on FB page of consumer department in MTI and KADC FB page and web page.

**15) Syri i Vizionit, from Peja.** Project "**Protect your property**" focused on raising citizens' awareness on the importance of resolving property issues, both in terms of transfer of heritage to its respective heirs, as well as relations with the change of owners, accompanied by appropriate documentation, focusing mainly in rural areas of Peja region where lack of awareness and such practices is evident.

During the project implementation, Syri i Vizionit organized meetings with all stakeholders such as courts, police, chamber of advocates, experts on the issue of civil cases, municipal offices for the issue of certificates - registrar, meetings with community in the territorial community, in four municipalities, in order to gather information and discussed the problems faced by citizens in changing the owner and heritage.



They also organized four roundtables, radio debates, and prepared two types of leaflets, for information on legal procedures to change the property owner and the legal procedures of resolving heritage issue. Representatives of institutions, courts, prosecution, cadastre municipalities in the departments and registrars of these municipalities, notaries, lawyers and



other professional workers in this sector, have welcomed the contribution that this project delivers with regard to citizens' awareness for property identified as one of the major problems, and have provided full availability to citizens in every meeting organized under the project.



Syri i Vizionit has achieved to inform wide number of citizens in Peja region ,from all nationalities and representatives of relevant institutions that deal with the issue of property and legal procedures on how to register property, facilities and documentation required. Through debates, citizens have received adequate information from representatives of relevant institutions that deal with the issue of property and legal procedures to solve the problems



of inheritance, transfer of ownership and dispute settlement inherited property. As well they achieved to raise debate about the problems arising from omissions that makes one and the other party to the proceedings heritage setting, and discussion about the possibilities of better coordination between them in order to facilitation procedures, especially for preventing illegal opportunities.

## **Annex 3 – Selected success stories**

Increasing Citizens' Awareness and Participation in the Justice System  
Project

Implemented by the Advocacy Training and Resource Centre (ATRC),  
supported by USAID/Kosovo under  
Grant Agreement AID-167-G-13-00001

## SUCCESS STORIES

### Iniciativa per Progres – INPO

#### Law Students engaged in Court Monitoring

Justice system in Kosovo underwent a major reform during the past 3 years and in particular during 2013. Judges and prosecutors were vetted and reappointed; the Courts and Prosecutorial Offices were reorganized; a new criminal code and criminal procedure code were introduced; notaries, mediators and private bailiffs have started work. This reform of justice hasn't been accompanied with awareness and information of the public about the reorganization of the courts and prosecutors, as well as the roles of the new actors involved.



An informed and fully involved public regarding the justice reforms is an essential element of a democratic society based on the rule of law. In addition, it is imperative to build confidence of the population towards Kosovo's justice system – "People should believe that the system is independent, not tainted with corruption and oriented towards public service" - says Arber from a local NGO "INPO".

"We have been working through Court Monitoring, TV Debates and Public meetings to bring the citizens closer to the courts, in order for them to understand and have an increased awareness about the reforms and changes."

With the purpose to bring more citizens closer to the courts, in order to make them aware and informed about the justice system, INPO has invited and recruited more than twenty law students that live in Ferizaj, Kaçanik and Strpce, to join us in Monitoring process. In everyday basis monitoring of the Basic Court in Ferizaj, and its branches in Kaçanik and Strpce, these students along with our monitoring officers have monitored around fifty (50) court proceedings, those dealing with criminal and civil cases. These students were recommended to keep notes about the proceedings, to understand better the complexity of the proceedings, but moreover to identify whether these proceedings have been in accordance with the laws in Kosovo.

Through this activity, INPO has identified that these students have deficits of knowledge on the practice of court proceedings; therefore organized a workshop on January, for the students engaged in courts monitoring. During this workshop, students dealt with many issues about the court laws, but most importantly they had the chance to simulate an improvised case at the court by themselves. Students were engaged in discussion of many topics related to justice system, and the problems that the justice system faces in the status quo. They found this workshop really helpful to understand "hands down" the practical part of the system, which they lack during the academic education. "I am very excited and happy to be a part of this workshop! It

taught me a lot from practical side, and I am grateful for the support from civil society” - says Law student Genc Kadriu a participant from the workshop.

### **Association of Independent Intellectuals" (SHIP)**

The court in Deçan is becoming more transparent

During our monitoring at the Basic Court in Peja, Deçan branch, which is a part of the project "Monitoring the Court of Deçan" implemented by "Association of Independent Intellectuals" (SHIP), funded by USAID through the ATRC, resulted in many achievements that contribute directly to our project objectives. The project aims to increase work efficiency in the Court of Deçan in handling court cases that deal with forests of Deçan and increase the level of transparency between the courts and civil society.



The project has created a good climate of cooperation between institutions of the judiciary, prosecutor's office, Kosovo Police, Probation Service and our organization.

We have had an easy access to all these institutions, they offered help for any kind of information we were interested, statistics or documents allowed by the law for the public. We should mention that representatives of these institutions were always present at our meetings, debates, or roundtables. Thus, the presence of Mr. Ardian Hajdaraj the prosecutor in Peja and Mr. Sulltan Dobraj a judge in Deçan, at a radio debate organized in Radio 'Top Illyria' is one of the indicators for a successful cooperation and transparency of these institutions, towards the media and civil society.

Presentation of hearings through the monitors placed at the entrance of the Court that stays on all the time (except for the break time between 12-13hrs), is another successful indicator for transparency, which did not happen in the past.

Also, the enormous support and investment by USAID and its partners in creating better working conditions, helped the court premises to get renovated.

Quite often we were asked to bring more citizens to the court to be present during sessions that addressed criminal cases (not just regarding the forests).

As a result we have a statement for the media from the Italian-Swiss businessmen, Giuseppe Marino, who initially had major doubts about transparency and fairness in Kosovo justice. After the hearing, Marino stated that the Court of Deçan made him trust in justice and his opinion changed.

Similar opinions were expressed by the legal representative from Belgrade, Mr. Vladimir Mojsilovic, who gained trust in Kosovo justice authorities, after meeting with the judge Mr. Sulltan Dobraj, appreciating his professionalism and work ethics.

Probation Service in Peja, started to implement alternative sentences (community service work) for the first time in Deçan municipality. This service requires ongoing

cooperation in monitoring their decisions, by companies which have agreements with the Probation Service.

As a conclusion we can say that the institutional cooperation and transparency is increasing, and this came as an impact from professional work of monitoring, and the 15 years of experience of Association, especially in monitoring projects.

### **Center for development of local communities (CRLS)**

#### Young lawyers transmit the message to community

From the beginning of project activities we started to work primarily on the campaign, which was aiming to young law students, local civic activists, the media and others. The main goal of campaign was to present most important facts about legal system in Kosovo, which were unknown for most of the students and stakeholders. Our prior target groups were young students, in order to learn how to protect their rights in front of institutions and where they can do it, and we encountered a lot of interest of community. On trainings they were very dedicated participants, we explained the method of operation of the legal system in Kosovo and how the system of local courts functions.

One time per month we had a broadcast on local radio station, which is the most popular in north of Kosovo where we represented our project, the current one, upcoming activities, inviting the wider community to participate in the process itself. On round tables which we organized also once a month with colleagues from ACDC's we talked about the most important topics related to the legal system, we have also organized round table on their six-month report on the work of the court in Mitrovica, relocated to Vushtrri.

This roundtable is one of the best activities we had, with a lot of participants and comments from the whole community. "Our goal was primarily to have a group of young people who will pass trainings and other activities and share their knowledge with the wider community. Now already at the end of the fifth month of the project, we have a group of young lawyers and other activists who want to continue this process."-says Aleksandar Zdravkovic, the representative of NGO "CRLS" from North Mitrovica.

This group is interested to continue the civil sector monitors, the work of the court and the rights of citizens in front of the legal system on Kosovo. Now we have a group of people who are much better informed about the legal system and have a much greater knowledge and practice than at the beginning of the project.

By the end of the project, we will continue to work with a group of our participants. They showed reliable level of understanding of content regarding functioning of local court, problems in functioning and wider social context.

Surely, after signing a new agreement in Brussels, relating to the termination of the parallel system in Kosovo and the integration of Serbian judges and prosecutors there is a need for the continuation of the project to young people, especially law students, who do not have enough practice and were active participants during the process.

## **Prehja, Skenderaj**

### Women learn about their rights

Awareness campaign dedicated for women's rights to inheritance "What is foreign, doesn't belong to you "had a large number of participants and had a positive impact, especially for the women coming from rural areas.

A large percentage of women didn't have any information for the existence of legal mechanisms that regulate the issue of the inheritance. Valbona Spahiu is one of them, a housewife, who comes from the village Syriganë in Skënderaj municipality.

Mrs. Spahiu attended two roundtables during our campaign, to get familiar on Law on Inheritance, judicial procedures, and joint registration of property.



*Among other things, Spahiu said: "I am participating in several activities organized by "Prehja" such as, public awareness about women's property rights. I am happy that our society has started to become more aware -although slowly- about an issue that, until recently has been a taboo. From the meetings that have been present, I received important and necessary information about the law that guarantees the rights on inheritance."*

*"I also met other women from villages of Skënderaj and I noticed a willingness and courage to seek realization of their rights. After meetings, I have talked with my husband, and he showed his readiness and understanding to discuss topics such as inheritance. We both agreed to start the procedures of having a joint property. We believe this is beneficial not only for my family, but also for the whole society in general. In order to become independent, we as women need to realize our rights guaranteed by the law!" – says Valbona Spahiu.*



## Syri i Vizionit, Peja

### Protect Your Property

The campaign "Protect Your Property", implemented by NGO "Syri i Vizionit" with the financial support from USAID/ATRC, has reached its expectations in different locations where the project is being implemented. "Syri i Vizionit" brings citizens together to discuss about justice and property disputes. They have understood the purpose of the activity and after its implementation they went to relevant institutions to complete paperwork and transfer their inheritance, or even end their property disputes.



As a result of the campaign we had Mr. Jahë Mulliqi from municipality of Peja telling us his own story of a dispute at the court. Mr. Mulliqi is the village representative of Raushiq and after our meetings organized with the heads of local communities, he was informed about our project, and the procedures to be followed for carrying the legacy and completion of documents for resolving property disputes. His case was not a simple one; he bought real estate in good faith and did not carry legacy of the property in his name to avoid payment.

The previous owner, whom Mr. Mulliqi bought the property from, sold the same parcel to another buyer, who had bought the property respecting the legal proceedings and became the legal owner of this property. While Mr. Mulliqi tried to explain to the buyer that the property belongs to him, the legal owner sued him for trespassing his private property. In the absence of documents and witnesses, Mulliqi failed to prove his ownership of the parcel.

After the meeting that "Syri i Vizionit" organized within the campaign "Protect Your Property " Jahë Mulliqi explained his case to the panel and claimed that he was the only owner and had a right to the property. The panel composed of a judge, a lawyer and notary (also the officials from the municipality) each explained his part, telling him that legally he cannot prove anything, because buying property without a contract from the former owner was wrong. Soon enough Mulliqi understood that trespassing into the legal owners' property, could bring him into conflict with the law, so he realized that it was his mistake to purchase a property in cash, without a contract, avoiding all legal procedures. Later on, Mulliqi went to the court and in front of the public promised that it would not impede the legitimate purchaser to use the parcel and will give up hearings regarding this issue.

Given the significance of regulating documents and avoid the possibility of any conflict between the parties, Mr. Mulliqi sends a message to anyone that purchases real estate to not make the same mistake as he did. He also strongly recommends that any purchase should be made through bank accounts.

Such cases are not uncommon, and the courts have a significant number of cases that go under review procedures for lots of years.

The project "Protect Your Property" holds public meetings with the heads of local communities in the city of Peja, including separate meetings with the Serbian communities in Gorazhdec, Istog, Klinë and Deçan. People were being informed on how to handle documentation about real estate and heritage transfer, they were also given the opportunity to submit their specific issues and get instructions about steps to be followed until the end of the matter.

After each activity people were becoming more aware of methods on how to carry out the appropriate legal actions regarding the transfer of heritage properties and, thus avoiding opportunities that lead to disputes, conflicts and often cover black chronicle pages in the daily press.

In the course of the project a message was given to not proceed with legal self-regulation, buying/selling in good faith, to ban this practice and to do everything through legal procedures that guarantee protection of property by the law.

### **Kosovo Advocacy and Development Centre (KADC), Prishtina**

#### The path towards the realization of consumer's rights

It is believed that the weakest point while protecting the consumer rights is the large number of uninformed consumers, while those who are informed choose to not trust the system.

From, June 2013 until December 2014 at the consumer protection department, there were a total of 185 complaints from which 66 were resolved in favor of the customer. Based on the findings given from the court administrator from June 2013 until December 2014 the administrative department of Prishtina Municipal Court accepted: 43 cases against KEK/KEDS; 5 cases against the Regional Water Supply-Prishtina; 6 cases against PTK; 5 cases were charges against hospitals.

The round table "The path towards the realization of consumer's rights" in corporation with the Ministry of Trade and Industry (MTI) was able to prove and send a positive message to the citizens that system is working, protects the consumer rights and it can be trusted.

The documentary "The Customer in Kosovo" launched on March, illustrated the rights of consumers and the best way citizens can protect their lawfully guaranteed rights.

After the launch of the campaign, a citizen has called and thanked the KADC for informing the public about their consumer rights. Namely, he was not able to get his air condition device serviced even though it was still covered by warranty. The retail seller was not responsive and didn't want to hear at all about the consumer complaints. After watching the TV documentary, the consumer has called the department for consumer protection on the toll free line 0800 1000 and explained his case. The

inspectorate authorities acted immediately and addressed the complaint to the air conditioner retail seller. Right after the inspectorate authorities visit, the company has sent the service team to the consumer's house and finally repaired the air conditioner.

Another case was with the citizens who complained for a store in which some products had no price tags. The consumer has asked the shop assistant why there are no price tags on some products since it's required by law that all products have price tags. After shop assistant refused to put price tags, the consumer called the toll free number 0800 11000 and submitted her complaint. The inspectors visited the store and found the same situation. The owner was fined with 300 euros and was directed to put price tags in all products. The consumer was notified about the outcome of her complaint from inspectorate authorities.

### **Active Women of Gjakova (AWGJ), from Gjakova**

#### Monitoring court hearing speeds up cases neglected by the Court in Gjakova

Since 1997 the child E.B. was born in the hospital in Gjakova. The baby was registered in the name of his uncle, because of the health booklet possession he had at Yugoslavian time. Namely, families with such booklets had certain benefits on free medical services. Later in 2014, the biological parents of E.B. initiated the case "A lawsuit for verification of paternity" C. 159 / 14 an applying for registration of their own biological child under their name. The case was prolonged for quite some time until April 21, 2015, but due to the monitoring of the hearings of the organization "Active Women in Gjakova" to speed up procedures, in order for the child (who is 19 years old now) to be registered as a biological child of biological parents.

The Court identified the litigants through identity documents, evidence and birth extracts, declaration of household, the marriage certificate, the social assistance card issued by the Center for Social Work.

In this context, also the presentation of health booklet (a booklet that proves that the first defendant and his close family has enjoyed the benefits of health services, because of the military disabled background in former Yugoslav army), which booklet plaintiff V.F. has used on the birth of the child E.B. out of wedlock. Finally, the parties present signed the closed case that was finished successfully.

### **Syri i Vizionit, Peja**

#### The awareness campaign "Protect Your Property" has a positive impact on citizens

The project "Protect Your Property" funded by USAID / ATRC and implemented by NGO "Syri i Vizionit", from November 2014 aimed to raise awareness of citizens on transferring inheritance and property dispute resolution through different activities.

In the course of activities around several cities, after meetings we had with citizens, they headed to the Institutions responsible for property issues, including the small

community inhabited by Serb population in village Gorazhdec. After meeting with the Serbian community in Gorazhdec, where problems that they face today were presented, we gave instructions regarding the follow up legal steps to be taken.

After the meeting with citizens the first office to approach to, was free legal aid office. This is not a new recent service offered to citizens, but was unknown until the implementation of the project "Protect Your Property" started. After the meeting held on 06.03.2015, some citizens went to the offices of the service to seek for a solution of their issues dealing with property rights.

The citizens were advised what to do and how they can benefit from these services, as none of them were part of social categories.

The legal aid official, Mrs. Fane Bërdyna stated that the project "Protect Your Property" has had a positive impact on raising awareness of citizens in transferring inheritance and in solving property issues. The difference is huge comparing to last year. In 2014, property issues were offered assistance including 25 cases and 4 inheritance transfer cases that have met the requirements to be served by the legal aid office. While in 2015, there were 43 civil cases with an emphasis on property issues and 8 cases of inheritance transfer. A simple calculation shows that the requirements already doubled in the first six months of 2015 compared to that of 2014.

**Annex 4 – Monitoring and evaluation plan (performance data table)  
Increasing Citizens' Awareness and Participation in the Justice System Project**

Implemented by the Advocacy Training and Resource Centre (ATRC), supported by USAID/Kosovo under the Grant Agreement AID-167-G-13-00001

Results	Indicators	Baseline	Indicator definition and unit of measurement	Method/ Approach of Data Collection and Calculation	Frequency of data collection	Responsible	Monitoring based on indicators						Final- Comments		
							Target- October 2013	Year I- Actual	Target- October 2014	Year II- Actual	Target- November 2015	Year III-Actual		Target- Final	Final- Actual
<b>Ob 1: Increase Kosovo citizens' access to the court system by exposing local organizations to the court system in general and to the challenges and opportunities for improved functioning of the courts and delivery of justice in the courts at the local level;</b>															
	1.1. Number of local organizations conducting monitoring initiatives;	0	Total # of grantees conducting court monitoring activities. Disaggregated by ethnicity, municipality and issue for court monitoring.	Applications, USAID approval for awarding local organizations	Annual, after each round of grant, ATRC reporting	ATRC Grant Manager	Targeting around 15 local organizations conducting court monitoring initiatives;	<ul style="list-style-type: none"> <li>• 13 local organization conducted court monitoring activities.</li> <li>• 10 of local organizations were from Albanian nationality, and three were from non-majority community: 1 Bosnian, 2 Serbian.</li> <li>• Local organizations that conducted court monitoring activities are from municipalities: Gjakova, Peja, Gracanica/ Caglavica, Fushe Kosova, Lipjan, Viti, Prizren, Ferizaj, Skenderaj, Kamenica and Prishtina.</li> </ul>	Targeting around 10 local organizations conducting court monitoring initiatives;	<ul style="list-style-type: none"> <li>• 9 local organization conducted court monitoring activities.</li> <li>• 7 of local organizations were from Albanian nationality, and two were from non-majority community: 2 Serbian.</li> <li>• Local organizations that conducted court monitoring activities are from municipalities: Kamenica, Decan, Pristina, Lipjan, Gjiilan, North Mitrovica, Skenderaj, Strpce, and Viti</li> </ul>	Targeting around 10 local organizations conducting court monitoring initiatives;	<ul style="list-style-type: none"> <li>• 10 local organization conducted court monitoring activities.</li> <li>• 7 of local organizations are from Albanian nationality, and three are from non-majority community: 3 Serbian.</li> <li>• Local organizations that conducted court monitoring activities are from municipalities: Decan, Pristina, Lipjan, Gjiilan, North Mitrovica, Skenderaj, Strpce, Gjakova and Viti.</li> </ul>	Targeting around 32 local organizations conducting court monitoring initiatives;	<ul style="list-style-type: none"> <li>• 32 grants</li> <li>• 22 local organizations</li> <li>• 24 to Albanian nationality, and 8 from non-majority community: 1 Bosnian, 7 Serbian.</li> <li>• 21 Municipalities covered: Skenderaj, Kamenica, Viti, Lipjan, Fushe Kosove, Podujeva, Gracanica, Strpce, Pristina, Prizren, Gjakova, Peja, Ferizaj, Mitrovica, Rahovec, Klina, Gjiilan, North Mitrovica, Vushtri, Decan, Dragash,</li> </ul>	
1.1. Increased number of CSOs engaged in court monitoring;	1.1.2. Number of individuals involved in projects implemented activities;	0	Total # of people including repeated attendance involved in court monitoring activities. Disaggregated by ethnicity, and gender.	Grantee reporting, Attendance's lists Monitoring data collection sheets	Event based, quarterly reports, annual reports	ATRC Grant Manager	Targeting around 1200 citizens involved in court monitoring initiatives	4146 number of people involved in court monitoring activities. Female 1628, Male 2518, Albanian 3158, Serb 438, Other 550.	Targeting around 1200 citizens involved in court monitoring initiatives	4378 number of people involved in court monitoring activities. Female 1805, Male 2573, Albanian 3402, Serb 470, Other 506.	Targeting around 1200 citizens involved in court monitoring initiatives	4783 number of people involved in court monitoring activities. Female 1534 Male 3240 Alb 3569 Serb 645 Other 569	Targeting around 3600 citizens involved in court monitoring initiatives	13306 number of people involved in court monitoring activities. Female 4975 Male 8331 Alb 10129 Serb 1552 Other 1625	
1.2. Recommend improvements or advocate change based on information gathered through court monitoring activities;	1.2. Findings and recommendations of monitoring activities relevant to justice Institutions	0	# of reports on court monitoring 30 % of recommendations followed by local organizations are taken in consideration by justice institutions	Grantee reporting, recommendations based on findings, Recommendations taken in account by justice institutions	Event based, grantee court monitoring reports	ATRC Grant Manager	Targeting 10 % of recommendations that are followed by local organizations to justice institutions are taken in consideration	<ul style="list-style-type: none"> <li>• 12 reports on court monitoring</li> <li>• All reports forwarded to Justice Institutions</li> </ul>	Targeting 10 % of recommendations that are followed by local organizations to justice institutions are taken in consideration	23 of reports on court monitoring 10 % of recommendations followed by grantees are taken in consideration by justice institutions	Targeting 10 % of recommendations that are followed by local organizations to justice institutions are taken in consideration	51 or 37 % of recommendations are taken in account by courts and from other justice institutions.	Targeting 30 % of recommendations that are followed by local organizations to justice institutions are taken in consideration	32 court monitoring reports 31% of recommendations taken in consideration	monitoring reports. These reports contain the observation of the grantees work on monitoring the courts in their communities, presentation of findings and recommendations regarding the issues they addressed. 32 reports are prepared on findings and recommendations from court monitoring. During the project implementation grantees have provided 251 recommendations. Up to date there are 91 or 31% of recommendations taken in account by respective courts where USAID/ATRC grantees conducted their monitoring activities and from other justice institutions. Court monitoring reports recommend improvements to respectful courts or advocated change based on information gathered through court monitoring activities. Monitoring court reports were presented to the wider public, through roundtables, public debates and press conferences. Most of the report presentations were followed and covered by local and national media. Also each court report by grantees was
1.3. Gender sensitive issues addressed on court monitoring activities and public awareness initiatives;	1.3. Number of gender issues addressed during court monitoring activities and public awareness initiatives	0	# Number of gender issues addressed during court monitoring activities and public awareness initiatives.	Project proposals, Grantee reporting	Event based, grantee reporting, quarterly reports, annual reports	ATRC Grant Manager	Targeting around 3 awarded projects that address gender issues during the project implementation.	6 of gender issues addressed during court monitoring activities and public awareness initiatives.	Targeting around 3 awarded projects that address gender issues during the project implementation.	3 of gender issues are addressed during court monitoring activities and public awareness initiatives	Targeting around 3 awarded projects that address gender issues during the project implementation.	4 of gender issues are addressed	Targeting around 9 awarded projects that address gender issues during the project implementation.	14 gender issues	Gender sensitive issues are addressed during the court monitoring activities and public awareness initiatives. During the project implementation there are 14 grantees that addressed gender-sensitive issues as part of their respective projects on court monitoring activities and public awareness initiatives..



**Annex 4 – Monitoring and evaluation plan (performance data table)  
Increasing Citizens' Awareness and Participation in the Justice System Project**

Implemented by the Advocacy Training and Resource Centre (ATRC), supported by USAID/Kosovo under the Grant Agreement AID-167-G-13-00001

Results	Indicators	Baseline	Indicator definition and unit of measurement	Method/ Approach of Data Collection and Calculation	Frequency of data collection	Responsible	Monitoring based on indicators						Final- Actual	Final- Comments	
							Target- October 2013	Year I- Actual	Target- October 2014	Year II- Actual	Target- November 2015	Year III-Actual			Target- Final
1.4. Non-majority issues addressed on court monitoring activities and public awareness initiatives;	1.4. Number of non-majority addressed during court monitoring activities and public awareness initiatives	0	# Number of non majority issues addressed during court monitoring activities and public awareness initiatives.	Project proposals, Grantee reporting	Event based, grantee reporting	ATRC Grant Manager	Targeting around 2 awarded projects that address non-majority issues during the project implementation	3 of non majority issues addressed during court monitoring activities.	Targeting around 2 awarded projects that address non-majority issues during the project implementation	four of non majority issues addressed during court monitoring activities and public awareness initiatives.	Targeting around 2 awarded projects that address non-majority issues during the project implementation	3 of non majority issues addressed	Targeting around 2 awarded projects that address non-majority issues during the project implementation	9 non majority issues	Non-majority issues are addressed during the court monitoring activities and public awareness initiatives. During the project implementation there are 9 grantees that addressed non-majority issues as part of their respective projects on court monitoring activities and public awareness activities.
1.5. Capacities of grantees on overall project implementation are strengthened;	1.5. Number of organizations assisted by ATRC to improve their internal policies on organizational and financial matters.	0	# Number of local organizations come up with organizational policies in place.	Number of policy documents developed by grantees	Event based, quarterly reports, annual reports	ATRC Grant Manager	Targeting around 3 of local organizations come up with organizational policies in place.	7 local organizations came up with organizational policies in place.	Targeting around 3 of local organizations come up with organizational policies in place	Three grantees have organizational policies in place.	Targeting around 3 of local organizations come up with organizational policies in place	2 organizational policies in place.	Targeting around 9 of local organizations come up with organizational policies in place	16 organizational policies by 11 local organizations	Capacities of grantees on overall project implementation are strengthened. ATRC provided to all grantees ongoing technical assistance increasing civil society organizations' competencies in administering their operations and implementing their projects. Based on needs identified during the capacity assessments conducted, grantees received trainings on different topics such as: "Organizational Policies", "Public and Media Relations", and "Preparation of Court Monitoring Report". Most of the grantees have their organizational policies in place.as a result 16 organizational policies are revised or developed during the project implementation.
1.6. Increased information sharing between CSOs and justice institutions	1.6. Number of events with CSOs and justice institutions	0	# of meetings and workshops organized by ATRC for grantees Disaggregated by ethnicity, and gender.	Number of events organized by ATRC, Attendance's lists	Event based, quarterly reports, annual reports	ATRC Grant Manager	Targeting 6 of meetings and workshops organized by ATRC between grantees and justice institutions and other meetings	17 of meetings and workshops organized by ATRC for local organizations, 4 of them are organized between grantees and justice institutions. Totally 382 participants, Female 176, Male 206, Albanian 272, Serb 67, 43.	Targeting 6 of meetings and workshops organized by ATRC between grantees and justice institutions	15 of meetings and workshops organized by ATRC for local organizations, 5 of them are organized between grantees and justice institutions. Totally 298 participants, Female 102, Male 196, Albanian 272, and Serb 54.	Targeting 6 of meetings and workshops organized by ATRC between grantees and justice institutions	12 of meetings organized by ATRC for local organizations, 5 of them are organized between grantees and justice institutions. Totally 321 participants Female 146 Male 175 Alb 255 Serb 42 Other 24	Targeting 18 of meetings and workshops organized by ATRC between grantees and justice institutions	34 of meetings organized by ATRC for local organizations, 14 of them are organized between grantees and justice institutions. Totally 1001 participants Female 424 Male 577 Alb 799 Serb 163 Other 67	
<b>Ob 2: Strengthen public awareness, as well as increase public confidence, on the justice system in order for citizens to participate effectively in debates and proactively support efforts by justice system sector institutions and civil society to enhance transparency, combat corruption, and ensure equal access to justice through fair, transparent and effective administration of justice in Kosovo.</b>															
2.1. Increased number of CSOs engaged in public awareness and outreach activities on combating corruption, and increasing transparency and fairness among justice sector institutions in Kosovo;	2.1. Number of campaigns supported to foster public awareness, court monitoring, and respect for the rule of law;	0	Total # of local organizations conducting public awareness and outreach activities on combating corruption, and increasing Disaggregated by ethnicity, municipality and issue. Targeting around 5 local organizations. Total # of people including repeated attendance involved in public awareness, and outreach activities. Disaggregated by ethnicity, and gender.	Applications, USAID approval for awarding local organizations	Annual, after each round of grant, ATRC reporting	ATRC Grant Manager	N/A	N/A	Targeting around 5 local organizations conducting public awareness and outreach activities	Three grantees conduct public awareness and outreach activities on combating corruption, and outreach activities. There are two Albanian and one Serbian; one from Prizren, one from Gracanica and one from Prishtina.	Targeting around 5 local organizations conducting public awareness and outreach activities	5 grantees conduct public awareness and outreach activities. There are three Albanian and two Serbian; one from Strpce,one from Prishtina, one from North Mitrovica and one from Skenderaj	Targeting around 8 local organizations conducting public awareness and outreach activities	8 grantees conducted public awareness and outreach activities on combating corruption, and outreach activities. 5 Albanian and 3 Serbian; from 7 municipalities : Prizren, Gracanica, Peja, Strpce, Prishtina, North Mitrovica, Skenderaj,	
	2.1.2.Number of individuals involved in projects implemented activities;	0	Total # of people including repeated attendance involved in court public awareness activities. Disaggregated by ethnicity, and gender.	Grantee reporting, Attendance's lists Events data collection sheets	Event based, quarterly reports, annual reports	ATRC Grant Manager	N/A	N/A	Targeting around 1200 citizens conducting public awareness and outreach activities	• 4032 number of people involved in public awareness and outreach activities. Female 1723, Male 2309, Albanian 773, Serb 2917, Other 342	Targeting around 1200 citizens conducting public awareness and outreach activities	6147 number of people involved in public awareness and outreach activities. Female 2472, Male 3675, Albanian 2738, Serb 3018, Other 391	Targeting around 3600 citizens conducting public awareness and outreach activities	10179 number of people involved in public awareness and outreach activities. Female 4195, Male 5984, Albanian 3511, Serb 5935, Other 733	



**Annex 4 – Monitoring and evaluation plan (performance data table)  
Increasing Citizens' Awareness and Participation in the Justice System Project**

Implemented by the Advocacy Training and Resource Centre (ATRC), supported by USAID/Kosovo under the Grant Agreement AID-167-G-13-00001

Results	Indicators	Baseline	Indicator definition and unit of measurement	Method/ Approach of Data Collection and Calculation	Frequency of data collection	Responsible	Monitoring based on indicators						Final- Actual	Final- Comments	
							Target- October 2013	Year I- Actual	Target- October 2014	Year II- Actual	Target- November 2015	Year III-Actual			Target- Final
2.2. Increased public understanding on the justice system;	2.2. Number of campaigns and programs to enhance public understanding, NGO support and media coverage of judicial independence and accountability;	0	# of campaigns and programs to enhance public understanding # of media covers on grantees projects on conducting public awareness and outreach activities	Applications, Grantee reporting, media data collection sheets	Event based, quarterly reports, annual reports	ATRC Grant Manager	N/A	N/A	Targeting of 5 campaigns and programs to enhance public understanding Targeting of 30 media covers on grantees projects on conducting public awareness and outreach activities	3 of campaigns and programs are enhancing public understanding; 120 of media covers on grantees projects on conducting public awareness and outreach activities	Targeting of 5 campaigns and programs to enhance public understanding Targeting of 30 media covers on grantees projects on conducting public awareness and outreach activities	5 of campaigns and programs are enhancing public understanding; 217 of media covers on grantees projects on conducting public awareness and outreach activities	Targeting of 8 campaigns and programs to enhance public understanding Targeting of 90 media covers on grantees projects on conducting public awareness and outreach activities	8 of campaigns and programs are enhancing public understanding; 337 of media covers on grantees projects on conducting public awareness and outreach activities	
2.3. Increased media coverage regarding the justice system;	2.3. Number of media reports geared towards public awareness about justice system;	0	# of media covers regarding the justice system in general.	Media data collection sheets, ATRC collection by other projects	Event based, quarterly reports, annual reports	ATRC Grant Manager	N/A	N/A	Targeting around 50 of media covers regarding the justice system in general.	174 of media covers regarding the justice system in general.	Targeting around 50 of media covers regarding the justice system in general.	258 of media covers regarding the justice system in general.	Targeting around 120 of media covers regarding the justice system in general.	432 of media covers regarding the justice system in general.	
2.4. Gender sensitive issues addressed on court monitoring and public awareness initiatives;	2.4. Number of gender issues addressed during court monitoring activities and public awareness initiatives;	0	# Number of gender issues addressed during court monitoring and public awareness initiatives. Cumulated for indicator 1.3.	Project proposals, Grantee reporting	Event based, grantee reporting	ATRC Grant Manager	N/A	N/A	Targeting around 3 awarded projects that address gender issues during the project implementation.	3 of gender issues are addressed during court monitoring activities and public awareness initiatives	Targeting around 3 awarded projects that address gender issues during the project implementation.	4 of gender issues are addressed	Targeting around 9 awarded projects that address gender issues during the project implementation.	14 gender issues	Gender sensitive issues are addressed during the court monitoring activities and public awareness initiatives. During the project implementation there are 14 grantees that addressed gender-sensitive issues as part of their respective projects on court monitoring activities and public awareness initiatives..
2.5. Non-majority issues addressed on court monitoring activities and public awareness initiatives;	2.5. Number of non-majority addressed during public awareness initiatives;	0	# Number of non-majority issues addressed during court monitoring and public awareness initiatives. Cumulated for indicator 1.4.	Project proposals, Grantee reporting	Event based, grantee reporting	ATRC Grant Manager	N/A	N/A	Targeting around 2 awarded projects that address non-majority issues during the project implementation	four of non majority issues addressed during court monitoring activities and public awareness initiatives.	Targeting around 2 awarded projects that address non-majority issues during the project implementation	3 of non majority issues addressed	Targeting around 2 awarded projects that address non-majority issues during the project implementation	9 non majority issues	Non-majority issues are addressed during the court monitoring activities and public awareness initiatives. During the project implementation there are 9 grantees that addressed non-majority issues as part of their respective projects on court monitoring activities and public awareness activities.
2.6. Capacities of grantees on overall project implementation are strengthened;	2.6. Number of organizations assisted by ATRC to improve their internal policies on organizational and financial matters.	0	# Number of local organizations come up with organizational policies in place. Cumulated for indicator 1.5.	Number of policy documents developed by grantees	Individual meetings with grantees	ATRC Grant Manager	N/A	N/A	Targeting around 3 of local organizations come up with organizational policies in place	Three grantees have organizational policies in place.	Targeting around 3 of local organizations come up with organizational policies in place	2 organizational policies in place.	Targeting around 9 of local organizations come up with organizational policies in place	16 organizational policies by 11 local organizations	Capacities of grantees on overall project implementation are strengthened. ATRC provided to all grantees ongoing technical assistance increasing civil society organizations' competencies in administering their operations and implementing their projects. Based on needs identified during the capacity assessments conducted, grantees received trainings on different topics such as: "Organizational Policies", "Public and Media Relations", and "Preparation of Court Monitoring Report". Most of the grantees have their organizational policies in place as a result 16 organizational policies are revised or developed during the project implementation.
2.7. Increased information sharing between CSOs and justice institutions.	2.7. Number of events with CSOs and justice institutions	0	# of meetings and workshops organized by ATRC for grantees Disaggregated by ethnicity, and gender. Cumulated for indicator 1.6.	Number of events organized by ATRC, Attendance's lists	Event based	ATRC Grant Manager	N/A	N/A	Targeting 6 of meetings and workshops organized by ATRC between grantees and justice institutions	15 of meetings and workshops organized by ATRC for local organizations, 5 of them are organized between grantees and justice institutions. Totally 298 participants, Female 102, Male 196, Albanian 272, and Serb 54.	Targeting 6 of meetings and workshops organized by ATRC between grantees and justice institutions	12 of meetings organized by ATRC for local organizations, 5 of them are organized between grantees and justice institutions. Totally 321 participants Female 146 Male 175 Alb 255 Serb 42 Other 24	Targeting 18 of meetings and workshops organized by ATRC between grantees and justice institutions	Totally 1001 participants Female 424 Male 577 Alb 799 Serb 163 Other 67	

# Annex 5 – Financial Report

## Final Financial Report

*Contract Number: AID-167-G-13-00001*

*Contract Period*

*Modification: February 18, 2013 to November 17, 2015*

<b>BUDGET LINE ITEMS</b>	<b>BUDGET</b>	<b>BUDGET MODIFICATION</b>	<b>BUDGET TOTAL</b>	<b>AMOUNT DISBURSED FOR 19 FEBRUARY 2013 TO 18 April 2016</b>	<b>ACTUAL SPENT FOR 19 FEBRUARY 2013 TO 18 April 2016</b>	<b>TOTAL UNDISBURSED BALANCE FROM USAID</b>	<b>TOTAL BALANCE</b>
<b>I) PERSONNEL</b>	<b>\$22,759.00</b>	<b>\$98,175.00</b>	<b>\$120,934.00</b>	\$120,934.00	\$0.00	\$0.00	<b>\$0.00</b>
<b>II) Materials and Supplies</b>	<b>\$1,232.00</b>	<b>\$2,475.00</b>	<b>\$3,707.00</b>	\$3,697.47	\$9.53	\$9.53	<b>\$9.53</b>
<b>III) TRAVEL</b>	<b>\$1,320.00</b>	<b>\$2,684.00</b>	<b>\$4,004.00</b>	\$4,019.84	(\$15.84)	(\$15.84)	<b>(\$15.84)</b>
<b>IV) Communications</b>	<b>\$1,628.00</b>	<b>\$4,109.00</b>	<b>\$5,737.00</b>	\$5,462.23	\$274.77	\$274.77	<b>\$274.77</b>
<b>V) Other Direct Costs</b>	<b>\$5,621.00</b>	<b>\$11,506.00</b>	<b>\$17,127.00</b>	\$17,127.00	\$0.00	\$0.00	<b>\$0.00</b>
<b>VI) Program Cost</b>	<b>\$117,440.00</b>	<b>\$331,051.00</b>	<b>\$448,491.00</b>	\$448,759.46	(\$268.46)	(\$268.46)	<b>(\$268.46)</b>
<b>GRAND TOTAL</b>	<b>\$150,000.00</b>	<b>\$450,000.00</b>	<b>\$600,000.00</b>	<b>\$600,000.00</b>	<b>\$0.00</b>	<b>\$0.00</b>	<b>\$0.00</b>

### ATRC Amount Cost Share/ In-kind Contribution

<b>BUDGET LINE ITEMS</b>	<b>BUDGET</b>	<b>BUDGET MODIFICATIO N</b>	<b>BUDGET TOTAL</b>	<b>AMOUNT PLANNED FOR 19 FEBRUARY 2013 TO 17 November 2015</b>	<b>ACTUAL REPORTE D AMOUNT FOR 19 FEBRUAR Y 2013 TO 17 November 2015</b>	<b>TOTAL BALANCE</b>
<b>I) PERSONNEL</b>	<b>\$6,872.00</b>	<b>\$3,339.00</b>	<b>\$10,211.00</b>	<b>\$10,211.00</b>	<b>\$10,211.00</b>	<b>\$0.00</b>
<b>II) Materials and Supplies</b>	<b>\$2,000.00</b>	<b>\$4,500.00</b>	<b>\$6,500.00</b>	<b>\$6,500.00</b>	<b>\$6,500.00</b>	<b>\$0.00</b>
<b>III) TRAVEL</b>	<b>\$3,000.00</b>	<b>\$2,500.00</b>	<b>\$5,500.00</b>	<b>\$5,500.00</b>	<b>\$5,500.00</b>	<b>\$0.00</b>
<b>IV) Communications</b>	<b>\$0.00</b>	<b>\$0.00</b>	<b>\$0.00</b>	<b>\$0.00</b>	<b>\$0.00</b>	<b>\$0.00</b>
<b>V) Other Direct Costs</b>	<b>\$878.00</b>	<b>\$6,911.00</b>	<b>\$7,789.00</b>	<b>\$7,789.00</b>	<b>\$7,789.00</b>	<b>\$0.00</b>
<b>VI) Program Cost</b>	<b>\$17,250.00</b>	<b>\$42,750.00</b>	<b>\$60,000.00</b>	<b>\$60,000.00</b>	<b>\$60,000.00</b>	<b>\$0.00</b>
<b>GRAND TOTAL</b>	<b>\$30,000.00</b>	<b>\$60,000.00</b>	<b>\$90,000.00</b>	<b>\$90,000.00</b>	<b>\$90,000.00</b>	<b>\$0.00</b>