



**Republika e Kosovës**  
**Republika Kosova-Republic of Kosovo**

*Qeveria -Vlada-Government*  
*Zyra e Kryeministrit -Ured Premijera -Office of the Prime Minister*

Zyra për Komunikim Publik/ Ured za Javno Komuniciranje/ Public Communication Office

**COMPREHENSIVE REPORT**  
**OF PUBLIC INSTITUTIONS ON THE REALIZATION OF THE**  
**RIGHT TO ACCESS PUBLIC DOCUMENTS**

**Annual Report 2015**

**Prishtina, March 2016**

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**REPORT COMPILED BY:****THE OFFICE FOR PUBLIC COMMUNICATIONS OF THE OFFICE OF THE PRIME MINISTER**

**Albulena Sylaj-Zeqiri**, Senior Official for Public Communications and Management of Requests for Access to Public Documents

# 1 SUMMARY

The Office of Public Communications within the Office of the Prime Minister, pursuant to the Law No. 03/L-215 on Access to Public Documents, compiles the annual Comprehensive Report of the institutions of the Republic of Kosovo on the realization of the right to access public documents.

This is the fifth report to be published.

According to the Law on Access to Public Documents, institutions of the Republic of Kosovo are obliged to keep official records of applications requesting access to documents, which should be summarized in the report.

The Comprehensive Report for 2015 initially presents general data on the achievement of the right to access public documents at country level.

The report represents these data in details under the part of reporting for central institutions, Government, including subordinate agencies, municipalities, universities, publicly-owned enterprises and independent institutions established by the Assembly of Kosovo.

The Report contains analysis on the realization of the right of access to public documents, as well as main requested documents, applicants' profile, and main reasons for rejection, expressed by virtue of charts.

Furthermore, the initial part of the report presents the basic principles regulating this field, as well as international legal instruments, and legal acts regulating this field in Kosovo.

Finally, in order to help the applicants even more in realizing their right of access to public documents, the contact list of public institutions officers' responsible for accepting and proceeding the requests for access to public documents has been provided.

## 2 THE RIGHT TO ACCESS PUBLIC DOCUMENTS

### 2.1 Basic principles

In democratic system it is necessary for people to have access to a large number of information in order to participate in a real and effective manner on issues that affect them. International Non-Governmental Organization "Access Info" states that public bodies are and must be "at the service of the people".

International and legal standards have confirmed that information belong to the public. Council of Europe Convention on Access to Official Documents of 2009 regulates this issue as follows: "all official documents are in principle public and can be withheld subject only to the protection of other rights and legitimate interests". In line with this, the access to information is recognized as a fundamental human right by the European Court for Human Rights.

International Non-Governmental Organization with headquarters in London, "Article 19"<sup>1</sup>, listed these basic principles:

- **Maximum disclosure** - The principle of maximum disclosure establishes a presumption that all information held by public bodies should be subject to disclosure and that this presumption may be overcome only in very limited circumstances.
- **Obligation to publish** - Public institutions should be under an obligation to proactively publish key information
- **Promotion of open government** - It is necessary to inform public on their right for access to information, as well as to promote a culture to disclose information within the government
- **Limited scope of exceptions** - Exceptions should be clearly and narrowly drawn and subject to strict "harm" and "public interest" test.
- **Processes to facilitate access** - Requests for information should be processed rapidly and fairly. An independent supervision should be ensured by an independent institution of all refusals
- **Costs** - Institutions should not charge the applicant for documents with excessive costs.
- **Open meetings** - Freedom of information includes the public's right to know what the government is doing on its behalf and to participate in decision-making processes.
- **Disclosure takes precedence** - Law on Access to Public Documents should require that other legislation be interpreted, as far as possible, in a manner consistent with provisions of the Law on Access to Public Documents
- **Protection for whistleblowers** - Individuals that publish information on any wrongdoing of institutions where they work should be protected. These individuals should be protected from any sanction, whether legal or administrative, and not be threatened with the loss of job.

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<sup>1</sup> [http://avada.access-info.org/wp-content/uploads/Article\\_19\\_principles\\_on\\_the\\_public\\_right\\_to\\_know.pdf](http://avada.access-info.org/wp-content/uploads/Article_19_principles_on_the_public_right_to_know.pdf)

In Kosovo, the Law for Access to Public Documents is based in ten principles on the right to access information:<sup>2</sup>

1. Access to information is a right of everyone;
2. Access is the rule – secrecy is the exception;
3. The right applies to all public bodies;
4. Submitting a request should be simple, fast, and free;
5. Officials have a duty to assist requestors;
6. Rejection must be justified;
7. Public interest takes precedence over secrecy;
8. Everyone has the right to appeal an adverse decision;
9. Public bodies should proactively publish core information;
10. The right should be guaranteed by an independent body.

## 2.2 Regulation of the right of access to public documents

The right of access to public documents is protected by numerous conventions on human rights.

These international instruments are applied directly in the Republic of Kosovo and shall prevail in case of a contradiction with the provisions of laws and other acts of public institutions.

Find below main international instruments ensuring this right.<sup>3</sup>

### United Nations

Universal Declaration of Human Rights, General Assembly Resolution 217 a (III) of United Nations, 10 December 1948 is considered as the most important.

Article 19 of this Declaration states:

*Everyone has the right to freedom of opinion and expression; this right includes freedom to hold opinions without interference and to seek, receive and impart information and ideas through any media and regardless of frontiers.*

- Aarhus Convention (Convention on access to information, public participation in decision-making and access to justice in environmental matters) United Nations Economic Commission for Europe, 25 June 1998
- Convention against Corruption, General Assembly, Resolution 58/4 of 31 October 2003.
- General comment number 34, United Nations Human Rights Committee, 12 September, 2011, which constitutes an authoritative interpretation of the freedom of expression guaranteed by Article 19 of the International Convention on Civil and Political Rights, which is obligatory in more than 165 countries.

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<sup>2</sup> SUMMARY OF LEGISLATION ON THE RIGHT TO ACCESS PUBLIC DOCUMENTS, Prepared by: BESIM M. KAJTAZI

[http://www.kryeministri-ks.net/repository/docs/I\\_PERMBLEDHJE\\_LEGJISLACIONI\\_PER\\_TE\\_DREJTEN\\_E\\_QASJES\\_NE\\_DOKU.pdf](http://www.kryeministri-ks.net/repository/docs/I_PERMBLEDHJE_LEGJISLACIONI_PER_TE_DREJTEN_E_QASJES_NE_DOKU.pdf)

<sup>3</sup> <http://www.right2info.org/international-standards>

- International Covenant on Civil and Political Rights, General Assembly of United Nations Resolution no.2200 A (XXI), 16 December 1966 (Article 19) and First Optional Protocol

### **Council of Europe**

- Convention for the Protection of Human Rights and Fundamental Freedoms, Council of Europe, 4 November 1950 (Article 10)
- Convention on Access to Official Documents, 27 November 2008, and Explanatory Report.
- Declaration on the Freedom of Expression and Information, Committee of Ministers, 70<sup>th</sup> session, 29 April 1982.
- Recommendation CM/Rec(2008) 6 of the Committee of Ministers to member states on measures to promote the respect for freedom of expression and information with regard to Internet filters, 26 March 2008.
- Recommendation Rec (2002) 2 of the Committee of Ministers on access to official documents, 21 February 2002.
- Recommendation No. R (81) 19 of the Committee of Ministers on the Access to Information held by Public Authorities, 25 November 1981.

### **European Union**

- Charter of Fundamental Rights of the European Union OJ C 364, 18 D 2000 (Article 42).  
Guarantees the right of access to the documents held by institutions of the European Union for “any citizen of the Union, and any natural or legal person residing or having its registered office in a Member State”.
- Directive 2003/4/EC of the European Parliament and of the Council on public access to environmental information, OJ 2003 L 41/26, 28 January 2003.
- Regulation (EC) No 1049/2001 e of the European Parliament and of the Council regarding public access to European Parliament, Council and Commission documents, OJ 2001 L 145, 30 May 2001.
- Treaty on European Union and Declaration on the right of access to information, OJ C 191, 29 July 1992.
- Treaty of Lisbon, 2007/C 306/01, Lisbon, 13 December 2007 expands the summary of institutions in the Regulation of the European Commission, which should be applied by all EU institutions and to all applicants.
- Directive 2013/37/EU of the European Parliament and of the Council, of 26 June 2013, amending Directive 2003/98/EC on the re-use of public sector information.

## 2.3 Regulation of the right of access to public documents in Kosovo

The right of access to Kosovo's public institutions documents falls within the human rights and fundamental freedoms provided by the Constitution of the Republic of Kosovo.

Every individual enjoys the right of access to public documents of the institutions of the Republic of Kosovo.

The Constitution of the Republic of Kosovo stipulates the right of access to public documents in Article 41. In the light of this Article, the Assembly of Kosovo adopted the Law on Access to Public Documents on 7 October 2010.

### 2.3.1 Legal acts

Access to the public documents in Republic of Kosovo is regulated with the following legal acts:

#### - Constitution of the Republic of Kosovo

Article 41 of the Constitution of the Republic of Kosovo stipulates:

*"1. Every person enjoys the right of access to public documents."*

*"2. Documents of public institutions and organs of state authorities are public, except for information that is limited by law due to privacy, business trade secrets or security classification"*

#### - Law No.03/ L-215 on Access to Public Documents

The Law on Access to Public Documents shall guarantee the right of every natural and legal person to have access, without discrimination on any grounds, to official documents maintained, drafted or received by the public institutions.

Aiming for a successful implementation of the Law, the Government of the Republic of Kosovo approved the following:

- ▶ **Regulation no. 03/2011 on the Public Communication Service of the Government;**
- ▶ **Regulation no. 1/2012 on Code of Ethics on Communication Officers with Public;**
- ▶ **Regulation no. 04/2012 on Official Evidence of Requests for Access to Public Documents and the Package of Standard Documents for Requests for APD;**
- ▶ **Regulation no. 02/2012/MF for Fees on Access to Public Documents;**
- ▶ **Administrative Instruction no. 03/2011 on the Websites of Public Institutions;**
- ▶ **Administrative Instruction no. 02/2011, on the Government Portal of the Republic of Kosovo.**
- ▶ **Administrative Instruction no. 2008/09 on Municipal Transparency**

#### - Other related laws

- Law no. 03/L-172 on Protection of Personal Data
- Law no. 03/L-178 on Classification of Information and Security Clearances
- Law no. 03/L-195 on Ombudsperson
- Law no. 02/L-28 on Administrative Procedure
- Law no. 03/L-202 on Administrative Conflicts
- Law no. 04/L-184 on Office Work Administration

## 3 ACTIVITIES FOR THE IMPLEMENTATION OF THE LAW ON ACCESS TO PUBLIC DOCUMENTS

### 3.1 THE IMPLEMENTATION OF THE LAW ON ACCESS TO PUBLIC DOCUMENTS AND CHALLENGES IN THE WORKING PROCESS

Taking into account the remarks emerging from the Annual Report of the Ombudsperson and the reports by SIGMA, the Office of the Prime Minister after many discussions, commenced the process of reviewing policies governing the right of access to public documents.

The concept paper on access to public documents, drafted during 2015, is distributed to budgetary organization and civil society.

Furthermore, in cooperation with the National Agency for the Personal Data Protection and with the support of OSCE Mission in Kosovo, the Office of Public Communication within OPM organized two roundtables titled "Discussions on Concept Paper for Access to Public Documents" that were held on 18 September, and 19 October respectively.

The main purpose of the workshop was to discuss options on how to solve the problem of implementation of the Law on Access to Public Documents, as well as its alignment with the Law on Personal Data Protection.

### 3.2 REPORTS RELATED TO THE FREEDOM OF INFORMATION

In the classification of the right for information, a programme funded by two organizations "Access Info Europe (AIE)" and "Centre for Law and Democracy"<sup>4</sup>, Kosovo gained 106 points from the total of 150.

In the general classification, out of 103 states, Kosovo is ranked as 21<sup>st</sup>.

Section	Maximum points	Gained points
The right of access	6	2
Inclusion	30	25
Procedures for application	30	23
Exceptions	30	22
Appeal	30	21
Penalties	8	2
Promotion measures	16	11
TOTAL	150	106


<sup>4</sup> <http://www.rti-rating.org/country-data>



## Kosovo

## - Law on Access to Public Documents

SECTION	MAX SCORE	SCORE
<a href="#">Right of Access</a>	6	2
<a href="#">Scope</a>	30	25
<a href="#">Requesting procedures</a>	30	23
<a href="#">Exceptions</a>	30	22
<a href="#">Appeals</a>	30	21
<a href="#">Sanctions</a>	8	2
<a href="#">Promotional measures</a>	16	11
TOTAL	150	106

Download Report 



**Figure 1**

**Points gained by the Law on Access to Public Documents, according to the evaluation made by AccessInfo programme**

During 2015, there was a number of Reports for Kosovo that covered the realization of the right to access public documents.

The part of European Commission Report for Kosovo<sup>5</sup> for 2015 related to the administration's accountability states:

“Internal and external mechanisms have been set up to protect the citizens’ right to good administration. However, oversight by institutions such as the Auditor General and the Ombudsperson is severely limited by the state administration paying little heed to their recommendations. The right to access public information is regulated in the law on access to public documents. Over the past two years, the number of refused or unanswered requests was low (only 5 % of the nearly 2 000 requests made each year).”

Whereas the part related to personal data protection states:

“The development of protection of personal data is at an early stage. Kosovo has an independent data protection authority – the National Agency for the Protection of Personal Data (NAPPD) – that contributes to the implementation of EU standards in the area. However, further strengthening of its capabilities including with qualified staff and financial resources is necessary. The institutional and legal framework for data protection and access to public information has to be established and regularised. Out of 38 municipalities, 35 now have data protection officers. The NAPPD carried out

<sup>5</sup> [http://ec.europa.eu/enlargement/pdf/key\\_documents/2015/20151110\\_report\\_kosovo.pdf](http://ec.europa.eu/enlargement/pdf/key_documents/2015/20151110_report_kosovo.pdf)

an increasing number of inspections and repeat inspections. A significant increase in the number of complaints from members of the public suggests increased awareness”.

In SIGMA’s baseline measurement reports published in April 2015 titled “The Principles of Public Administration”<sup>6</sup>, the part on Government’s accountability mentions the law.

The report stipulates that the Law on Access to Public Documents guarantees procedures for access to public documents, which is a right guaranteed by the Constitution, and establishes the requirements for proactive dissemination of information.

“However, the legal framework has shortcomings, including a wide range of grounds for denying access, a lack of effective judicial protection, and the absence of a supervisory body with the necessary power to make prescriptions and impose sanctions for failure to disclose”.

The Annual Report of the Ombudsperson for 2014<sup>7</sup> contains several recommendations for the Government and the Assembly of the Republic of Kosovo:

- To enhance awareness raising activities on the right of access to public documents, through information campaigns, that first and foremost would target responsible officials of the institutions and also the citizens.
- Increase and intensify continuous trainings for officials, in order to create and handle in a professional manner the records of public documents and respond to requests of citizens correctly and in compliance with the legal norms.
- Undertake all necessary actions to commence with the amendment of the Law on Access to Public Documents, to make the law clear, simple and applicable.
- Establish a mechanism with executive power for handling complaints concerning access to public documents.

## 4 APPLICATIONS FOR ACCESS TO PUBLIC DOCUMENTS

### 4.1 Institutions contained in this comprehensive report

This Report contains data of about 160 institutions of all levels, which are obliged to implement the Law on Access to Public Documents.

Initially, the Report provides data on three central level institutions:

- Presidency of the Republic of Kosovo
- Assembly of the Republic of Kosovo
- Constitutional Court of Kosovo

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<sup>6</sup> [http://www.sigmaweb.org/publications/Baseline\\_Measurement\\_2015\\_Kosovo.pdf](http://www.sigmaweb.org/publications/Baseline_Measurement_2015_Kosovo.pdf)

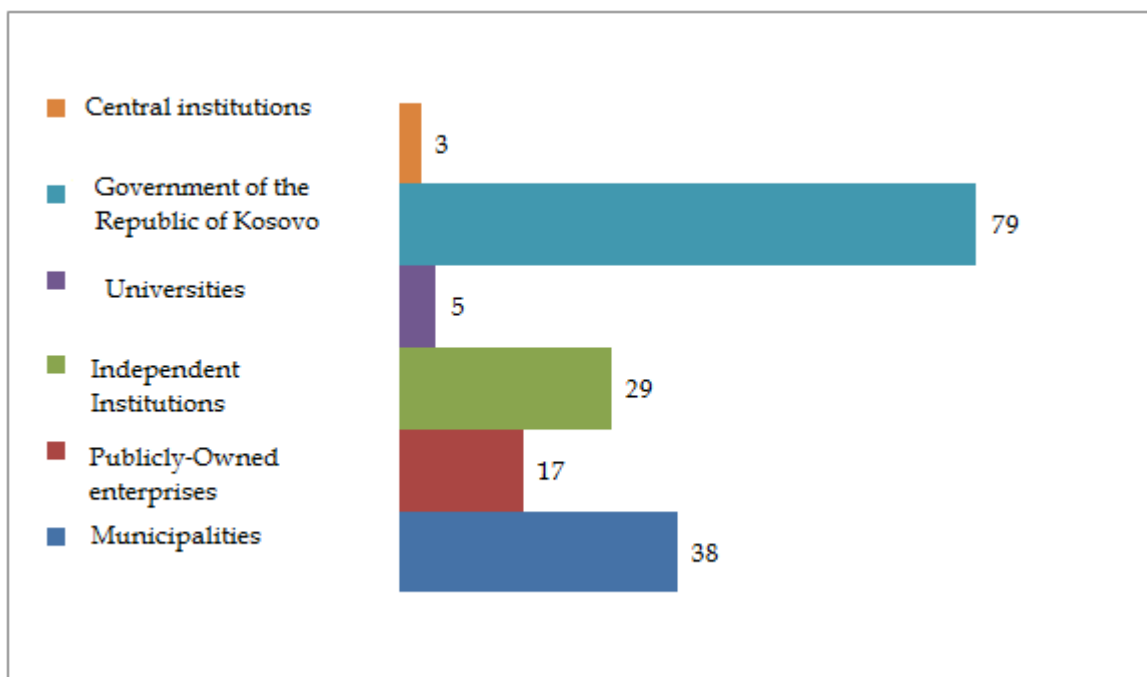
<sup>7</sup> [http://www.sigmaweb.org/publications/Baseline\\_Measurement\\_2015\\_Kosovo.pdf](http://www.sigmaweb.org/publications/Baseline_Measurement_2015_Kosovo.pdf)

Moreover, data on the Government, including ministries and subordinate agencies with total 79 institutions, were presented.

Regarding the institutions of the local government, data were presented for 38 municipalities.

This report contains data from other institutions, such as: 5 public universities, 17 publicly-owned enterprises and 29 independent institutions, established by the Assembly of Kosovo.

Out of these institutions, 4 independent institutions established by the Assembly of the Republic of Kosovo and four municipalities of the Republic of Kosovo submitted no reports (see 4.9)



*Figure 2*  
*Institutions included in the Comprehensive Report for realization of the right of access to public documents*

## 4.2 INSTITUTIONS THAT DID NOT SUBMIT REPORTS

### 4.2.1 Institutions of the Republic of Kosovo that did not submit reports

The lack of reporting by the Judicial Council and Prosecutorial Council leads also to the non-inclusion of other courts and prosecution offices of Kosovo<sup>8</sup>, because these councils are responsible for collecting reports from their subordinate institutions and submit reports to the Office of Public Communication within OPM.

<sup>8</sup> Regulation no. 04/2012 on Official Evidence of Requests for Access to Public Documents, Article 5:

- point 4: "shall submit the reports required by paragraph 1 of this article to the Kosovo Judicial Council, which shall summarize all court reports and submit such summaries to the Public Communication Office of the Government of Kosovo / Office of the Prime Minister;  
-point 5: "Public Prosecutors' Offices shall submit the reports required by paragraph 1 of this article to the Kosovo Prosecutorial Council, which shall summary all public prosecutors' offices reports and submit such summaries to the Public Communication Office of the Government of Kosovo / Office of the Prime Minister".

Find below the list of institutions that did not submit reports for applications for access to public documents.

- **Ombudsperson**
- **Kosovo Intelligence Agency**
- **Kosovo Judicial Council**
- **Kosovo Prosecutorial Council**
- **Central Election Commission**

- **Municipalities that did not submit reports**

Find below the table of municipalities that did not prepare and submit reports for applications for access to public documents.

- Municipality of Zveqan
- Municipality of Leposaviq
- Municipality of Zubin Potok
- Municipality of Shterpce
- Municipality of Ranillug
- Municipality of Partesh

### 4.3 GENERAL INFORMATION

#### 4.3.1 Total number of requests for access to public documents of institutions of the Republic of Kosovo

The following tables show the general overview of applications from the previous year to 2011, as well as treatment by the public institutions.

**Table no. 1:**  
General overview of requests submitted to the institutions of the Republic of Kosovo for access to public documents during 2015

Institution/subordinate unit	Access granted	Access rejected	Limited Access	Total
Central institutions: Assembly, Presidency, Constitutional Court	22	2	2	26
Government, including the ministries and subordinate agencies	785	69	33	887
Independent institutions	205	13	1	219
Universities	75	0	0	75
Publicly-Owned Enterprises	84	1	2	87
Municipalities	789	31	18	838
<b>Total</b>	<b>1960</b>	<b>116</b>	<b>56</b>	<b>2132</b>

**Table no. 2:**  
General overview of requests submitted to the institutions of the Republic of Kosovo for access to public documents during 2014

Institution/subordinate unit	Access granted	Access rejected	Limited Access	No response	Other	Total
Central institutions: Assembly, Presidency, Constitutional Court	27	2	4	0	0	33
Government, including the ministries and subordinate agencies	736	9	25	25	56	851
Independent institutions	201	5	0	0	1	207
Universities	41	1	0	1	0	43
Publicly-Owned Enterprises	15	1	0	0	0	16
Municipalities	846	18	9	24	26	923
<b>Total</b>	<b>1866</b>	<b>36</b>	<b>38</b>	<b>50</b>	<b>83</b>	<b>2073</b>

**Table no. 3:**  
**General overview of applications for access to public documents for 2013 in the institutions of the Republic of Kosovo during 2013**

<b>Institution/subordinate unit</b>	<b>Access granted</b>	<b>Access rejected</b>	<b>Limited Access</b>	<b>No response</b>	<b>Other</b>	<b>Total</b>
Central institutions: Assembly, Presidency, Constitutional Court	26	2	1	0	0	29
Government, including the ministries and subordinate agencies	1095	11	26	34	7	1173
Independent institutions	156	6	4	2	2	170
Publicly-Owned Enterprises	59	0	0	0	0	59
Municipalities	497	18	19	28	6	568
<b>Total</b>	<b>1833</b>	<b>37</b>	<b>50</b>	<b>64</b>	<b>15</b>	<b>1999</b>

**Table no. 4:**  
**General overview of requests for access to public documents for 2011 in the institutions of the Republic of Kosovo 2012**

<b>Institution / subordinate unit</b>	<b>Access granted</b>	<b>Access rejected</b>	<b>Limited Access</b>	<b>No response</b>	<b>Other</b>	<b>Total</b>
Central institutions: Assembly, Presidency, Constitutional Court	45	1	/	/	/	47
Government, including the ministries and subordinate agencies	540	52	8	/	15	615
Independent institutions	79	4	1	/	2	86
Publicly-Owned Enterprises	8	/	/	/	/	8
Municipalities	530	36	8	/	14	588
	<b>1202</b>	<b>93</b>	<b>17</b>	<b>/</b>	<b>31</b>	<b>1343</b>

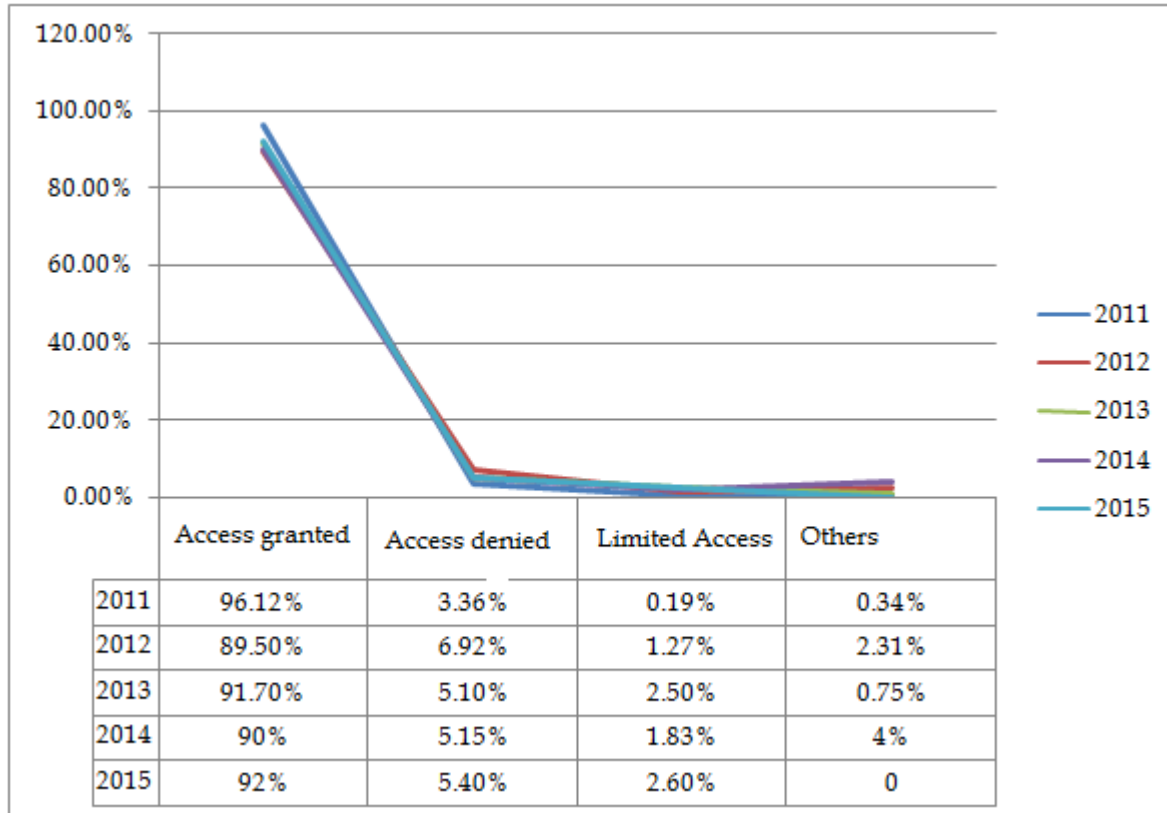
**Table no. 5:**  
**General overview of requests for access to public documents for 2011 in the institutions of the Republic of Kosovo 2011**

<b>Institution/subordinate unit</b>	<b>Access granted</b>	<b>Access rejected</b>	<b>Limited Access</b>	<b>No response</b>	<b>Other</b>	<b>Total</b>
Central institutions: Assembly, Presidency, Constitutional Court	30	1	0	5	0	36
Government, including the ministries and subordinate agencies	482	2	2	8	8	502

Independent institutions	705	6	3	0	1	715
Municipalities	1332	27	0	40	0	1399
<b>Total</b>	<b>2549</b>	<b>36</b>	<b>5</b>	<b>53</b>	<b>9</b>	<b>2652</b>

#### 4.3.2 Realization of the right to access public documents of the institutions of the Republic of Kosovo

As of the entry into force of the law, the number of granted requests for access to public documents was significantly higher compared to the number of requests denied.



*Figure 3*  
General realization of the right to access public documents in the institutions of the Republic of Kosovo – comparison of the years

#### 4.3.2 Institutions with the highest number of applications

#### 4.4 PRESIDENCY, ASSEMBLY OF KOSOVO AND CONSTITUTIONAL COURT

##### 4.4.1 Number of requests submitted to the Presidency, Assembly of Kosovo and Constitutional Court

During 2015, three central institutions received only 26 applications for access to public documents.

The table below shows the number of applications submitted to the central institutions of the Republic of Kosovo.

**Table no. 6:**

**General overview of requests for access to public documents submitted to the Presidency, Assembly of Kosovo and the Constitutional Court**

Name of the institution	Access granted	Access denied	Limited Access	Total
Presidency of the Republic of Kosovo	11	1	1	<b>13</b>
Assembly of the Republic of Kosovo	5	1	0	<b>6</b>
Constitutional Court of Kosovo	6	0	1	<b>7</b>
	<b>22</b>	<b>2</b>	<b>2</b>	<b>26</b>

##### 4.4.2 Analysis of requests submitted to the Presidency, Assembly of Kosovo and Constitutional Court

The table below shows the total of requests submitted to these institutions.

**Table no 6:**

**Total of requests reviewed by the Presidency, Assembly of Kosovo and Constitutional Court**

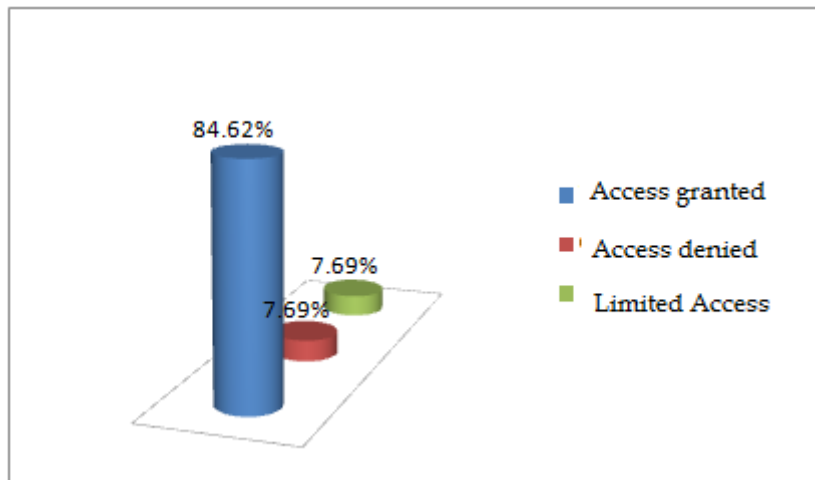
Access granted	Access denied	Limited Access	Total
22	2	2	<b>26</b>

#### - Realization of the right of access to public documents

During 2015, 84.62 percent of all requests for access to public documents at the Office of the President, Assembly of the Republic of Kosovo and Constitutional Court were granted. Moreover, 7.69 percent of applications were rejected, and the same percentage of requests was allowed partial access.

The figure shows data presenting the realization of the right of access to public documents in three abovementioned central institutions of the Republic of Kosovo.



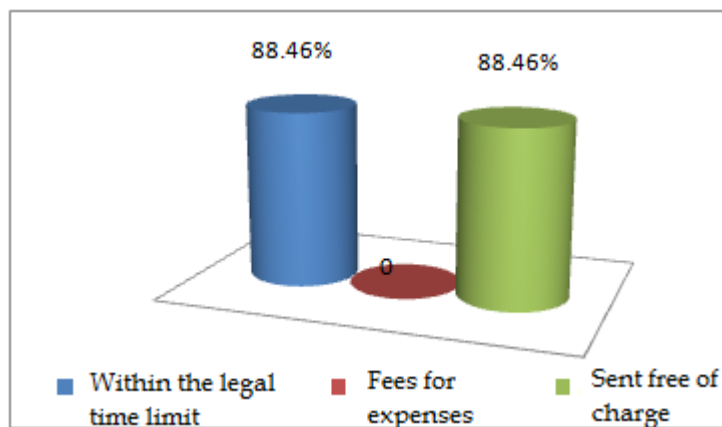


*Figure 4  
Achievement of the right of access to public documents in the Presidency, Assembly and Constitutional Court*

**- Response to requests for access**

During 2015, the three central institutions responded within the legal time limit to 88.46 percent of requests for access to public documents. All these responses were sent free of charge.

The following graph indicates these percentages.

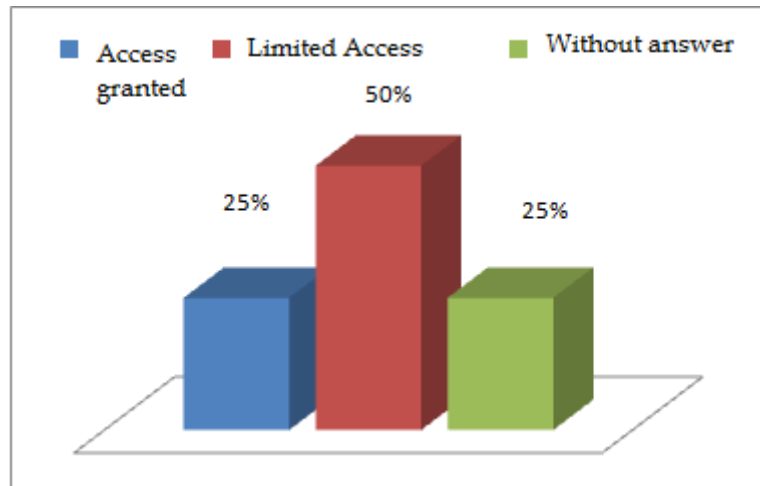


*Figure 5  
Submission of responses to applicants by central institutions*

**- Rejections**

Concerning the half of requests denied, the central institutions allowed partial access, by concealing from the document only parts that are not public.

In 25 percent of the cases the denial was complete, whereas pursuant to the Article 10 of the Law on Access to Public Documents, an application was rejected by virtue of administrative silence.



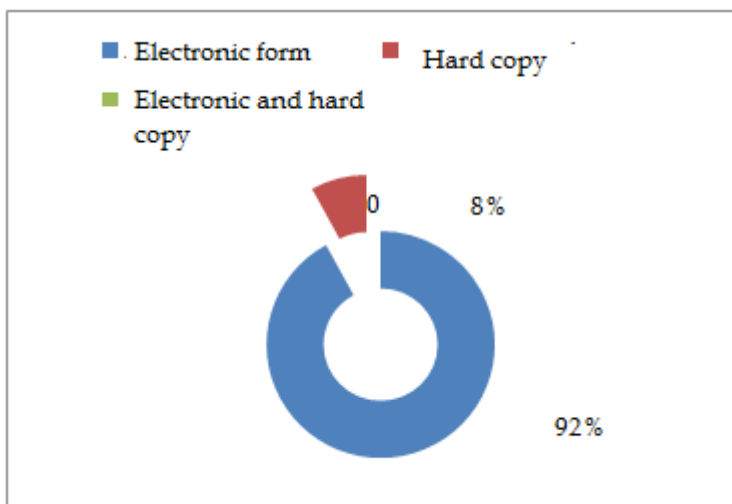
*Figure 6  
Manner of rejecting requests for access to public documents*

In addition to rejection by not responding, these institutions have rejected access based on Article 12, point 1.9 of the Law on Access to Public Documents, which stipulates as follows “equality of parties in court procedure and efficient administration of justice”.

During the previous year, these institutions received no application requesting to review a case.

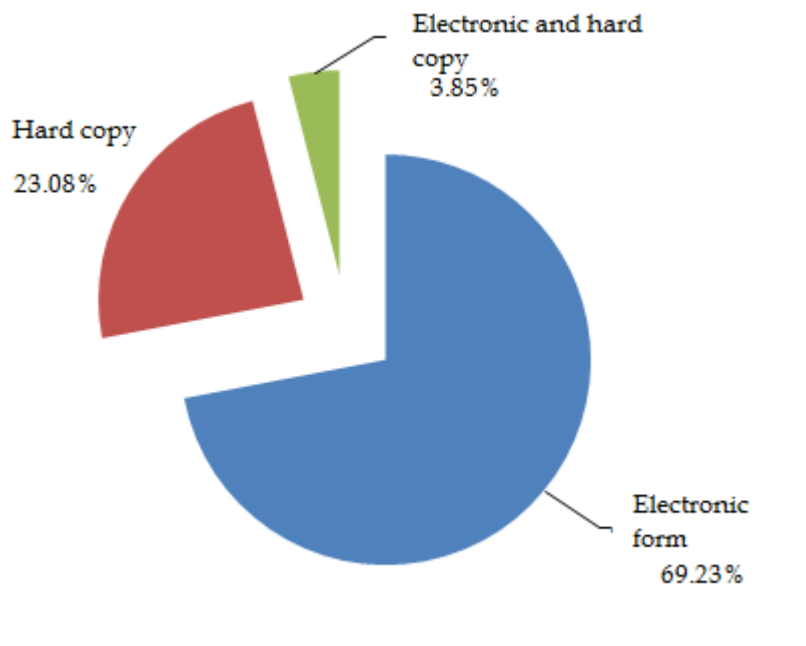
**- The form of requests received and responses provided**

Requests submitted to the Office of the President, Assembly of Kosovo and Constitutional Court were mostly in the electronic form, which constitutes 92 percent of all requests received. In only 8 percent of cases, applicants submitted their application in hard copy.



*Figure 7*  
*Form of requests received*

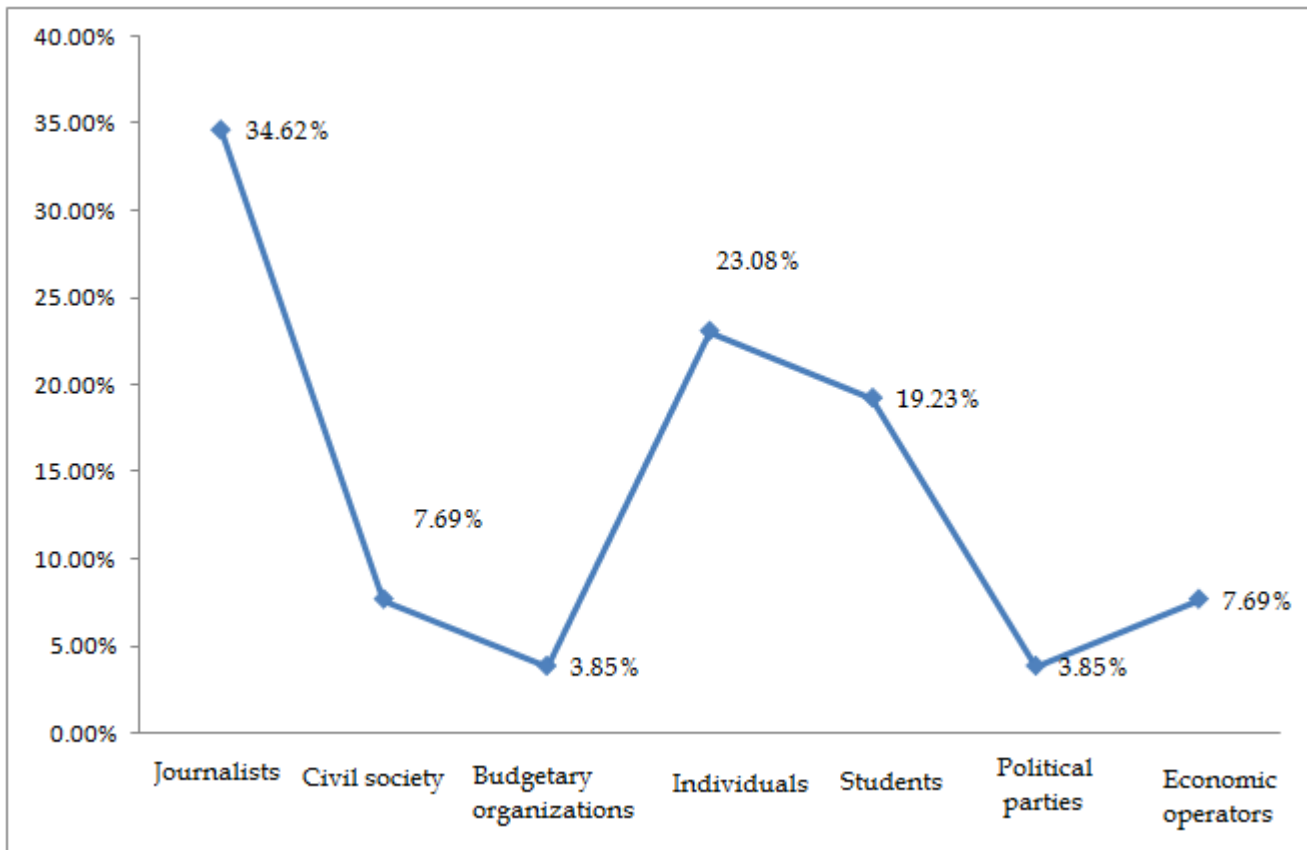
These three institutions sent the responses in electronic form in 69.23 percent of cases, 23.08 percent in hard copy, whereas both electronic and hardcopy in 3.85 percent of the cases.



*Figure 8*  
*Form of submitting responses*

#### - Applicants profile

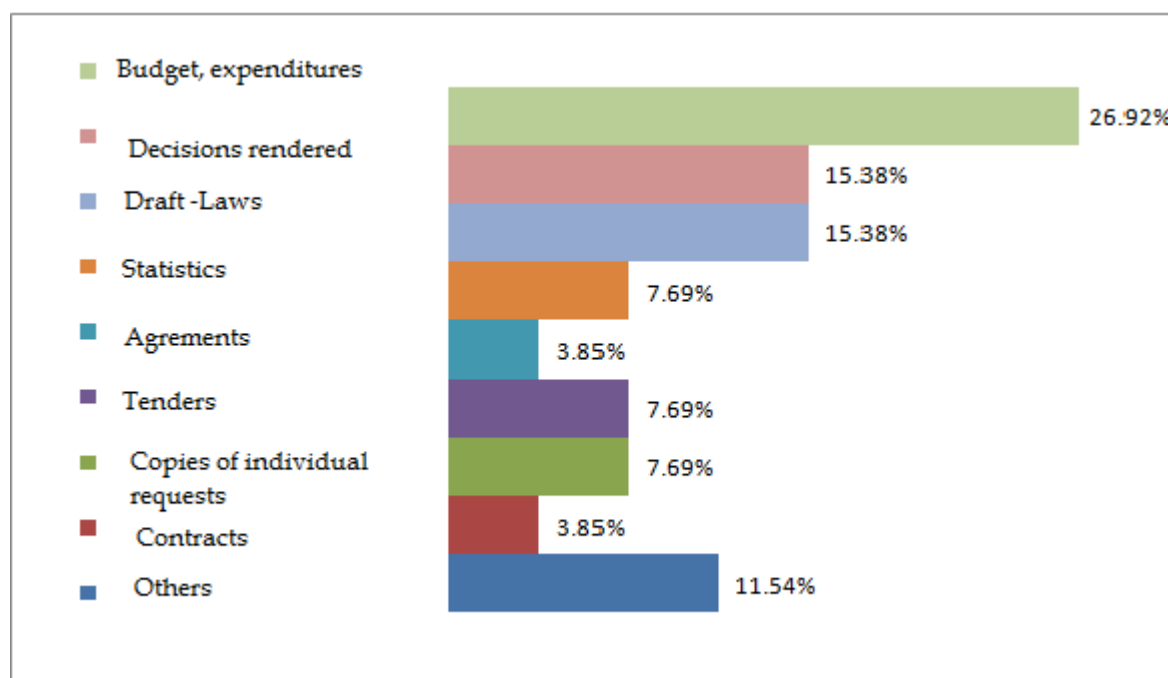
The requests received are mainly submitted by Journalists. Last year, 34.62 percent of the total requests for access to documents of central institutions were submitted by journalists. Individuals submitted 23.08 percent, whereas students submitted 19.23 percent of requests. Economic operators and civil society submitted 7.69 percent each, whereas 3.85 percent of applications were from budgetary organizations, as well as 3.85 percent from political parties.



*Figure 9*  
*Profile of applicants for access to documents*

- **Documents requested from the Presidency, Assembly of Kosovo and Constitutional Court**

Among these three institutions, the most requested documents were those related to the category of budget and expenditures, with a total of 26.92 percent of all requests received. Whilst, 15.38 percent of requests were related to decisions rendered, and 15.38 percent related to Draft -Laws. Furthermore, 7.69 percent of requests were related to documents containing statistics, and 7.69 percent of requests for copies of individual requests and tender documents. Also, 3.85 percent of requests were for contracts and various assessment reports, and 11.54 percent of requests were related to the nature of the work of these institutions.



*Figure 10*  
*Most requested documents by the central institutions*

## 4.5 THE GOVERNMENT OF THE REPUBLIC OF KOSOVO -

### 4.5.1 Number of requests submitted to the Government of the Republic of Kosovo and its subordinate agencies

During 2015, the Government of the Republic of Kosovo, including the Office of the Prime Minister, ministries and other subordinate agencies, received a total of 887 requests for access to public documents.

Below is the table that gives an overview of the applications for access to public documents submitted to the Government of the Republic of Kosovo and in its subordinate agencies.

**Table no. 7:**

**General overview of requests for access to public documents submitted to the Government of the Republic of Kosovo and subordinate agencies**

	<b>Name of institution</b>	<b>Access granted</b>	<b>Access Denied</b>	<b>Partial Access</b>	<b>Total</b>
1	<b>Office of the Prime Minister</b>	16	21	2	<b>39</b>
2	<i>Kosovo Agency of Statistics</i>	230	15	0	<b>245</b>
3	<i>Kosovo National Archive Agency</i>	0	0	0	<b>0</b>
4	<i>Agency for Gender Equality</i>	0	0	0	<b>0</b>
5	<i>Food and Veterinary Agency</i>	22	1	24	<b>47</b>
6	<i>Kosovo Agency for Radiation Protection and Nuclear Safety</i>	1	0	0	<b>1</b>
7	<b>Ministry of European Integration</b>	7	1	0	<b>8</b>
8	<b>Ministry for Community and Return</b>	5	0	0	<b>5</b>
9	<b>Ministry of Environment and Spatial Planning</b>	13	0	0	<b>13</b>
10	<i>Kosovo Environmental Protection Agency</i>	0	0	0	<b>0</b>
11	<i>Kosovo Cadastral Agency</i>	0	0	0	<b>0</b>
12	<b>Ministry of Internal Affairs</b>	8	1	0	<b>9</b>
13	<i>Kosovo Police</i>	1	0	1	<b>2</b>
14	<i>Kosovo Academy for Public Safety</i>	0	0	0	<b>0</b>
15	<i>Emergency Management Agency</i>	0	0	0	<b>0</b>
16	<i>Civil Registration Agency</i>	0	0	0	<b>0</b>

17	<i>Kosovo Police Inspectorate</i>	0	0	0	0
18	<i>Kosovo Forensic Agency</i>	0	0	0	0
19	<b>Ministry of Diaspora</b>	11	0	0	11
20	<b>Ministry of Public Administration</b>	19	2	0	21
21	<i>Kosovo Institute for Public Administration</i>	0	0	0	0
22	<i>Agency for Information Society</i>	0	0	0	0
23	<b>Ministry of Infrastructure</b>	8	0	0	8
24	<b>Ministry of Education, Science and Technology</b>	4	0	0	4
25	<i>Pedagogical Institute</i>	0	0	0	0
26	<i>National Qualification Authority</i>	0	0	0	0
27	<i>Student Centre</i>	0	0	0	0
28	<i>University Library</i>	0	0	0	0
29	<i>Kosovo Accreditation Agency</i>	1	0	0	1
30	<i>Agency for Vocational Education and Training for Adults</i>	0	0	0	0
31	<i>Institute of Albanology in Prishtina</i>	0	0	0	0
32	<i>Education Inspectorate in the Republic of Kosovo</i>	0	0	0	0
33	<i>Institute of History</i>	0	0	0	0
34	<i>Institute of Leposavic</i>	/	/	/	/
35	<b>Ministry of Agriculture, Forestry and Rural Development</b>	12	1	/	13
36	<i>Kosovo Forestry Agency</i>	0	0	0	0
37	<i>Agency for Agricultural Development</i>	0	0	0	0
38	<b>Ministry of Justice</b>	7	0	0	7
39	<i>Agency for Administration of Sequestered or Confiscated Assets</i>	0	0	0	0
40	<i>Kosovo Correctional Service</i>	0	0	0	0
41	<b>Ministry of Finance</b>	41	2	0	43
42	<i>Tax Administration of Kosovo</i>	5	0	0	5
43	<i>Kosovo Customs</i>	266	0	0	266
44	<i>Central Procurement</i>	0	0	0	0

	Agency				
45	<i>Financial Intelligence Unit</i>	0	0	0	0
46	<b>Ministry for the Kosovo Security Forces</b>	7	0	0	7
47	<b>Ministry of Culture, Youth and Sport</b>	29	0	1	30
48	<i>The National Library of Kosovo "Pjetër Bogdani"</i>	0	0	0	0
49	<i>National Theatre of Kosovo</i>	0	0	0	0
50	<i>Kosovo Cinematography Centre</i>	0	0	0	0
51	<i>National Gallery of Kosovo</i>	0	0	0	0
52	<i>Gallery of the Ministry "Qafa"</i>	0	0	0	0
53	<i>National Ensemble of Songs and Dances "SHOTA"</i>	0	0	0	0
54	<i>Kosovo Philharmonic</i>	0	0	0	0
55	<i>Kosovo Film</i>	0	0	0	0
56	<i>Kosovo Ballet</i>	0	0	0	0
57	<i>Kosovo Museum</i>	0	0	0	0
58	<i>Archaeological Institute of Kosovo</i>	0	0	0	0
59	<i>Institute for the Protection of Monuments</i>	0	0	0	0
60	<i>Regional Centre for Cultural Heritage</i>	0	0	0	0
61	<b>Ministry of Foreign Affairs</b>	1	9	0	10
62	<i>Diplomatic Academy of Kosovo</i>	0	0	0	0
63	<b>Ministry of Labour and Social Welfare</b>	13	5	1	19
64	<i>Executive Body of the Labour Inspectorate</i>	0	0	0	0
65	<b>Ministry of Health</b>	26	1	1	28
66	<i>Hospital and University Clinical Service of Kosovo</i>	3	4	0	7
67	<i>Kosovo Medicines Agency</i>	0	0	0	0
68	<i>National Institute of Public Health of Kosovo</i>	0	0	0	0
69	<i>National Centre for Blood Transfusion</i>	0	0	0	0
70	<b>Ministry of Trade and Industry</b>	12	4	0	16
71	<i>Kosovo Standardization Agency</i>	0	0	0	0



72	<i>Kosovo Business Registration Agency</i>	0	0	0	0
73	<i>Investment Promotion Agency of Kosovo</i>	0	0	0	0
74	<i>Kosovo Accreditation Directorate</i>	0	0	0	0
75	<i>Kosovo Metrology Agency</i>	0	0	0	0
76	<i>Industrial Property Agency</i>	0	0	0	0
77	<i>Market Inspectorate</i>	0	0	0	0
78	<b>Ministry of Economic Development</b>	11	2	3	16
79	<b>Ministry of Local Government Administration</b>	6	0	0	6
		<b>785</b>	<b>69</b>	<b>33</b>	<b>887</b>

#### 4.5.2 Analysis of requests submitted to the Government of Kosovo and its subordinate institutions

The table below presents the total number of requests for access to public documents submitted to the Government of the Republic of Kosovo and its subordinate institutions, including the manner how the applications are addressed.

**Table no.8:**

Application received in OPM and Ministries, and disaggregated applications received by subordinate agencies.

<b>Institution/subordinate unit</b>	<b>Access granted</b>	<b>Access denied</b>	<b>Partial Access</b>	<b>Total</b>
OPM and Ministries	256	49	8	313
OPMs and Ministerial Agencies	529	20	25	574
	<b>785</b>	<b>69</b>	<b>33</b>	<b>887</b>

As shown in Table no.8, we have separated these institutions into two groups;

- **First group:** Office of the Prime Minister and Ministries,
- **Second group:** Agencies within the Office of the Prime Minister, and the Ministries.

- **- Realization of access to public documents**

Access was granted in 88.5 percent of all requests received, and 7.78 percent were denied, while partial access was granted to 3.72 per cent of requests received in the Government of the Republic of Kosovo during 2015.

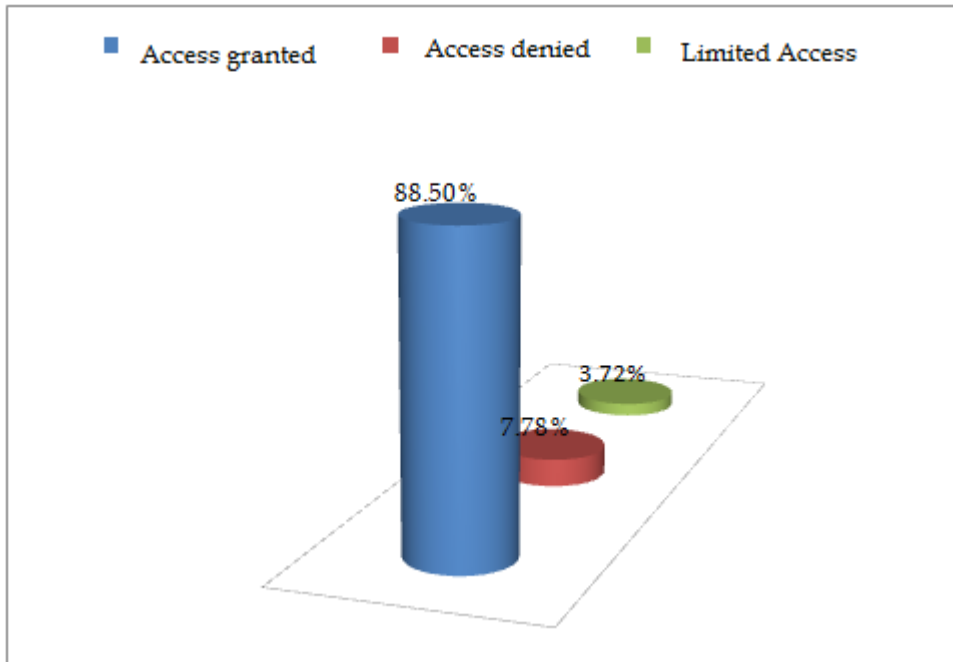


Figure 11.  
Realization of the right to access public documents in the Kosovo Government

- Responses to the request for access

During 2015, 88.28 percent of requests were submitted within the legal time limit to the Government of the Republic of Kosovo, while responses were sent with delay in 11.72 percent of cases.

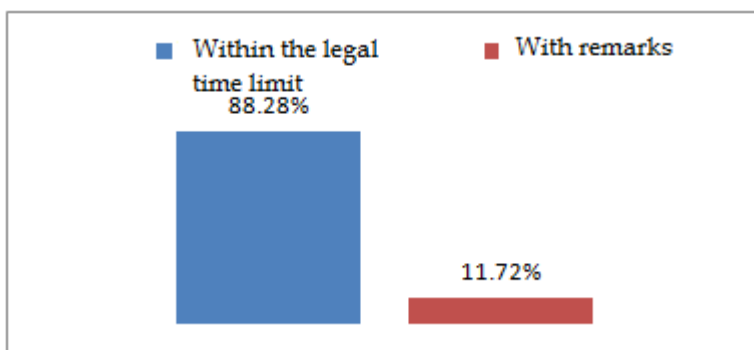
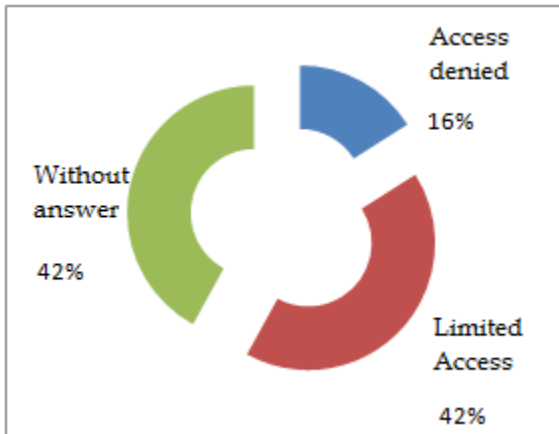


Figure 12  
Respecting time limits for responding the applicant by the Government of the Republic of Kosovo

- Rejections

Out of all the rejections made last year, 42 percent were partially rejected and same percentage of requests remained unanswered. Out of all rejections made, only 16 percent were full rejections.



*Figure 13*  
*Rejections made by the Government of the Republic of Kosovo*

#### Number of requests reviewed

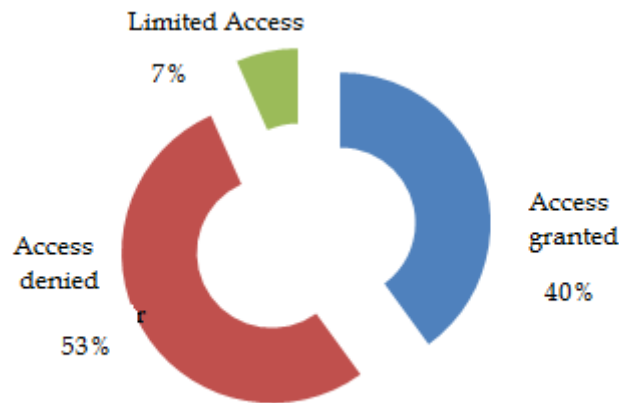
The submitters of documents did not use their right of requesting the review of a case under Article 9 of the Law on Access to Public Documents. Out of the total rejections from last year, only 22 percent of them have readdressed different government institutions, requesting to review the decision rendered.



*Figure 14*

*Number of reviewed requests for access to public documents of the Government of the Republic of Kosovo*

Out of the total number of reviews conducted, the government institutions decided to grant access to 40 percent of cases, whereas 53 percent of these requests were denied, and partial access was granted in 7 percent of requests.



*Figure 15*  
*Outcomes on the realization of the right to access public documents after the review of rejections by the Government.*

Rejection by not responding to requests remains one the most frequent way's employed to deny access to public documents. From the total number of rejections, 50 percent were done by not responding, namely invoking Article 10 of the Law on Access to Public Documents.

37 percent of rejections to this right were exercised for the purpose of protecting detection and investigation of criminal activities, pursuant to Article 12 point 1.3 of the Law on Access to Public Documents.

In 5 percent of the cases, refusal was made to protect the privacy and other private legitimate interest according to Article 12, point 1.6.

The reason for rejection in 2 percent of cases were the discussions within or between public institutions regarding the review of a certain case, in accordance with Article 12, point 1.1 of the Law on Access to Public Documents, and the same percentage goes

3 percent of refusals were on the basis of other laws, related to the request.

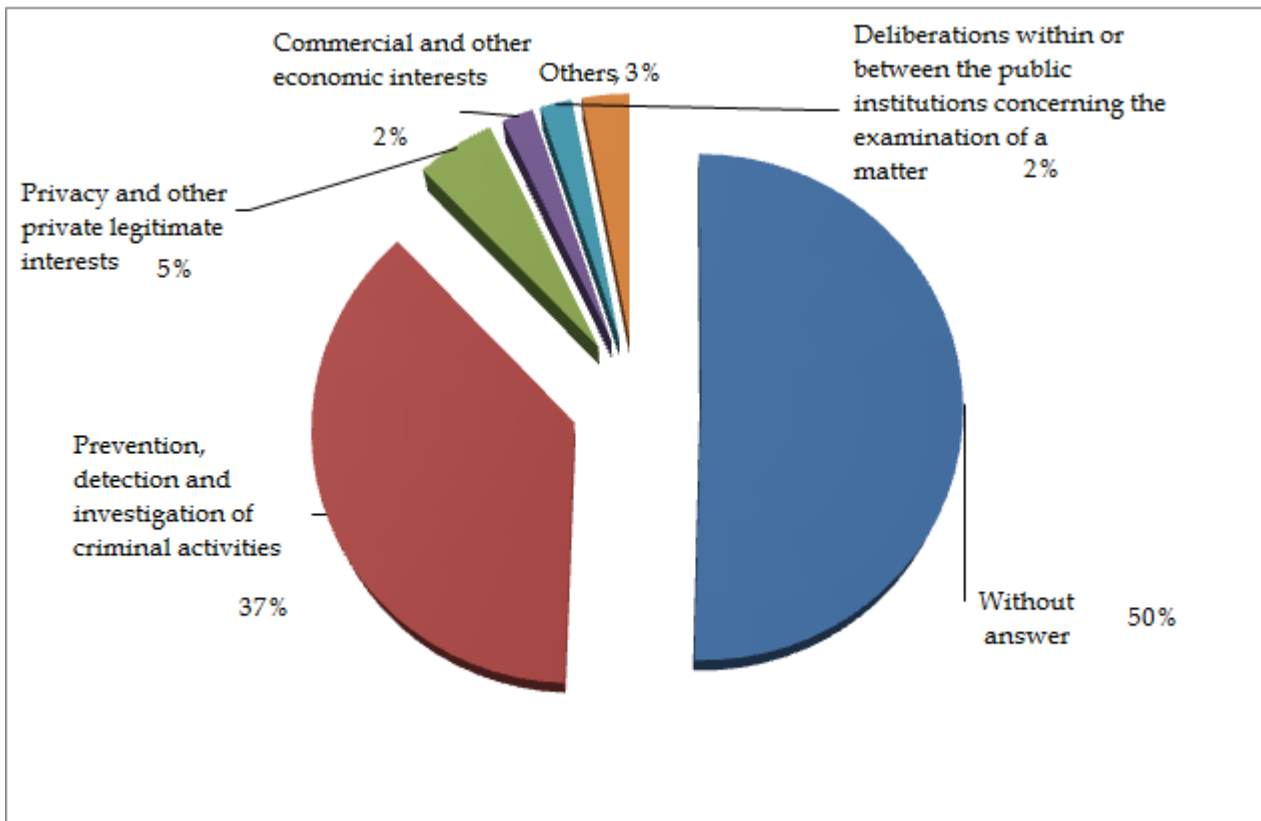


Figure 16  
Main reasons for refusals at the Government of the Republic of Kosovo

- The form of requests received and responses provided

Most of the applications received by the Government during 2015, were submitted electronically -94.37 percent. Only 5.11 percent were in hard copy, whereas 0.53 percent was submitted both electronically soft and hard copy.

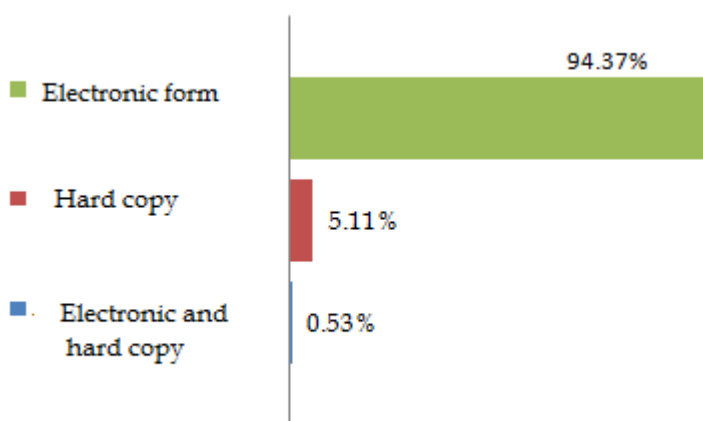
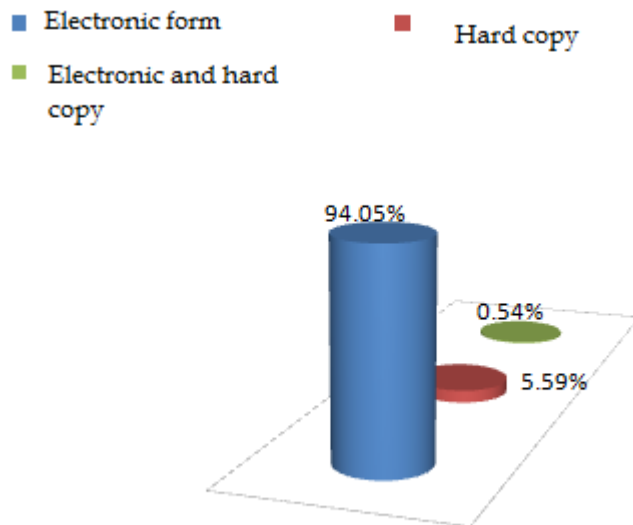


Figure 17

*Form of requests received by the Government of the Republic of Kosovo*

Responding to these applications was basically the same, namely in soft copy 94.05 per cent of the cases, 5.59 in hard copy, whereas the institutions replied in 0.54 per cent of the cases in both forms.



*Figure 18*  
*Form of reply to the applications requesting access to public documents at the Government of the Republic of Kosovo*

#### - Applicants Profile

The requests received by the Government of the Republic of Kosovo are mainly submitted by Journalists. Last year, 45.32 per cent of the total of requests were submitted by journalists, followed by 17.68 percent of requests submitted from civil society, 8.78 per cent were submitted from students, whereas private companies submitted 8.20 percent of all applications, and individuals submitted 7.61 percent of the total of requests. The budgetary organizations submitted 6.56 percent of requests, followed by private companies with 4.68 per cent. Political parties submitted 0.7 percent of the total of requests, whereas other submitters were grouped into "Others" with 0.47 per cent.

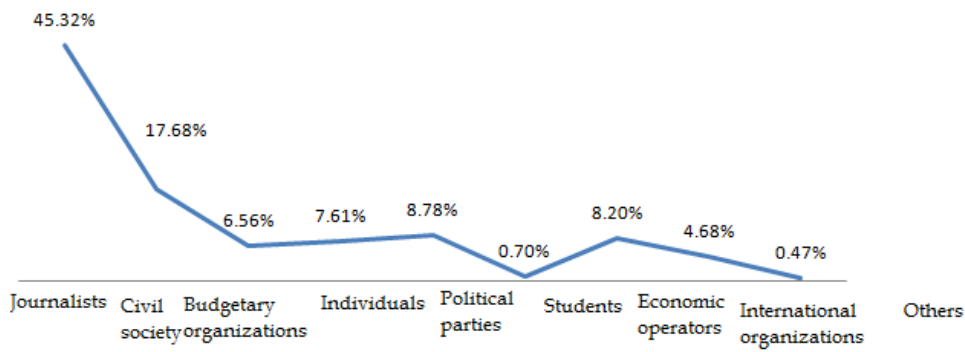


Figure 19. Profile of applicants requesting access to documents of Government of the Republic of Kosovo

- Documents requested

During 2015, more than half, namely 54.61 percent, of the requests for access to documents submitted to the Government of the Republic of Kosovo were for documents containing statistics, 17.30 percent were related to documents containing budgetary or expenditure data, whereas 12.02 percent of the requests were related decisions rendered.

Also, 3.71 per cent of requests were about results of laboratory analyses, followed by projects with 3.03 percent. From the total of requests received, 2.92 percent were for contracts, 2.02 percent for draft laws, 1.80 percent for reports, whereas other documents were grouped under "Others" with 2.58 percent.

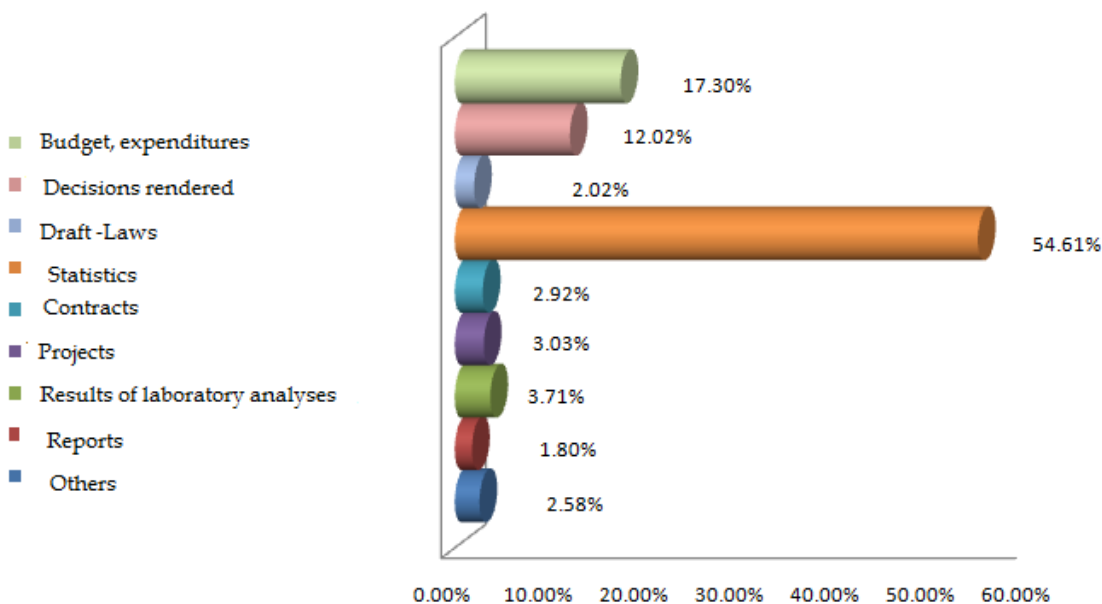


Figure 20 Documents requested the most in the Government of the Republic of Kosovo.

## 4.6 UNIVERSITIES

The Public Universities in the Republic of Kosovo are separated as a special category, and the number of requests submitted to these institutions during 2015 amounted to 753.

The largest number of applications is submitted to the University of Prishtina "Hasan Prishtina", while a symbolic number to the other universities.

The table below shows the number of requests for access to public documents, and how they were addressed.

	<i>The name of the institution</i>	<i>Access granted</i>	<i>Access Denied</i>	<i>Access restricted</i>	<i>Total</i>
1	University of Prishtina "Hasan Prishtina"	40	0	0	40
2	University of Prizren "Ukshin Hoti"	27	0	0	27
3	University of Mitrovica "Isa Boletini"	2	0	0	0
4	University of Gjilan "Kadri Zeka"	0	0	0	0
5	University of Peja "Haxhi Zeka"	6	0	0	6
		75	0	0	75

### 4.6.1 Analysis of requests submitted to the Universities

Below is the table with the total number of requests for access to public documents of public universities and how they are addressed.

Table nr. 9:  
Total number of requests for access to public documents of the public universities

<i>Public Universities</i>	<i>Access granted</i>	<i>Access Denied</i>	<i>Limited Access</i>	<b>Total</b>
	75	0	0	75

#### - Realization of access to public documents



The right to access to public documents was fully implemented in the five public universities in the Republic of Kosovo. Universities have granted full access to all requests received.



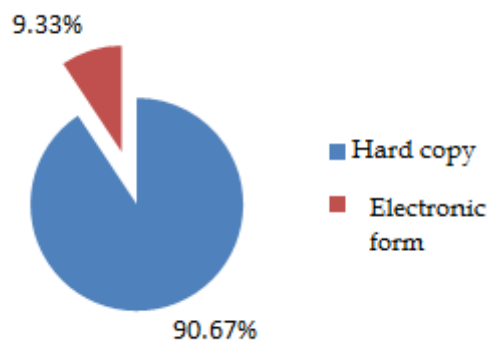
*Figure 21*  
*Realization of access to public documents in public universities*

The requests submitted to public universities have all been realized within the time limit foreseen by the law, and no fee<sup>9</sup> was charged thereto.

As a result, during 2015 there were no requests for review any case.

#### - **The form of requests received and responses provided**

Most of the requests submitted to the public universities were in hard copy, whereas only 9.33 percent of all requests were submitted electronically.



*Figure 22*  
*Form of requests received in public universities*

Universities as well have sent most of their responses in hard copy and only 11 percent of the responses were given electronically.

<sup>9</sup> <https://gzk.rks-gov.net/ActDetail.aspx?ActID=10015>

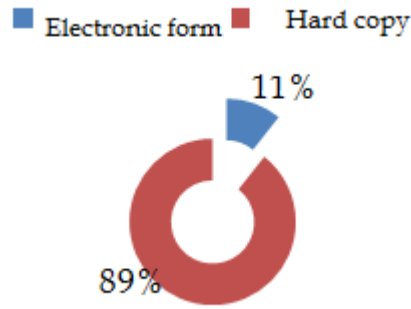


Figure 23

- The mode of sending applications by the public universities

- Applicants Profile

Most of the applications were submitted by budgetary organizations, namely 37.33 percent of all applications submitted last year, followed by students which submitted 25, 33 percent, journalists with 16 percent, citizens with 13.33 percent, civil society with 4 percent, education inspectorate 2.67 percent, and the embassies with 1.33 percent.

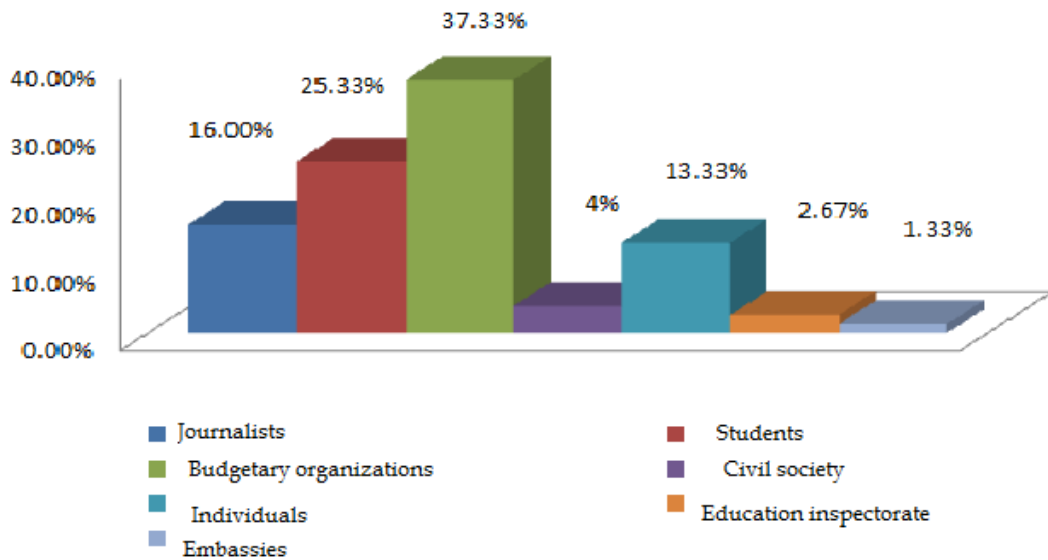
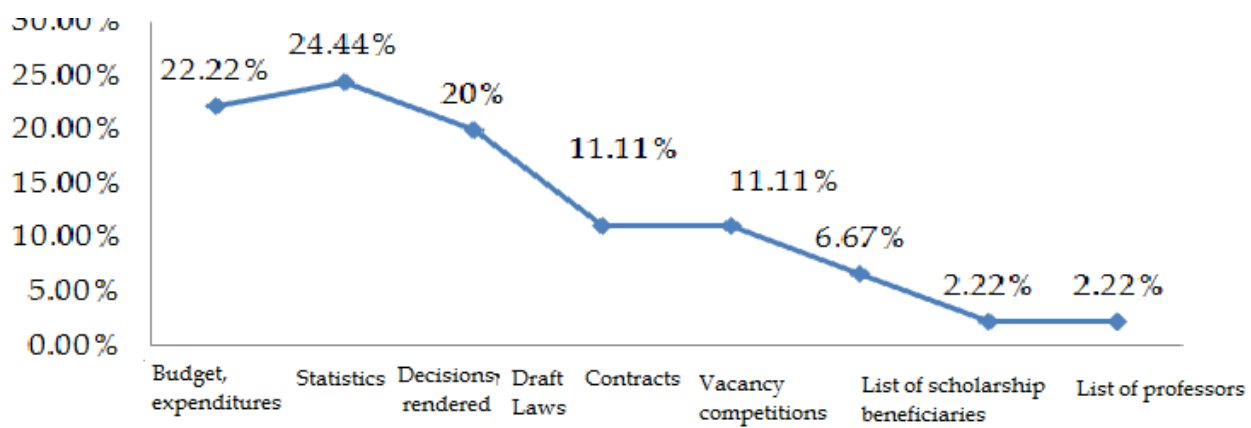


Figure 24

Profile of applicants requesting access to public documents of public universities

- Documents requested

The highest interest was for statistic with 24.44 percent, followed by requests for budget and expenditure with 22.22 percent. From the total number of requests received last year, 20 percent were related to Decisions rendered, whereas 11.11 percent for Draft-laws and same percentage for contracts. Also, 6.7 percent of requests involved documents related to vacancy competitions, 2.22 percent or requests were related to the list of scholarship beneficiaries, and same percentage for the list of professors.



*Figure 25*  
Documents requested the most in public universities

## 4.7 INDEPENDENT INSTITUTIONS

### 4.7.1 Number of requests submitted to independent institutions

During 2015, the independent institutions established by the Assembly of Kosovo received 219 requests for access to public documents.

**Table no. 10:**

**General overview of requests for access to public documents submitted to independent institutions**

	<i>Institution</i>	<i>Access granted</i>	<i>Access Denied</i>	<i>Limited Access</i>	<i>Total</i>
1	Kosovo Property Agency	0	0	0	0
2	Independent Media Commission	5	0	0	5
3	Independent Oversight Board for the Civil Service	13	4	0	17
4	National Agency for Personal Data Protection	4	0	0	4
5	Central Bank of Kosovo	9	0	0	9
6	Civil Aviation Authority	8	1	0	9
7	Railway Regulatory Authority	1	0	0	1
8	Privatization Agency of Kosovo	7	7	1	15
9	Public Procurement Regulatory Commission	1	0	0	1
10	General Auditor	11	0	0	11
11	Kosovo Judicial Institute	0	0	0	0
12	Energy Regulatory Office	2	0	0	2
13	Independent Commission for Mines and Minerals	56	0	0	56
14	Regulatory Authority of Electronic and Postal Communications	11	1	0	12
15	Kosovo Pension Savings Trust	37	0	0	37
16	Kosovo Council for the Cultural Heritage	0	0	0	0
17	Central Election Commission	/	/	/	/
18	Procurement Review Body	34	0	0	34
19	Elections Complaints and Appeals Panel (ECAP)	0	0	0	0
20	Radio and Television of Kosovo (RTK)	0	0	0	0

21	Water and Wastewater Regulatory Office	0	0	0	0
22	Academy of Science and Arts of Kosovo	1	0	0	1
23	Agency for the management of memorial complexes of Kosovo	2	0	0	2
23	Kosovo Competition Authority	3	0	0	3
24	Anti-Corruption Agency	0	0	0	0
25	Agency for Free Legal Aid	0	0	0	0
		<b>205</b>	<b>13</b>	<b>1</b>	<b>219</b>

#### 4.7.2 Analysis of requests submitted to the independent institutions

Below is a table containing the total number of requests for access to public documents of independent institutions, and the manner how they are addressed.

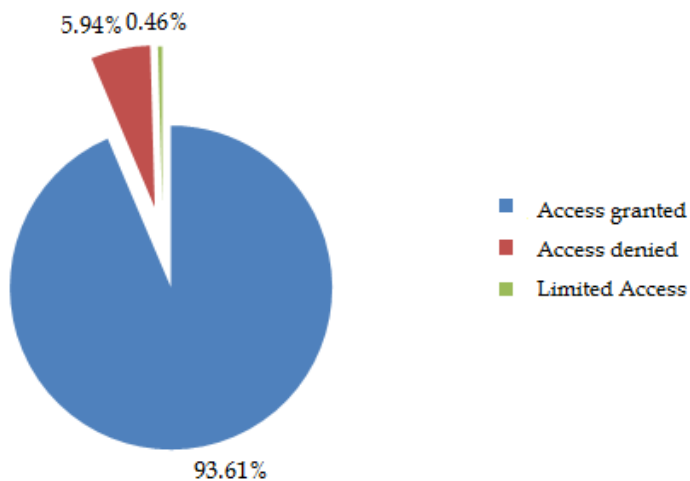
Table no.11:

Total requests for access to public documents submitted to the independent institutions

<i>Independent agencies</i>	<i>Access granted</i>	<i>Access Denied</i>	<i>Limited access</i>	<b>Total</b>
	<b>205</b>	<b>13</b>	<b>1</b>	<b>219</b>

#### - Realization of access to public documents

Out of the total number of requests received during 2015, the majority of them, namely 93.41 percent, were granted access. Moreover, 5.94 percent of requests were denied, and 0.46 percent of requests were granted with partial access.

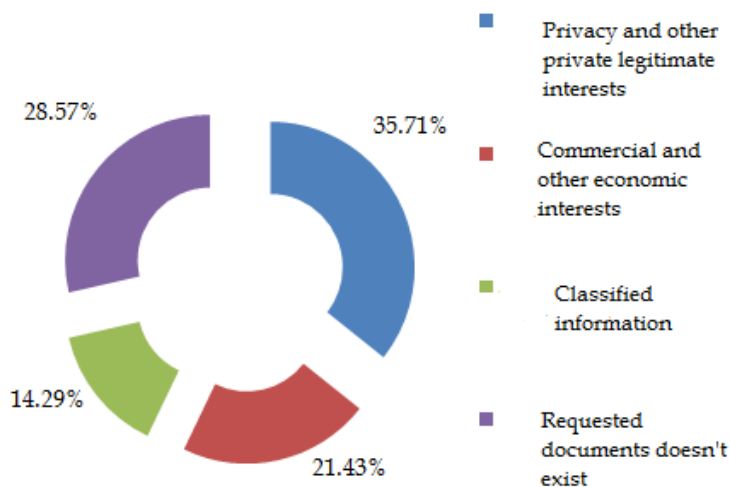


*Figure 26*  
*Realization of access to public documents in the independent institutions*

**- Rejections**

It is worth mentioning that last year there were no cases when independent institutions, established by the Assembly of Kosovo, rejected the access to documents through administrative silence.

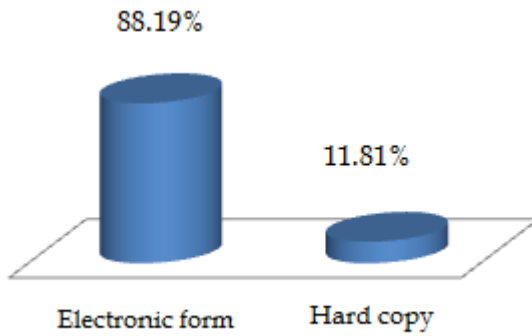
In order to protect the privacy and other legitimate private interests, 35.71 percent of all requests were rejected. 28.57 percent of cases were rejected because the required documents were not produced by the requesting institution. 21.43 percent of cases were rejected in order to protect commercial and economic interests, while 14.29 percent of requests were rejected because the required documents were classified.



*Figure 27*  
*Main reasons for rejections by independent institutions*

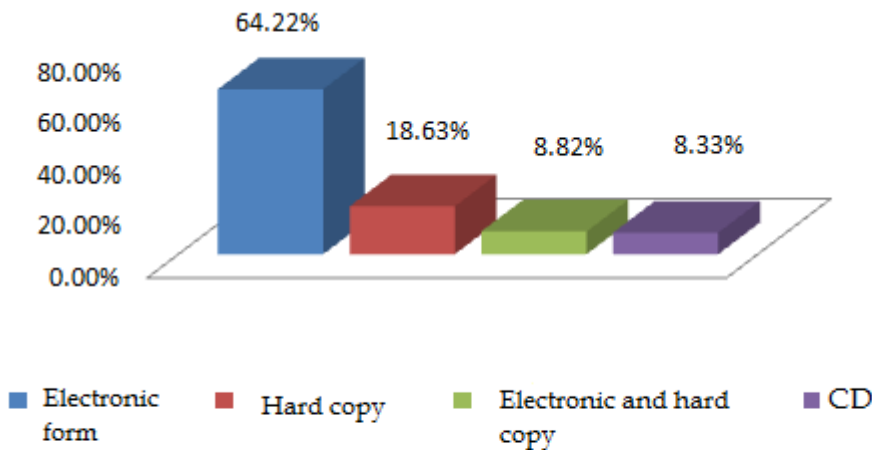
**- Form of requests received and responses submitted**

Most of requests last year were received electronically, in 88.19 percent of cases. Only in 11.81 percent of requests were received in hard copy.



*Figure 28*  
*Form of requests received by public institutions*

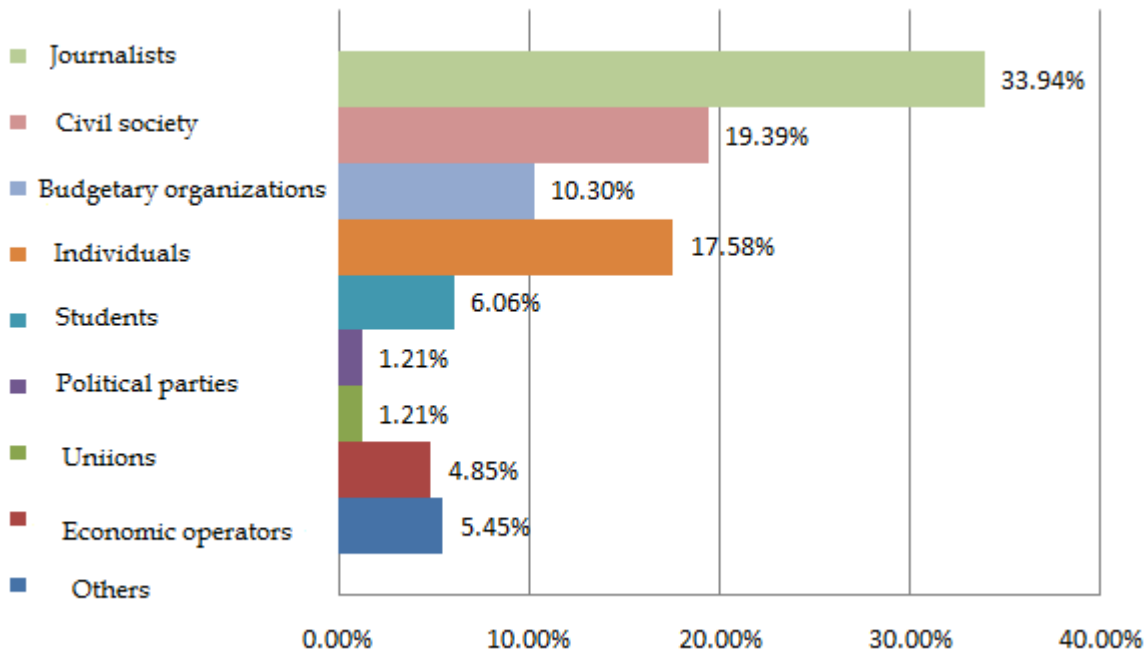
Independent institutions have given their responses electronically in 64.22 percent of the cases, and 18.63 percent of the responses were given in hard copy, whereas 8.82 percent of responses were given in both hard copy and electronically and 8.83 percent of the responses were given via CD.



*Figure 29*  
*Form of delivery of responses from independent institutions*

**- Applicants Profile**

Journalists constitute the largest number of requests. From all requests, 33.94 are submitted by journalists, followed by civil society with 19.39 percent of requests, while 10.30 percent of requests were from budgetary organizations. They are followed by citizens with 17.58 percent of requests, students with 6.06 percent of requests, private companies with 4.85 percent, while 1.21 percent of all requests are submitted by political parties, as well as unions. Other categories are located at “Others” thus constituting 5.45 percent of all requests.

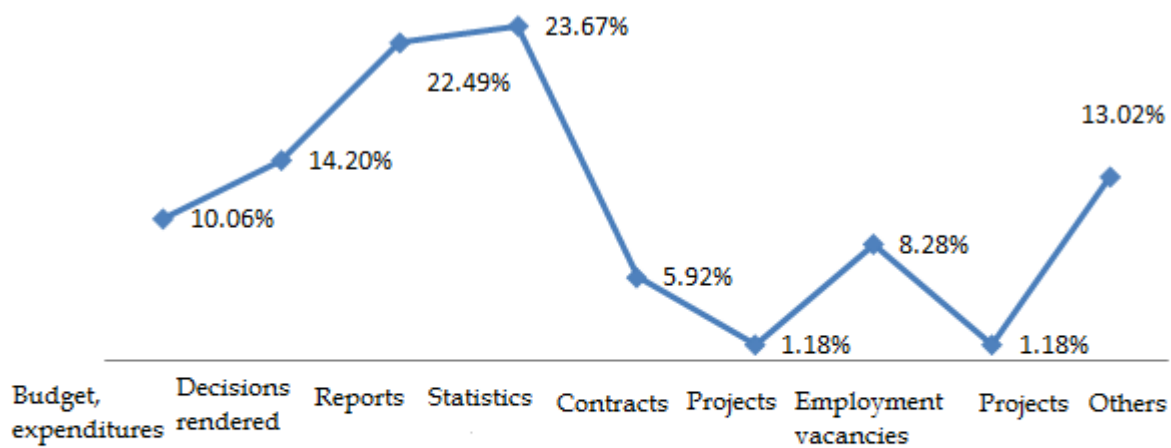


*Figure 30*  
*Profile of applicants requesting access to Public Documents to independent institutions*

#### - Documents requested

Most of requests received in last year, namely 23.67 percent of them, were related to statistics. Complaints and expert's report constitute 22.49 percent of cases, while decisions constitute 14.20 percent of cases, followed by requests for budget and expenditures that constitute 10.06 percent of total requests. Documents related to employment vacancies were requested in 8.28 percent of cases, while various contracts constitute 5.92 percent of all requests. Various projects were requested in 1.18 percent of cases, as well as recommendations issued by public institutions. Other requested documents, related to the scope of independent institutions established by the Assembly, are located in "Others", thus constituting 13.02 percent of the overall requests.





*Figure 31  
Documents requested in independent institutions*

## 4.8 PUBLIC ENTERPRISES

### 4.8.1 Number of requests submitted to public enterprises

Ministry of Economic Development gathered reports from public enterprises. However, even after a letter was sent by Office of Public Communications/OPM to the public enterprises, these institutions have not used the submitted reporting tables.

Table no.12:

General overview of requests for access to public documents submitted to public enterprises

No.	Institution	Access Granted	Access Denied	Limited Access	Total
1	Kosovo Energy Corporation	31	0	0	31
2	Transmission, System and Market Operation-KOSTT J.S.C	1	0	1	2
3	Pristina International Airport "Adem Jashari"	1	0	0	1
4	Kosovo Post and Telecom -PTK	0	0	1	1
5	Kosovo Railway Infrastructure - INFRAKOS, J.S.C	4	0	0	4
6	Operations in Kosovo Railway Trains -TRAINKOS, J.S.C	3	0	0	3
7	Kosovo Post	0	0	0	0
8	Irrigation Company- Drini i Bardhë	0	0	0	0
9	Regional Water Company Ibër-Lepenci	0	0	0	0
10	Irrigation Company - RadoniqiDukagjini	2	0	0	2
11	Kosovo Landfill Management Company	1	0	0	1
12	Regional Water Company, Prishtina	19	0	0	19
13	Regional Water Company, Hidrodrini	10	0	0	10
14	Regional Water Company, Hidroregjioni Jugor, J.S.C.- Prizren	2	0	0	2
15	Regional Water Company, Mitrovica	6	0	0	6
16	Regional Water Company, Hidromorava	3	1	0	4
17	Regional Water Company, Radoniqi	1	0	0	1
		<b>84</b>	<b>1</b>	<b>2</b>	<b>87</b>

### 4.8.2 Analysis of requests submitted to public enterprises

Below is a table containing the total number of submitted requests for access to public documents of public enterprises, and the manner how they are addressed.

Table nr.13:

Total of requests for access to public documents submitted to the public enterprises

Public Enterprises	Access Granted	Access Denied	Limited Access	Total
	84	1	2	87

#### - Realization of access to public documents

Last year, 96.55 percent of requests were granted, meaning that access was granted. 1.15 percent of the requests were rejected while partial access was given in 2.30 percent of requests received

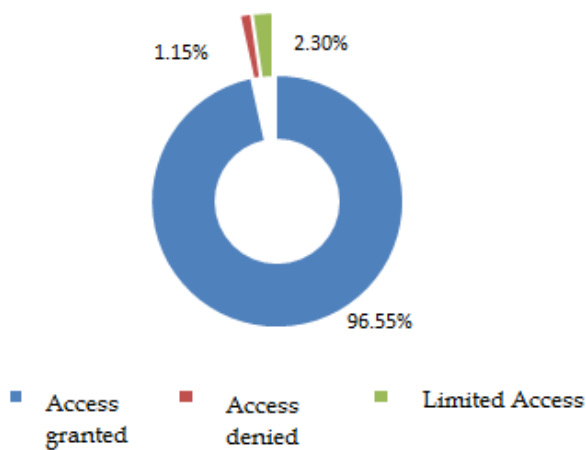


Figure 32  
Realization of access to public documents of publicly-owned enterprises

## 4.9 MUNICIPALITIES OF THE REPUBLIC OF KOSOVO

### 4.9.1 Number of requests submitted to the municipalities of the Republic of Kosovo

Municipalities of the Republic of Kosovo received a total of 838 requests during last year.

Table no.14:

General overview of requests for access to public documents submitted to municipalities of the Republic of Kosovo

	Institution	Access Granted	Access Denied	Limited Access	Total
1	Municipality of Deçan	15	0	0	15
2	Municipality of Dragash	5	0	0	5
3	Municipality of Ferizaj	41	4	1	46
4	Municipality of Fushe Kosova	19	2	0	21
5	Municipality of Glllogoc	44	0	1	45
6	Municipality of Graçanica	8	0	0	8
7	Municipality of Gjakova	38	0	0	38
8	Municipality of Gjilan	50	0	7	57
9	Municipality of Hanit Elezit	8	0	0	8
10	Municipality of Istog	12	0	0	12
11	Municipality of Junik	0	0	0	0
12	Municipality of Kamenica	12	1	0	13
13	Municipality of Kaçanik	9	0	0	9
14	Municipality of Klina	59	15	0	74
15	Municipality of Klllokot	7	2	0	9
16	Municipality of Leposaviq	0	0	0	0
17	Municipality of Lipjan	12	0	3	15
18	Municipality of Mamusha	20	0	0	20
19	Municipality of Malisheva	29	1	0	30
20	Municipality of Mitrovica South	21	0	1	22
21	Municipality of Mitrovica North	1	0	0	1
22	Municipality of Novobrdó	0	0	0	0
23	Municipality of Obliq	4	0	0	4
24	Municipality of Partesh	/	/	/	/
25	Municipality of Peja	27	0	0	27
26	Municipality of Podujeva	10	1	0	11
27	Municipality of Prishtina	160	0	2	162
28	Municipality of Prizren	102	0	0	102
29	Municipality of Ranillug	/	/	/	/
30	Municipality of Rahovec	5	0	0	5
31	Municipality of Skenderaj	6	1	0	7
32	Municipality of Suhareka	30	3	2	35
33	Municipality of Shterpce	/	/	/	/
34	Municipality of Shtime	8	1	0	9
35	Municipality of Viti	20	0	1	21
36	Municipality of Vushtrri	7	0	0	7

37	Municipality of Zvečan	/	/	/	/
38	Municipality of Zubin Potok	/	/	/	/
		789	31	18	838

#### 4.9.2 Analysis of requests submitted to the Municipalities of the Republic of Kosovo

The table below contains the total number of requests for access to public documents submitted to the Municipalities of Kosovo, and the manner how they were addressed.

Table no.15:

Total of requests for access to public documents submitted to the municipalities of the Republic of Kosovo

Access Granted	Access Denied	Limited Access	Total
789	31	18	838

#### - Realization of access to public documents

During 2015, in 94.15 percent of the cases the access to public documents was realized. Cases of rejections and partial access were scarce, namely with 3.7 percent, and 2.15 percent respectively.

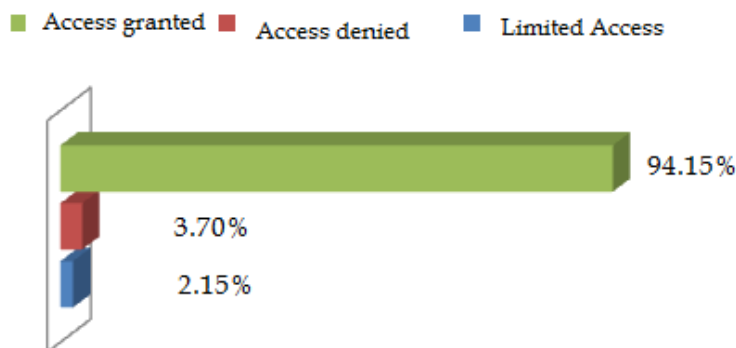
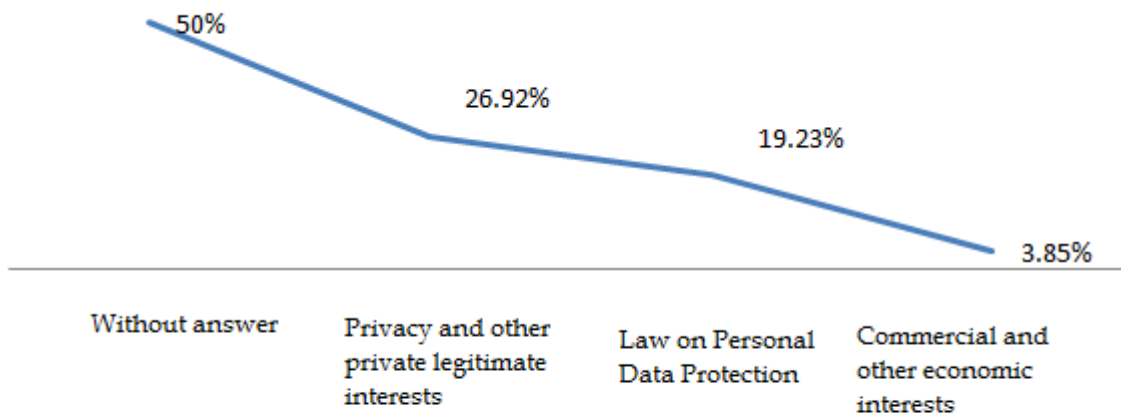


Figure 33  
Realization of access to public documents to municipalities

Last year, the municipalities also reported that in seven cases they have implemented the Regulation for fees on access to public documents, thus requesting from the applicant to bear the costs of production and delivery of copies of documents.<sup>10</sup>

#### - Rejections

Out of the total number of rejections, the half of such rejections, namely 50% were conducted by virtue of not responding. Another reason was privacy and other legitimate private interests in 26.92 percent of cases, protection of personal data based on the Law on the Protection of Personal Data in 19.23 percent, while in 3.85 percent for the protection of commercial and economic interests.



*Figure 34*

*Main reasons for rejections by the Municipalities of the Republic of Kosovo*

#### - Mode of requests received and responses submitted

Most of the requests to the municipalities were addressed in electronic form, namely 57.69 percent.

31.08 percent of requests were in hard copies, while 11.23 percent were both in electronic and hard copies.

<sup>10</sup> <https://gzk.rks-gov.net/ActDetail.aspx?ActID=10015>

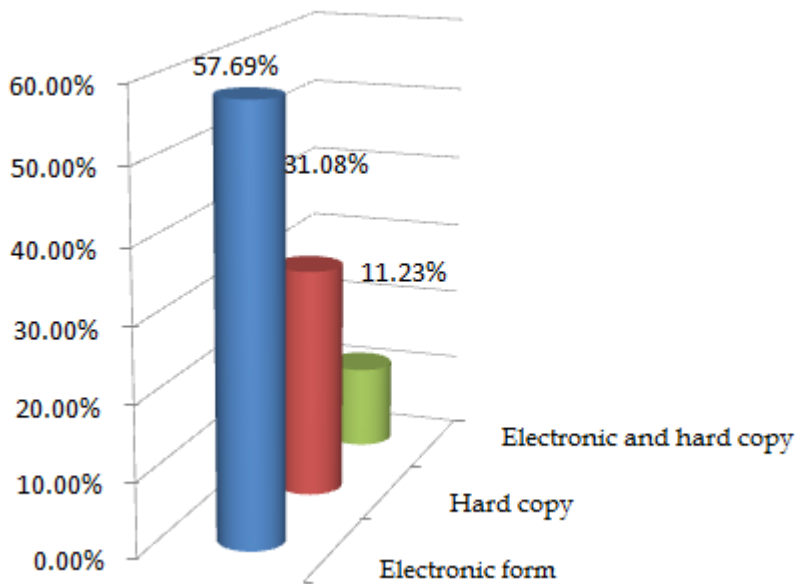


Figure 35  
Form of requests received

- **Response to the requests**

The response of the municipalities was approximately the same. During 2015, 54.76 percent of documents, upon a request for access to public documents, were provided in electronic form, 29.42 percent in hard copy, while 15.83 percent in both electronic and hard copy.

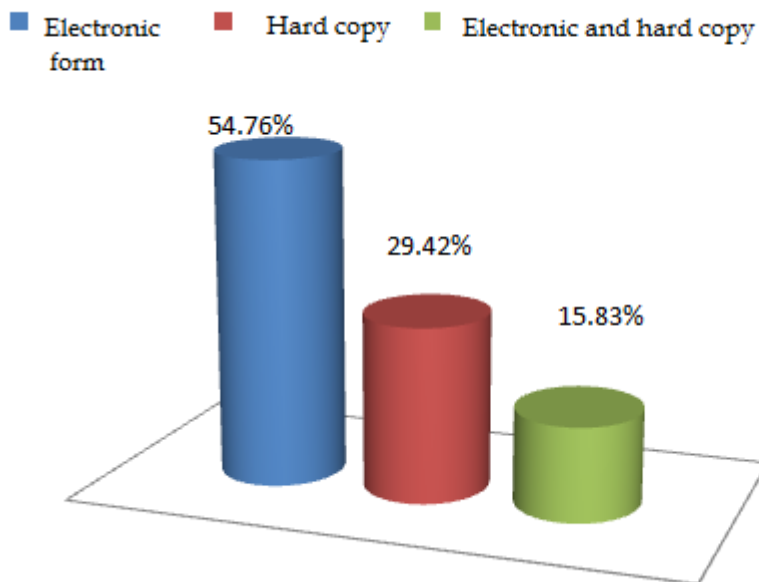
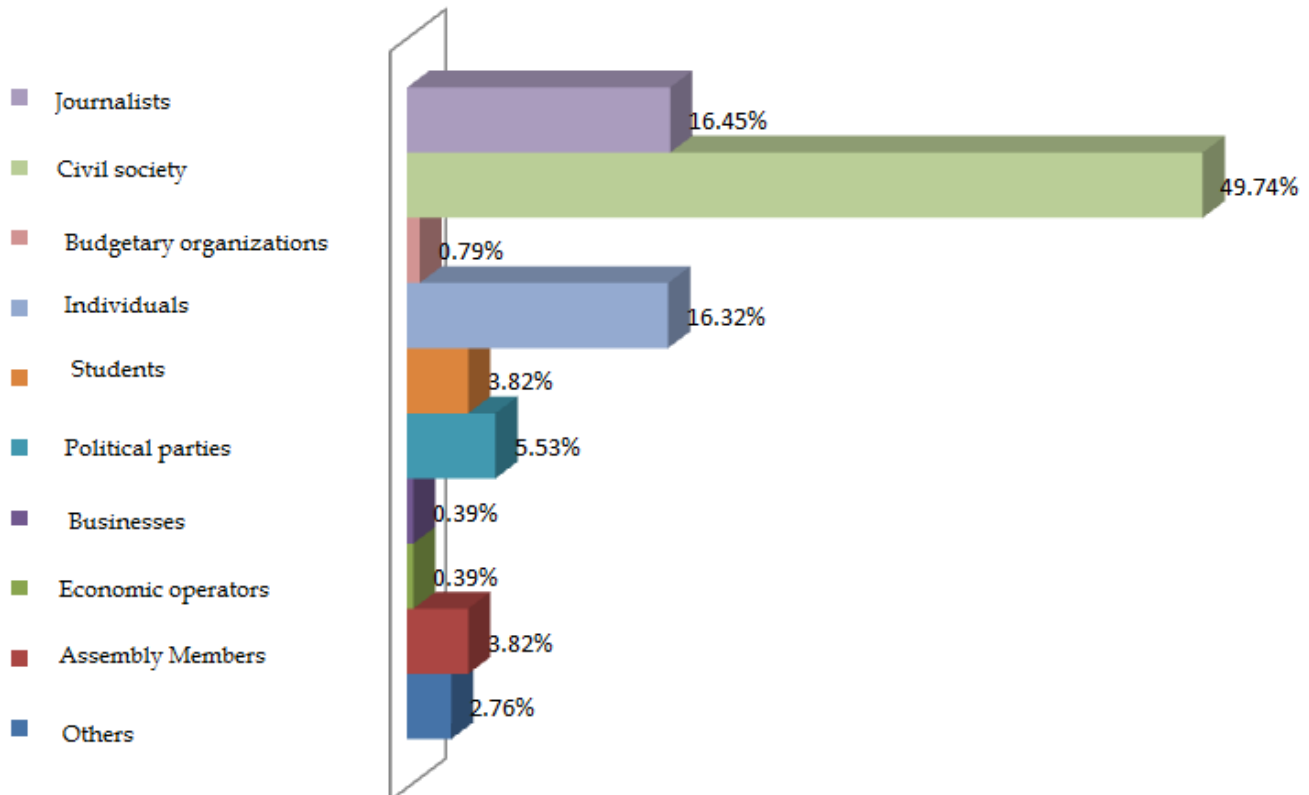


Figure 36  
Form of responses submitted

- **Applicants profile**

Approximately half of requests were submitted by civil society, 49.74 percent of total requests. Journalist submitted 16.45 of all requests, followed by citizens with 16.32 percent. Political parties comprise the 5.53 percent of total requests, followed by member of municipal assemblies with 3.82 percent, as well as students. Budgetary organizations submitted 0.79 percent, businesses and private companies 0.39 percent, while all other profiles constitute 2.76 of all requests received in the last year.



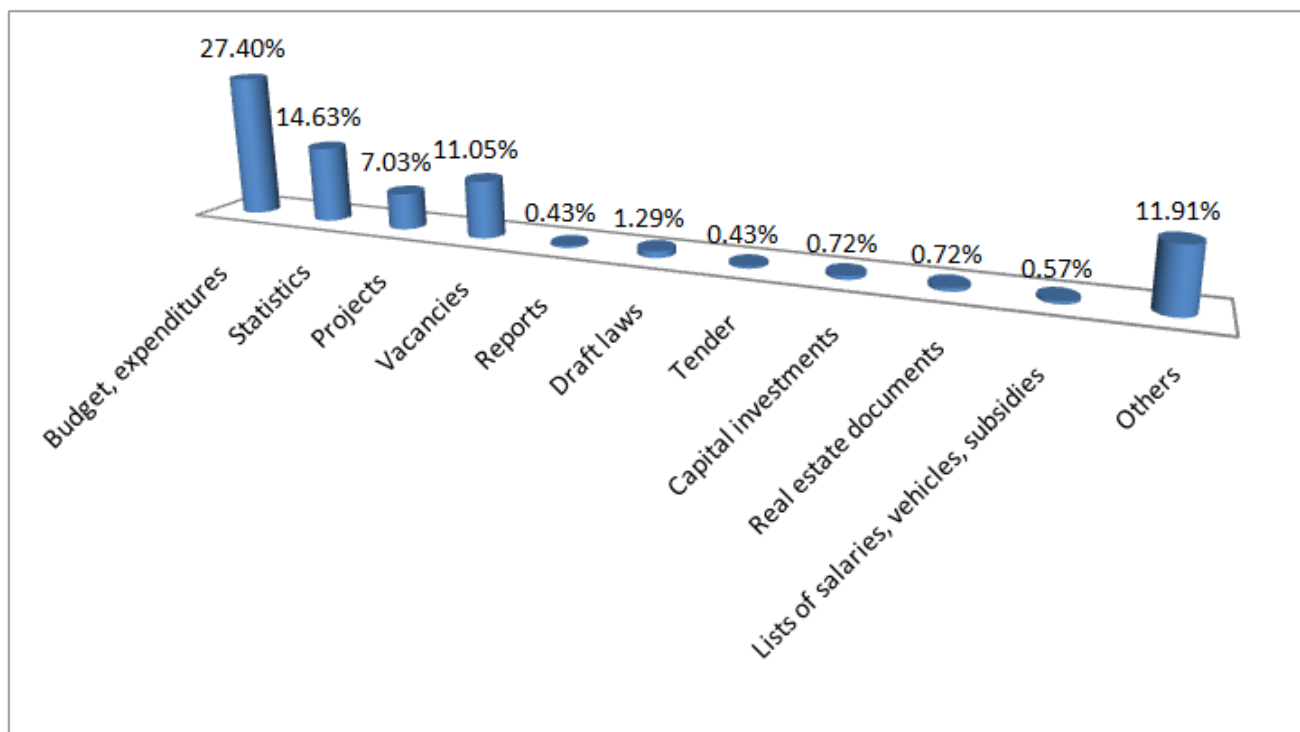
*Figure 37*  
*Profile of applicants requesting access to public documents*

#### - Requested documents

Requests for budget and expenditures prevail with 27.40 percent, followed by statistics with 14.63 percent, projects with 7.03 percent to continue with vacancies that constitute 11.05 percent, reports 0.43 percent, draft laws 1.29 percent, tender 0.43 percent, as well as documents related to capital investments, real estate documents constitute 0.72 percent of requests, whereas in 0.57 percent of cases were requested various lists (of salaries, vehicles, subsidies).

Other requested documents are located in "Others", thus constituting 11.91 percent of the total requests received last year.





**Figure 38**  
*Documents most required in the Municipalities of the Republic of Kosovo*

**Annex 1**

**REQUEST FOR ACCESS TO PUBLIC DOCUMENTS<sup>11</sup>**

**To: Unit/officer responsible for communication with citizens**

---

(name and address of institution)

Dear Sir/Madam,

In accordance with the Law on Access to Public Document I hereby request (to see the original, to obtain a printed copy or to obtain an electronic copy) of the following document:

---

(DESCRIPTION OF DOCUMENT)

First and Last Name: \_\_\_\_\_

Address: \_\_\_\_\_

Tel. no: \_\_\_\_\_

E-mail: \_\_\_\_\_

---

<sup>11</sup> Package of standard documents for requests for access to public documents  
<http://kryeministri-ks.net/?page=2,148&date=2012-00-00>

## Annex 2.

## List of contacts:

**Central institutions**

	<b>Name and Surname</b>	<b>Institution</b>	<b>Electronic address</b>
1	Presidency of the Republic of Kosovo	Florent Rrahmani	<a href="mailto:florent.rrahmani@president-ksgov.net">florent.rrahmani@president-ksgov.net</a>
2	Assembly of the Republic of Kosovo	Musli Krasniqi	<a href="mailto:musli.krasniqi@assambly-kosova.org">musli.krasniqi@assambly-kosova.org</a>
3	Constitutional Court of Kosovo	Nazim Bërbatovci	<a href="mailto:nazim.berbatovci@rks-gov.net">nazim.berbatovci@rks-gov.net</a>

**Government**

	<b>Name and Surname</b>	<b>Institution</b>	<b>Electronic address</b>
1	<b>Office of the Prime Minister</b>	Albulena Sylaj Zeqiri	<a href="mailto:albulena.zeqiri@rks-gov.net">albulena.zeqiri@rks-gov.net</a>
2	Ministry of Health	Faik Hoti	<a href="mailto:faik.hoti@rks-gov.net">faik.hoti@rks-gov.net</a>
3	Ministry of Environment and Spatial Planning	Valdete Tahiri	<a href="mailto:valdete.tahiri@rks-gov.net">valdete.tahiri@rks-gov.net</a>
4	Ministry of Justice	Saranda Salihu	<a href="mailto:saranda.salihu@rks-gov.net">saranda.salihu@rks-gov.net</a>
5	Ministry of Agriculture, Forestry and Rural Development	Albulena Maloku	<a href="mailto:albulena.maloku@rks-gov.net">albulena.maloku@rks-gov.net</a>
6	Ministry of Economic Development	Diana Krasniqi	<a href="mailto:diana.krasniqi@rks-gov.net">diana.krasniqi@rks-gov.net</a>
7	Ministry of Internal Affairs	Behar Haziraj	<a href="mailto:behar.haziraj@rks-gov.net">behar.haziraj@rks-gov.net</a>
8	Ministry of Infrastructure	Saranda Jusufi	<a href="mailto:saranda.jusufi@rks-gov.net">saranda.jusufi@rks-gov.net</a>
9	Ministry of Culture, Youth and Sport	Osman D. Gashi	<a href="mailto:osman.d.gashi@rks-gov.net">osman.d.gashi@rks-gov.net</a>
10	Ministry of Local Government Administration	Lumnije Demi	<a href="mailto:lumnije.demi@rks-gov.net">lumnije.demi@rks-gov.net</a>
11	Ministry of Communities and	Igballe Maloku	<a href="mailto:igballe.maloku@rks-gov.net">igballe.maloku@rks-gov.net</a>

	Return		
12	Ministry of Public Administration	Haki Leci	<a href="mailto:haki.leci@rks-gov.net">haki.leci@rks-gov.net</a>
13	Ministry of Education, Science and Technology	Shpresa Kokollari Berisha	<a href="mailto:shpresa.kokollari@rks-gov.net">shpresa.kokollari@rks-gov.net</a>
14	Ministry of Trade and Industry	Bajram Shala	<a href="mailto:bajram.shala@rks-gov.net">bajram.shala@rks-gov.net</a>
15	Ministry of Labour and Social Welfare	Jehona Arifi	<a href="mailto:jehona.arifi@rks-gov.net">jehona.arifi@rks-gov.net</a>
16	Ministry of Finance	Shpetim Hajzeraj	<a href="mailto:shpetim.hajzeraj@mf-rks.org">shpetim.hajzeraj@mf-rks.org</a>
17	Ministry of Foreign Affairs	Bukurie Bajraliu	<a href="mailto:bukurie.bajraliu@rks-gov.net">bukurie.bajraliu@rks-gov.net</a>
18	Ministry of European Integration	Musa Rrahmani	<a href="mailto:musa.rrahmani@rks-gov.net">musa.rrahmani@rks-gov.net</a>
19	Ministry of the Kosovo Security Force	Sejdi Elezi	<a href="mailto:sejdi.elezi@rks-gov.net">sejdi.elezi@rks-gov.net</a>
20	Ministry of the Diaspora	Sabrie Grainca	<a href="mailto:sabrie.grainca@rks-gov.net">sabrie.grainca@rks-gov.net</a>

Subordinate agencies of Government:

	Name and Surname	Institution	Electronic address
<b>Office of the Prime Minister</b>			
1	Kosovo Agency of Statistics	Hazbije Qeriqi	<a href="mailto:hazbije.qeriqi@rks-gov.net">hazbije.qeriqi@rks-gov.net</a>
2	Kosovo National Archive Agency	Shqipe Bekteshi	<a href="mailto:shqipe.bekteshi@rks-gov.net">shqipe.bekteshi@rks-gov.net</a>
3	Agency for Gender Equality	Fahri Restelica	<a href="mailto:fahri.restelica@rks-gov.net">fahri.restelica@rks-gov.net</a>
4	Food and Veterinary Agency	Lamir Thaçi	<a href="mailto:lamir.thaci@rks-gov.net">lamir.thaci@rks-gov.net</a>
5	Kosovo Agency for Radiation Protection and Nuclear Safety	Albulena Sylaj Zeqiri	<a href="mailto:albulena.zeqiri@rks-gov.net">albulena.zeqiri@rks-gov.net</a>

<b>Ministry of Environment and Spatial Planning</b>			
6	Kosovo Environmental Protection Agency	Afrim Berisha	<a href="mailto:afrim.berisha@rks-gove.net">afrim.berisha@rks-gove.net</a>
7	Kosovo Cadastral Agency	Denis Pitarka	<a href="mailto:denis.pitarka@rks-gov.net">denis.pitarka@rks-gov.net</a>
<b>Ministry of Internal Affairs</b>			
8	Kosovo Police	Daut Hoxha	<a href="mailto:daut.hoxha@kosovopolice.com">daut.hoxha@kosovopolice.com</a>
9	Kosovo Academy for Public Safety	Fidajete Geci	<a href="mailto:fidajete.geci@rks-gov.net">fidajete.geci@rks-gov.net</a>
10	Emergency Management Agency	Nijazi Miftari	<a href="mailto:nijazi.miftari@rks-gov.net">nijazi.miftari@rks-gov.net</a>
11	Civil Registration Agency	Behar Haziraj	<a href="mailto:behar.haziraj@rks-gov.net">behar.haziraj@rks-gov.net</a>
12	Kosovo Police Inspectorate	Arbër Beka	<a href="mailto:arbër.beka@rks-gov.net">arbër.beka@rks-gov.net</a>
13	Kosovo Forensic Agency	Shemsi Duriqi	<a href="mailto:shemsi.duriqi@rks-gov.net">shemsi.duriqi@rks-gov.net</a>
<b>Ministry of Public Administration</b>			
14	Kosovo Institute for Public Administration	Teuta Kuqi Maloku	<a href="mailto:teuta.kuqi.Maloku@rks-gov.net">teuta.kuqi.Maloku@rks-gov.net</a>
15	Agency for Information Society	Arben Krasniqi	<a href="mailto:arben.b.krasniqi@rks-gov.net">arben.b.krasniqi@rks-gov.net</a>
<b>Ministry of Education, Science and Technology</b>			
16	Pedagogical Institute	Fazli Brahaj	<a href="mailto:fazli.brahaj@rks-gov.net">fazli.brahaj@rks-gov.net</a>
17	National Qualification Authority	Milot Hasangjekaj	<a href="mailto:milot.hasangjekaj@rks-gov.net">milot.hasangjekaj@rks-gov.net</a>
18	Student Centre	Shyhrete Abdullahu	<a href="mailto:shyhrete.abdullahu@rks-gov.net">shyhrete.abdullahu@rks-gov.net</a>
19	Kosovo Accreditation Agency	Elmi Kelmendi	<a href="mailto:elmi.kelmendi@rks-gov.net">elmi.kelmendi@rks-gov.net</a>

20	Institute of Albanology in Prishtina	Sylë Kasumaj	<a href="mailto:skasumaj_ial@hotmail.com">skasumaj_ial@hotmail.com</a>
21	Education Inspectorate in the Republic of Kosovo		
22	Pedagogical Institute		
23	National Qualification Authority		
24	Student Centre		
25	Kosovo Accreditation Agency		
<b>Ministry of Justice</b>			
26	Agency for Administration of Sequestered or Confiscated Assets		
27	Kosovo Correctional Service	Jeton Kabashi	<a href="mailto:jeton.kabashi@rks-gov.net">jeton.kabashi@rks-gov.net</a>
<b>Ministry of Finance</b>			
28	Tax Administration of Kosovo	Valentina Bytyqi Sefa	<a href="mailto:valentina.bytyqi-sefa@atk-ks.org">valentina.bytyqi-sefa@atk-ks.org</a>
29	Kosovo Customs	Adriatik Stavileci	<a href="mailto:adriatik.stavileci@dogana-ks.org">adriatik.stavileci@dogana-ks.org</a>
30	Central Procurement Agency	Libona Thaçi	<a href="mailto:libona.thaçi@rks-gov.net">libona.thaçi@rks-gov.net</a>
31	Financial Intelligence Unit	Behar Xhema	<a href="mailto:behar.xhema@fic-ks-org">behar.xhema@fic-ks-org</a>
<b>Ministry of Culture, Youth and Sport</b>			
32	National Theatre of Kosovo		
33	The National Library of Kosovo "Pjetër Bogdani"		
34	Kosovo Cinematography Centre		
35	Gallery of the Ministry "Qafa"		

36	National Ensemble of Songs and Dances "SHOTA"	Osman D. Gashi	<a href="mailto:osman.d.gashi@rks-gov.net">osman.d.gashi@rks-gov.net</a>
37	Kosovo Philharmonic		
38	Kosovo Film		
39	Kosovo Ballet		
40	Kosovo Museum		
41	Archaeological Institute of Kosovo		
42	Institute for the Protection of Monuments		
43	Regional Centre for Cultural Heritage		
44	National Gallery of Kosovo	Lirije Buliqi	<a href="mailto:lirije.buliqi@rks-gov.net">lirije.buliqi@rks-gov.net</a> ; <a href="mailto:info@galeriakombetare.com">info@galeriakombetare.com</a>
<b>Ministry of Labour and Social Welfare</b>			
45	Executive Body of the Labour Inspectorate	Jehona Bunjaku-Arifi	<a href="mailto:jehona.bunjaku@rks-gov.net">jehona.bunjaku@rks-gov.net</a>
<b>Ministry of Health</b>			
46	Hospital and University Clinical Service of Kosovo	Mirlinda Qyqalla	<a href="mailto:mirlinda.qyqalla@shskuk.org">mirlinda.qyqalla@shskuk.org</a> <a href="mailto:linda_aab@hotmail.com">linda_aab@hotmail.com</a>
47	Kosovo Medicines Agency	Pranvera Behrami	<a href="mailto:info@akppm.com">info@akppm.com</a>
48	National Institute of Public Health of Kosovo	Faik Hoti	<a href="mailto:faik.hoti@rks-gove.net">faik.hoti@rks-gove.net</a>
49	National Centre for Blood Transfusion	Naim Gashi	<a href="mailto:naimgashi1960@hotmail.com">naimgashi1960@hotmail.com</a>
<b>Ministry of Trade and Industry</b>			

50	Kosovo Standardization Agency	Hafiz Gara	<a href="mailto:hafiz.gara@rks-gov.net">hafiz.gara@rks-gov.net</a>
51	Kosovo Business Registration Agency	Gazmend Mejzini	<a href="mailto:gazmend.mejzini@rks-gov.net">gazmend.mejzini@rks-gov.net</a>
52	Investment Promotion Agency of Kosovo	Agon Dula	<a href="mailto:agon.dula@rks-gov.net">agon.dula@rks-gov.net</a>
53	Kosovo Accreditation Directorate	Osman Hajdini	<a href="mailto:osman.hajdini@rks-gov.net">osman.hajdini@rks-gov.net</a>
54	Kosovo Metrology Agency	Blerim Sokoli	<a href="mailto:blerim.sokoli@rks-gov.net">blerim.sokoli@rks-gov.net</a>
55	Market Inspectorate	Lulzim Syla	<a href="mailto:lulzim.e.syla@rks-gov.net">lulzim.e.syla@rks-gov.net</a>
56	Industrial Property Agency		
<b>Ministry of Foreign Affairs</b>			
57	Diplomatic Academy of Kosovo		



### Independent Institutions

	Name and Surname	Institution	Electronic address
1	General Auditor	Qëndresa Mulaj	<a href="mailto:Qendresa.Mulaj@oagks.org">Qendresa.Mulaj@oagks.org</a>
2	Radio and Television of Kosovo (RTK)	Bekim Shehu	<a href="mailto:bekimshehu@rtklive.com">bekimshehu@rtklive.com</a>
3	Independent Media Commission	Fikrete Çoçaj	<a href="mailto:Fikrete.Cocaj@kpm-ks.org">Fikrete.Cocaj@kpm-ks.org</a>
4	Independent Oversight Board for the Civil Service	Gjejrane Gashi	<a href="mailto:Gjejrane.Gashi@rks-gov.net">Gjejrane.Gashi@rks-gov.net</a>
5	Elections Complaints and Appeals Panel (ECAP)	Antigona Murati	<a href="mailto:Antigona.Murati@rks-gov">Antigona.Murati@rks-gov</a>
6	Water and Wastewater Regulatory Office	Lule Aliu	<a href="mailto:lule.aliu@wwro-ks.org">lule.aliu@wwro-ks.org</a> ; <a href="mailto:lulealiu@hotmail.com">lulealiu@hotmail.com</a>
7	Ombudsperson's Office	Majlinda Sinani Lulaj	<a href="mailto:mlulaj@ombudspersonkosovo.org">mlulaj@ombudspersonkosovo.org</a>
8	Public Procurement Regulatory Commission	Ajshe Hasani	<a href="mailto:Ajshe.Hasani@rks-gov.net">Ajshe.Hasani@rks-gov.net</a>
9	Privatization Agency of Kosovo	Arta Gosalci Dedi	<a href="mailto:arta.gosalci@pak-ks.org">arta.gosalci@pak-ks.org</a>
10	Academy of Science and Arts of Kosovo	Taulant Veseli	<a href="mailto:taulantveseli@ashak.org">taulantveseli@ashak.org</a>
11	Kosovo Property Agency	Arian Krasniqi	<a href="mailto:arian.krasniqi@kpaonline.org">arian.krasniqi@kpaonline.org</a>
12	National Agency for Personal Data Protection	Jehona Fetaj-Lani	<a href="mailto:jehona.fetaj@rks-gov.net">jehona.fetaj@rks-gov.net</a>
13	Railway Regulatory Authority	Arban Bytyçi	<a href="mailto:arban.bytyci@arh-ks.org">arban.bytyci@arh-ks.org</a>
14	Civil Aviation Authority	Arianit Dobroshi	<a href="mailto:infocaa@caa-ks.org">infocaa@caa-ks.org</a> ;

			<a href="mailto:arianit.dobroschi@caa-ks.org">arianit.dobroschi@caa-ks.org</a>
15	Energy Regulatory Office	Adelina Murtezaj Bajrami	<a href="mailto:adelina.murtezaj@ero-ks.org">adelina.murtezaj@ero-ks.org</a>
16	Kosovo Pension Savings Trust	Jeton Demi	<a href="mailto:jeton.demi@trusti.org">jeton.demi@trusti.org</a>
17	Anti-Corruption Agency	Mefail Bajqinovci	<a href="mailto:Mefail.Bajqinovci@rks-gov.net">Mefail.Bajqinovci@rks-gov.net</a>
18	Kosovo Competition Authority	Avdyl Krasniqi	<a href="mailto:avdyl.krasniqi@rks-gov.net">avdyl.krasniqi@rks-gov.net</a> ;
19	Central Bank of Kosovo	Besnik Kada	<a href="mailto:Besnik.Kada@bqk-kos.org">Besnik.Kada@bqk-kos.org</a>
20	Regulatory Authority of Electronic and Postal Communications	Albina Berisha	<a href="mailto:albina.berisha@arkep-rks.org">albina.berisha@arkep-rks.org</a>
21	Independent Commission for Mines and Minerals	Ediz Xhemili	<a href="mailto:Ediz.Xhemili@kosovo-mining.org">Ediz.Xhemili@kosovo-mining.org</a>
22	Kosovo Judicial Institute	Vjollca Gashi	<a href="mailto:Vjollca.T.Gashi@rks-gov.net">Vjollca.T.Gashi@rks-gov.net</a> ;
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24	Central Election Commission	Emira Alushi	<a href="mailto:emira.alushi@kqz-ks.org">emira.alushi@kqz-ks.org</a> ;
25	Procurement Review Body	Hysni Muhadri	<a href="mailto:Hysni.Muhadri@rks-gov.net">Hysni.Muhadri@rks-gov.net</a> ;
26	Kosovo Competition Authority	Rizah Arifi	<a href="mailto:Rizah.Arifi@rks-gov.net">Rizah.Arifi@rks-gov.net</a>
27	Agency for the management of memorial complexes of Kosovo	Anita Alaj Kalendari	<a href="mailto:Anita.Kalendari@rks-gov.net">Anita.Kalendari@rks-gov.net</a>

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36	Municipality of Leposaviq	/	/
37	Municipality of Zubin Potok	/	/
38	Municipality of Mitrovica North	Sinisa Krstic	<a href="mailto:Sinisa.kerstic@rks-gov.net">Sinisa.kerstic@rks-gov.net</a>
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4	Kosovo Post and Telecom - PTK	Emine Haxholli	<a href="mailto:emine.haxholli@ptkonline.com">emine.haxholli@ptkonline.com</a> ;
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