



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
ON THE ACHIEVEMENT OF THE RIGHT TO ACCESS PUBLIC
DOCUMENTS BY PUBLIC INSTITUTIONS

Annual Report 2014

Prishtina, March 2015

Content

| | Page |
|--|------|
| 1. Summary | 4 |
| 2. The right to access public documents | |
| 2.1 Basic principles | 5 |
| 2.2 Regulation of the right to access public documents | 5 |
| 2.3 Regulation of the right to access public documents in Kosovo | 7 |
| 2.3.1 Legal acts | 7 |
| 3. Activities for the implementation of the Law on Access to Public Documents | |
| 3.1 Implementing the Law on Access to Public Documents and challenges in the working process..... | 9 |
| 3.2 Regional Conferences..... | 9 |
| 3.3 Trainings | 10 |
| 3.4 Reports related to the freedom of information..... | 10 |
| 4. Requests for access to public documents | |
| 4.1 Institutions covered by the Law No. 03/L-215 on Access to the Public Documents | 12 |
| 4.2 General data | 13 |
| 4.2.1 Total number of requests for access to public documents of Institutions in the Republic of Kosovo | 13 |
| 4.2.2 Achieving the right to access public documents of the Institutions of the Republic of Kosovo | 14 |
| 4.2.3 Submission of reports by the Institutions of the Republic of Kosovo..... | 15 |
| 4.3 Central Institutions of the Republic of Kosovo | |
| 4.3.1 Number of requests made to central institutions of the Republic of Kosovo..... | 17 |
| 4.3.2 Analysis of requests made to central Institutions of the Republic of Kosovo..... | 17 |
| - Achieving access to public documents | 17 |
| - Main reasons for rejection and restricted access..... | 18 |
| - Documents requested in central institutions of the Republic of Kosovo..... | 18 |
| - Profile of requesters..... | 19 |
| - Responses delivered by Central Institutions upon request | 19 |
| - Type of response to requests for access to public documents | 20 |
| 4.4 Government of the Republic of Kosovo | |
| 4.4.1 Number of requests made to the Government of the Republic of Kosovo and in subordinate institutions..... | 21 |
| 4.4.2 Analysis of requests made to the Kosovo Government and subordinate institutions..... | 24 |
| - Achieving access to public documents..... | 25 |
| - Main reasons for rejected and restricted access..... | 25 |
| - Documents requested in the Government of the Republic of Kosovo and affiliated institutions..... | 26 |
| - Profile of applicants | 27 |
| - Responses upon requests delivered by Government of the Republic of Kosovo and subordinate Institutions..... | 28 |
| - Type of response to requests for access to public documents | 28 |

| | |
|---|----|
| 4.5 Public Universities | |
| 4.5.1 Number of requests made to the Public Universities..... | 30 |
| 4.5.2 Analysis of requests made to the Public Universities..... | 30 |
| - Achieving access to public documents | 31 |
| - Main reasons for rejections and limited access | 31 |
| - Documents requested in the Government of the Republic of Kosovo and affiliated institutions..... | 31 |
| - Profile of applicants..... | 32 |
| - Responses sent to requests by the Government of the Republic of Kosovo and affiliated institutions..... | 33 |
| - Type of response to requests for access to public documents | 33 |
| 4.6 Independent institutions | |
| 4.6.1 Number of requests made to independent institutions | 34 |
| 4.6.2 Analysis of requests made to independent institutions | 35 |
| - Achieving access to public documents to independent institutions | 35 |
| - reasons for rejections in independent institutions | 35 |
| - Type of response to requests for access to public documents | 33 |
| - Documents requested in independent institutions | 36 |
| - | |
| - Profile of applicants | 32 |
| - | |
| - Responses sent to requests | 32 |
| - Public enterprises | |
| 4.5.1 Number of requests made to public enterprises..... | 34 |
| 4.4.2 Analysis of requests made to public enterprises..... | 34 |
| 4.4 Municipalities of the Republic of Kosovo | |
| 4.6.2 Number of requests made to the municipalities of the Republic of Kosovo..... | 36 |
| 4.4.2 Analysis of requests made to municipalities of the Republic of Kosovo | 37 |
| - Achieving access to public documents | 37 |
| - Documents requested at municipalities | 38 |
| - Profile of applicants | 38 |
| - Responses sent to requests | 39 |
| - Type of response to requests for access to public documents | 39 |
| 4.7 Institutions that did not report and institutions that did not receive requests | |
| 4.7.1 Institutions of the Republic of Kosovo that did not submit reports | 40 |
| 5. Recommendations | |
| 5.1.1 Recommendations..... | 44 |
| 6. Annex | 46 |
| 7 List of contacts | |
| Central institutions..... | 47 |
| Independent institutions..... | 48 |
| Municipalities of Kosovo..... | 49 |

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

Arben Musliu, Senior Official for Public Communications

1 SUMMARY

1. In the practice of democratic societies, everyone has the right to freedom of expression, and this includes the right to seek and receive information. The right of access to documents is essential to achieving and protection of other rights, the provision of democracy, and the development of the country.

Government and other public organizations hold important information. These documents are maintained on behalf of the public, therefore it is necessary to proactively publish information and provide access to people who want any specific information.

The laws on access to public documents are of vital importance to properly inform the public regarding the actions of their elected.

The successful implementation of these laws further strengthens the role of government and institutional communication with the public and at the same time strengthens transparency and reaffirms the peak values of good governance and effective rule of law.

Promotion of the right of access to public documents, submission of reports by public institutions of Kosovo and drafting of the Comprehensive Report foreseen by Articles 20.4, 20.5 and 20.6 of the Law on Access to Public Documents (LAPD) which articles also refer the "relevant unit of the Government / Office of the Prime Minister".

Office of Public Communications Office (OPC / OPC), since 2011, has been appointed the Senior Official on handling requests for Access to Public Documents, but due to financial constraints has failed to establish any relevant units as noted in the abovementioned articles.

This office remains as a bearer of the implementation of this law, by submitting requests for access to public documents, coordinating activities between offices and other institutions in this regard as well as through training of the officials.

Since the beginning of implementation of the LAPD's, officers assigned on handling requests for access to public documents are being professionalized in the implementation of the provisions arising from this law. Although, due to job changes there were cases of shifting the officials of QPD, although it has been some time since the first training held and at the meantime there has been movement of staff in institutions of central and independent institutions.

Considering that effective promotion can only be made through extensive cooperation with other countries in the region, the Office of Public Communications in the Office of the Prime Minister in 2014 began to have greater cooperation in the region. On September 17, 2014, with the support of the OSCE Mission in Kosovo, the Office of Public Communications within OPM organized the Regional Conference in Pristina, on the topic "Freedom of Information - the development of practices in the Western Balkan region", by bringing in the capital of Kosovo Information Commissioners and other influential people of this field. This was a good opportunity to compare not only legal norms, but also to share best practices in

this region, and to emphasize common strategies to strengthen freedom of information. Creating a network to exchange experiences was one of the main requirements of professionals in this field, who were present at the conference.

Taking into account the importance to achieve the step with other countries of the Western Balkans, the Office of Public Communications in the Office of the Prime Minister last year has also started the procedure for amending the Law on Access to Public Documents.

The amendment of the concept document of this Law is foreseen within the program concept documents of 2015.

2 THE RIGHT TO ACCESS PUBLIC DOCUMENTS

2.1 Basic Principles

Maximum transparency remains the fundamental principle of legislation on access to public documents, according to international standards. This implies, that all information held by the institutions, should be public, and should be accessible to all, and this right can be restricted only when information is a part of the group of information exempted by the law.

Exemptions shall be clear and well explained.

Also, public institutions are obliged to publish, on their official websites, the main information, and actively promote open governance.

In addition, requests for access to public documents should be free of charge, promptly processed and in impartial manner, and should provide a review of the rejection by a second instance.

One of the main principles remains also the obligation that the meetings of institutions to be open and public. All individuals who publish information about the harmful actions of the institutions where they work, shall be protected.

In Kosovo, the Law on Access to Public Documents is based on ten principles of the right of access to information:¹

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. Making requests should be simple, speedy, and free;
5. Officials have a duty to assist requestors;
6. Refusals must be justified;
7. The 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.

Regulation of the right of access to public documents

The right to access public documents is protected by numerous conventions on human rights. Most important of them is considered the Universal Declaration of Human Rights, Resolution 217 A (III) of 10 December 1948, of the General Assembly of United Nations.

Article 19 of this Declaration states that:

¹ SUMMARY OF LEGISLATION ON THE RIGHT OF ACCESS TO 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

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.

These international instruments are directly applicable in Republic of Kosovo and have priority in case of contradiction with the provisions of laws and other acts of public institutions.

Below are listed the main international instruments that ensures this right. ²

United Nations

- 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.
- 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, 70th 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.

² <http://www.right2info.org/international-standards>

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 to access public documents in Kosovo

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

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

The Constitution of the Republic of Kosovo provides 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 by the following legal acts:

- **Constitution of the Republic of Kosovo**

Article 41 of the - Constitution of the Republic of Kosovo determines that:

“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.

In function of the successful implementation of the Law, the Government of the Republic of Kosovo has approved:

- ▶ **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

Four years following the entry into force of the Law on Access to Public Documents, Office of Public Communications within the Office of the Prime Minister, with the assistance of the OSCE Mission in Kosovo, commenced the assessment of the implementation of the Law on Access to Public Documents.

On this occasion, numerous workshops organized with all stakeholders involved, from central and local institutions, civil society and media, to discuss findings related to comprehensive reports, problems and challenges in the implementation of the law, and to see the possibility of revising the law.

On 18 September 2014, the Regional Conference: Freedom of Information - Practice Development in the Western Balkans region, organized by the Office of Public Communications within the Office of the Prime Minister of the Republic of Kosovo with the support of the OSCE Mission in Kosovo, was held in Prishtina, aiming at better overview on how the countries of the region regulate this field as well as to set a good cooperation for exchange of experiences with professionals in this field.

Representatives of institutions dealing with freedom of information and protection of personal data from Slovenia, Croatia, Albania, Kosovo, Macedonia, Montenegro and Bosnia and Herzegovina, as well as civil society organizations attend the above conference.

During this year, the Office of Public Communications within OPM continued to collect quarterly reports from all institutions of the Republic of Kosovo.

This is the fourth comprehensive report, in which special attention is given to the update of contacts amongst institutions, since there were constant movements of officials.

Some of the most important domestic and international reports in this field relates to the situation of freedom of information in Kosovo.

3.2 REGIONAL CONFERENCE

On 18 September 2014, the **Regional Conference: Freedom of Information - Practice Development in the Western Balkans region**, organized by the Office of Public Communications within the Office of the Prime Minister of the Republic of Kosovo with the support of the OSCE Mission in Kosovo, was held in Prishtina.

The Deputy Prime Minister of the Government of the Republic of Kosovo, Edita Tahiri, and OSCE Head of Mission in Kosovo, Ambassador Jean-Claude Schlumberger, opened the conference.

Representatives from Albania, Kosovo, Macedonia, Montenegro, Bosnia and Herzegovina, Croatia and Slovenia, presented the experiences of their countries within three (3) topics of the conference panels:

- General overview of the current situation in the region: institutional organization, legislation and implementation of the legal framework;
- Accountability and monitoring of government in compliance with the legislation on freedom of information,
- Personal data and the protection of privacy.

Below are provided the conclusions derived of the above conference:

1. The need for cooperation and exchange of experiences is necessary in order to advance the achievement of the right to freedom of information;
2. Having consideration that the right to public information is a fundamental human right, we commit ourselves to its full achievement;
3. It is necessary to launch the application of EC Directive nr.2013/37/EU on the Re-use of Public Sector Information;
4. Practices of the region indicate that the body monitoring the implementation of laws on freedom of public information should be independent and with executive powers;
5. Cooperation in the field of freedom of public information will continue intensively in the future;
6. We agree to establish a special forum of representatives that deal with freedom of public information in the countries of Western Balkans aimed at exchanging experiences and promoting the achievement of the right of access to public information;
7. To seek possibilities that the regional Conference on freedom of public information be annual;

3.3 AGREEMENTS ON EXCHANGING BEST PRACTICES

Office of Public Communication within the Office of the Prime Minister of the Republic of Kosovo and the Commission for Protection of the Right to Free Access to Public Information of the Republic of Macedonia, have signed, on 4 April 2014, the Memorandum of Understanding in the field of protection of the right to free access to public information.

In addition to the strengthening of institutional bilateral communication, this Memorandum will enable trainings on exchanging the experiences from both countries.

Hence, although the first step is done, there is still much more to be done in regards to regional cooperation. OPC/OPM and representatives of Macedonia will develop joint plans on exchanges.

OPC/OPM will analyse the benefits of cooperation with the respective institutions of different countries and then shall decide for cooperation agreements with other countries. Such a practice shall enable the exchange of contact information, and the establishment of network of officials responsible for monitoring the implementation of LAPD.

3.4 TRAININGS

On September 17, the Office of Public Communication (OPC) within the Office of the Prime Minister held a consultative meeting with two legal advisors of the Slovenian Information Commissioner (SIC), Ms. Jasna Duralija and Ms. Maja Lubarda. SIC legal advisors reviewed the Law on APD and access approval framework. All participants concluded that the current Law on Access to Public Documents is incomplete and shall be amended.

Office of Public Communications within the Office of the Prime Minister, with the assistance of the OSCE Mission in Kosovo, held a workshop on "Challenges in the implementation of the Law on Access to Public Documents, four years following the entry into force," with representatives of all institutions, civil society and journalists.

- On October 10, 2014 is held the first workshop in Prishtina, with representatives of the central institutions, ministries, as well as independent agencies established by the Assembly.
- On October 30, 2014, a workshop with representatives of the municipalities of Kosovo is held in Prizren.
- On November 7, 2014, a roundtable with the representatives of media and civil society is held.

3.4 REPORTS IN RELATION TO THE FREEDOM OF INFORMATION

During 2014, there were a number of reports on Kosovo, which covered the achievement of the right of access to public documents.

Progress Report on Kosovo of European Commission outlined the implementation of the Law on Access to Public Documents, in the section speaking on public administration.³

- o Very limited progress has been made to further improve accountability and service delivery. The laws on administrative procedures and normative acts are still to be adopted. Implementation of the law on access to public documents remains unsatisfactory. Kosovo also needs to review the organisation of public administration at municipal level, notably delegated competences and the appointments of directors.

The same report also mentions the challenges of local governments:

- o Municipal efforts to increase transparency in decision-making need to continue. A new administrative instruction on transparency in municipalities has been implemented in only two municipalities.⁴

Challenges in the implementation of the Law on Access to Public Documents are also mentioned in SIGMA Report "Public Administration Reform Assessment of Kosovo."⁵

The uncertainty about who decides on rejection, as well as the lack of a central oversight authority with executive powers, according to the report, remains the main problem, whereas it is emphasized that:

- o When documents contain classified material, public authorities are required to publish unclassified sections of the document, unless the partial publication is considered

³ Public Administration, page 11.

http://eeas.europa.eu/delegations/kosovo/documents/eu_kosovo/20141008_kosovo_progress_report_2014_sq.pdf

⁴ Local governance, page 9

http://eeas.europa.eu/delegations/kosovo/documents/eu_kosovo/20141008_kosovo_progress_report_2014_sq.pdf

⁵ <http://www.sigmaweb.org/publications/Kosovo-Assessment-2014.pdf>

misleading. However, there is a need for a guide to the interpretation of rejections, since it contain undefined legal norms providing more extensive explanations. The law is not very clear on who decides on rejection. More importantly, there is no central authority that can order monitoring and impose sanctions upon failure by institutions to provide access to documents.

Most of public institutions did not establish internal mechanisms to further review the requests for access to public documents.

- There were also problems with monitoring the implementation of the Law. Article 10 stipulates that *“the failure by the public authority to response within the prescribed period of time shall be considered as a negative response and shall entitle the applicant to initiate the procedure before the Ombudsperson Institution, other public institutions, competent court ...”* however, it is not defined which other public institutions.

The Report of the Ombudsperson for 2013 also mentions this problem. ⁶

- While, most of public institutions have assigned officials responsible for receiving and processing requests for access to public documents, it is not their responsibility for decision-making, and often there are confusions even in this regard.

⁶ http://www.ombudspersonkosovo.org/repository/docs/RAPORTI_SHQIP_2013_396076.pdf

4 REQUESTS 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

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

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

This Report contains data from other institutions such as: 5 public universities, 17 public enterprises and 31 independent institutions, established by the Assembly of Kosovo.

Of these, 7 independent institutions, established by the Assembly of Kosovo, and four municipalities of the Republic of Kosovo submitted no reports (see 4.9)

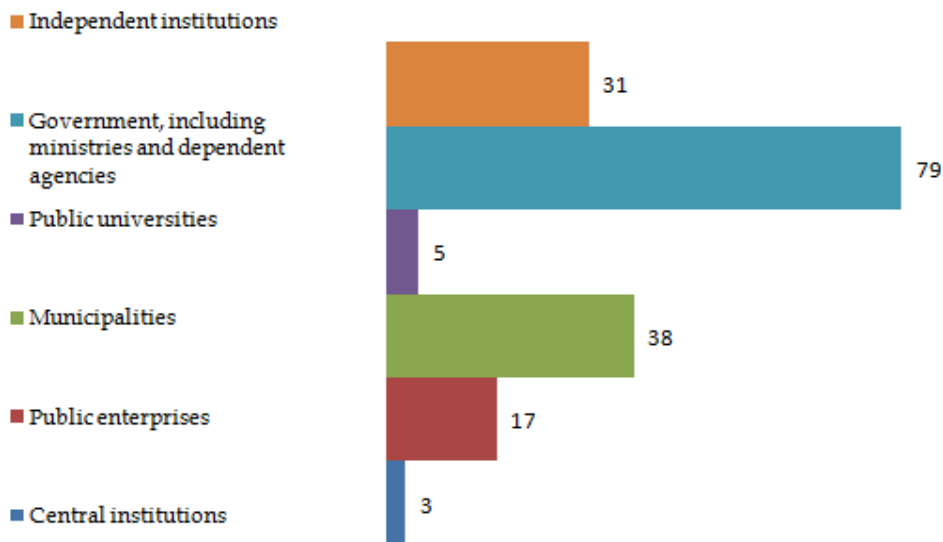


Figure 1.
Institutions included on Comprehensive Report on the achievement of the right to access public documents by public institutions

4.2 GENERAL INFORMATION

4.2.1 Total number of requests for access to public documents submitted to the institutions of the Republic of Kosovo

Following the entry into force of the Law on Access to Public Documents, there has been an improvement in keeping records of requests for access to public documents.

In addition to this, the number of institutions that have assigned officials for receiving the requests for access to public documents, and submitted reports to the Office of Public Communication within the Office of the Prime Minister, marked an increase.

Tables below show the general overview of the requests since 2011 until last year, and their handling by public institutions.

Table no. 1:
General overview of requests for access to public documents in 2014, submitted to the institutions of the Republic of Kosovo

| Institution/subordinate unit | Access granted | Access rejected | Access restricted | No response | Other | Total |
|--|----------------|-----------------|-------------------|-------------|-----------|-------------|
| Central institutions: Assembly, Presidency, Constitutional Court | 27 | 2 | 4 | 0 | 0 | 33 |
| Government, including 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 |
| Public enterprises | 15 | 1 | 0 | 0 | 0 | 16 |
| Municipalities | 846 | 18 | 9 | 24 | 26 | 923 |
| Total | 1866 | 36 | 38 | 50 | 83 | 2073 |

Table no. 2:
General overview of requests for access to public documents in 2013 submitted to the institutions of the Republic of Kosovo

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

Table no.3:

General overview of requests for access to public documents in 2012 submitted to the institutions of the Republic of Kosovo

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

Table no. 4:

General overview of requests for access to public documents in 2011 submitted to the institutions of the Republic of Kosovo

| Institution/subordinate unit | Access granted | Access rejected | Access restricted | No response | Other | Total |
|--|----------------|-----------------|-------------------|-------------|----------|-------------|
| Central institutions: Assembly, Presidency, Constitutional Court | 30 | 1 | 0 | 5 | 0 | 36 |
| Government, including 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 |
| Total | 2549 | 36 | 5 | 53 | 9 | 2652 |

4.2.2 Achievement of the right to access public documents of the institutions of the Republic of Kosovo

Following the entry into force of the Law, the number of granted requests for access to public documents was higher than the number of rejected access.

However, it is worrisome the fact that most of the rejections are made in administrative silence⁷, and are not issued with a decision⁸.

⁷ LAPD - Article 10 -Failure by the public institution to reply: "Refusal of the application of the applicant as well as the failure by the public authority to response within the prescribed period of time shall be considered as a negative response and shall entitle the applicant to initiate the procedure before the Ombudsperson Institution, other public institutions, competent court, in accordance with the Law into force".

⁸ LAPD- Article 13 -Refusal to access to official documents, paragraph two: "The public authority refusing a total or partial access to a document shall state the reasons for refusal. The applicant shall be entitled, following the submission of an application, to receive a justified decision in writing for this refusal by the public institution concerned"

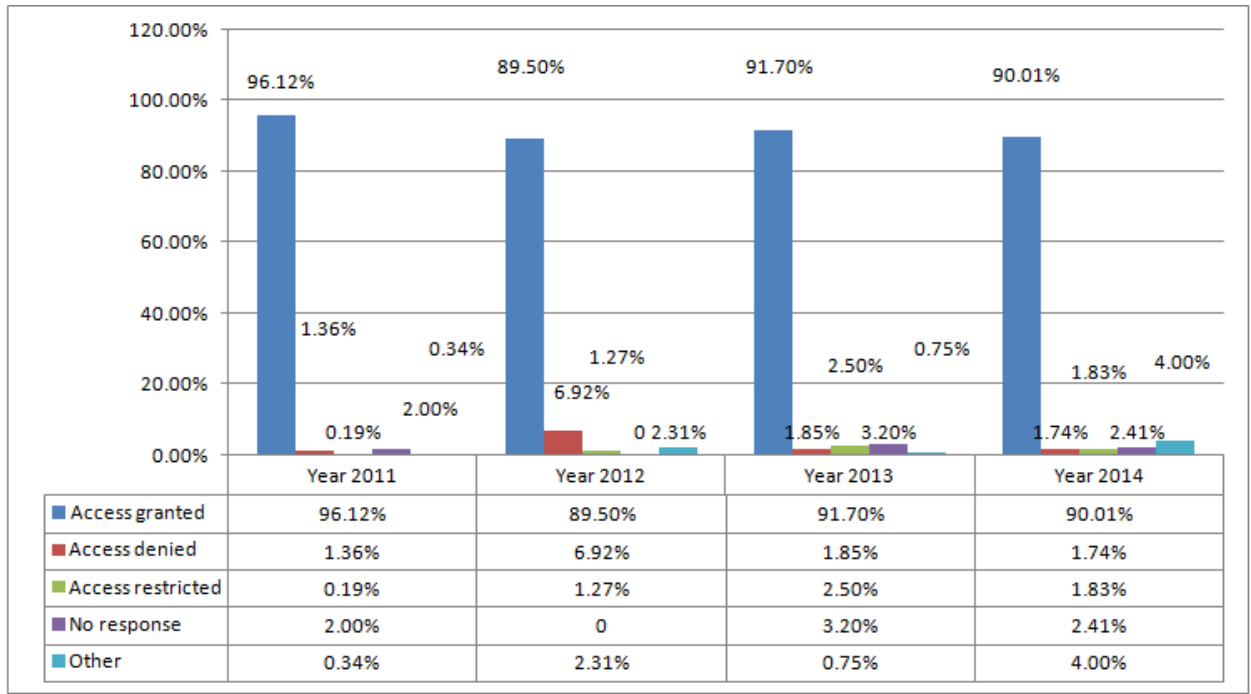


Figure 2.
 General achievement of the right to Access public documents in the institutions of the Republic of Kosovo - comparing 2011, 2012, 2013 and 2014.

4.2.3 Reporting by the institutions of the Republic of Kosovo

In 2014, the number of institutions that have submitted complete reports on the requests directly submitted to these institutions marked an increase.

To date, 85.00% of the institutions have reported.

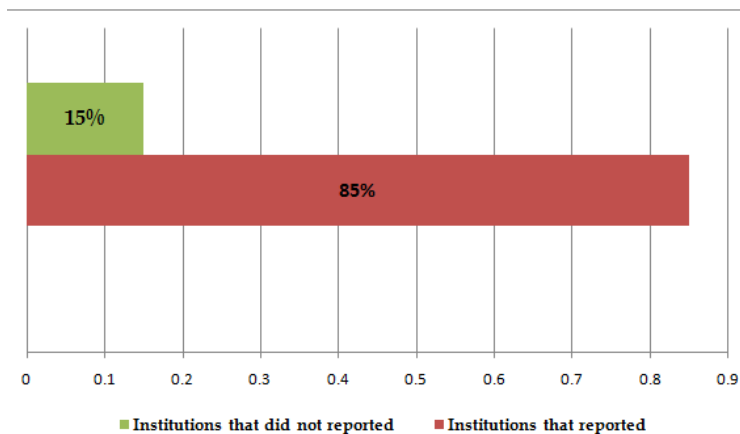


Figure 3.
 Reporting by the Kosovo institutions on requests for access to public documents Kosovo

4.3 PRESIDENCY, ASSEMBLY OF KOSOVO AND CONSTITUTIONAL COURT

4.3.1 The number of requests submitted to the Presidency, Assembly of Kosovo and Constitutional Court

During 2014, three institutions, Presidency, Assembly of Kosovo and Constitutional Court, received 33 requests for access to public documents.

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

Table no. 5:

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

| Name of the Institution | Access granted | Access rejected | Access restricted | No response | Other | Total |
|--------------------------------------|----------------|-----------------|-------------------|-------------|----------|-----------|
| Presidency of the Republic of Kosovo | 4 | 2 | 1 | 0 | 0 | 7 |
| Assembly of the Republic of Kosovo | 11 | | 1 | 0 | 0 | 12 |
| Constitutional Court of Kosovo | 12 | | 2 | 0 | 0 | 14 |
| | 27 | 2 | 4 | 0 | 0 | 33 |

4.3.2 Analysis of the 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 the requests handled by the Presidency, Assembly of Kosovo and Constitutional Court

| Access granted | Access rejected | Access restricted | No response | Other | Total |
|----------------|-----------------|-------------------|-------------|-------|-------|
| 27 | 2 | 4 | 0 | 0 | 33 |

- Achievement of the right of access to public documents

Figure 3 shows data indicating the achievement of the right of access to public documents in three abovementioned central institutions of the Republic of Kosovo.

Of all requests received, 82 percent granted, 12 percent restricted, whereas 6 percent rejected.

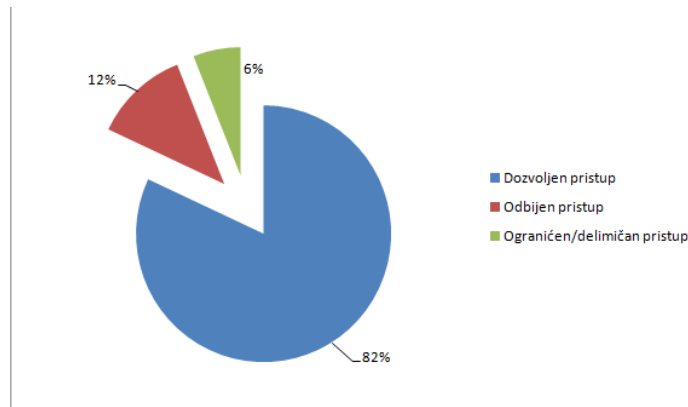


Figure 4.
Achievement of the right to access public documents in the central institutions of the Republic of Kosovo

- Main reasons for rejected and restricted access

It is worth mentioning there were no cases in all abovementioned institutions where the requests for access to public documents were handled with administrative silence, meaning no response towards the requests.

66.67% of the rejections are made for protecting the privacy and other legitimate private interests, 16.67 percent on grounds of discussions within or between public institutions regarding the review of any issue, and equally, 16.67%, were rejected according to the Rule 23 of the Regulation on Rules of Procedure of the Constitutional Court.

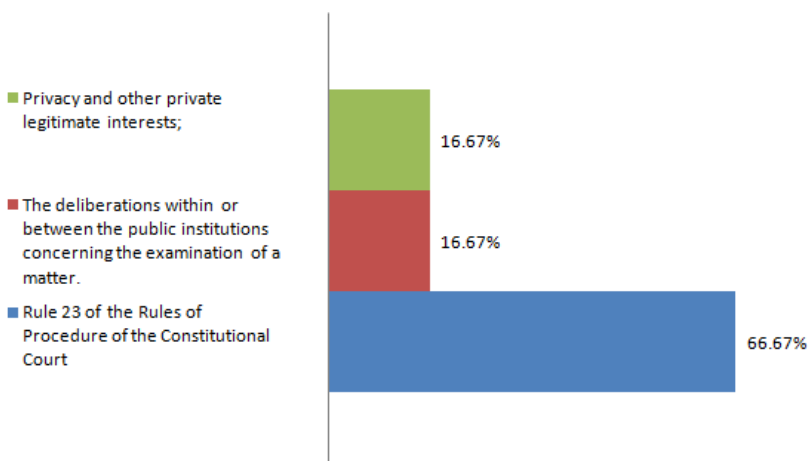


Figure 5.
Main reasons of rejecting requests for Access to Public Documents, in Presidency, Assembly of Kosovo and Constitutional Court.

- Documents requested in Presidency, Assembly of Kosovo and Constitutional Court

Among the most required documents in central institutions during 2014 were copies of individual requests, which represent 33.33 percent of total requests.

Of total requests, 15.15 percent were for various reports, and the number of requests for various correspondences issued by institutions. 12.12 percent of requests were for information about candidates, while 9.09 percent for tender documents. Among other things, 6.06 percent of requests made for various decisions of institutions, whereas 3.03 percent of requests were for projects, same number of requests for projects and minutes.

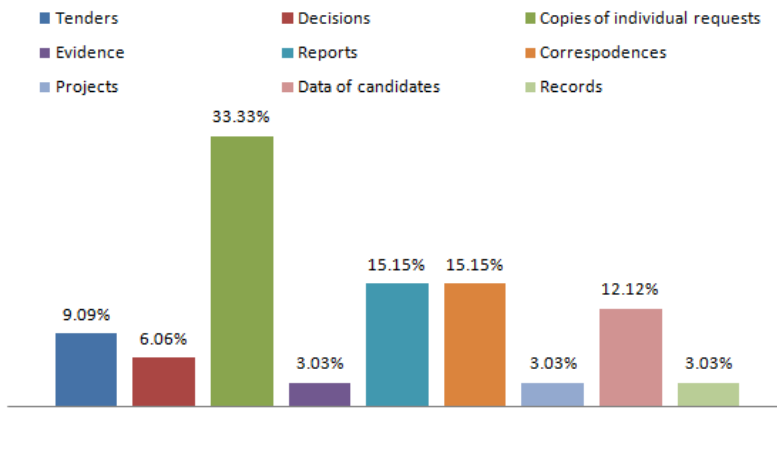


Figure 6.
Type of document of the central institutions of the Republic of Kosovo to which access was requested

- Requesters profile

During 2014, most of requests at three relevant public institutions submitted by journalists, which make 57.58 percent of total requests. Civil society has submitted 18.18 percent of the requests, whereas 12.12 percent submitted by individuals. Economic operators have submitted 9.09 percent of total requests, whereas 3.03 by budgetary organizations.

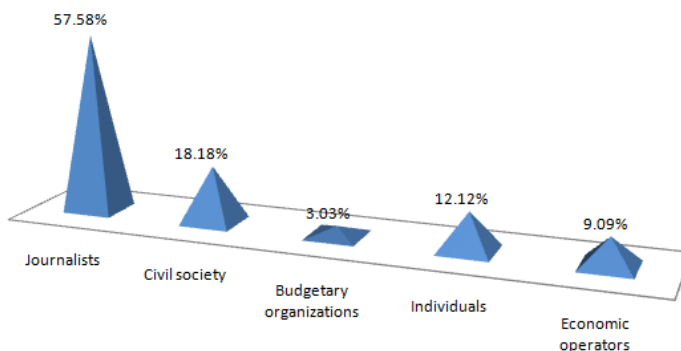


Figure 7.
Profile of parties submitting requests to central institutions

- Delivery of the responses to the requests

Of all requests received, in 97 percent of them, the central institutions of the Republic of Kosovo delivered responses within the legal time limit of 7 days.

Only 3 per cent requested the review of the institution decision.

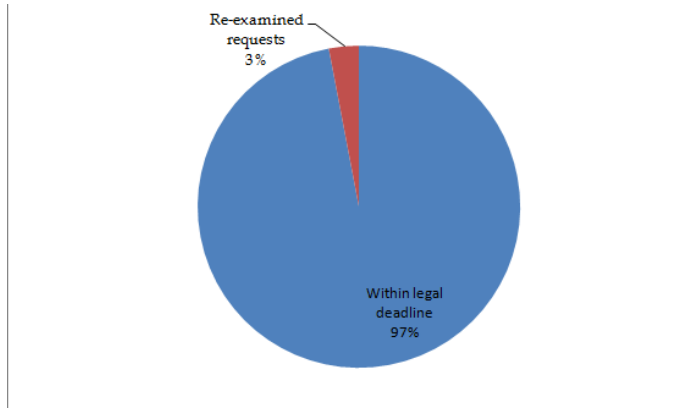


Figure 8.

Responses by the central institutions of the Republic of Kosovo

- Type of the response to requests for access to public documents

85 percent of the responses to requests for access to public documents by the Presidency, Assembly of Kosovo and the Constitutional Court were made in soft copy, whereas only 15 percent of them were delivered in hard copy.

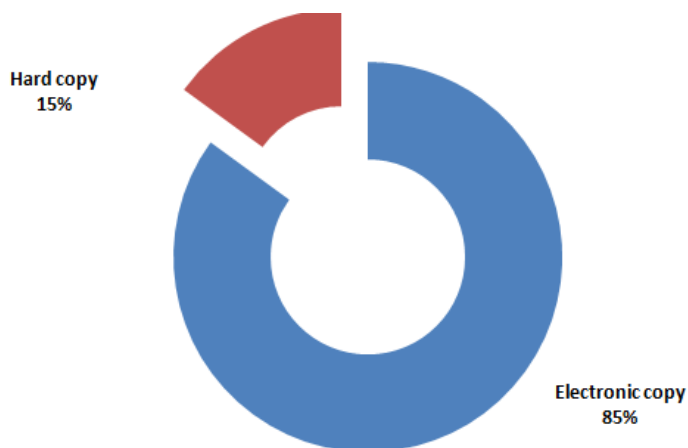


Figure 9.

Type of response by the central institutions

4.4 THE GOVERNMENT OF THE REPUBLIC OF KOSOVO

4.4.1 The number of requests made to the Government of the Republic of Kosovo and subordinate agencies

During 2014, the Government of the Republic of Kosovo, including the Office of the Prime Minister, ministries and other subordinate agencies, received total of 851 requests for access to public documents.

It is worth mentioning that the subordinate agencies had twice more requests than the overall requests to ministries.

Most of requests submitted to the Kosovo Customs, followed by the Kosovo Agency of Statistics.

Nevertheless, there is a large number of agencies which received no request during the entire year.

During 2014, from the 58 subordinate institutions of the Government of the Republic of Kosovo, 49 of them stated that they received no request for access to public documents.

Regarding the ministries, the Ministry of Trade and Industry received the most requests, with a total of 33 requests, followed by the Ministry of Health, with 30 requests. While the Ministry of Justice, Foreign Affairs and Local Government Administration, received only 6 requests each, which is the smallest number of requests received by the ministries.

Below is the table that presents the number of requests for access to public documents submitted to the Government of the Republic of Kosovo and its subordinate agencies.

Table no.7:

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

| | Name of institution | Access granted | Access rejected | Access restricted | No response | Other | Total |
|----|--|-----------------------|------------------------|--------------------------|--------------------|--------------|--------------|
| 1 | Office of the Prime Minister | 13 | 2 | 1 | 3 | 0 | 19 |
| 2 | <i>Kosovo Agency of Statistics</i> | 191 | 0 | 0 | 3 | 43 | 237 |
| 3 | <i>Kosovo National Archive Agency</i> | 0 | 0 | 0 | 0 | 1 | 1 |
| 4 | <i>Agency for Gender Equality</i> | 0 | 0 | 0 | 0 | 0 | 0 |
| 5 | <i>Food and Veterinary Agency</i> | 19 | 0 | 11 | 0 | 8 | 38 |
| 6 | <i>Kosovo Agency for Radiation Protection and Nuclear Safety</i> | 0 | 0 | 0 | 0 | 0 | 0 |
| 7 | Ministry of European Integration | 8 | 0 | 0 | 0 | 0 | 8 |
| 8 | Ministry for Community and Return | 3 | 0 | 2 | 3 | 0 | 8 |
| 9 | Ministry of Environment and Spatial Planning | 7 | 0 | 1 | 0 | 2 | 10 |
| 10 | <i>Kosovo Environmental Protection Agency</i> | 0 | 0 | 0 | 0 | 0 | 0 |

| | | | | | | | |
|----|--|----|---|---|---|---|----|
| 11 | <i>Kosovo Cadastral Agency</i> | 1 | 0 | 0 | 0 | 0 | 1 |
| 12 | Ministry of Internal Affairs | 17 | 0 | 0 | 0 | 0 | 17 |
| 13 | <i>Kosovo Police</i> | 6 | 0 | 0 | 0 | 0 | 6 |
| 14 | <i>Kosovo Academy for Public Safety</i> | 0 | 0 | 0 | 0 | 0 | 0 |
| 15 | <i>Emergency Management Agency</i> | 0 | 0 | 0 | 0 | 0 | 0 |
| 16 | <i>Civil Registration Agency</i> | 0 | 0 | 0 | 0 | 0 | 0 |
| 17 | <i>Kosovo Police Inspectorate</i> | 0 | 0 | 0 | 0 | 0 | 0 |
| 18 | <i>Kosovo Forensic Agency</i> | 0 | 0 | 0 | 0 | 0 | 0 |
| 19 | Ministry of Diaspora | 7 | 1 | 1 | 0 | 0 | 9 |
| 20 | Ministry of Public Administration | 21 | 0 | 0 | 0 | 0 | 21 |
| 21 | <i>Kosovo Institute for Public Administration</i> | 0 | 0 | 0 | 0 | 0 | 0 |
| 22 | <i>Agency for Information Society</i> | 0 | 0 | 0 | 0 | 0 | 0 |
| 23 | Ministry of Infrastructure | 11 | 0 | 0 | 0 | 0 | 11 |
| 24 | Ministry of Education, Science and Technology | 8 | 0 | 0 | 5 | 0 | 13 |
| 25 | <i>Pedagogical Institute</i> | 0 | 0 | 0 | 0 | 0 | 0 |
| 26 | <i>National Qualification Authority</i> | 0 | 0 | 0 | 0 | 0 | 0 |
| 27 | <i>Student Centre</i> | 0 | 0 | 0 | 0 | 0 | 0 |
| 28 | <i>University Library</i> | 0 | 0 | 0 | 0 | 0 | 0 |
| 29 | <i>Kosovo Accreditation Agency</i> | 0 | 0 | 0 | 0 | 0 | 0 |
| 30 | <i>Agency for Vocational Education and Training for Adults</i> | 0 | 0 | 0 | 0 | 0 | 0 |
| 31 | <i>Institute of Albanology in Prishtina</i> | 0 | 0 | 0 | 0 | 0 | 0 |
| 32 | <i>Education Inspectorate in the Republic of Kosovo</i> | 0 | 0 | 0 | 0 | 0 | 0 |
| 33 | <i>Institute of History</i> | 0 | 0 | 0 | 0 | 0 | 0 |
| 34 | <i>Institute of Leposavic</i> | 0 | 0 | 0 | 0 | 0 | 0 |
| 35 | Ministry of Agriculture, Forestry and Rural Development | 6 | 1 | 0 | 0 | 0 | 7 |
| 36 | <i>Kosovo Forestry Agency</i> | 1 | 0 | 0 | 0 | 0 | 1 |
| 37 | <i>Agency for Agricultural Development</i> | 1 | 0 | 0 | 0 | 0 | 1 |
| 38 | Ministry of Justice | 5 | 1 | 0 | 0 | 0 | 6 |

| | | | | | | | |
|----|--|-----|---|---|---|---|-----|
| 39 | <i>Agency for Administration of Sequestrated or Confiscated Assets</i> | 0 | 0 | 0 | 0 | 0 | 0 |
| 40 | <i>Kosovo Correctional Service</i> | 0 | 0 | 0 | 0 | 0 | 0 |
| 41 | Ministry of Finance | 15 | 0 | 0 | 0 | 0 | 15 |
| 42 | <i>Tax Administration of Kosovo</i> | 6 | 3 | 0 | 0 | 0 | 9 |
| 43 | <i>Kosovo Customs</i> | 284 | 0 | 0 | 0 | 0 | 284 |
| 44 | <i>Central Procurement Agency</i> | 0 | 0 | 0 | 0 | 0 | 0 |
| 45 | <i>Financial Intelligence Unit</i> | 0 | 0 | 0 | 0 | 0 | 0 |
| 46 | Ministry for the Kosovo Security Forces | 7 | 0 | 0 | 0 | 0 | 7 |
| 47 | Ministry of Culture, Youth and Sport | 18 | 0 | 3 | 0 | 0 | 21 |
| 48 | <i>The National Library of Kosovo "Pjetër Bogdani"</i> | 0 | 0 | 0 | 0 | 0 | 0 |
| 49 | <i>National Theatre of Kosovo</i> | 4 | 0 | 0 | 0 | 0 | 4 |
| 50 | <i>Kosovo Cinematography Centre</i> | 0 | 0 | 0 | 0 | 0 | 0 |
| 51 | <i>National Gallery of Kosovo</i> | 0 | 0 | 0 | 0 | 0 | 0 |
| 52 | <i>Gallery of the Ministry "Qafa"</i> | | | | | | |
| 53 | <i>National Ensemble of Songs and Dances "SHOTA"</i> | 0 | 0 | 0 | 0 | 0 | 0 |
| 54 | <i>Kosovo Philharmonic</i> | 0 | 0 | 0 | 0 | 0 | 0 |
| 55 | <i>Kosovo Film</i> | 0 | 0 | 0 | 0 | 0 | 0 |
| 56 | <i>Kosovo Ballet</i> | 0 | 0 | 0 | 0 | 0 | 0 |
| 57 | <i>Kosovo Museum</i> | 0 | 0 | 0 | 0 | 0 | 0 |
| 58 | <i>Archaeological Institute of Kosovo</i> | 0 | 0 | 0 | 0 | 0 | 0 |
| 59 | <i>Institute for the Protection of Monuments</i> | 0 | 0 | 0 | 0 | 0 | 0 |
| 60 | <i>Regional Centre for Cultural Heritage</i> | 0 | 0 | 0 | 0 | 0 | 0 |
| 61 | Ministry of Foreign Affairs | 2 | 0 | 0 | 3 | 1 | 6 |
| 62 | <i>Diplomatic Academy of Kosovo</i> | 0 | 0 | 0 | 0 | 0 | 0 |
| 63 | Ministry of Labour and Social Welfare | 8 | 0 | 2 | 2 | 0 | 12 |
| 64 | <i>Executive Body of the Labour Inspectorate</i> | 0 | 0 | 0 | 0 | 0 | 0 |
| 65 | Ministry of Health | 28 | 0 | 2 | 0 | 0 | 30 |
| 66 | <i>Hospital and University</i> | 0 | 0 | 0 | 0 | 0 | 0 |

| | | | | | | | |
|----|--|------------|----------|-----------|-----------|-----------|------------|
| | <i>Clinical Service of Kosovo</i> | | | | | | |
| 67 | <i>Kosovo Medicines Agency</i> | 0 | 0 | 0 | 0 | 0 | 0 |
| 68 | <i>National Institute of Public Health of Kosovo</i> | 0 | 0 | 0 | 0 | 0 | 0 |
| 69 | <i>National Centre for Blood Transfusion</i> | 0 | 0 | 0 | 0 | 0 | 0 |
| 70 | Ministry of Trade and Industry | 25 | 0 | 2 | 6 | 0 | 33 |
| 71 | <i>Kosovo Standardization Agency</i> | 0 | 0 | 0 | 0 | 0 | 0 |
| 72 | <i>Kosovo Business Registration Agency</i> | 0 | 0 | 0 | 0 | 0 | 0 |
| 73 | <i>Investment Promotion Agency of Kosovo</i> | 0 | 0 | 0 | 0 | 0 | 0 |
| 74 | <i>Kosovo Accreditation Directorate</i> | 0 | 0 | 0 | 0 | 0 | 0 |
| 75 | <i>Kosovo Metrology Agency</i> | 0 | 0 | 0 | 0 | 0 | 0 |
| 76 | <i>Industrial Property Agency</i> | 0 | 0 | 0 | 0 | 0 | 0 |
| 77 | <i>Market Inspectorate</i> | 0 | 0 | 0 | 0 | 0 | 0 |
| 78 | Ministry of Economic Development | 8 | 1 | 0 | 0 | 1 | 10 |
| 79 | Ministry of Local Government Administration | 6 | 0 | 0 | 0 | 0 | 6 |
| | | 736 | 9 | 25 | 25 | 56 | 851 |

4.4.2 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 requests are addressed.

Table no. 8:

Total requests for access to public documents at the Government of the Republic of Kosovo and subordinate institutions

| Institution/subordinate unit | Access granted | Access rejected | Access restricted | No response | Other | Total |
|-------------------------------------|-----------------------|------------------------|--------------------------|--------------------|--------------|--------------|
| OPM and Ministries | 223 | 6 | 14 | 22 | 4 | 269 |
| OPMs and Ministerial Agencies | 513 | 3 | 11 | 3 | 52 | 582 |
| | 736 | 9 | 25 | 25 | 56 | 851 |

As shown in *Table no.8*, we have disaggregated 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.

- **Achievement of the access to public documents**

From the total number of the received requests for access to the public documents, in 86.49 percent the access granted, in 1.06 percent rejected, and in 2.94 percent provided a restricted access.

Also, for the 2.94 percent of cases the rejection is conducted by not responding to the requests for access to public documents, while in 6.58 percent of the requests, the requesters are asked to provide further clarifications regarding the requested document, or their request was readdressed to another institution.

The chart below illustrates the percentage of granted access on documents of the Government of the Republic of Kosovo.

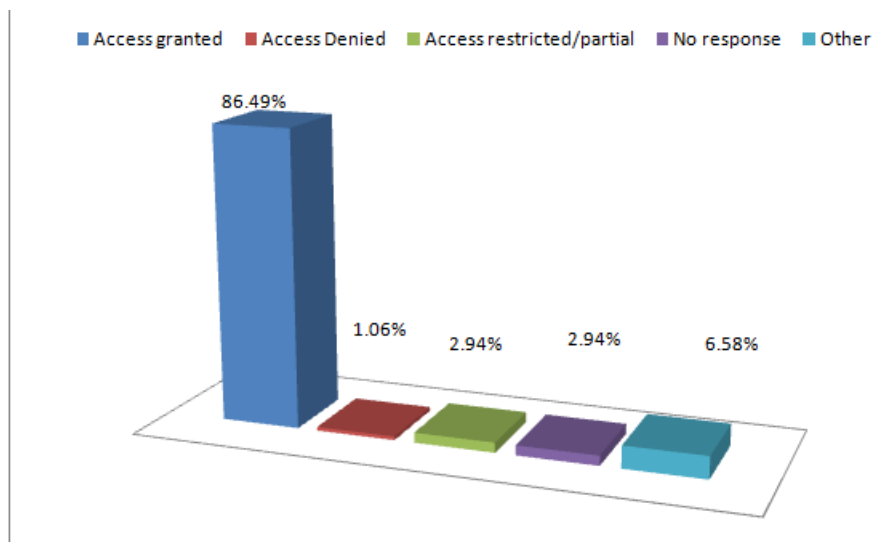


Figure 10.

Achievement of the right to access public documents in the Kosovo Government

- **Main reasons for access rejection and restriction**

The largest number of requests for access to public documents rejected due to the failure to response⁹. 39 percent of rejections are due to no response, while 17 percent are rejected in order to protect the public safety. The equality of the parties in court proceedings and the effective administration of the justice is the reason for the 12 percent of the rejections, followed by the protection of privacy and other private legitimate interests with 11 percent of all the rejections.

The reason for the 5 percent of the total rejections is the Internal Audit Law, followed with two percent from the protection of commercial and economic interests, equally from the inspection, control and supervision of public institutions. While 12 percent of rejections

⁹ Article 10, Law on Access to Public Documents

are made for other reasons, for protection of the laws whereby operate the respective institutions.

The chart below presents the rejections by the ministries and subordinate agencies of the Government of the Republic of Kosovo.

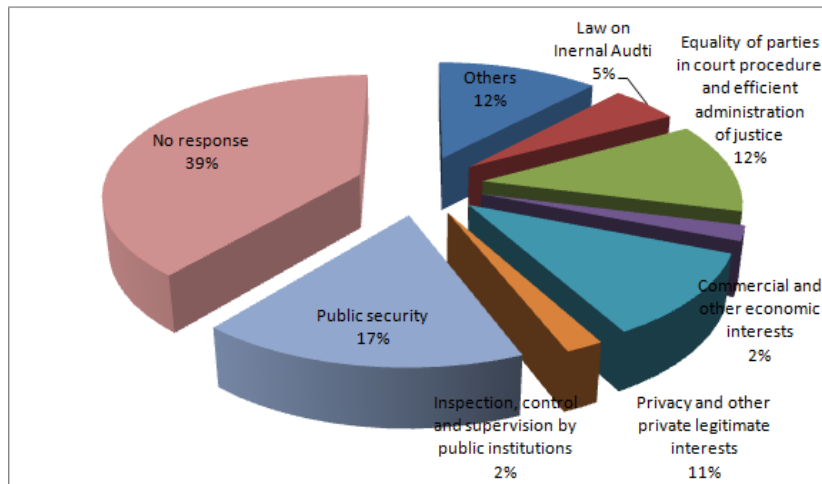


Figure 11.

The main reasons for rejections and restrictions of access to public documents

- **Documents requested at the Government of the Republic of Kosovo and subordinate agencies**

During 2014, more than the half of the requests to the Government of the Republic of Kosovo was for different statistics, which consist the 54.10 percent of the requests in general.

During 2014, for budget and expenditures 12.04 percent were requests, while 8.99 percent for all the requests conducted for different decisions issued by the institutions.

While 5.16 percent requests for contracts, 2.25 percent of requests for documents related to vacancies, 2.38 percent for business information, 2.12 percent projects and 1.06 percent draft laws and regulations.

A small number of requests submitted relates to minutes, respectively 0.13 percent of the all requests, same number for spatial planning maps, while 9.79 percent for other documents.

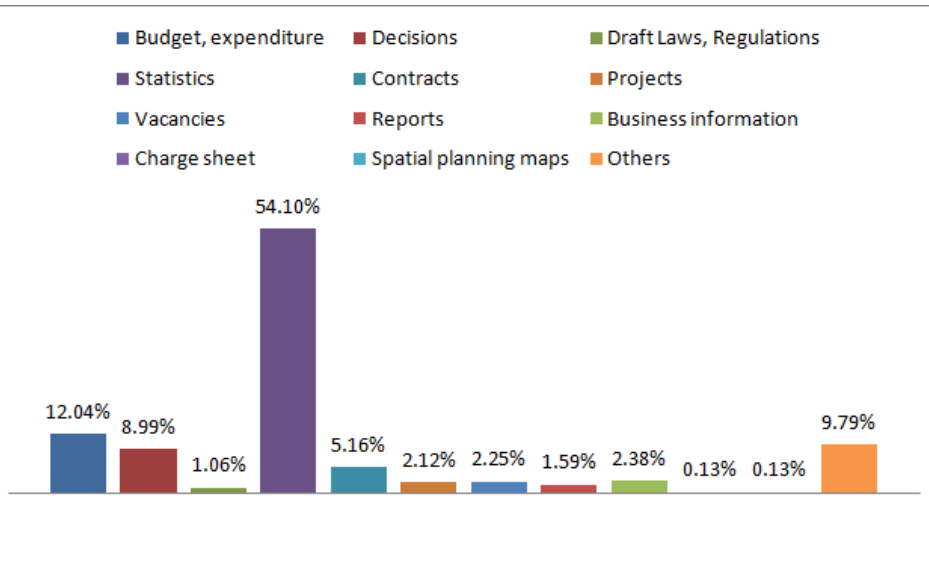


Figure 12.
Type of documents of the Government of the Republic of Kosovo to which access was requested

Requesters profile

Requests received by the Government of the Republic of Kosovo are mainly submitted by Journalists, with 45.27 percent of the total requests, followed by civil society with 20.09 percent.

They are followed by the budgetary organizations with 9.46 percent of the total requests, 8.88 percent individuals, 6.55 percent companies, 4.80 percent students, while 4.37 percent of the requests were submitted by the international organizations and the embassies.

The political parties submitted 0.29 percent of total requests, while the MP's 0.15 percent.

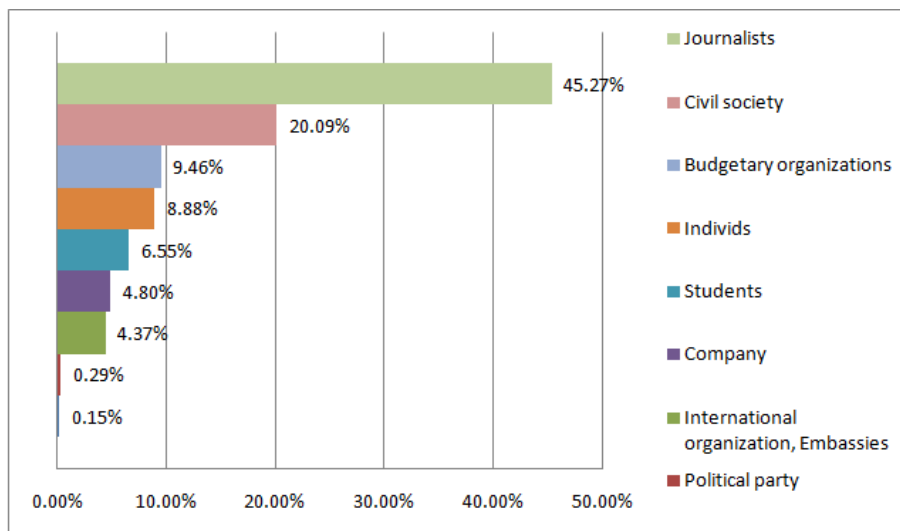


Figure 13.
Profile of parties that made requests to the Government of the Republic of Kosovo

- **Responses by the Government of the Republic of Kosovo and subordinate agencies**

From all responses delivered by the Government of the Republic of Kosovo, respectively 96.59 percent are delivered within the legal time limit, while in 1.44 percent of cases were delivered after additional deadlines provided by Law.

Only 1.97 percent of requests remained to be re-examined by the Government of the Republic of Kosovo.

Delivery of responses

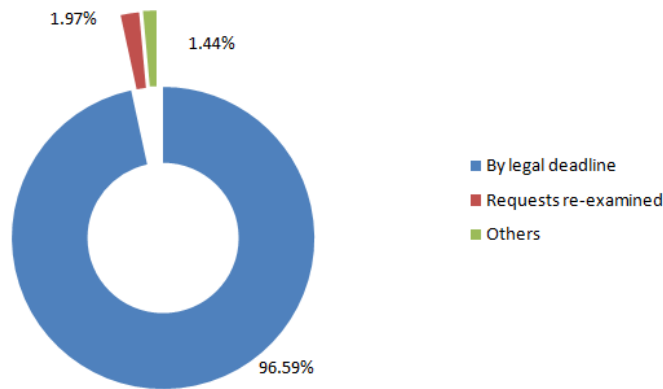


Figure 14.
The type of response to requests for access to public documents at the Kosovo Government

- **Type of the response to requests for access to public documents**

88.28 percent of responses delivered in soft copy, while only 9.38 percent in hard copy. In only 2.21 percent of the cases the responses delivered in soft and hard copy, while only 0.13 percent in CDs.

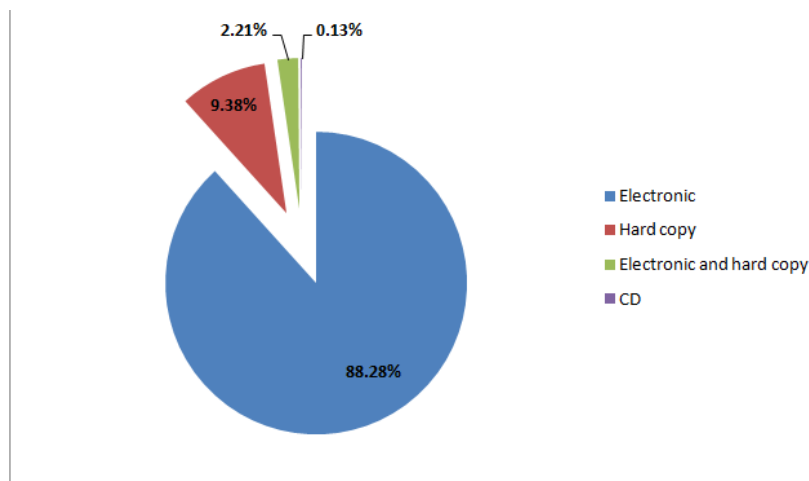


Figure 15.
The type of response to requests for access to public documents at the Kosovo Government

4.5 UNIVERSITIES

Public Universities in the Republic of Kosovo are disaggregated as a special category, during 2014, total of 43 requests received by these institutions.

The largest number of requests 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 are addressed.

| | <i>Name of institution</i> | <i>Access granted</i> | <i>Access rejected</i> | <i>Access restricted</i> | <i>No response</i> | <i>Other</i> | <i>Total</i> |
|---|--|-----------------------|------------------------|--------------------------|--------------------|--------------|--------------|
| 1 | University of Prishtina "Hasan Prishtina" | 34 | 1 | 0 | 0 | 0 | 35 |
| 2 | University of Prizren "Ukshin Hoti" | 1 | 0 | 0 | 1 | 0 | 2 |
| 3 | University of Mitrovica "Isa Boletini" | 4 | 0 | 0 | 0 | 0 | 4 |
| 4 | University of Gjilan "Kadri Zeka" | 2 | 0 | 0 | 0 | 0 | 2 |
| 5 | University of Peja "Haxhi Zeka" | 0 | 0 | 0 | 0 | 0 | 0 |
| | | 41 | 1 | 0 | 1 | 0 | 43 |

4.5.2 Analysis of requests submitted to the Universities

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

Table no. 9:

Total number of requests for access to public documents at the public universities

| <i>Public Universities</i> | <i>Access granted</i> | <i>Access rejected</i> | <i>Access restricted</i> | <i>No response</i> | <i>Other</i> | <i>Total</i> |
|----------------------------|-----------------------|------------------------|--------------------------|--------------------|--------------|--------------|
| | 41 | 1 | 0 | 1 | 0 | 43 |

- **Achievement of the access to public documents at the public universities**

By all the responses delivered to the applicant by the Public Universities, 93.35 percent of them are conducted, meaning that the access was granted, 2.33 percent the access was rejected, and same remained those with no response.

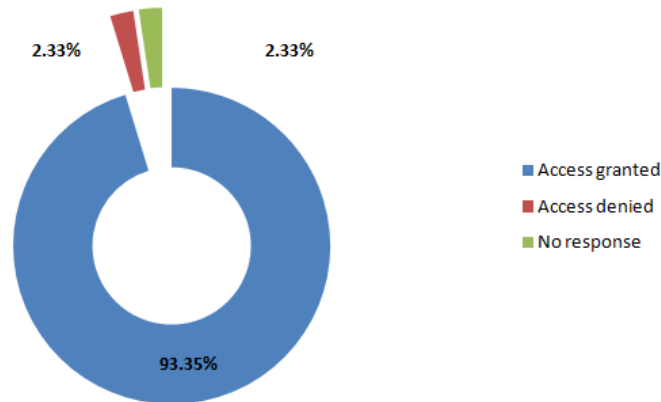


Figure 16.
The achievement of the right to access public documents in the public universities

- **Rejections**

The number of rejections at the Public Universities was small, only with two. Except with no response, the Public Universities stated that they rejected a request with the reasoning of prevention, investigation and prosecution of criminal activities.

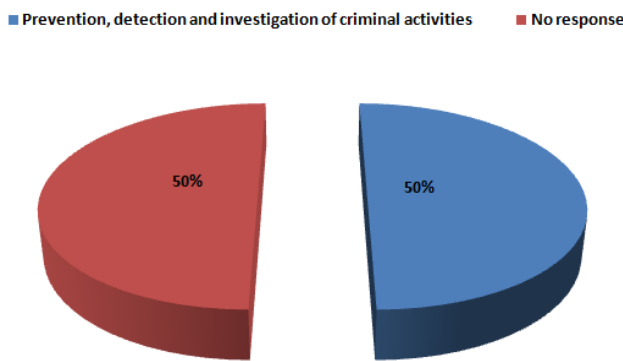


Figure 17.
Rejections

- **Documents requested in the Public Universities**

The files of candidates and the academic personnel constitute the largest number of the documents requests with the total of 62.79 percent.

From other documents requested, 11.63 were relates to vacancies, followed by 9.30 percent contracts, 4.65 percent statistics, same for decisions.

In the 2.33 percent requests, requested minutes of the Senate meetings.

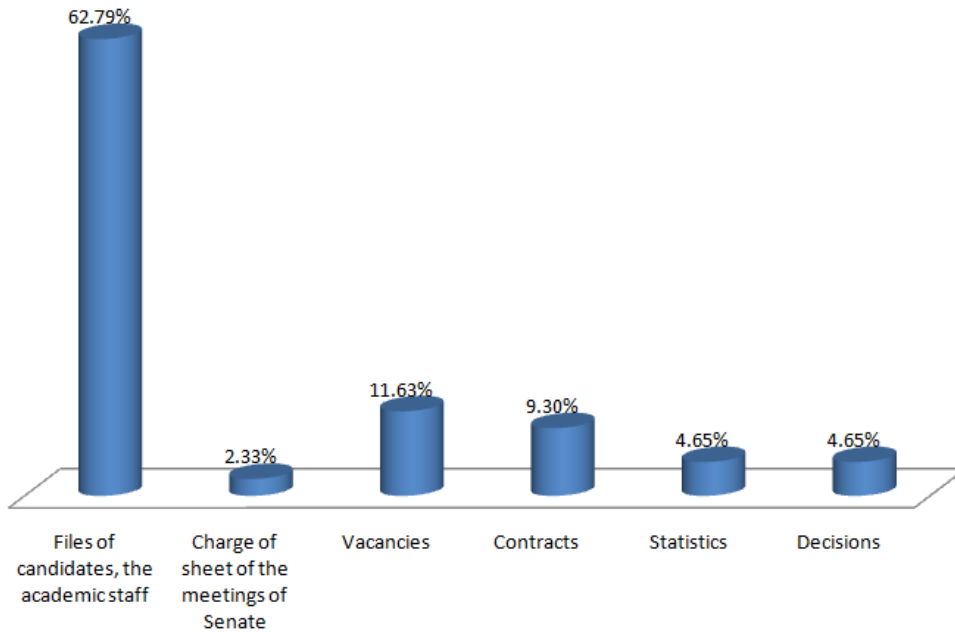


Figure 18.
Type of document for which access was sought in the independent institutions

- Requesters Profile

Regarding the profile of requesters, the largest number of whom expressed interest for the access to public documents are the *budgetary organizations* with 65.85 percent, journalists 19.51 percent, followed by individuals with 12.20 percent, and others with 2.44 percent.

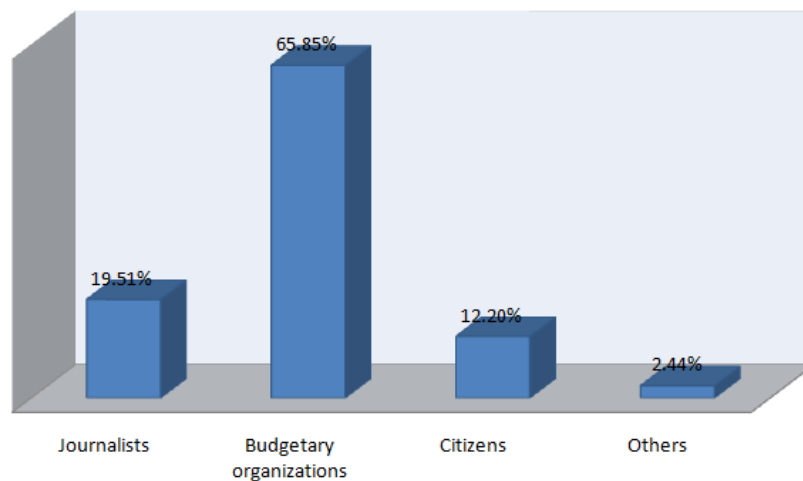


Figure 19.
Profile of parties making requests

- Responses to requests

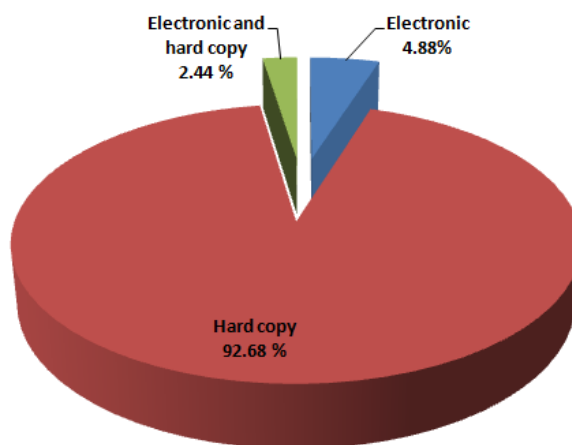
The chart below indicates all responses delivered, 90.24 percent of them delivered on time, while 9.76 percent requests for re-examination of the decision.



*Figura 20.
Responses*

- Types of response to requests for access to public documents

The Public Universities delivered most of the responses in hard copies, respectively 92.68 percent of the total responses. The responses in only 4.88 percent delivered in soft copy, and 2.44 percent in soft and hard copy.



*Figure 21
Type of response to requests for access to public documents*

4.6 INDEPENDENT INSTITUTIONS

4.6.1 The number of requests submitted to independent institutions

During 2014, the independent institutions established by the Assembly of Kosovo, received 207 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 rejected</i> | <i>Access restricted</i> | <i>No response</i> | <i>Other</i> | <i>Total</i> |
|----|--|-----------------------|------------------------|--------------------------|--------------------|--------------|--------------|
| 1 | Kosovo Property Agency | 0 | 0 | 0 | 0 | 0 | 0 |
| 2 | Independent Media Commission | 5 | 0 | 0 | 0 | 0 | 5 |
| 3 | Independent Oversight Board for the Civil Service | 8 | 0 | 0 | 0 | 0 | 8 |
| 4 | National Agency for Personal Data Protection | 0 | 0 | 0 | 0 | 0 | 0 |
| 5 | Central Bank of Kosovo | 0 | 0 | 0 | 0 | 0 | 0 |
| 6 | Civil Aviation Authority | 8 | 1 | 0 | 0 | 0 | 9 |
| 7 | Railway Regulatory Authority | 1 | 0 | 0 | 0 | 0 | 1 |
| 8 | Privatization Agency of Kosovo | 11 | 3 | 0 | 0 | 1 | 15 |
| 9 | Public Procurement Regulatory Commission | 0 | 0 | 0 | 0 | 0 | 0 |
| 10 | General Auditor | 7 | 0 | 0 | 0 | 0 | 7 |
| 11 | Kosovo Judicial Institute | 0 | 0 | 0 | 0 | 0 | 0 |
| 12 | Energy Regulatory Office | 1 | 0 | 0 | 0 | 0 | 1 |
| 13 | Independent Commission for Mines and Minerals | 72 | 0 | 0 | 0 | 0 | 72 |
| 14 | Regulatory Authority of Electronic and Postal Communications | 4 | 1 | 0 | 0 | 0 | 5 |
| 15 | Kosovo Pension Savings Trust | 29 | 0 | 0 | 0 | 0 | 29 |
| 16 | Kosovo Council for the Cultural Heritage | 1 | 0 | 0 | 0 | 0 | 1 |
| 17 | Central Election Commission | 22 | 0 | 0 | 0 | 0 | 22 |
| 18 | Procurement Review Body | 29 | 0 | 0 | 0 | 0 | 29 |
| 19 | Elections Complaints and Appeals Panel (ECAP) | 0 | 0 | 0 | 0 | 0 | 0 |

| | | | | | | | |
|----|---|------------|----------|----------|----------|----------|------------|
| 20 | Radio and Television of Kosovo (RTK) | 1 | 0 | 0 | 0 | 0 | 1 |
| 21 | Water and Wastewater Regulatory Office | 0 | 0 | 0 | 0 | 0 | 0 |
| 22 | Academy of Science and Arts of Kosovo | 2 | 0 | 0 | 0 | 0 | 2 |
| 23 | Agency for the management of memorial complexes of Kosovo | 0 | 0 | 0 | 0 | 0 | 0 |
| 24 | Anti-Corruption Agency | 0 | 0 | 0 | 0 | 0 | 0 |
| | | 201 | 5 | 0 | 0 | 1 | 207 |

4.6.2 Analysis of requests submitted to the independent institutions

Below is a table with the total 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 rejected</i> | <i>Access restricted</i> | <i>No response</i> | <i>Other</i> | <i>Total</i> |
|-----------------------------|-----------------------|------------------------|--------------------------|--------------------|--------------|--------------|
| | 201 | 5 | 0 | 0 | 1 | 207 |

- The achievement of access to public documents by independent institutions

Of all requests received by independent institutions, 97.10 percent granted, 2.42 percent rejected, while only in 0.48 percent of cases is required clarification from the requesters.

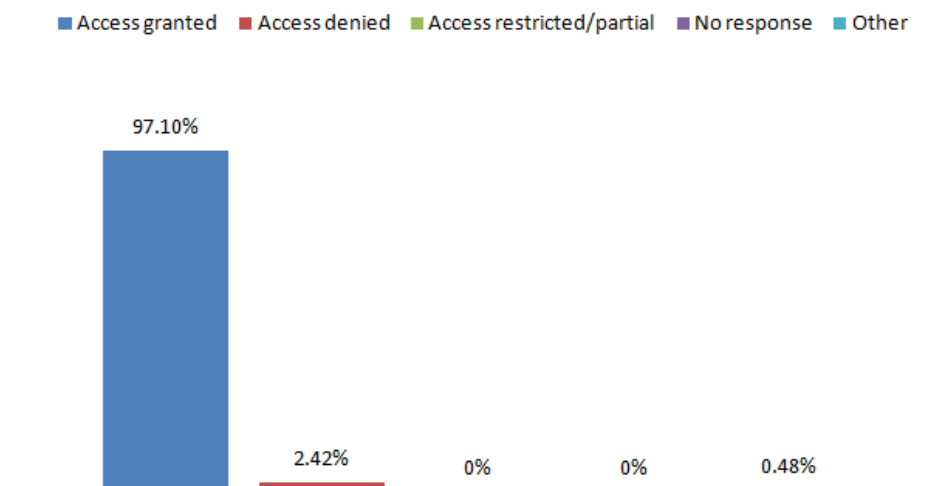
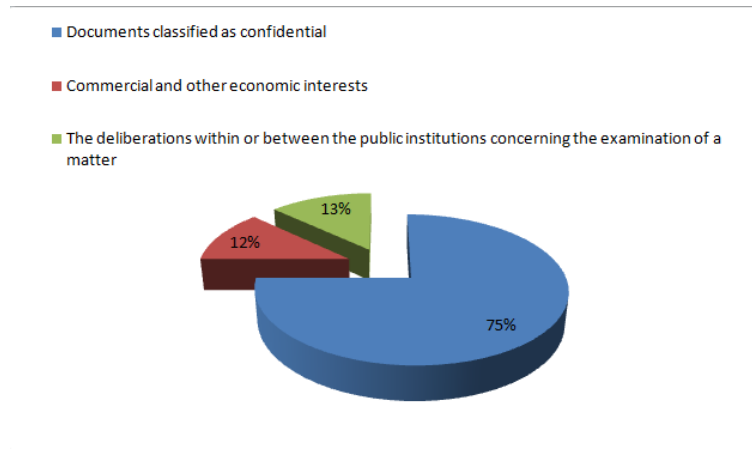


Figure 22.

The achievement of the right to access public documents in the independent institutions

- **Reasons for rejection by independent institutions**

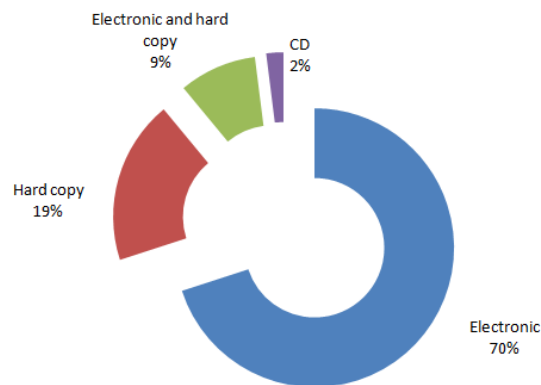
Of all the rejected requests, in 75 percent of them was requested documents classified as confidential, 13 percent are rejected in order to protect deliberations within or between public institutions regarding the review of any case, while 12 percent of rejections aimed a protection of commercial and other economic interests.



*Figure 23.
Reasons for rejection*

- **The responding manner to requests for access to public documents**

Of the total responses delivered, independent institutions have delivered responses in electronic form in 70 percent of cases, 19 percent in hard copy, 9 percent in soft hard copies, while only 2 percent delivered in CD.



*Figure 24.
Type of response to requests for access to public documents from independent institutions*

- **Responding to requests**

Independent institutions delivered answers within the prescribed timeline.



Figure 25. Responses

- **Requested documents**

Of all requests received by independent institutions, the most required documents are as follows; 25.93 percent, were related to statistics. 22.96 percent of the required documents were reports, followed by 17.78 percent of requests were related to decisions, 7.41 percent for contracts, 2.96 percent on vacancies, and 1.48 percent on budget and expenditures, whereas 21.48 percent other documents.

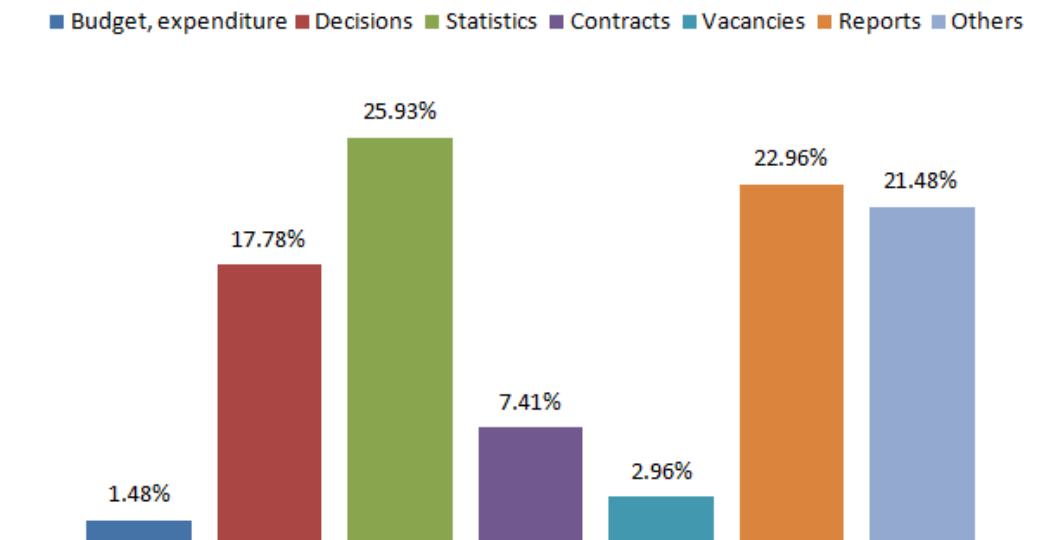


Figure 26.
Type of document for which access was sought in the independent institutions

- **Requesters profile**

The most requests for access to public documents are submitted by journalists, respectively 39 percent of the total number, followed by budgetary organizations with 16 percent, civil society with 14 percent, 13 percent individuals, private companies 6 percent and students with 1 percent. Other categories constitute 11 percent of the total number of requests.

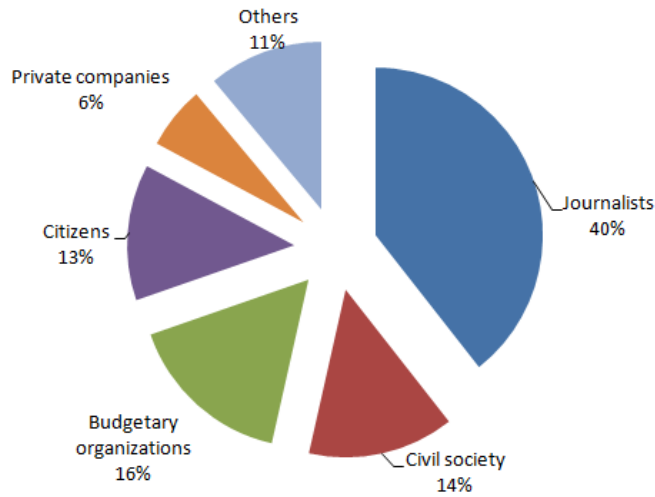


Figure 27.
Profile of parties making requests to the independent institutions

4.7 PUBLIC ENTERPRISES

4.7.1 The number of requests submitted to public enterprises

Ministry of Economic Development gathered reports of public companies. However, even after a letter 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 Rejected | Access Restricted | No Response | Other | Total |
|-----|---|----------------|-----------------|-------------------|-------------|----------|-----------|
| 1 | Kosovo Energy Corporation | 0 | 0 | 0 | 0 | 0 | 0 |
| 2 | Transmission, System and Market Operation-KOSTT J.S.C | 0 | 0 | 0 | 0 | 0 | 0 |
| 3 | Pristina International Airport "Adem Jashari" | 0 | 0 | 0 | 0 | 0 | 0 |
| 4 | Kosovo Post and Telecom -PTK | 0 | 1 | 0 | 0 | 0 | 1 |
| 5 | Kosovo Railway Infrastructure - INFRAKOS, J.S.C | 2 | 0 | 0 | 0 | 0 | 2 |
| 6 | Operations in Kosovo Railway Trains -TRAINKOS, J.S.C | 0 | 0 | 0 | 0 | 0 | 0 |
| 7 | Kosovo Post | 0 | 0 | 0 | 0 | 0 | 0 |
| 8 | Irrigation Company- Drini i Bardhë | 1 | 0 | 0 | 0 | 0 | 1 |
| 9 | Regional Water Company- Ibër-Lepenci | 1 | 0 | 0 | 0 | 0 | 1 |
| 10 | Irrigation Company - Radoniqi-Dukagjini | 0 | 0 | 0 | 0 | 0 | 0 |
| 11 | Kosovo Landfill Management Company | 1 | 0 | 0 | 0 | 0 | 1 |
| 12 | Regional Water Company, Prishtina | 6 | 0 | 0 | 0 | 0 | 6 |
| 13 | Regional Water Company, Hidrodrini | 4 | 0 | 0 | 0 | 0 | 4 |
| 14 | Regional Water Company, Hidroregjioni Jugor | 0 | 0 | 0 | 0 | 0 | 0 |
| 15 | Regional Water Company, Mitrovica | 0 | 0 | 0 | 0 | 0 | 0 |
| 16 | Regional Water Company, Hidromorava | 0 | 0 | 0 | 0 | 0 | 0 |
| 17 | Regional Water Company, Radoniqi | 0 | 0 | 0 | 0 | 0 | 0 |
| | | 15 | 1 | 0 | 0 | 0 | 16 |

4.7.2 Analysis of requests submitted to the public enterprises

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

Table no.13:

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

| Public Enterprises | Access Granted | Access Rejected | Access Restricted | No Response | Other | Total |
|---------------------------|---------------------------|----------------------------|------------------------------|------------------------|--------------|--------------|
| | 15 | 1 | 0 | 0 | 0 | 16 |

4.8 MUNICIPALITIES OF THE REPUBLIC OF KOSOVO

4.8.1 Number of requests submitted to the municipalities of the Republic of Kosovo

Municipalities of the Republic of Kosovo received total of 923 requests in 2014.

Table no.14:

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

| | Institution | Access Granted | Access Rejected | Access Restricted | No Response | Other | Total |
|----|---------------------------------|-----------------------|------------------------|--------------------------|--------------------|--------------|--------------|
| 1 | Municipality of Gjilan | 58 | 1 | 0 | 5 | 7 | 71 |
| 2 | Municipality of Kaçanik | 10 | 0 | 0 | 1 | 0 | 0 |
| 3 | Municipality of Peja | 51 | 1 | 0 | 7 | 0 | 59 |
| 4 | Municipality of Ferizaj | 31 | 13 | 0 | 2 | 0 | 46 |
| 5 | Municipality of Partesh | 4 | 0 | 0 | 0 | 3 | 7 |
| 6 | Municipality of Prizren | 156 | 0 | 2 | 0 | 0 | 158 |
| 7 | Municipality of Prishtina | 168 | 0 | 0 | 4 | 0 | 172 |
| 8 | Municipality of Deçan | 23 | 0 | 0 | 0 | 0 | 23 |
| 9 | Municipality of Lipjan | 10 | 0 | 0 | 0 | 9 | 19 |
| 10 | Municipality of Istogut | 11 | 0 | 0 | 0 | 0 | 11 |
| 11 | Municipality of Kamenica | 20 | 0 | 0 | 0 | 0 | 20 |
| 12 | Municipality of Klina | 10 | 0 | 0 | 0 | 1 | 11 |
| 13 | Municipality of Skenderaj | 8 | 2 | 0 | 5 | 0 | 15 |
| 14 | Municipality of Malisheva | 43 | 0 | 0 | 0 | 0 | 43 |
| 15 | Municipality of Podujeva | 5 | 0 | 0 | 0 | 0 | 5 |
| 16 | Municipality of Shtime | 7 | 0 | 0 | 0 | 0 | 7 |
| 17 | Municipality of Graçanica | 6 | 0 | 0 | 0 | 0 | 6 |
| 18 | Municipality of Fushe Kosova | 2 | 0 | 0 | 0 | 0 | 2 |
| 19 | Municipality of Gjakova | 69 | 0 | 0 | 0 | 0 | 69 |
| 20 | Municipality of Glllogoc | 24 | 0 | 0 | 0 | 0 | 24 |
| 21 | Municipality of Novobrdo | 2 | 0 | 0 | 0 | 0 | 2 |
| 22 | Municipality of Mitrovica South | 31 | 1 | 6 | 0 | 2 | 40 |
| 23 | Municipality of Obiliq | 9 | 0 | 0 | 0 | 3 | 12 |
| 24 | Municipality of Rahovec | 3 | 0 | 0 | 0 | 0 | 3 |
| 25 | Municipality of Suhareka | 15 | 0 | 0 | 0 | 0 | 15 |
| 26 | Municipality of Viti | 17 | 0 | 1 | 0 | 0 | 18 |
| 27 | Municipality of Vushtrri | 14 | 0 | 0 | 0 | 1 | 15 |
| 28 | Municipality of Mamusha | 23 | 0 | 0 | 0 | 0 | 23 |
| 29 | Municipality of Juniku | 1 | 0 | 0 | 0 | 0 | 1 |
| 30 | Municipality of Hani Elezit | 7 | 0 | 0 | 0 | 0 | 7 |
| 31 | Municipality of Klllokot | 2 | 0 | 0 | 0 | 0 | 2 |
| 32 | Municipality of Ranillugut | 2 | 0 | 0 | 0 | 0 | 2 |
| 33 | Municipality of Dragash | 0 | 0 | 0 | 0 | 0 | 0 |

| | | | | | | | |
|----|---------------------------------|------------|-----------|----------|-----------|-----------|------------|
| 34 | Municipality of Shterpce | 4 | 0 | 0 | 0 | 0 | 4 |
| 35 | Municipality of Zveçan | / | / | / | / | / | / |
| 36 | Municipality of Leposaviq | / | / | / | / | / | / |
| 37 | Municipality of Zubin Potok | / | / | / | / | / | / |
| 38 | Municipality of Mitrovica North | / | / | / | / | / | / |
| | | 846 | 18 | 9 | 24 | 26 | 923 |

4.6.2 Analysis of requests submitted to the Municipalities of the Republic of Kosovo

Below is a table with the total number of requests for access to public documents submitted to the municipalities of the Republic of Kosovo, and the manner how they are addressed.

Table no.15:

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

| Access Granted | Access Rejected | Access Restricted | No Response | Other | Total |
|----------------|-----------------|-------------------|-------------|-------|-------|
| 846 | 18 | 9 | 24 | 26 | 923 |

- The achievement of access to public documents

Of all the answers delivered, in 91.66 percent of cases access granted, 1.95 percent of requests Rejected, while 0.98 percent of cases access is restricted.

Municipalities delivered no response to 2.60 percent of cases, while in 2.82 percent of cases required additional explanation for the request, or requests have been readdressed to another institution.

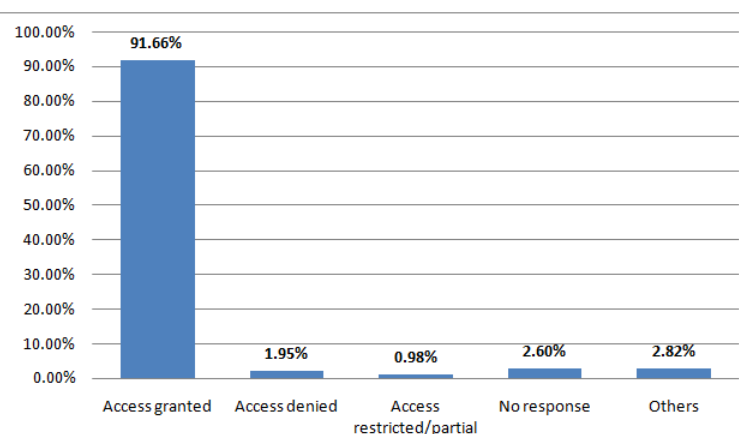


Figure 28.

Achievement of the right to access public documents in municipalities of the Republic of Kosovo

- **Types of documents requested to the Municipalities**

Of the total requests received by the municipalities of Kosovo, 31.15 percent of requests were for documents related to budget and expenditures.

Most of requests were related to projects, 21.55 percent, followed requests for statistics 15.93 percent, 12.41 percent for decisions, 11.1 percent contracts and 7.96 percent requests for documents related to the various vacancies.

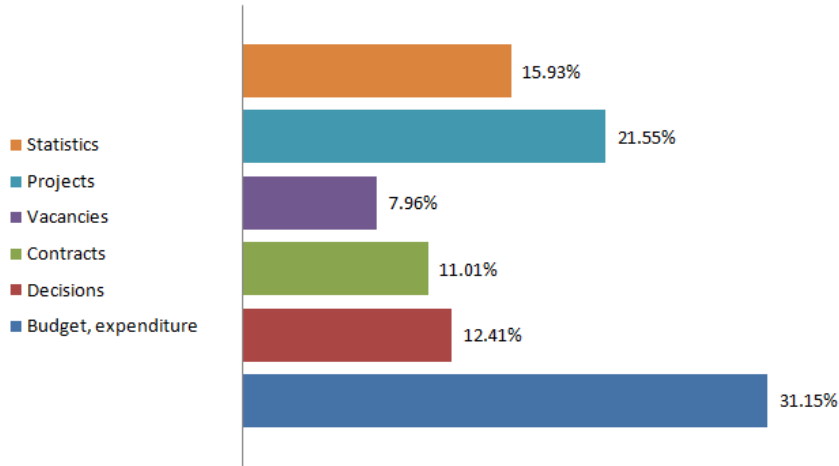


Figure 29.
Type of documents for which access was requested at municipalities of the Republic of Kosovo

- **Requesters profile**

Of total requests to municipalities, civil society leads with 30.80 percent total, followed by journalists 18.62 percent, 26.11 percent individuals, political parties 1.11 percent, students 7.38 percent, and 6.09 percent budgetary organizations.

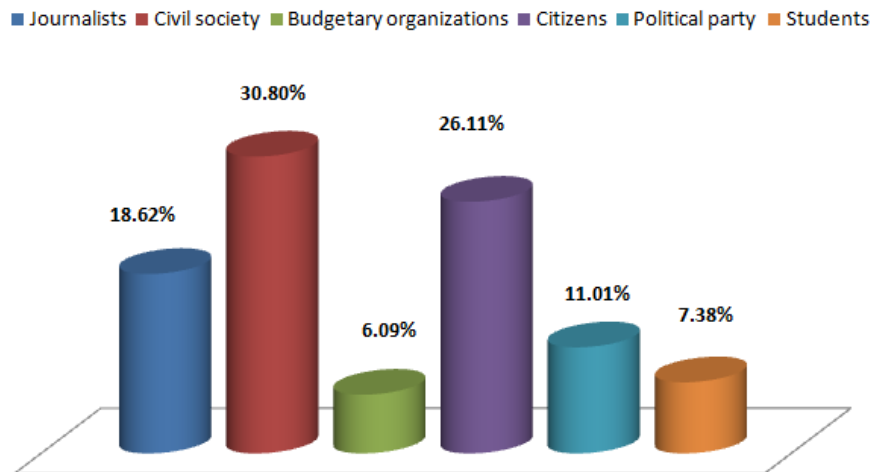


Figura 30.
Profile of parties that made requests at municipalities

- **Responding to requests**

Municipalities of the Republic of Kosovo, of all answers delivered, 93 percent of them responded on time, while there were 7 percent requests for reconsideration of decisions.

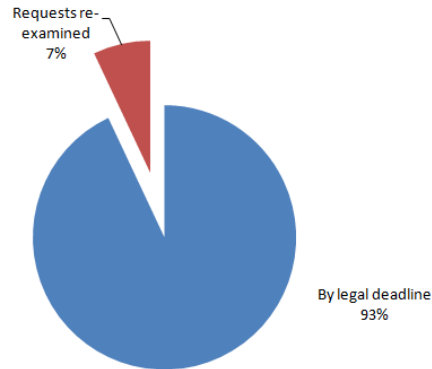


Figure 31.
Responses sent

- **The responding manner to requests for access to public documents**

Of all the answers delivered, 47 percent of municipalities have delivered soft copy response, 42 percent hard copy, while in 11 percent of cases delivered responses in soft and hard copy.

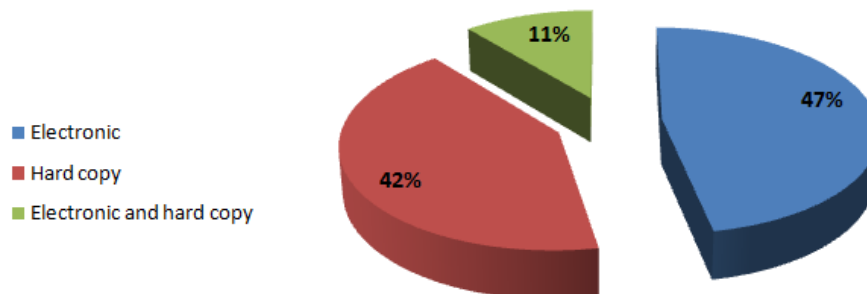


Figure 32.
Type of response to requests for access to public documents by municipalities of the Republic of Kosovo

4.7 INSTITUTIONS THAT SUBMITTED REPORTS AND INSTITUTIONS that RECEIVED no requests

4.7.1 Institutions of the Republic of Kosovo that submitted no reports

The lack of reporting by the Judicial and Prosecutorial Councils are the cause that no courts and prosecution offices of Kosovo ¹⁰, submitted reports, since these Councils are responsible for collecting reports from their subordinate institutions for further submission to the Office of Public Communications/OPM

Below is the list of institutions that submitted no reports on requests for access to public documents.

- Ombudsperson
- Kosovo Competition Authority
- Kosovo Intelligence Agency
- State Prosecutor
- Kosovo Judicial Council
- Kosovo Prosecutorial Council
- Free Legal Aid Agency

- The municipalities that submitted no reports

Below is the table of municipalities that prepared and submitted no reports on requests for access to public documents.

- Municipality of Zveqan
- Municipality of Leposaviq
- Municipality of Zubin Potok
- Municipality of Mitrovica North

¹⁰ Regulation no.04/2012 on official evidence of requests for access to public documents, Article 5:- paragraph 5: "Courts 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;; -paragraph 6: "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".

5 RECOMMENDATIONS

Four years following the entry into force of the Law on Access to Public Documents, although there is progress in the implementation of this law, almost similar issues continue to hamper the entire process.

Pursuant to the Law¹¹, Office for Public Communications/OPM recommends as follows:

- Law on Access to Public Documents must be supplemented;
- It is necessary to regulate the Oversight of the implementation of the Law on Access to Public Documents
- Need to determine an independent oversight body for the compliance of public institutions with punitive powers. It must specifically identify the retreatment bodies in case of conflict.
- Institutions should have regulated well the decision-making, especially in cases of rejection.
- The law shall be harmonized with EU Directive 2013/37/EC for reuse of public sector information.
- Creating databases/registers for documents under institutions possession, and this register should be accessible online.
- Review the institutions documents published proactively.
- Draft a list of classified documents.
- Exceptions to be more explanatory.

¹¹ LAPD- Article 20 - Transparency, reporting and information of public institutions, paragraph 5: Relevant unit of the Government of Kosovo/ Office of the Prime Minister (OPM) for the implementation of this Law, subparagraph 3: shall make recommendations, including, as appropriate, proposals for the revision of this Law;

Annex 1.

Guide to the Access to Public Documents Act

Your Right to Know

Everyone has the right of access to official documents held by public institutions. It includes decisions about local hospitals, the police, government ministries, municipalities and a wide range of other public institutions.

The Access to Public Documents Act

The Access to Public Documents Act gives you the right to ask any public body for all the documents they have on any subject you choose. Unless there is good reason, the organization must provide the information within 7 days or, in exceptional circumstances, up to 15 days.

You can also ask for all the personal information they hold on you.

Everyone can make a request for access – there are no restrictions on your Age, nationality, or where you live.

You can ask for any public documents at all – but some information might be withheld to protect various interests which are allowed for by the Act. If this is the case, the public institution must tell you why.

- 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.**

Article 41 Constitution of Republic of Kosovo

Who is covered by the Act?

Virtually all public institutions –

- Government ministries and their agencies
- Municipalities
- The police, courts and other legal institutions
- Schools, colleges and universities
- Publicly funded museums
- The emergency services
- Non-ministry public bodies, committees and advisory bodies
- Independent institutions, such as the office of the Ombudsman, the Auditor-General, General Election Commission, the Central Bank of Kosovo, and the Independent Media Commission.

What documents am I not allowed to have?

Mainly those relating to the protection of national and public security, the prevention, detection and investigation of criminal activities, disciplinary investigations, privacy and legitimate private interests, commercial and economic interests and discussions between public institutions concerning the examination of a matter.

However, only if there is an overriding public interest will you be refused documents in these areas.

If you are refused the institution will write and tell you as such.

How do I make a request?

Write to, telephone, or email the public institution and include:

- Your name
- An address where you can be contacted
- A description of the document you want.

To help the institution find the document, give as much detail as possible. For example, say ‘minutes of the meeting where the decision to do X was made’ rather than ‘everything you have about X’. If, however you can’t be too precise, the institution will help you.

All public institutions must maintain a website which sets out their roles and functions and broadly the range of information held. This should help you direct a clear request to the right organization.

How long will it take?

You should get a reply within 7 calendar days. This can be extended to 15 days in certain circumstances, in which case the institution will write and tell you why, and when you will get their response.

What will it cost?

There will be no charge for just processing requests. You might, however, be asked, to pay a small amount for photocopies or postage. This will be reasonable and cover no more than the actual costs of production and the service of a copy.

How can I receive the information?

In virtually any way you want. You can ask for paper or electronic copies of original documents, or you can ask to inspect specific documents.

What happens if my request is refused?

If your request is refused, you should first ask the institution to review their decision. Someone from the institution who was not connected with the original decision should do this.

If you disagree with the reviewed decision you can appeal to the Ombudsman's Office. This is an independent body that promotes access to public documents and helps citizens exercise their rights.

The Ombudsman's services are free.

| Ombudsman | |
|-----------------------------------|--|
| Main Office Address: | Ombudsperson Institution "Sunny Hill" neighborhood, Str. "Enver Maloku", no. 28 10000 Pristina, KOSOVO |
| E-mail: | nfo@ombudspersonkosovo.org |
| Free calls for applicants: | 0800 15555 |

What do I do if the institution does not respond to my request?

Refusal to reply within the time limit will be considered a negative response and you will be entitled to complain to the institution and seek an internal review. If this fails you can appeal to the Ombudsman, and, if necessary, the courts.

Annex 2**REQUEST FOR ACCESS TO PUBLIC DOCUMENTS¹²****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: _____

¹² Package of standard documents for requests for access to public documents
<http://kryeministri-ks.net/?page=2,148&date=2012-00-00>

Annex 3.

List of contacts:

Central institutions

| Nr | Name and Surname | Institution | Electronic address |
|----|------------------|--------------------------------------|--|
| 1 | Florent Rrahmani | Presidency of the Republic of Kosovo | florent.rrahmani@president-ksgov.net |
| 2 | Musli Krasniqi | Assembly of the Republic of Kosovo | musli.krasniqi@assambly-kosova.org |
| 3. | Nazim Bërbatovci | Constitutional Court of Kosovo | nazim.berbatovci@rks-gov.net |

Government:

| Nr | Name and Surname | Institution | Electronic address |
|----|---------------------------|---|--|
| 1 | Albulena Sylaj Zeqiri | Office of the Prime Minister | albulena.zeqiri@rks-gov.net |
| 2 | Faik Hoti | Ministry of Health | faik.hoti@rks-gov.net |
| 3 | Valdete Tahiri | Ministry of Environment and Spatial Planning | valdete.tahiri@rks-gov.net |
| 4 | Saranda Salihu | Ministry of Justice | saranda.salihu@rks-gov.net |
| 5 | Albulena Maloku | Ministry of Agriculture, Forestry and Rural Development | albulena.maloku@rks-gov.net |
| 6 | Diana Krasniqi | Ministry of Economic Development | diana.krasniqi@rks-gov.net |
| 7 | Behar Haziraj | Ministry of Internal Affairs | behar.haziraj@rks-gov.net |
| 8 | Saranda Jusufi | Ministry of Infrastructure | saranda.jusufi@rks-gov.net |
| 9 | Osman D. Gashi | Ministry of Culture, Youth and Sport | osman.d.gashi@rks-gov.net |
| 10 | Lumnije Demi | Ministry of Local Government Administration | lumnije.demi@rks-gov.net |
| 11 | Igballe Maloku | Ministry of Communities and Return | igballe.maloku@rks-gov.net |
| 12 | Haki Leci | Ministry of Public Administration | haki.leci@rks-gov.net |
| 13 | Shpresa Kokollari Berisha | Ministry of Education, Science and Technology | shpresa.kokollari@rks-gov.net |
| 14 | Bajram Shala | Ministry of Trade and Industry | bajram.shala@rks-gov.net |
| 15 | Jehona Arifi | Ministry of Labour and Social Welfare | jehona.arifi@rks-gov.net |
| 16 | Shpetim Hajzeraj | Ministry of Finance | shpetim.hajzeraj@mf-rks.org |
| 17 | Bukurie Bajraliu | Ministry of Foreign Affairs | bukurie.bajraliu@rks-gov.net |
| 18 | Musa Rrahmani | Ministry of European Integration | musa.rrahmani@rks-gov.net |
| 19 | Sejdi Elezi | Ministry of the Kosovo Security Force | sejdi.elezi@rks-gov.net |
| 20 | Sabrie Grainca | Ministry of the Diaspora | sabrie.grainca@rks-gov.net |

Subordinate agencies of Government:

| | Institution: | Responsible officer: | Electronic address |
|----|---|------------------------------|--|
| 1 | Kosovo Agency of Statistics | Hazbije Qeriqi | hazbije.qeriqi@rks-gov.net |
| 2 | Kosovo National Archive Agency | Shqipe Bekteshi | shqipe.bekteshi@rks-gov.net |
| 3 | Agency for Gender Equality | Fahri Restelica | fahri.restelica@rks-gov.net |
| 4 | Food and Veterinary Agency | Lamir Thaçi | lamir.thaci@rks-gov.net |
| 5 | Kosovo Agency for Radiation Protection and Nuclear Safety | Albulena Sylaj Zeqiri | albulena.zeqiri@rks-gov.net |
| 6 | Kosovo Environmental Protection Agency | Afrim Berisha | afrim.berisha@rks-gove.net |
| 7 | Kosovo Cadastral Agency | Denis Pitarka | denis.pitarka@rks-gov.net |
| 8 | Kosovo Police | Daut Hoxha | daut.hoxha@kosovopolice.com |
| 9 | Kosovo Academy for Public Safety | Fidajete Geci | fidajete.geci@rks-gov.net |
| 10 | Emergency Management Agency | Nijazi Miftari | nijazi.miftari@rks-gov.net |
| 11 | Civil Registration Agency | Behar Haziraj | behar.haziraj@rks-gov.net |
| 12 | Kosovo Police Inspectorate | Arbër Beka | arbër.beka@rks-gov.net |
| 13 | Kosovo Forensic Agency | Shemsi Duriqi | shemsi.duriqi@rks-gov.net |
| 14 | Kosovo Institute for Public Administration | Teuta Kuqi Maloku | teuta.kuqi.Maloku@rks-gov.net |
| 15 | Agency for Information Society | Arben Krasniqi | arben.b.krasniqi@rks-gov.net |
| 16 | Pedagogical Institute | Fazli Brahaj | fazli.brahaj@rks-gov.net |

| | | | |
|----|--|-----------------------|--|
| 17 | National Qualification Authority | Milot Hasangjekaj | milot.hasangjekaj@rks-gov.net |
| 18 | Student Centre | Shyhrete Abdullahu | shyhrete.abdullahu@rks-gov.net |
| 19 | Kosovo Accreditation Agency | Elmi Kelmendi | elmi.kelmendi@rks-gov.net |
| 20 | Institute of Albanology in Prishtina | Sylë Kasumaj | skasumaj_ial@hotmail.com |
| 21 | Education Inspectorate in the Republic of Kosovo | Jeton Kabashi | jeton.kabashi@rks-gov.net |
| 22 | Kosovo Correctional Service | Valentina Bytyqi Sefa | valentina.bytyqi-sefa@atk-ks.org |
| 23 | Tax Administration of Kosovo | Adriatik Stavileci | adriatik.stavileci@dogana-ks.org |
| 24 | Kosovo Customs | Libona Thaçi | libona.thaçi@rks-gov.net |
| 25 | Central Procurement Agency | Behar Xhema | behar.xhema@fic-ks-org |
| 26 | Financial Intelligence Unit | Lirije Buliqi | lirije.buliqi@rks-gov.net ; info@galeriakombetare.com |
| 27 | National Gallery of Kosovo | Jehona Bunjaku-Arifi | jehona.bunjaku@rks-gov.net |
| 28 | Executive Body of the Labour Inspectorate | Mirlinda Qyqalla | mirlinda.qyqalla@shskuk.org linda_aab@hotmail.com |
| 29 | Hospital and University Clinical Service of Kosovo | Pranvera Behrami | info@akppm.com |
| 30 | Kosovo Medicines Agency | Faik Hoti | faik.hoti@rks-gove.net |
| 31 | National Institute of Public Health of Kosovo | Naim Gashi | naimgashi1960@hotmail.com |
| 32 | National Centre for Blood Transfusion | Hafiz Gara | hafiz.gara@rks-gov.net |
| 33 | Kosovo Standardization Agency | Gazmend Mejzini | gazmend.mejzini@rks-gov.net |

| | | | |
|----|--|----------------------|--|
| 34 | Kosovo Business Registration Agency | Agon Dula | agon.dula@rks-gov.net |
| 35 | Investment Promotion Agency of Kosovo | Osman Hajdini | osman.hajdini@rks-gov.net |
| 36 | Kosovo Accreditation Directorate | Blerim Sokoli | blerim.sokoli@rks-gov.net |
| 37 | Kosovo Metrology Agency Market Inspectorate | Lulzim Syla | lulzim.e.syla@rks-gov.net |

Institutions that still didn't appoint officials for access to public documents:

1. University Library
2. Agency for Vocational Education and Training for Adults
3. Institute of History
4. Institute of Leposavic
5. Kosovo Forestry Agency
6. Agency for Agricultural Development
7. Agency for Administration of Sequestered or Confiscated Assets
8. National Theatre of Kosovo
9. The National Library of Kosovo "Pjetër Bogdani"
10. Kosovo Cinematography Centre
11. Gallery of the Ministry "Qafa"
12. National Ensemble of Songs and Dances "SHOTA"
13. Kosovo Philharmonic
14. Kosovo Film
15. Kosovo Ballet
16. Kosovo Museum
17. Archaeological Institute of Kosovo
18. Institute for the Protection of Monuments
19. Regional Centre for Cultural Heritage
20. Diplomatic Academy of Kosovo
21. Industrial Property Agency

| Nr | Institution | Responsible official | Electronic address |
|----|---|--------------------------|--|
| 1 | General Auditor | Qëndresa Mulaj | Qendresa.Mulaj@oagks.org |
| 2 | Radio and Television of Kosovo (RTK) | Bekim Shehu | bekimshehu@rtklive.com |
| 3 | Independent Media Commission | Fikrete Çoçaj | Fikrete.Cocaj@kpm-ks.org |
| 4 | Independent Oversight Board for the Civil Service | Gjejrane Gashi | Gjejrane.Gashi@rks-gov.net |
| 5 | Elections Complaints and Appeals Panel (ECAP) | Antigona Murati | Antigona.Murati@rks-gov |
| 6 | Water and Wastewater Regulatory Office | Lule Aliu | lule.aliu@wwro-ks.org ; lulealiu@hotmail.com |
| 7 | Ombudsperson's Office | Majlinda Sinani Lulaj | mlulaj@ombudspersonkosovo.org |
| 8 | Public Procurement Regulatory Commission | Ajshe Hasani | Ajshe.Hasani@rks-gov.net |
| 9 | Privatization Agency of Kosovo | Arta Gosalci | arta.gosalci@pak-ks.org |
| 10 | Academy of Science and Arts of Kosovo | Taulant Veseli | taulantveseli@ashak.org |
| 11 | Kosovo Property Agency | Arian Krasniqi | arian.krasniqi@kpaonline.org |
| 12 | National Agency for Personal Data Protection | Jehona Fetaj-Lani | jehona.fetaj@rks-gov.net |
| 13 | Railway Regulatory Authority | Arban Bytyçi | arban.bytyci@arh-ks.org |
| 14 | Civil Aviation Authority | Arianit Dobroshi | infocaa@caa-ks.org ; arianit.dobroshi@caa-ks.org |
| 15 | Energy Regulatory Office | Adelina Murtezaj Bajrami | adelina.murtezaj@ero-ks.org |
| 16 | Kosovo Pension Savings Trust | Jeton Demi | jeton.demi@trusti.org |
| 17 | Anti-Corruption Agency | Hasan Preteni | info@akk-ks.org |

| | | | |
|----|--|------------------|--|
| 18 | Kosovo Competition Authority | Avdyl Krasniqi | avdyl.krasniqi@rks-gov.net; |
| 19 | Central Bank of Kosovo | Besnik Kada | Besnik.Kada@bqk-kos.org |
| 20 | Regulatory Authority of Electronic and Postal Communications | Albina Berisha | albina.berisha@arkep-rks.org, |
| 21 | Independent Commission for Mines and Minerals | Ediz Xhemili | Ediz.Xhemili@kosovo-mining.org |
| 22 | Kosovo Judicial Institute | Gentiana Elshani | Gentiana.Elshani@rks-gov.net; |
| 23 | Kosovo Council for the Cultural Heritage | Adelina Sopi | Adelina.Sopi@rks-gov.net; |
| 24 | Central Election Commission | Emira Alushi | emira.alushi@kqz-ks.org; |
| 25 | Procurement Review Body | Hysni Muhadri | Hysni.Muhadri@rks-gov.net; |
| 26 | Agency for the management of memorial complexes of Kosovo | Sanie Elezi | sanie.elezi@rks-gov.net |

Public universities

| Nr | Institution | Responsible official | Electronic address |
|-----------|--|-----------------------------|--|
| 1 | University of Prishtina "Hasan Prishtina" | Esat Kelmendi | esat.kelmendi@uni-pr.edu |
| 2 | University of Prizren "Ukshin Hoti" | Ramadan Baraliu | ramadan.baraliu@uni-prizren.com ; |
| 3 | University of Mitrovica "Isa Boletini" | Ahmet Jashari | info@umib.net ; ahmetjashari1@gmail.com |
| 4 | University of Gjilan "Kadri Zeka" | Minire Rexhepi | minire.rexhepi@upgj.org ; |
| 5 | University of Peja "Haxhi Zeka" | Drenushë Gaxherri | drenushe.gaxherri@unhz.eu |

| | Institution | Responsible official | Electronic address |
|----|---------------------------------|-----------------------------|--|
| 1 | Municipality of Gjilan | Muhamet Pajaziti | Muhamet.Pajaziti@rks-gov.net |
| 2 | Municipality of Kaçanik | Hajrush Dullovi | Hajrush.Dullovi@rks-gov.net |
| 3 | Municipality of Peja | Durim Sheremeti | Durim.Sheremeti@rks-gov.net |
| 4 | Municipality of Ferizaj | Jahir Zuka | Jahir.Zuka@rks-gov.net |
| 5 | Municipality of Partesh | Branislav Cvetković | |
| 6 | Municipality of Prizren | Ymer Berisha | Ymer.Berisha@rks-gov.net |
| 7 | Municipality of Prishtina | Miranda Mullafazliu Bejta | Miranda.Mullafazliu@rks-gov.net |
| 8 | Municipality of Deçan | Ibish Gërvalla | Ibish.Gervalla@rks-gov.net |
| 9 | Municipality of Lipjan | Burim Gashi | Burim.H.Gashi@rks-gov.net |
| 10 | Municipality of Istogut | Gjevahire Ibrahimaj | Gjevahire.Ibrahimaj@rks-gov.net |
| 11 | Municipality of Kamenica | Sylejman Morina | Sylejman.R.Morina@rks-gov.net |
| 12 | Municipality of Klina | Samije Gjergjaj | Samije.Gjergjaj@rks-gov.net |
| 13 | Municipality of Skenderaj | Hamit Geci | Hamit.Geci@rks-gov.net |
| 14 | Municipality of Malisheva | Artan Paçarizi | Artan.Pacarizi@rks-gov.net |
| 15 | Municipality of Podujeva | Nazmi Elezi | Nazmi.Elezi@rks-gov.net |
| 16 | Municipality of Shtime | Lulzim Sahiti | lulzimsahiti@hotmail.com |
| 17 | Municipality of Graçanica | Nebojša Ćirković | ciradj@gmail.com |
| 18 | Municipality of Fushe Kosova | Lendita Zagragja | lenditazagragja@hotmail.com ; |
| 19 | Municipality of Gjakova | Kastriot Shehdadi | Kastriot.Shehdadi@rks-gov.net |
| 20 | Municipality of Gillogoc | Bekim Dobra | Bekim.Dobra@rks-gov.net |
| 21 | Municipality of Novobrdo | Siniša Marković | Sinisa.Markovic@rks-gov.net |
| 22 | Municipality of Mitrovica South | Hysni Syla | Hysni.Syla@rks-gov.net |

| | | | |
|----|---------------------------------|------------------|--|
| 23 | Municipality of Obiliq | Mehmet Ismaili | Mehmet.Ismaili@rks-gov.net |
| 24 | Municipality of Rahovec | Qemajl Krasniqi | Qemajl.Krasniqi@rks-gov.net |
| 25 | Municipality of Suhareka | Haxhi Mamaj | Haxhi.Mamaj@rks-gov.net |
| 26 | Municipality of Viti | Mustaf Mehmeti | Mustaf.Mehmeti@rks-gov.net |
| 27 | Municipality of Vushtrri | Blerim Zhabari | Blerim.Zhabari@rks-gov.net |
| 28 | Municipality of Mamusha | Xhevahire Gashi | Xhevahire.Gashi@rks-gov.net |
| 29 | Municipality of Juniku | Muhamet Gacaferi | Muhamet.Gacaferi@rks-gov.net |
| 30 | Municipality of Hani Elezit | Bashkim Sopa | Bashkim.Sopa@rks-gov.net |
| 31 | Municipality of Kllokot | Miloš Kojić | |
| 32 | Municipality of Ranillugut | Vesna Mitković | Vesna.Mitkovic@rks-gov.net |
| 33 | Municipality of Dragash | Avni Nebiu | Avni.Nebiu@rks-gov.net |
| 34 | Municipality of Shterpce | Lazar Arsić | Lazar.Arsic@rks-gov.net |
| 35 | Municipality of Zveçan | / | / |
| 36 | Municipality of Leposaviq | / | / |
| 37 | Municipality of Zubin Potok | / | / |
| 38 | Municipality of Mitrovica North | / | / |

| | Institution | Responsible official | Electronic address |
|----|---|-------------------------------------|--|
| 1 | Kosovo Energy Corporation | No responsible official was elected | |
| 2 | Transmission, System and Market Operation-KOSTT J.S.C | Zana Bajrami Rama | zana.rama@kostt.com ; |
| 3 | Pristina International Airport "Adem Jashari" | Valmir Hystenaj | valmir.hystenaj@anp-ka.org ; |
| 4 | Kosovo Post and Telecom - PTK | Emine Haxholli | emine.haxholli@ptkonline.com ; |
| 5 | Kosovo Railway Infrastructure - INFRAKOS, J.S.C | Nuk ka caktuar zyrtar | |
| 6 | Operations in Kosovo Railway Trains -TRAINKOS, J.S.C | Valon Murseli | valon.murseli@trainkos.com ; |
| 7 | Kosovo Post | Salih Morina | salih.morina@ptkonline.com ; |
| 8 | Irrigation Company- Drini i Bardhë | Musa Mushkolaj | musa.mushkolaj@hotmail.com ; |
| 9 | Regional Water Company- Ibër-Lepenci | Aida Sejdiu | aida.sejdiu@iber-lepenc.org ; |
| 10 | Irrigation Company - Radoniqi-Dukagjini | Lumnije Këpuska | kruradoniqi-dukagjini@hotmail.com ; lumkepuska@hotmail.com ; |
| 11 | Kosovo Landfill Management Company | Labinot Smakaj | labinot.smakaj@kmdk-ks.org ; klmclabinotsmakaj@gmail.com ; |
| 12 | Regional Water Company, Prishtina | Islam Caka | islam.caka@kur-prishtina.com ; |
| 13 | Regional Water Company, Hidrodrini | Vjollca Imami | v.imami@hidrodrini.com ; |

| | | | |
|----|--|---------------------|--|
| 14 | Regional Water Company, Hidroregjioni Jugor | Fadil Berisha | f_berisha@hotmail.com ; |
| 15 | Regional Water Company, Mitrovica | Mentor Sejdiu | mentorsejdiu@live.com ; |
| 16 | Regional Water Company, Hidromorava | Nerxhivane Krasniqi | nerxhivane@live.com ; |
| 17 | Regional Water Company, Radoniqi | Blerina Radoniqi | blerinaradoniqi@hotmail.com ; - |