



Republika e Kosovës
Republika Kosova-Republic of Kosovo
Qeveri-Vlada-Government

REGULATION (GRK) NO. 16/2023
ON THE OPERATION AND WORK AT THE CENTRE FOR HOUSING,
PROTECTION AND REHABILITATION OF VICTIMS OF TRAFFICKING IN
HUMAN BEINGS, AT MEDIUM AND HIGH LEVEL OF RISK¹

¹ Regulation (GRK) No. 16/2023 on the Operation and Work at the Centre for Housing, Protection and Rehabilitation of Victims of Trafficking in Human Beings, at Medium and High Level of Risk, has been approved with the Decision No. 08/174 of the Government of the Republic of Kosovo, dated 22.11.2023;

The Government of the Republic of Kosovo,

Pursuant to Article 93 (4) of the Constitution of the Republic of Kosovo, Article 23 (4), Article 48(4) of Law on Preventing and Combating Trafficking in Human Beings and Protecting Victims of Trafficking, Article 8, Article 11, paragraph 1, subparagraph 1.5 of Law No. 08/L-117 on the Government of the Republic of Kosovo, as well as Article 38, paragraph 6 of the Rules of Procedure of the Government No. 09/2011,

Issues:

REGULATION (GRK) NO. 16/2023 ON THE OPERATION AND WORK AT THE CENTRE FOR HOUSING, PROTECTION AND REHABILITATION OF VICTIMS OF TRAFFICKING IN HUMAN BEINGS, AT MEDIUM AND HIGH LEVEL OF RISK

**CHAPTER I
GENERAL PROVISIONS**

**Article 1
Purpose**

1. This Regulation shall define the operation and work of the Centre for Housing, Protection and Rehabilitation of Victims of Trafficking in Human Beings, at Medium and High Level of Risk, the management of the Centre, including the procedure of admission, registration, accommodation, mobility of trafficked and presumed victims within the Centre, and voluntary removal from the Centre.
2. This Regulation shall define the sanitary and hygienic conditions, food, medical, legal, psychological, educational assistance, domestic order, as well as other important issues related to the work of the Centre.

**Article 2
Scope**

The provisions of the Regulation shall apply to all employees of the Centre, Kosovo Police, visitors, MIA contractor employees, other service providers upon access/entry and exit during their stay in the premises of the Centre, and shall apply to all trafficked and presumed victims accommodated at the Centre.

Article 3 Definitions

1. The terms and acronyms used in this Regulation shall have the following meanings:

1.1. **Trafficking in human beings** - recruitment, transportation, transfer, harbouring or reception of persons, including the exchange or transfer of control over those persons, by means of threat or use of force or other forms of coercion, of abduction, of fraud, of deception, of the abuse of power or of a position of vulnerability or of the giving or receiving of payments or benefits to achieve the consent of a person having control over another person, for the purpose of exploitation;

1.2. **Child** – a person who is under the age of eighteen (18) years;

1.3. **Victim of trafficking** – a person subjected to an act or practice described in paragraph 1, sub-paragraph 1.1 of this Article;

1.4. **Vulnerable victim** - is the victim of a criminal offense who is a child, a person with physical or mental disabilities, a person with reduced abilities, a pregnant woman, an elderly person or a person whose relationship or dependence on the perpetrator makes him/her particularly vulnerable to repeated victimization, intimidation or retaliation.

1.5. **Presumed victim** - a person who is presumed to be a victim of trafficking, but who has not formally been identified by the relevant authorities, or who has declined to be formally identified as such. A person presumed as trafficked is entitled to the same treatment as the identified victims from the beginning of the identification process;

1.6. **Accommodated person** – persons who are housed at the Centre (victim of trafficking, presumed victim, protected witness);

1.7. **Protected person** - the person, to whom protection measures are applied, who, in the capacity of a witness or injured person, makes announcements or testifies about facts and circumstances, which constitute the subject of relevant evidence in a criminal procedure;

1.8. **Victim exploitation** - includes, but is not limited to the exploitation of prostitution of others, pornography or other forms of sexual exploitation, almsgiving, begging services or forced labour, slavery or acts similar to slavery, servitude or removal of organs or cells;

1.9. **Protection of information** – shall mean the entire documentation kept in victims' files at the centre, as well as transferring information from the centre to other service providers and vice versa. All the data of victims or presumed victims shall be treated in accordance with the Law on Personal Data Protection and the legislation in force;

1.10. **Reflection period** – the period available to victims or witnesses of trafficking to recover from the experience and to make a decision whether or not to cooperate with the competent authorities;

1.11. **National Referral Mechanism** – a cooperation structure through which state institutions fulfil the obligations to protect and promote the rights of victims of trafficking and to coordinate their efforts in a strategic partnership with civil society;

1.12. **Direct help group - DHG** -service providers who coordinate actions and find the most adequate forms for help and resolution of the case (Kosovo Police/Directorate of Human Trafficking Investigation, Centre for Social Work, Victim Advocate and case manager at the Centre);

1.13. **Case Manager at the Centre** – Licensed professional of the Centre who advises and assists the accommodated person;

1.14. **Case Manager** - a social service officer appointed by the Centre for Social Work in the case of a trafficked child and as a victim advocate appointed by the Office for Victim Protection in the case of a trafficked adult;

1.15. **Non-formal education** - Non-formal education refers to learning other than that provided through the programmes described in the definition of "formal education";

1.16. **Psycho-social support** - the set of actions that address and treat both the psychological and social needs of trafficked victims;

1.17. **Centre** - means the Centre for Housing, Protection and Rehabilitation of Victims of trafficking in Human Beings, at Medium and High Level of Risk (hereinafter: the Centre);

1.18. **Economic Operator** - a comprehensive term including suppliers, service providers and/or work contractors;

1.19. **MIA - Ministry of Internal Affairs;**

1.20. **DRRPIF** - Department for Reintegration of Repatriated Persons and Integration of Foreigners;

1.21. **NATC** - National Anti-Trafficking Coordinator;

1.22. **ONC** – Office of the National Coordinator;

1.23. **NAATHB** – National Authority Against Trafficking in Human Beings;

1.24. **SMES** – Strategy Monitoring and Evaluation Secretariat;

1.25. **MFLT** – Ministry of Finance, Labour and Transfers;

1.26. **MoJ** – Ministry of Justice;

1.27. **MESTI** – Ministry of Education, Science, Technology and Innovation;

- 1.28. **MoH** – Ministry of Health;
- 1.29. **CSW** – Centre for Social Work;
- 1.30. **SP**- State Prosecution;
- 1.31. **KJC** – Kosovo Judicial Council;
- 1.32. **OVPS** - Office for Victim Protection and Support;
- 1.33. **KP** – Kosovo Police;
- 1.34. **DHTI** – Directorate of Human Trafficking Investigations;
- 1.35. **SPO** - Standard Operation Procedures.
- 1.36. **OI** - Ombudsperson Institution

Scope 4 Operation of the Centre

1. The Centre shall operate under DRRPIF/MIA.
2. The Centre shall be administered by the Head of the Centre.
3. The centre shall provide housing, security, protection, and rehabilitation of trafficking victims and presumed victims.

Article 5 Basic principles

1. The Centre shall place the rights of victims of trafficking and presumed victims at the focus of every activity and service.
2. Victims identified as trafficked or presumably trafficked shall be treated equally and shall not be discriminated based on gender identity, age, race, ethnicity, language, religion, sexual orientation and political opinion during their stay at the Centre.
3. The center shall give priority to children suspected of having been trafficked. A rapid and comprehensive assessment of their best interest shall be done in full accordance with the legislation in force.

4. The Centre shall encourage and support victims of trafficking and presumed victims to participate in decision-making processes related to their best interests.

5. The Centre shall assess, inform and provide the necessary and unconditioned services to victims of trafficking, presumed victims of trafficking, and protected witnesses.

6. Protection of confidentiality and personal integrity of victims of trafficking, presumed victims and protected witnesses shall be an obligation for the employees of the Centre and other service providers involved in cases.

Article 6

Mandate, role and responsibilities of the Centre

1. The duties and responsibilities of the Centre are the following:

1.1. provide security, protection, housing for victims of trafficking, based on equal treatment and non-discrimination;

1.2. The Centre shall provide support for voluntary assisted return for foreign victims according to the legislation in force;

1.3. Provide psycho-social services, food, clothing, hygiene, pharmaceutical products and education for housed victims;

1.4. Protects and stores the data of victims accommodated at the housing;

1.5. Inform and offer advice to victims on their rights, according to the legislation in force;

1.6. Cooperate and communicate with all relevant engaged institutions in order to treat the housed victims in the best way possible;

1.7. House protected witnesses for trafficking cases before and during the proceedings.

2. The Head of the Centre shall report to the Director of the Department of Reintegration of Repatriated Persons and Integration of Foreigners.

3. The Head of the Centre, based on the Strategy and Action Plan against Human Trafficking, shall report to the National Coordinator against Trafficking in Human Beings,.

4. The Organizational Structure of the Centre is defined by the Regulation on Internal Organization and Systematization of Jobs in the Ministry of Internal Affairs.

Article 7
Capacity of the Centre

The center shall have the capacity to house forty (40) trafficked victims or presumed victims, local and international protected witnesses, women, men, adults, children, as well as parents with children.

CHAPTER II
ADMISSION OF VICTIMS OF TRAFFICKING

Article 8
Admission procedure of victims of trafficking at the Centre

1. Upon referring a new case to the Centre, the Kosovo Police/DHTI shall be obliged to inform the Head of the Centre, as soon as possible, in order to prepare for the admission of the case for housing.
2. Upon victim's admission to the Centre, the Kosovo Police/DHTI shall submit the basic form containing data about the cases.
3. The basic data form shall be signed by the Victim's Advocate, Kosovo Police and, in cases when the victim is under the age of 18, by the Centre for Social Work.
4. The staff of the Centre, upon admitting the victim, shall check and record the victim's belongings and valuables in the presence of the Kosovo Police and the victim; the staff of the Centre shall find a designated safe place for them, whereby the victim and the staff of the centre shall sign the admission and submission form.
5. The Centre shall have an obligation to protect the belongings of every victim so that, upon the decision for removal, deliver them in the state in which they were received.
6. After housing the victim, they shall be communicated the house rules of the centre in a language they understand and shall declare whether they agree with the house rules. Finally, a form shall be signed by the victim and the staff of the centre.
7. As soon as the victim of trafficking and the presumed victim are admitted, the Centre shall conduct an individual needs assessment, appoint the case manager no later than 72 hours, call the direct help group, and develop an individual plan within the Centre.
8. The Centre shall admit victims of trafficking and presumed victims as referred by the competent institutions based on the Standard Operation Procedures for Trafficked Persons in Kosovo.
9. The center shall be obliged to provide translation of written documents and verbal translation in a language the victim speaks and understands.

Article 9 Accommodation

1. The Centre shall accommodate victims of human trafficking or presumed victims based on the needs assessment for a period of thirty (30) to ninety (90) days.
2. The period of accommodation referred to in paragraph 1 of this Article may be extended:
 - 2.1. Based on doctor's recommendation during the medical treatment period, but no longer than 6 months;
 - 2.2. Based on the request of the criminal prosecution bodies or the court during the period of the criminal proceedings and when the life or health of the victim is threatened by real danger; the duration of the accommodation may be continued even after the criminal proceedings have been concluded for a period which is considered necessary for the protection of the victim, based on the Prosecutor's request;
 - 2.3. Based on the request of the victim of human trafficking, where reasoning is provided, for a period of up to ninety (90) days.
3. Pregnant women, who are victims of human trafficking, shall be entitled to accommodation at the centre for a period of up to one (1) year, with a possibility of extension.
4. Presumed, trafficked victims shall be accommodated in separate individual rooms.
5. In cases when the trafficking victim is a parent with children, victims may be housed together with their young children at the Centre.
6. Every person who is accommodated at the Centre shall have a separate bed with a covered mattress, a pillow and bed sheets.
7. The equipment referred to in paragraph 6 of this Article shall be cleaned in regular basis and changed as necessary.
8. The housed victim may not change the bedroom without the prior consent of the responsible officer.
9. If necessary, the authorized staff may change the space for the victim within the Centre and the victim shall be notified on this.
10. Spaces reserved exclusively for a victim shall be strictly prohibited for another victim.
11. The staff of the Centre shall have an obligation to supervise the utilization of the Centre space from the victim.

12. The authorized staff of the Centre may enter into the room of the trafficked or presumed victim without their presence or consent, if there is reason to believe that the room is being used in one way or another for purposes other than those planned by the Centre.

Article 10 **Services and activities**

1. The services provided for the victim of trafficking, presumed victim, witnesses housed at the Centre shall include:

1.1. Food;

1.2. Clothing;

1.3. hygiene and material kits;

1.4. Pharmaceutical products;

1.5. Psycho-social counselling and healthcare during the stay at the centre;

1.6. Non-formal and informal education;

1.7. Service, translation and interpreting as required into a language the victims understand;

1.8. The centre shall provide social and recreational activities within and outside the premises of the centre.

1.9. victims housed at the centre shall be provided non-formal education on life skills. The purpose of non-formal education is to contribute to personal, emotional and social development of victims (self-care, motivation, self-confidence, awareness of rights and responsibilities, interpersonal skills, decision-making skills, problem solving skills, communication skills).

Article 11 **Protection and disclosure of information**

1. To protect the privacy of housed victims, identity and information on cases shall be protected in accordance with the provisions of the Criminal Procedure Code, Law on Personal Data Protection and other provisions of the legislation in force.

2. Non-implementation of paragraph 1 of this article shall be penalized based on the legislation in force.

3. The Centre shall disclose information about the victim with ONC/MIA, DHTI, CSW, OVPS.

4. Disclosure of information with other responsible institution shall be done in compliance with the relevant legislation in force.

Article 12 Access to the Centre

1. In addition to the staff, access shall be allowed to the following:

1.1 State Prosecution;

1.1. Directorate of human trafficking investigations – Kosovo Police;

1.3. Victim Advocate;

1.4. Social worker from CSW – Case Manager and Legal Guardian from CSW;

1.5. Relevant officers of DRRPIF if required;

1.6. Other authorized professional officers who provide direct services to victims such as psychologist, healthcare staff, contact persons for transnational cases, teachers when necessary;

2. For purposes of contact with victims of trafficking according to sub paragraph 1.6 of this Article, the will of the victim in compliance with the Direct Help Group should be taken into consideration.

3. In the event of expressed interest in visiting the Centre from other entities, such as: MPs from the Kosovo Assembly, relevant Government officials, institutions or international partners, members of non-governmental organizations, they shall be obliged to request written permission from the Ministry of Internal Affairs in advance.

4. MIA shall inform the Centre of the issued permission, including data and identity details of the visitors.

5. The Head of the Centre shall inform the Director of DRRPIF about any visit at the Centre that has been approved in advance.

6. Every visitor is recorded in the register of visitors, including their full name, relevant institution (identity document), date of visit, time of entry and exit.

7. Notwithstanding paragraph 1, in emergencies of danger to the life or health of persons at the Centre, and danger to property, access to the Centre shall be granted to authorized persons for emergencies as well.

Article 13 Cooperation

The Centre shall communicate and cooperate with the relevant institutions that are engaged in the fight against trafficking, always supporting and respecting the standard operation procedures for victims of trafficking and the legislation in force in the Republic of Kosovo.

Article 14 Victim files and their storage

1. A personal file shall be created for every housed victim at the center, which should be completed by the staff of the Center and kept in a safe place in physical and electronic copy.
2. The personal file shall be created upon admission of the beneficiary at the Centre and shall be closed upon their removal from the Centre.
3. The closed file shall become passive, while if the same case is repeated the file shall be reactivated.
4. Storage of personal data should be treated in accordance with the legislation in force.

Article 15 Victims' meetings with family and correspondence

1. Following the prior approval of GND, the Centre shall allow national and foreign victims to contact their families or important persons in their lives through the phone and shall coordinate meetings through the manager outside the Centre.
2. Any meeting or communication of the victim referred to in paragraph 1 shall be recorded in the register of visits and notes of the Centre.
3. After receiving the request from the case manager, the Centre shall prepare the victim for contact.
4. Contact through the phone of the Centre shall be allowed once (1) a week in the presence of the staff of the Centre, and the hours may change in specific cases.
- 5 The meeting location should be safe and appropriate, and the safety, dignity and vulnerability of the victim should not be violated.
6. After the victim's return to the centre, the case manager shall be obliged to perform the routine checks and record the situation of the victim.

Article 16
Treatment in primary healthcare and hospitalization

1. After the victim's treatment in primary healthcare, if the housed victim needs hospitalization by the recommendation of the healthcare specialist, the victim shall be sent for hospitalization.
2. The staff of the Centre shall accompany and assist the victim, followed by the Kosovo Police, to the institution where hospitalization is done.
3. The Centre shall provide medication if required, and perform regular follow-ups while the victim is hospitalized in the healthcare institution.
4. Medicines shall be given to the victims according to the recommendation of the healthcare professional.
5. For girls and pregnant women, access to health care before and during childbirth, counseling and education on the health of the mother and child shall be ensured.
6. Based on the assessment of each case, the Center shall address the treatment of housed victims who are addicted to narcotic substances and based on the recommendations of the medical specialist, victims are recommended to be treated in the state institution or specialized institutions for medical treatment of addiction to narcotic substances.
7. The staff of the Center shall accompany and help the victim, under the escort of the Kosovo Police, to the state institution or specialized institutions for treatment of addiction to narcotic substances.
8. The Centre shall be obliged to inform the case manager.

Neni 17
Psychosocial support

1. Psychosocial support shall be provided for victims of trafficking who suffer from the consequences of traumatic experiences, mental health disorders.
2. Counseling and psychological assistance, based on the confidentiality and with full respect of the privacy of the person concerned, in a language that he or she understands.
3. Psychosocial support shall address and treat the psychological needs of victims of trafficking in order to facilitate reactivation, recovery of skills and overcoming problems.
4. The nature of psychosocial support shall be determined by the relevant mental health specialists, based on the assessment of the individual needs of each case.
5. Persons in need of psychosocial support shall be referred to the relevant health institutions and specialized organizations for psychosocial support.

6. The staff of the Center shall accompany and help the victim, under the escort of the Kosovo Police, to the state institution or specialized institutions for treatment.
7. The center shall be obliged to inform the case manager.

CHAPTER III RULES OF MATERIAL CONDITIONS

Article 18 Food

1. All accommodated persons shall be provided with three daily meals and refreshments.
2. Food shall be served in the following hours:
 - 2.1. Breakfast 08:00- 09:00;
 - 2.2. Lunch 12:00- 13:00;
 - 2.3. Dinner 18:00- 19:00.
3. Food shall be kept in adequate conditions.
4. Food shall be served to the victim by respecting health, dietary, religious and cultural restrictions.
5. Pregnant girls and women, who need special food, shall be served according to medical recommendations.
6. Suitable food for infants shall be provided.
7. The right to use food shall also be granted to the staff of the Centre.
8. The staff on shift at the Centre shall conduct food reception.
9. Food products shall be provided by a contracted supplier.
10. The staff of the Centre may, in specific cases, change the meals schedule for the accommodated persons.
11. In case of need, the Centre may, for other reasons, request additional supply of basic food articles from the DRRPIF budget or the supporting organizations.

12. Victims with special health requirements shall, according to medical recommendation, be provided with special food.
13. Children should receive food that is appropriate for their development according to their age.
14. The victim shall be continuously provided with clean and drinking water.
15. In the event that food is continuously refused by the accommodated person, the Centre notifies the GND.

Article 19 Clothing

1. The accommodated person shall have the right to use their clothes, if they are suitable.
2. The centre shall provide the accommodated person with appropriate clothing according to their needs.

Article 20 Hygienic and sanitary conditions in the Centre

1. The accommodated persons shall be offered optimal hygienic conditions, a clean environment inside and outside the facility, necessary equipment and tools for personal hygiene.
2. Those accommodated persons shall be provided with the necessary tools for personal hygiene.
3. During the victim's stay in the Centre, they shall be encouraged to take care of personal hygiene and the maintenance of the room where the victim is staying.
4. The room in which the victim is placed shall be clean, regularly ventilated with lighting, and with constant temperature, depending on the climatic conditions.

CHAPTER IV RIGHTS AND RULES

Article 21 Information and advise

1. After admission to the Centre, the accommodated persons shall be informed and advised about the rights and rules during the stay.
2. The centre shall be obliged to provide information in the official languages of the Republic of Kosovo and in the language understood by the accommodated persons.

3. DRRPIF/SMES/NATA, in cooperation with relevant institutions, shall develop information brochures for victims.
4. During their stay at the Centre, the guests shall be informed that they do not have the right to access the Internet.
5. The accommodated persons shall be informed that they can perform their religious rites in the Centre.

Article 22
Freedom of religion and expression

1. All persons accommodated in the Center shall have the right to freely practice their religion.
2. The center shall offer sufficient and appropriate space for practicing religion in a neutral and non-discriminatory manner.

Article 23
Organization of cultural, educational and sports activities

1. The centre shall organize cultural, educational and sports activities within the premises in order to rehabilitate and re-integrate the victims.
2. For the implementation of the cultural, educational and sports activities defined in paragraph 1 of this Article, the Centre shall provide the necessary space and equipment, and shall coordinate with the relevant directorates according to the relevant specifications, while for the implementation of the learning process and child evaluation, the Centre shall coordinate with the Municipal Directorates of Education.
3. Once the learning process at the Centre and evaluation by the teachers assigned by the Municipal Directorate of Education has ended, every school within the territory of Kosovo shall have an obligation to recognize this evaluation and integrate it into the regular learning process.
4. The Centre shall inform the child that in the event of the impossibility of learning at the Centre, Municipal Education Department and the school shall organize supplementary education according to the legislation in force.
5. The education process shall include various activities with the aim of rehabilitation and recreation, involving the people accommodated in the Centre in groups or individually, giving them the opportunity to develop a sense of responsibility and self-confidence.
6. The centre shall provide conditions for reading literature as well as access to appropriate television channels.
7. The centre shall have a library which is accessible to the housed residents.

Article 24
General rules at the Centre

1. General rules shall include:

1.1. The centre shall create a supportive and friendly environment;

1.2. Staff and authorized persons shall have access to and professional behaviour in all premises inside and outside the facility;

1.3. All authorized persons, except the staff of the Centre and DHTI/the Kosovo Police, must be identified and registered in the book for recording entry and exit;

1.4. Respecting the sleeping schedule;

1.5. Avoiding unnecessary noise inside and outside the building;

1.6. Everyone should behave with mutual respect towards each other.

1.7. Smoking is only allowed in certain areas.

Article 25
Maintenance of the Centre

1. Maintenance of the Center shall be carried out by an Economic Operator contracted by the Ministry of Internal Affairs.

2. As a rule, the disinfection, deratization and disinsection of the premises, equipment and installations of the Centre shall be done on a regular basis, in principle every three months.

Article 26
Organization and working hours of the staff

1. During working hours, the staff shall be engaged in the implementation of the victim's individual plans.

2. The work with the residents in the Centre shall be conducted in three shifts.

3. The staff of the centre shall be obliged to record attendance at work in physical written form by registering in the book of entries and exits, or electronically.

4. All staff are required to respect the working hours and break time according to the legislation in force.

5. The housing centre shall provide 24-hour care, staying on call from 4:00 p.m. to 8:00 a.m.
6. The working hours shall be regulated based on the legislation in force.

Article 27

Security at the Centre

1. The centre shall provide security in indoor and outdoor premises.
2. Security of the Centre shall be provided by Kosovo Police officers.
3. Physical security of the Centre's premises and monitoring shall be done twenty-four (24) hours a day, seven (7) days a week by the Kosovo Police. Monitoring of the Centre is done through professional cameras.
4. All copies of keys of the facilities shall be located in the office of the Head of the Centre.
5. In case of danger to the building or the surrounding spaces, the Kosovo Police shall intervene and secure the building.
6. In addition to the staff and authorized persons, the Kosovo Police, which secures the facility, shall have the right to enter the Centre's facility, only in cases where there is a danger.
7. In case of an attack from the outside, there shall be a safe room located inside the facility of the Centre in which the staff and victims will be temporarily housed until the danger is averted.
8. The room shall be supplied with water, food and other basic things for such occasions.
9. In case of danger from fire or another natural disaster, the Centre shall have emergency stairs for the evacuation of staff and victims from the facility.
10. The Ministry of Internal Affairs, namely DRRPIF, in cooperation with the relevant stakeholders, shall draft the internal guide on continuous risk reassessment for the Centre for Housing.

CHAPTER V

OTHER ISSUES RELATED TO THE OPERATION OF THE CENTRE

Article 28

Passing away of a trafficked or presumed victim

1. If the victim passes away during their stay at the Centre, the Head of the Centre shall notify the Police, emergency medical services and the head of DRRPIF.

2. The case manager shall inform the family.
3. The costs of transportation to the morgue and coffin shall be covered by the Ministry of Internal Affairs.
4. The determination and cause of death shall be made by the competent bodies in accordance with the relevant legislation in force.
5. When the relatives of the deceased wish to receive their body, they shall bear the costs of transporting the body to the country of origin or descent of the deceased. If the expenses are not covered by the relatives of the deceased or by the country of origin of the deceased, the Ministry of Internal Affairs shall make efforts to find a way to cover these expenses and return the body of the deceased to their country of origin or descent.
6. If the relatives of the deceased or the country of origin or descent of the deceased do not want to take the body, the deceased shall be buried in the cemeteries of the Municipality in the territory of which the Centre for Housing is located.
7. The costs of the burial in Kosovo shall be covered by MIA.
8. The officer of the Centre shall compile an inventory of the personal belongings of the deceased.
9. MIA shall initiate the procedures to return the body of the deceased.

Article 29

The right to complain

1. The victim shall have the right to complain to the Head of the Centre regarding the conditions in the Centre, behaviour of the officers and others housed in the Accommodation Centre. The complaint shall be reviewed by the Head of the Centre, who shall inform the Head of DRRPIF.
2. The complaint box shall be installed in the Centre and shall be administered by the Centre.
3. Notwithstanding paragraph 2 of this Article, a separate box shall be installed for complaints addressed to the Office of the Ombudsperson.
4. According to paragraph 3, the Centre shall forward the complaint without opening it to the Office of the Ombudsperson.

Article 30

Annexes

1. The following Annexes are a constituent part of this Regulation:
 - 1.1. Annex 1: Admission Form;

- 1.2. Annex 2: Personal Belongings of the Beneficiary;
- 1.3. Annex 3: Declaration of Voluntary Residence;
- 1.4. Annex 4: Information Disclosure Consent Form;
- 1.5. Annex 5: Authorization for Visits and Services;
- 1.6. Annex 6: Beneficiary Welfare Plan;
- 1.7. Annex 7: Register of Visits and Services;
- 1.8. Annex 8: Declaration of Voluntary Removal;
- 1.9. Annex 9: Transfer/Release Form;
- 1.10. Annex 10: Confidentiality Statement;
- 1.11. Annex 11: Meeting with the Direct Help Group.

CHAPTER VI FINAL PROVISIONS

Article 31 Abolishment

Entry into force of this Regulation shall abolish Regulation (MLSW) No. 01/2016 on Operation and Labour in Shelter for Protection and Rehabilitation of Victims of Human Trafficking at the Medium and High Level of Hazard.

Article 32 Entry into force

This Regulation shall enter into force seven (7) days after its publication in the Official Gazette of the Republic of Kosovo.

Albin KURTI

Prime Minister of the Republic of Kosovo

30 November/2023



Annex 1

Republika e Kosovës
Republika Kosova / Republic of Kosovo
Qeveria / Vlada / Government

Ministria e Punëve të Brendshme / Ministarstvo unutrašnjih poslova / Ministry of Internal Affairs

Departamenti për Riintegrimin e Personave të Riatdhesuar dhe Integrimin e të Huajve / Departament za Reintegraciju Repatriranih Lica i Integraciju Stranaca / Department for Reintegration of Repatriated Persons and Integration of Foreigners

Qendra për Strehimin, Mbrojtjen dhe Rehabilitimin e Viktimave të Trafikimit me Qenie Njerëzore / Centar za smeštaj, zaštitu i rehabilitaciju žrtava trgovine ljudima / Centre for Housing, Protection and Rehabilitation of Victims of Trafficking in Human Beings

ADMISSION FORM

File No. _____

GENERAL INFORMATION OF BENEFICIARY

Name, parent's name & Surname: _____
Gender: _____
Female: Male:
Date of birth: _____
Place of birth: _____
ID/Passport no.: _____
Address of residence: _____
Contact number for the beneficiary: _____
Ethnicity/Nationality: _____
Beneficiary's language of communication: _____
Religion: _____
Marital status: _____
Children: YES/NO, If YES, How many, Housed, how many,
Gender of housed children: Female: Male:
Date of admission to the centre: _____, Day _____, Time _____
Categorisation of type of violence: _____
Level of risk: _____
Health situation: _____

DOCUMENTS BROUGHT BY THE REFERRING ENTITIES RELATED TO THE CASE:
1) _____
2) _____

INFORMATION OF CASE REFERRING ENTITY				
Referring institution:	Full name:	# ID of service provider:	Contact::	Signature:

EMERGENCY ASSESSMENT OF THE BENEFICIARY'S SITUATION AND NEEDS:

Place: _____
Centre officer: _____
Date: _____



Annex 2

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PERSONAL BELONGINGS OF THE BENEFICIARY

File No. _____

Beneficiary: _____

Date & Time of submission of belongings from the Beneficiary: _____

Present in admission:

Beneficiary's signature:

Centre Officer:

Referring Officer:

Name of belongings:	Type:	Quantity:	Serial no. (if any):	Additional notes:	✓

Present at admission

Date & Time of admission of belongings from the Beneficiary

(upon removal from the Centre) _____

Beneficiary's signature:

Centre Officer:

Third person:



Annex 3

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DECLARATION OF VOLUNTARY RESIDENCE

File No.: _____

Having read the rules of the Centre for Housing, Protection and Rehabilitation of Victims of Trafficking in Human Beings, I _____, born on __/__/____, on my own free will and complete awareness, accept to be housed and to receive the provided institutional housing services, by complying with the regulation of this centre until the end of my residence. Prior to signing this declaration, I confirm that the officer of the centre, in the presence of the officer of the referring institution (undersigned below), has read this statement to me and I accept it as such.

Date: _____

Beneficiary's signature: _____

Time: _____

Officer of the referring institution: _____ (CSW, KP, MV, etc.)

Place: _____

Centre Officer: _____(Centre)



Annex 4

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INFORMATION DISCLOSURE CONSENT FORM

File No. _____

I, _____, born on _____, in _____, housed at _____,
on _____, give my consent to the officer of the centre to disclose information related to
my welfare and related to my case as necessary and as requested by other referring stakeholders involved
in the case.

Beneficiary's signature: _____

Date: _____

Centre Officer: _____



Annex 5

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AUTHORIZATION FOR MEDICAL CHECKUPS AND SERVICES

I, _____, case manager, from CSW in, _____,
with ID no., _____, authorize the staff of the Centre, _____, to conduct
medical check-ups and services for the beneficiary concerned, when necessary. This authorization shall
include all other needs for emergency medical interventions of the beneficiary.

Date: _____,

Case Manager from CSW: _____

Place: _____

Centre Officer: _____

Third Person: - _____



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1. BENEFICIARY DETAILS

BENEFICIARY WELFARE PLAN

Full Name: _____

Date of Birth: _____

Place of Birth: _____

Education (specify): _____

Nationality: _____, Ethnicity: _____

Language: _____, Religion: _____

Date and time of admission at the centre: _____

2. CENTRE OFFICER, _____ Contact _____

4. WELFARE SECTIONS

3. SHORT BACKGROUND OF THE BENEFICIARY:

- 1) HEALTH**
- 1.1., General health situation
- 1.2., Mental health
- 1.3., Dental health
- 1.4., Immunization/vaccination

Plan implementation based on dates

Review¹:

¹Mandatory review of the plan by the case managers must be done at least every 30 days.

<p>2 <u>LEGAL PROTECTION</u></p> <p>2.1., Identification of needs for counselling and legal aid (in cooperation with the Victim Advocates)</p> <p>2.2., Identification of the need for medical-legal expertise (in cooperation with Victim Advocates, Social Workers and Kosovo Police)</p>	<p><u>Plan implementation based on dates:</u></p>
<p><u>Review²:</u></p>	

<p>3 <u>PSYCHO-SOCIAL TREATMENT</u></p> <p>3.1., Psycho-social treatment (individual and group sessions)</p> <p>3.2., Socializing again/preparing beneficiaries for reintegration in the community</p>	<p><u>Plan implementation based on dates:</u></p>
<p><u>Review³:</u></p>	

<p>4 <u>CONTACT WITH REFERRING PARTNERS</u></p> <p>4.1., Contact with the Centre for Social Work:</p> <p>4.2., Contact with the Victim Advocate:</p> <p>4.3., Contact with the Kosovo Police:</p> <p>4.4., Other:</p>	<p><u>Plan implementation based on dates:</u></p>
<p><u>Review⁴:</u></p>	

²Mandatory review of the plan by the case managers must be done at least every 30 days

³Mandatory review of the plan by the case managers must be done at least every 30 days.

⁴Mandatory review of the plan by the case managers must be done at least every 30 days.

<p>5 <u>CONTACT AND MEETINGS WITH FAMILY</u></p> <p>5.1., Identifying needs for telephone contact and meetings with family</p> <p>5.2., Develop plans for beneficiary's contact and meetings with family together with the social worker, victims advocate and investigating police officer;</p>	<p><u>Plan implementation based on dates:</u></p>
<p><u>Review⁵:</u></p>	

<p>6 <u>EDUCATION</u></p> <p>6.1., Beneficiary's education level</p> <p>6.2., Further education needs</p>	<p><u>Plan implementation based on dates:</u></p>
<p><u>Review⁶:</u></p>	

⁵Mandatory review of the plan by the case managers must be done at least every 30 days.

⁶Mandatory review of the plan by the case managers must be done at least every 30 days.

<p>7 <u>PROFESSIONAL TRAINING FOR FINANCIAL INDEPENDENCE</u></p> <p>7.1., Existing professional capacities of the beneficiary</p> <p>7.2., Identifying further training needs (professional courses/trainings)</p>	<p><u>Plan implementation based on dates:</u></p>
<p><u>Review⁷:</u></p>	

⁷Mandatory review of the plan by the case managers must be done at least every 30 days.

<p>8 <u>LIFE SKILLS</u></p> <p>8.1., Existing capacities/skills of the beneficiary</p> <p>8.2., Defining further activities for the beneficiary</p> <p>8.3., Education on human rights, education on health/reproductive health, and psycho-social education</p>	<p><u>Plan implementation based on dates:</u></p>
<p><u>Review⁸:</u></p>	

⁸Mandatory review of the plan by the case managers must be done at least every 30 days.

<p>9 <u>RECREATIONAL ACTIVITIES</u></p> <p>9.1., Daily individual and group recreational activities</p> <p>9.2., Complying with the plan and schedule of recreational activities</p>	<p><u>Plan implementation based on dates:</u></p>
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Review⁹:

⁹Mandatory review of the plan by the case managers must be done at least every 30 days.

<p>10 BENEFICIARY LONG-TERM PLAN</p> <p>10.1., Returning to the family</p> <p>10.2., Repatriation</p> <p>10.3., Independent life</p>	<p><u>Plan implementation based on dates:</u></p>
<p><u>Review</u>¹⁰:</p>	

¹⁰Mandatory review of the plan by the case managers must be done at least every 30 days.

Centre Officer:

_____ ,

Date: _____ ,

Beneficiary:

_____ ,

Date: _____ ,

Third Person:

_____ ,

Date: _____ .



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DECLARATION ON VOLUNTARY REMOVAL

File No. _____

I, _____, born on _____, housed at the Centre for HPRVTHB, on _____, despite the advice and suggestions of the staff of the centre and referring partners **CSW, VA, KP**, involved in my case, today on _____, with full awareness and on my own free will, I am leaving the Centre for HPRVTHB and transferring to MVPT.

Date: _____
Place: _____

Beneficiary's signature: _____
Centre Officer: _____
Third Person: _____



Annex 9

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1. Details of the beneficiary

TRANSFER/RELEASE FORM

File No.: _____

Full Name: _____
Date of Birth: _____
Place of Birth: _____
Education (specify): _____
Nationality: _____
Ethnicity: _____
Language: _____
Religion: _____
Date of admission at the centre: _____
Date of release from the centre: _____
Beneficiary's referring institution: _____
Referring officer and contact: _____

2. Short background of the case:

REPORT ON WELFARE

Type of services provided	Service delivery	Recommendations
<i>Healthcare</i>		
<i>Legal protection</i>		
<i>Psycho-social treatment</i>		
<i>Contact with referring partners</i>		
<i>Contact and meetings with family</i>		
<i>Education</i>		
<i>Professional training for financial independence</i>		
<i>Life skills</i>		
<i>Recreational activities</i>		
<i>Beneficiary long-term plan</i>		
<i>Location of transfer (family relationship, address, contact)</i>		

Centre Officer: / Date: _____ /

Third Person: / Date _____ /

Beneficiary: / Date: _____ /



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STATEMENT OF CONFIDENTIALITY/SECRET PROTECTION

(Full Name)_____ with identification document_____, type of service:_____, licence number_____, with full responsibility, state that, in accordance with Law No. ____ “On Personal Data Protection”, I will not disclose with anyone any type of form or information which I will be made aware of while delivering this service.

Service provided: _____

Signature: _____

Service provider: Full Name _____

Date: _____

