



Republika e Kosovës
Republika Kosova - Republic of Kosovo

Qeveria – Vlada – Government

**ADMINISTRATIVE INSTRUCTION (GRK) - NO. 01/2025 ON THE
EMERGENCY PHONE LINE FOR VICTIMS OF DOMESTIC
VIOLENCE, VIOLENCE AGAINST WOMEN, AND GENDER-BASED
VIOLENCE¹**

¹ Administrative Instruction (GRK) - No. 01/2025 on the Emergency Phone Line for Victims of Domestic Violence, Violence Against Women, and Gender-based Violence, has been approved in the 249-th Meeting of the Government of the Republic of Kosovo, with the Decision No.02/249, dated 26.02.2025

The Government of the Republic of Kosovo,

Pursuant to Article 93 (4) of the Constitution of the Republic of Kosovo, in accordance with Article 23, paragraph 3 of Law No. 08/L-185 on the Prevention and Protection from Domestic Violence, Violence Against Women, and Gender-Based Violence (OG, No. 22, October 12, 2023), in accordance with Article 8, paragraph 4 (sub-paragraph 4.5) of Law No. 08/117 on the Government of the Republic of Kosovo,

Approves:

ADMINISTRATIVE INSTRUCTION (GRK) - NO. 01/2025 ON THE EMERGENCY PHONE LINE FOR VICTIMS OF DOMESTIC VIOLENCE, VIOLENCE AGAINST WOMEN, AND GENDER-BASED VIOLENCE

CHAPTER I GENERAL PROVISIONS

Article 1 Purpose

1. The purpose of this Administrative Instruction is to establish a specialized emergency phone line that provides immediate, accessible, safe, and confidential support for victims of domestic violence, violence against women, and gender-based violence.

2. This Administrative Instruction is in compliance with:

2.1. Directive of the European Parliament and Council on combating violence against women and domestic violence (No. 2024/1385);

2.2. Directive of the European Parliament and of the Council establishing minimum standards on the rights, support and protection of victims of crime (Directive 2012/29/EU);

Article 2 Scope

This Administrative Instruction applies to all public institutions, private entities, civil society organizations, and professionals involved in providing assistance, support, counseling, and protection to victims of domestic violence, violence against women, and gender-based violence.

Article 3
Definitions

The terms used in this Administrative Instruction have the same meaning as those provided in the relevant Law on the Prevention and Protection from Domestic Violence, Violence Against Women, and Gender-Based Violence.

CHAPTER II
EMERGENCY PHONE LINE

Article 4
Establishment of the Emergency Phone Line

1. The Ministry of Justice establishes and operates a 24-hour, 7 days a week, emergency phone line for victims of domestic violence, violence against women, and gender-based violence.
2. The emergency phone line service is provided by specialized and licensed organizations in the field of social services and protection for victims of domestic violence, violence against women, and gender-based violence.
3. The Ministry of Justice ensures funding and leads the procedures for the continuous operation and maintenance of the emergency phone line.
4. The emergency line provides direct assistance, rapid referral to relevant services, and ensures that victims have access to the necessary information and support for their protection and empowerment.
5. The emergency line is available 24 hours a day, free of charge, in the official languages in accordance with the relevant Law on the Use of Languages, as well as in sign languages, in accordance with relevant legislation.
6. The provider of the emergency phone line service must be equipped with advanced communication technology to ensure high-quality service, and reliability enabling the documentation of calls and support for the victim.

Article 5
Provisions of the Emergency Telephone Line

1. The emergency telephone line serves as a central-level contact point for providing information, counselling, and protection for victims of domestic violence, violence against women, and gender-based violence.
2. The emergency telephone line offers:

2.1. the opportunity for victims and citizens to report cases related to domestic violence, violence against women, and gender-based violence;

2.2. Immediate referral of the victim to existing services for victims

2.3 At the request of the victim, it enables direct telephone contact between the victim and other responsible services;

2.4 Support and counselling for crisis response, including guidance on personal safety to overcome the crisis.

2.5. assistance for victims of domestic violence, violence against women, and gender-based violence by providing them with the necessary information and support services contact numbers

3. In case of victim identification during communication the service provider refers the case to the relevant institution.

Article 6 **Conditions for Service Providers of the Emergency Telephone Line**

1. The service provider of the emergency telephone line:

1.1. ensures licensed and trained staff to provide psycho-social support, counseling, and referrals for victims;

1.2. must have at least five (5) years of active work experience in domestic violence, violence against women, and gender-based violence;

1.3. ensures operators who provide services in the language spoken or understood by the victim;

1.4. fulfil the structural and functional standards as per current legislation.

Article 7 **Criteria for Professionals of the Emergency Telephone Line**

1. Professionals working in the Emergency Telephone Line service must meet the following criteria:

1.1. have a higher education in psychology, sociology, pedagogy, legal sciences, or related fields;

1.2. be licensed by the relevant authority;

1.3. have at least forty (40) hours of specialized professional training per year in the prevention and protection against domestic violence, violence against women, and gender-based violence;

1.4. have at least one (1) year of work experience in the psycho-social field for victims of violence, violence against women, and gender-based violence.

Article 8

Duties and Responsibilities of Service Providers of the Emergency Telephone Line

1. The duties and responsibilities of the emergency telephone line service provider are:

1.1. to assess immediate threats to the safety of victims while acting in accordance with existing protocols.

1.2. to cooperate with Social Work Centers, the Office for Protection and Assistance to Victims, the police, and other relevant services to ensure effective protection;

1.3. to participate regularly in on-going trainings to ensure the advancement of knowledge and professional skills;

1.4. to document each call in detail, including victim information and actions taken or instructions for the victim, with coded data while protecting confidentiality of information.

1.5. to report to the National Coordinator for protection against domestic violence, violence against women, and gender-based violence (hereinafter referred to as the National Coordinator) every three (3) months on calls and cases handled;

1.6. to prepare special reports at the request of the Office of the National Coordinator;

1.7. to collaborate with the Office of the National Coordinator in public education and awareness activities to inform citizens about the emergency telephone line services.

Article 9

Monitoring and Inspection

The Ministry of Justice based on applicable legislation monitors, inspects, and evaluates the work of the emergency telephone line through relevant mechanisms to ensure effective operation.

Article 10

Continuous Training for Professionals of the Emergency Telephone Line

1. All professionals of the emergency telephone line are required to continuously attend training to develop skills and knowledge in the prevention, protection, and identification of violence, victims' rights and needs, as well as preventing re-victimization.

2. Continuous training includes advanced modules on crisis intervention techniques, support for victims of domestic violence, violence against women, and gender-based violence, and protection of personal data.

Article 11 Psycho-Social Support

1. Supervision sessions are organized for service providers of the emergency telephone line.
2. The telephone line service, in collaboration with the Professional Council for Social and Family Services within the Ministry of Justice, takes care of conducting these sessions.

CHAPTER III CONFIDENTIALITY AND PROTECTION OF PERSONAL DATA

Article 12 Protection of Personal Data

1. All service providers of the emergency telephone line and other involved persons are obligated to comply with the current legislation on the protection of personal data.
2. Personal data, private life, and identity of victims of domestic violence, violence against women, and gender-based violence must be protected.
3. The registration, maintenance, and use of victims' personal data must comply with the conditions set by the Law on Protection of Personal Data and the Penal Code.
4. The emergency telephone line service provider will create a database for all cases of victims of domestic violence, violence against women, and gender-based violence. Victims are informed in advance and assured of relevant data protection.
5. Employees in the emergency telephone line service and service providers of the emergency telephone line are required to sign a Confidentiality Declaration.

Article 13 Cooperation

Emergency telephone line service providers cooperate with the National Coordinator's Office, other relevant institutions, and licensed civil society organizations in the field of social and family services to provide support and protect victims of domestic violence, violence against women, and gender-based violence.

Article 14
Entry into Force

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

Albin Kurti

Prime Minister of the Republic of Kosovo

28 February 2025