

THE OMBUDSPERSON INSTITUTION



BULLETIN

2

November, 2012

Mr. Sami Kurteshi
THE OMBUDSPERSON



Mr. Sami Kurteshi is the first domestic Ombudsman elected by the Assembly of the Republic of Kosovo on 4 June 2009 for a five years term.

Mr. Sami Kurteshi, was born on 5 June 1960 in Gjilan, Kosovo. Mr. Kurteshi finished primary and secondary school at his homeland. He continued university studies at the University of Prishtina, the faculty of electrotechnics, as well as English language and literature.

Due to political circumstances in Kosovo, after the demonstrations of 1981, as Mr. Kurteshi participated in these demonstrations he emigrated abroad. After his returning, due to his activities, Mr. Kurteshi has been arrested by the Yugoslav regime and was sentenced to 9 years of imprisonment. He served his sentence in Belgrade and Pozharevac jails in Serbia.

After being released from jail, in 1991, Mr. Kurteshi joined Council for Protection of Human Rights and Fundamental Freedoms - CPHRFF in Prishtina, as a publications' editor. While, during the period of time 1992-1995 Mr. Kurteshi was a member of CPHRFF and Head of the Central Secretariat of CPHRFF. From 1995-1996 he was Secretary General of CPHRFF.

From 1992 to 1996 Mr. Kurteshi has been attending in regular basis the sessions of the Committee and Sub-Committee of the United Nations on Human Rights in Geneva and co-author of several resolutions of Committee on Kosovo.

As he was prosecuted by Serbian regime on that time, at the beginning of 1996 Mr. Kurteshi immigrated to Switzerland. In 1998 Mr. Kurteshi begun studying at the University of Bern on political sciences, sociology, economy and the international law.

From 2000 to 2001 he studied political sciences, sociology and the international law at the University of Zurich. In 2006 he obtained degree of Mater of Political Science (Master of Arts).

Activities and his work continue in important Swiss state institutions where during the years 1997-2001 he was a professional collaborator of Swiss Organization for Refugees (Schweizerische Flüchtlingshilfe SFH) as a collaborator of Swiss state TV SF1.

During the years 1999-2005 Mr. Kurteshi, was a collaborator and leader of various professional courses for collaborators of Swiss organizations dealing with Human Rights and the issues of refugees, such as: HEKS, SAH, SRK.

During his stay in Switzerland, Mr. Kurteshi was also involved in organizing the Albanian community in this country by creating cultural associations of Albanian emigrants in Switzerland (Cyrih, Siebnen, Basel, Bern, Bad Ragaz, Buchs).

Mr. Kurteshi is author, co-author and editor of various publications, analysis and reports. Mr. Kurteshi translated two books and also made publications in various languages (German–Albanian and vice versa).

During the period of time 2003-2011 Mr. Kurteshi was a private docent at the Swiss Centre for Education of Jail Personnel in Switzerland (Schweizerische Ausbildungszentrumfür das Strafvollzugspersonal – SAZ) in Friburg.

Mr. Kurteshi speaks several foreign languages: English, German, Serbo- Croatian and also possesses elementary knowledge of French and Italian language.

Shqipe Ibraj – Mala
DEPUTY OMBUDSPERSON



Education:

1995 graduated in law at the University of Prishtina,

2005 passed Bar Exam,

2009 Registered master studies in international law at the University of Prishtina (programme WUS Austria).

Mrs. Mala also participated in various training programmes on Human Rights.

Work experience:

1984 – 1986 assistant to a private lawyer in Pejë.

1999-2001, Translator Albanian - English and official of Kosovo Federation of Red Cross and Red Crescent in close cooperation with International Committee of Red Cross in treating former prisoners through a psycho-social programme.

Mrs. Mala was an intern at the District Public Prosecution (supporting staff to International Prosecutor).

2006 – 2011, Legal adviser at the Ombudsperson Institution.

2011 – present, Deputy Ombudsperson at the Ombudsperson Institution, head of Department of the Executive.

DEPARTMENT OF THE EXECUTIVE

- **UNIT FOR HANDLING COMPLAINTS AGAINST THE OFFICE OF THE PRESIDNET**
- **UNIT FOR HANDLING AND INVESTIGATION OF COMPLAINTS AGAINST GOVERNMENT AND ITS DEPARTMENTS**
- **UNIT FOR INVESTIGATION OF COMPLAINTS AGAINST INDEPENDENT INSTITUIONS**
- **UNIT FOR INVESTIGATION OF COMPLAINTS AGAINST PUBLIC ENTERPRISES**
- **UNIT FOR INVESTIGATION OF COMPLAINTS RELATED TO ENVIRONMENT**
- **NATIONAL PREVENTIVE MECHANISM AGAINST TORTURE**

- This department cooperates with Human Rights units at the central and local level.
- During the opened days that are realized by the Ombudsperson institution throughout the Municipalities in Kosovo, the Deputy Ombudsperson Mrs. Shqipe Ibraj Mala covers the Municipalities as follows: Pejë, Klinë, Istog, Gjakovë, Deçan, Junik dhe Lipjan. Also, she covers Prishtina Detention Centre, Detention Centre in Lipjan, Jails in Dubrava and Smrekonicë.

Bogoljub Staletović
DEPUTY OMBUDSPERSON



Education:

1985 obtained degree in law, branch of Management and Planning at the University of Skopje.

Work experience:

1978 - 1988 Public Construction Company "Ramiz Sadiku", administration of legal issues.

1988 -1990 Civil Registration Office in Ferizaj, Head of the Office from 1988 to 1990.

1990 - 1999 Electro-distribution of Kosovo, head of the sector for marketing.

1999 – 2000 - FAO (World Food Programme) – Supervisor, senior official for the statistics throughout Kosovo.

2000 – 2002 – Member of the Commission for submissions and complaints, as well as member of Election Commission for Submissions and Complaints.

2003 Official in charge of controlling – inspection and revision of budgeting accounts, financed by the Ministry of Education, Science and Technology, as well as municipal education budget and schools' budget.

2003 – 2011, Deputy of the Chief Executive of the Central Election Commission Secretariat.

2005-2006 and 2008-2009, Acting Chief Executive of Central Election Commission Secretariat.

2011 – Member of the Commission for Census of Population and official for sensibility, implementation of operation plan and organisation of activities of registration, preparation of guidelines for training.

2011 – Deputy Ombudsman at the Ombudsman Institution of Kosovo, Head of the Anti-Discrimination Department.

ANTI-DISCRIMINATION DEPARTMENT

- **UNIT FOR CHILD RIGHTS**
- **UNIT FOR GENDER EQUALITY, AGAINST TRAFICKING IN PERSON AND AGAINST VIOLENCE**
- **UNIT FOR PERSONS WITH DISABILITIES**
- **UNIT FOR THE RIGHTS OF COMMUNITIES**
- **SPECIAL ISSUES UNIT**
- **UNIT FOR THE RIGHTS OF LGBT COMMUNITY**

- This department cooperates with coordinators and human rights and gender equality officials; with the Committee on Human Rights, Gender Equality, Missing Persons and Petitions and NGOs
- During the open days organized by the Ombudsperson Institution throughout the Municipalities of Kosovo, Deputy Bogoljub Staletovič covers the Municipalities as follow: Fushë Kosovë, Shtërpcë, Novobërdë, Graçanicë, Klllokot, Partesh dhe Ranillug.

Ibrahim Arslan
DEPUTY OMBUDSPERSON



Education:

1982 Graduated at the faculty of journalism in Belgrade.

1989 Graduated in philosophy, faculty of philosophy (branch of history) of the University of Prishtina.

2009, Mr. Arslan completed the school of European Integrations.

2011 Mr. Arslan is a mediator licensed by the Ministry of Justice.

Mr. Arslan participated in many Human Rights issues programmes.

Work experience:

From 1975 to 1992, journalist at the newspapers "TAN" in Prishtina.

From 1984 to 1985, Deputy Director and chief editor of "TAN".

From 1988/89, President of the Kosovo Association of Journalists.

From 1993 to 1995, Head of the NGO for culture, arts and "Gerçek", Prishtina.

From 1998 to 1999, official for research of Human Rights violations within OSCE Verification Mission in Kosovo.

News correspondent for Balkan for news agency IHA from Istanbul and Turkish news agency "Anadolu Ajansi" Ankara. From time to time Mr. Arslan reported for various world news agencies.

2003 Founder and Board member of NGO "YETED" for integration and tolerance.

2005, Council Member of NGO "Forum 2015".

2006, President of the Association of Journalists of Turkish Media in Prishtina.

2009 Member of Council of Communities within the Office of President.

2011 Member of the Press Council of Kosovo.

2011, Deputy Ombudsman of the Ombudsman of Kosovo, Head of the Public Relations Department.

PUBLIC RELATIONS DEPARTMENT

- **UNIT FOR COOPERATION WITH CIVIL SOCIETY**
- **UNIT FOR COOPERATION WITH INTERNATIONAL ORGANIZATIONS IN KOSOVO**
- **UNIT FOR MATERIALS AND PUBLICATIONS**
- **UNIT FOR COOPERATION WITH DOONORS**
- **UNIT FOR CONFERENCES AND TRAINING**

- This department cooperates with domestic and international NGOs, donors and domestic and international foundations, as well with local and international media and the institutions relevant to European integrations.
- During the open days of the Ombudsperson Institution, which are organized throughout the Kosovo Municipalities, Deputy Ombudsperson Mr. Arslan covers the Municipalities as follow: Prizren, Suharekë, Dragash, Mamushë, Malishevë, Rahovec and Shtime.

Isa Hasani
DEPUTY OMBUDSPERSON



Eduaction:

1986 graduated at the faculty of law, University of Prishtina.

2003 passed Bar Exam in Department of Judicial Administration, Ministry of Public Services in Prishtina.

Since 1989, Mr. Hasani was an activist of CDHRF.

Mr. Hasani attended many trainings and seminars in the area of legislation drafting, protection of Human Rights and Freedoms and institutional management.

Work experience:

1988 -1994, legal officer in social owned and public enterprises.

2001-2005, Regional legal officer within the project for free of charge legal aid financed by the European Reconstruction Agency in CDHRF.

2005 Legal officer in Government`s Coordination Secretariat, Prime Minister`s Office.

2005 Koordinator i Tryezës Legjislative në Sekretarinë Koordinuese të Qeverisë –ZKM

2005 Përfaqësues i Qeverisë së Kosovës në Bordin për realizimin e Projektit për Rindërtimin e Kadastrit, në AKK

2006 Anëtar i përhershëm i Bordit të ankesave në ZKM.

2008 Zyrtar i Lartë Ligjor, në Sekretariatit e KGJK-së.

2009 Shef i Zyrës Ligjore, në Sekretariatit e KGJK-së.

2009 Jurist hetues në Departamentin e Hetimeve, në IAP.

2011 Zëvendës i Avokatit të Popullit, udhëheqës në Departamentit e Gjyqësorit.

DEPARTMENT OF JUDICIARY

- **UNIT FOR INVESTIGATION OF COMPLAINTS AGAINST JUDICIARY**
- **UNIT FOR INVESTIGATION OF COMPLAINTS AGAINST PROSECUTION**
- **UNIT FOR INVESTIGATION OF COMPLAINTS AGAINST PROSECUTORIAL COUNCIL**
- **UNIT FOR INVESTIGATION OF COMPLAINTS JUDICIAL COUNCIL**
- **UNIT FOR INVESTIGATION OF COMPLAINTS AGAINST JUDICIAL INSTITUTE**

- This Department cooperates with courts at all levels, prosecutions, Judicial Council, Prosecutorial Council and States Prosecution.
- During the open days of the Ombudsperson Institution, Deputy Ombudsperson Isa Hasani covers the Municipalities as follow: Kaçanik, Hani i Elezit, Ferizaj, Viti, Gjilani and Kamenicë.

Basri Berisha
DEPUTY OMBUDSPERSON



Education:

1991 graduated in law, faculty of law, University of Prishtina.

2010 completed master studies at faculty of law, University of Prishtina and obtained degree magistrant of judicial and administrative sciences.

Mr; Berisha attended a range of training, seminars and conferences on Human Rights in Kosovo and abroad.

Work experience:

1996 - 1999 field researcher and raporteur on situation of Human Rights in Kosovo, CDHRF.

1999 – 2006, information coordinator and trainings in CDHRF.

1997 – 2006, permanent member of editorial of Bulletin of CDHRF (periodic quarterly edition), where he published various studies from the field of Human Rights and articles on the activities of CDHRF.

2006 – 2007, member of CDHRF presidency.

He delivered lectures for different aspects of Human rights in trainings and various seminars in Kosovo.

2006 – 2011, Kosovo Public Administration Institute (IKAP) – Developer of Programme for Public Administration.

2011 – Deputy Ombudsperson, Head of Department of Legislation.

DEPARTMENT OF LEGISLATION

- **UNIT FOR COORDINATION OF WORK REGARDING ASSEMBLY OF KOSOVO**
- **UNIT FOR COORDINATION OF REFERAL OF ISSUES IN THE CONSTITUTIONAL COURT**
- **UNIT FOR ASSESMENT OF COMPLIANCE OF LAWS AND BYLAWS**
- **UNIT FOR INVESTIGATION OF COMPLAINTS REGARDING ACCESS TO PUBLIC DOCUMENTS**
- **UNIT FOR ANNUAL AND PERIODIC REPORTING**

- This department cooperates with the relevant Parlamnetary Committees (Committee for Human Rights, Missing Persons and Petititons, Committee for Legislation, as well as Committee for Human Rights, Interests of Communities and Return.

- During the open days of the Ombudsperson Institution, which take place throughout Municiplaities of Kosovo, Deputy Ombudsperson Mr; Basri Beri-sha covers the Municipalities as follow: Mitrovicë, Vushtrri, Skënderaj, Drenas, Podujevë and Obiliq.

Jashar Kastrati
THE EXECUTIVE DIRECTOR



Education:

2002 Mr. Kastrati graduated at the Faculty of Economy, University of Prishtina.

2010 Mr. Kastrati completed master studies in management, University of Prishtina.

Mr. Kastrati finished various courses and trainings in the field of finances, administration and habitation.

Working experience:

1992-1995 Manager of a private enterprise providing travell services “Teuta Tours” in Gjilan.

2002-2009 Managed sector of Social Habitation within the Ministry of Environment and Spatial Planning.

Since September 2009 Mr. Kastrari is the Executive Director at the Ombudsperson Instituion.

- The Executive Director is the main administrative official at the Ombudsperson Instituion who acts under direct subordination of the Ombudsperson and reports to him for the activities of instituion’s structures.
- The Executive Director performs tasks for coordination of instituion’s structures and for implementation of adopted politics in his scope of responsibilities. In compliance with the requirements of law and other bylegal acts, as well as based on the orders received from the Ombudsperson the Executive Director ensures rational management of human resources, financial means dhe material resources of the instituion.



Igballe Rrahmani

ACTING DIRECTOR OF DEPARTMENT
OF INVESTIGATIONS

Education:

1988 obtained degree in law at the Faculty of law in Prishtina.

Mrs. Igballe Rrahmani participated in many training programues regarding issues of protection and providing help to crime victimes, tender equality dhe Human Rights.

Education:

2000 –2000, worked as a legal officer at the Association of legal officers at “Norma”, në Prishtinë.

2001- 2001 intern at the Supreme Court of Kosovo.

2002, Legal officer and officer at the library of the Ministry of Public Services.

2002 –2003 Adviser for protection of victimes and trainings, Unit for protection and help to victimes, Department of Jusitice.

2003- 2007 Managere of Victimies’ Defenders, Unit for protection of vicitmes, Ministry of Justice.

2007- 2010 Legal officer/investigator for child rights, the Ombudsperson Instituion.

31. 12.2010 – 31.10.2011 Acting Director of Deputy Director of Department of Investigations.

Since 1 November 2011 Acting Director of Department of Investigations.

- Department of investigations within the Ombudsperson Instituions deals with receving and handling of complaints, management and coordination of work regarding cases handled and received by the institucion.

Contacting the Ombudsperson Institution e-mail address:

ombudspersonkosovo@ombudspersonkosovo.org
info@ombudspersonkosovo.org

Phone lines free of charge:

0800 15555

Central office in Prishtina:

The Ombudsperson Institution

Neighbourhood "Bregu i Diellit",

Str. "Enver Maloku", no. 28

10000 Prishtinë, KOSOVO

Office hours for the complainants: from Monday to Friday, 08:00 – 16:00

Tel: +381 (0) 38 223 782, +381 (0) 38 223 783,

+381 (0) 38 223 784 +381 (0) 38 223 789

Fax: +381 (0) 38 223 790

Office in Prizren

Address: Str. "Remzi Ademi", nn

Tel: +381 (0) 29 222 138

Office hours for the complainants:

Monday and Wednesday 10:00 -14:00

Office in Pejë

Address: Str. "Mbretëresha Teutë"

No.59, Floor III, no. 3, Municipal Building

Tel: +381 (0) 39 432 931

Office hours for the complainants:

Monday and Thursday, 10:00 -14:00

Office in Gjilan

Address: Str. "Adem Jashari" Municipal

Building II

Tel: +381 (0) 280 320 843

Office hours for the complainants:

Monday and Thursday, 10:00 -14:00

Office in Mitrovicë

Address: Sheshi "Agim Hajrizi", nn,
Regional Tax Administration Office

Tel: +381 (0)28 530 138

Office hours for the complainants:

Monday and Thursday, 10:00 -14:00

Sub-Office in Mitrovica

Address: Str. "Sami Frashëri" n.n

Lagja e Boshnjakëve,

Building of Administrative Office in

Northern Mitrovica,

Tel: + 377 (0) 45 455 319 and

+381 (0) 64- 956-00-50

Office hours for the complainants:

Monday and Thursday

10:00 -14:00

Office in Graçanicë

Telephone: +381 (0) 38 65 118

Cell phone: +377 (0) 44 367 719 and

381 (0) 64 37 11 137

Office hours for the complainants:

Monday and Thursday

10:00 -14:00