

The Ombudsperson oversees, promotes and protects human rights and fundamental freedoms of natural and legal persons from unlawful and irregular actions or inactions of the public authorities, institutions and persons or other authorities which exercise public authorities in the Republic of Kosovo.

The Ombudsperson investigates complaints lodged by the citizens related to the allegations on violation of human rights and fundamental freedoms foreseen by the Constitution, Laws and other legal acts as well as international standards.

Office in Prishtinë

Str. "Migjeni", no.21, 10000 Prishtinë
Tel: +383 (0) 38 223 782

Working hours with parties:

Each working day, from 08:00 - 16:00

For complaints please phone at the following number 080015555 free-of-charge

Email: info.oik@oik-rks.org
<https://www.oik-rks.org/>

OMBUDSPERSON INSTITUTION REGIONAL OFFICES

Office in Prizren

Address: Str. "Remzi Ademi", n. n.
Regional Pension Administration Building in
Prizren, 3 rd floor
Tel: +383 (0)29 222 138

Office in Pejë/Peć

Address: Str. "Queen Teuta"
No.59, 3 rd floor, No. 3, Municipal building
Tel: +383 (0)39 432 931

Office in Gjiilan/Gnjilane

Address: Str. "Bulevardi i Pavarësisë"
(former Court's building), n. n.
Tel: +383 (0)280 320 843

Office in Ferizaj/ Uroševac

Address:
Municipal building (ground floor)
Tel: +383 (0)290 326 032

Office in Gjakovë/Đakovica

Address: Str. "Ismail Qemali"
(former Cadastral building)
Tel +383 (0)390 327 698

Office in Mitrovicë/Mitrovica

Address: Str. "Afrim Zhitia", n. n.
Kosovo Pension Administration Building, 3 rd floor,
Office No. 11 and 12, Tel: +383 (0)28 530 138

Sub-office, Mitrovicë/Mitrovica

Address: Str. "Sami Frashëri" n. n. Bosnian
Neighborhood,
AOK building in the North of Mitrovica,
tel: 00381649560050 // + 383 (0) 45 455 319

Office in Graçanicë/ Gračanica

Address: Str. "Car Lazar", n. n.
Mobil: +383 (0) 44 367 719
Mobil: +383 (0) 44 322 979



Institucioni i Avokatit të Popullit në Republikën e Kosovës
Institucija Ombudsmana Republike Kosovo
Ombudsperson Institution of Republic of Kosovo

OMBUDSPERSON INSTITUTION

MISSION, COMPETENCIES AND RESPONSIBILITIES OF THE OMBUDSPERSON INSTITUTION

Competencies of the Ombudsperson

The Ombudsperson investigates complaints admitted from any natural or legal person;

He/she can initiate cases with own initiative (*ex-officio*);

Can initiate issues in the Constitutional Court, in accordance with the Constitution and the Law;

Can provide good services to all residents as well as to other persons residing outside the territory of the Republic of Kosovo;

Exercises his/her competencies also through mediation and reconciliation;

Provides advices and recommendations to every natural and legal person as per the compatibility of laws and sub-legal acts with internationally recognized human rights standards;

The Ombudsperson may appear in the capacity of the friend of the court (*amicus curiae*) in judicial proceedings dealing with human rights, equality issues and protection from discrimination;

The Ombudsperson also acts as a complaint mechanism against discrimination, gender equality and access to public documents;

The Ombudsperson acts as National Preventive Mechanism against Torture and other cruel, inhuman and degrading treatments and punishments.

Ombudsperson's responsibility on promotion and education on human rights

Ombudsperson's mandate is to promote and educate on human rights and fundamental freedoms through awareness rising, especially through information and education through media.

Which actions cannot be undertaken by the Ombudsperson?

Ombudsperson cannot replace courts, investigate crimes, change court decisions, or intrude on their work, with the exception of unreasonable delays in the proceedings;

Ombudsperson cannot review complaints against private persons (apart those related to claims on discrimination)

He/she cannot represent the parties in the Court or provide legal assistance in complaints' drafting or other documents;

The Ombudsperson cannot investigate complaints against foreign authorities;

He/she cannot investigate complaints in cases when effective legal remedies have not been used by the parties.

HOW CAN A COMPLAINT BE LODGED WITH THE OMBUDSPERSON INSTITUTION?

The complaint can be lodged in the Main office as well as in Regional Offices:

- By showing in person at one of OI offices ;
- By filling the complainant form;
- Via urgent OI telephone line (free of charge);
- Via post and electronicmail (e-mail)

IN WHICH LANGUAGE THE COMPLAINT CAN BE LODGED?

Official languages of the Ombudsperson Institution are:

- Albanian Language
- Serbian Language
- The complainant may also file a complaint in Turkish, English, Roma or any other language and the Institution shall strive to provide services in applicant's language.

