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REPORT WITH RECOMMENDATIONS
OF
NATIONAL PREVENTIVE MECHANISM AGAINST TORTURE
concerning
THE VISIT CONDUCTED TO THE PRE-DETENTION CENTRE IN PRIZREN

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 Petitions of the Assembly of Republic of Kosovo

Prishtinë, August 05, 2019

INTRODUCTION

Pursuant to Article 135, paragraph 3, of the Constitution of Republic of Kosovo and Article 17 of the Law No. 05/L-019 on Ombudsperson, Ombudsperson's National Preventive Mechanism of Torture (henceforth "NPMT"), on 20th of May 2019, has visited the Pre-Detention Centre in Prizren (henceforward PDCP).

Ombudsperson's National Preventive Mechanism of Torture, based on Article 17 of the Law No. 05/L-019 on Ombudsperson, can conduct regular and unannounced visits to all places where people deprived of their liberty are held, including police detention, remand detention, prisons, places where detained foreigners are located as well as psychiatric and social care institutions.

According to information provided on Correctional Centre's web-page in the Pre-Detention Centre in Prizren are accommodated detainees on remand as well as those convicted up to three months. Official capacity of the PDCP is 92 persons, while at the time of visit there were 84 prisoners accommodated in the PDCP.¹

The purpose of the visit

The purpose of this visit was to conduct a general assessment of the respect of human rights of incarcerated persons, rights guaranteed by the Constitution of Republic of Kosovo, applicable Laws in the Republic of Kosovo as well as international standards on rights of persons deprived of liberty as well implementation of NPMT recommendations addressed to responsible authorities through Report with recommendations for the visit conducted to the PDCP on 31 of October 2017, published on 25 January 2018.²

Composition of the monitoring team

1. Monitoring team composed of a Senior Legal Adviser on Torture Prevention, a Legal Adviser on Torture Prevention, a Psychologist- advisor, a Doctor-advisor, a Social worker- advisor.

Cooperation with the NPMT during the visit

2. During the visit made by NPMT to the Pre-detention Centre in Prizren, the staff of Correctional Centre and Prison's Health Department (henceforward PHD) provided the monitoring team with full cooperation. The team, without any delay, gained access to all places intended to visit. The team was provided with all necessary information to discharge their duty and conversations, without the presence of correctional officers as well as health medical personnel, have been enabled.

Information regarding prisoners' rights

3. Administrative Instruction MoJ-No. 07/2015 on the House Rules in the Correctional Institutions (hereinafter the *House Rules*) sets the obligation of correctional establishments to immediately upon admission provide conditions whereby the convicted

¹ <https://shkk.rks-gov.net/institucionet-single/2233>.

² For additional information visit: <https://www.oik-rks.org/2018/01/31/raport-me-rekomandime-i-mkpt-lidhur-me-viziten-ne-qendren-e-paraburgimit-ne-prizren/>.

person is introduced, in written, with his/her rights and duties while serving the sentence. Further, the *House Rules* and the Law on Execution of Penal Sanctions are on prisoners' disposal all the time. Illiterate convicted person, who cannot read or write, will be informed verbally.³ NPMT, in the course of the visit, observed that House Rules as well as other relevant documents, through which the prisoners are notified on their rights and liabilities, are on prisoners' disposal.

Ill-treatment

4. During the visit conducted to the PDCP, NPMT interviewed a considerable number of inmates and did not receive any complaint regarding ill-treatment and excessive use of force by the correctional officers or demeanor of the prison authorities that would comprise violation of prisoner's dignity. Apart of this, NPMT observed that there is a positive spirit of relations and good interactive communication between detainees and correctional officers.

Complaint against body search application manner

5. During the visit to the PDCP, MKPT admitted complaints from several detainees who complained against deeds of correctional officers in the course of body search exercised over them, requesting from them to remove all their cloths in the presence of two correctional offices. The prisoners claimed that the strip body search took place in the office of the manager of the Wing, and in the course of this strip search conducted over them, they have been requested to sit, to stand upright and to put their hands on the wall.
6. Without prejudice to whether such allegations are true or not, NPMT, as in other cases as well, states that all such searches should be conducted exclusively in accordance with Article 35 paragraph 1 of the Law on Execution of Penal Sanctions (hereinafter LEPS) which stipulates explicitly: *"No search of a convicted person shall be conducted in a manner which undermines his or her dignity. The intrusiveness of a search of a convicted person shall be proportionate to its purpose as set forth in the present Article"*.
7. Further, Article 35, paragraph 6 of the LEPS determines that a search by visual check of the convicted person's naked body shall be conducted by two (2) correctional staff of the same gender as the convicted person and in a private area out of sight of other persons; shall never be conducted in the presence of persons of different gender from the convicted person; and shall not involve the undressing of the upper and lower parts of the body of the convicted person at the same time.⁴
8. Apart LEPS, international legal acts for prisoners' rights also stipulate obligations of responsive authorities that during such searches to have due respect for the dignity of imprisoned person.⁵

³ Administrative Instruction Mo J-No. 07/2015 on the House Rules in the Correctional Institutions, Article 20.

⁴ Law on Execution of Penal Sanctions, Article 35 paragraph 6- 6.1, 6.2, 6.3.

⁵ European Prison Rules, Rule 15.4. Mandela Rules, Rules 50, 51, 52.

Material conditions

9. LEPS explicitly stipulates that a convicted person has a right to accommodation which corresponds to contemporary hygienic conditions and local climatic circumstances.⁶ Further the Law stipulates: *“The premises in which a convicted person lives and works must be of sufficient space for each convicted person to have at a minimum eight (8) square meters of space for single cells and four (4) square meters for the convicted persons in joint cells, and an adequate amount of natural and artificial lighting for work and reading, heating and ventilation”*.⁷
10. NPMT observed that cells in which the convicts reside have natural and artificial lighting, and do not have moisture. Related to prisoners’ accommodation area, the NPMT, as in the earlier Reports with recommendations, finds that the living space in some cells is not in accordance with the provisions of the LEPS and the standards set by the European Committee for the Prevention of Torture (henceforth *CPT*).⁸ Authorities of PDCP are aware of this problem and consider that this is due to old building, which has been built in 1964 and in which no adjustments can be made. In all visited cells where pre-detainees were accommodated, there were no more than four prisoners in a cell.⁹
11. NPMT noticed that the mattresses are worn out and have not been replaced for a long time therefor as a consequence, the moisture has penetrated on some of the beds. This problem has not been distinguished by the NPMT only in the PDCP, but also in some other Correctional Centers. The PDCP management is aware of this omission and has addressed a request to the KCS General Directorate seeking action on this direction. **NPMT considers that this problem should be addressed not only in the PDCP but in all other Correctional Centers as well.**
12. **As per NPMT's recommendation to paint walls of cells according to the assessment and need,** the NPMT observed that the cells have been painted. The management explained that prisoners have been involved in painting walls of cells while painting material was provided by the KCS budget.
13. **Concerning the recommendation provided by NPMT that actions need to be taken to respect the prisoners' privacy,** since during the last visit it was noted that some toilets in cells have no doors, during last visit conducted, NPMT observed that solution for this problem has been found by PDCP authorities.
14. NPMT admitted complaints from prisoners about lack of hygiene items. The NPMT considers that the authorities should provide detainees with hygiene products in order to maintain the cleanliness and hygiene in their cells adequately, in accordance with Article 38 paragraph 2 of the Law on Execution of Penal Sanctions.

⁶ Law No. 04/L-149 on Execution of Penal Sanctions, Article 36, paragraph 1.

⁷ Law no. 05/L0-129, Article 3 of the Law on Amending and Supplementing the Law no. 04/l-149 on the Execution of Penal Sanctions.

⁸ European Committee for the Prevention of Torture, Living space per prisoner in prison establishment, for more info visit: <https://rm.coe.int/16806cc449/>

⁹ Cell size is approximately from 11,5 m2 up to 13 m2. In all cells there are four inmates accommodated.

15. Remand detainees can take shower twice per week, while there is no restriction for those convicts. The NPMT notes that the European Prison Rules stipulate that prisoners should be allowed to have shower at least twice a week.¹⁰ **NPMT noticed that in the part where detainees on remand are accommodated showers were not in good hygienic and technical condition.**

Overcrowding

16. During a visit on May 20, 2019, in the part where the convicts are accommodated, the NPMT noted that five persons were accommodated in some cells. Also, the NPMT observed that in some cells, due to lack of space, some prisoners were sleeping on old mattresses on the floor without having appropriate beddings.

17. During the visit, NPMT discussed about this situation with the directorate of the PDCP, who pointed out that they will do everything to improve the current situation. During the *Ad Hoc* visit accomplished on 28 May 2019, the NPMT noted that this situation has been improved and that only one prisoner was sleeping on the mattress on the floor of his cell. NPMT considers that the competent authorities should take the necessary actions to completely improve the situation in light of this problem.

Nutrition

18. The Law on Execution of Penal Sanctions determines the right of a convicted person on food suitable for him or her to maintain good health and strength in three (3) meals each day, which must be varied and nutritious. The food provided to a convicted person shall take into account his or her age and health, the nature of his or her work, the season and climatic conditions and, as far as possible, his or her religious and cultural requirements.¹¹

19. Furthermore, the Law stipulates that the convicted person who works in heavier duties, a sick person, a pregnant woman or a woman who has borne a child has the right to food ordered by a physician.¹² A physician or other expert shall check and advise the director of the correctional facility on the quality of meals before delivery and shall record his or her findings in an appropriate book.¹³

20. During the visit, the NPMT observed that the hygienic conditions in the kitchen satisfy and that the kitchen was equipped with necessary equipment for food preparing. The kitchen staff was provided with sanitary booklets. In addition to staff, convicts engaged in work were provided with sanitary booklets as well. The NPMT did not receive any complaint from prisoners regarding the quantity and quality of food served.

Regime

21. In the PDCP, 12 convicts and 3 detainees on remand are engaged in work. Prisoners are currently engaged with cleaning in the kitchen, as well as they maintain certain facilities. Prisoners have the opportunity to go for walking all the time, doors of the establishment

¹⁰ European Prison Rules, Rule 19.4. For more info visit: <https://rm.coe.int/european-prison-rules-978-92-871-5982-3/16806ab9ae>.

¹¹ Law on Execution of Penal Sanctions, Article 39, paragraph 1.

¹² Law on Execution of Penal Sanctions, Article, par.39, par. 2.

¹³ Law on Execution of Penal Sanctions, Article 39, par. 3.

are open from 7am to 7pm. Prison infrastructure does not allow development of various activities foreseen by the LESP. Apart walking, they have a ping pong table, chess and domino cards available. The TVs are operational and recently the PDCP had installed the TV cable system and 20 TV programs are on inmates' disposal.

22. In the case of detainees on remand, their engagement at work depends on the court's permission. NPMT notes that with regard to their engagement at work, Article 199 paragraph 2 of the Code of Criminal Procedure provides as follows: *“Detainees on remand may perform work that is necessary to maintain order and cleanliness in their area. To the extent that the institution has the facilities and on condition that it is not harmful to the conduct of criminal proceedings, detainees on remand shall be allowed to work in activities which suit their mental and physical abilities. The pre-trial judge, single trial judge or presiding trial judge shall decide on this in agreement with the management of the detention facility”*.
23. While Article 200, paragraph 1 of the LEPS, as per engagement of remand detainees on work stipulates as follows: *“The detainees on remand may be engaged at work in the warehouses, economic unit warehouses which are close to the area of relevant correctional facility after obtaining the consent of the competent court”*.
24. Further, Mandela Rules determine the right of remand detainee to be engaged at work. In Rule 116 of Mandela Rules is explicitly stipulated: *“An untried prisoner shall always be offered the opportunity to work, but shall not be required to work. If he or she chooses to work, he or she shall be paid for it.”*
25. In CPT Report on the visit conducted to Republic of Kosovo in 2015, which was published in 2016, as per the regime for remand detainees, it exposed its concern that apart from outdoor exercise (for two to three hours per day), most remand prisoners still remained locked in their cells for most of the day, with very little to do besides watching TV, reading and playing board games.
26. Through this Report, CPT recommended relevant authorities of Republic of Kosovo as follows: *“The CPT reiterates its recommendation that the authorities strive to enhance the out-of-cell activities available to remand prisoners in all the establishments visited and, where appropriate, in other KCS establishments; the longer the period for which remand prisoners are detained, the more developed should be the regime offered to them. To this end, steps should also be taken to ensure that staffing levels are, where required, increased accordingly”*.¹⁴
27. The NPMT considers that based on the legislation at force, the Mandela Rules and the CPT recommendations, the competent authorities should make efforts to increase out-of-cell engagements for detainees on remand, not only in the PDCP but also in other detention centers, insofar as much as such thing is possible.

¹⁴ CPT Report for the visit conducted to Republic of Kosovo, published on September 2016, paragraph 46. For more info visit: <https://rm.coe.int/16806a1efc>.

Health care

28. Law No. 04/L-149 on Execution of Penal Sanctions, in Article 43 determines that a convicted person has the right to health care free of charge. A convicted person who cannot be offered appropriate medical treatment in the correctional facility shall be sent to a prison hospital, psychiatric institution or another health care institution.¹⁵
29. The medical staff at PDCP consists of a regular doctor who works from 8:00 to 16:00 and is also on call constantly, a psychologist, who works full-time, while the psychiatrist works 4 hours per day on call. At the PDCP, the health unit does not provide dental services, but inmates are sent to the Lipjan Detention Center every Friday, while the radiologist visits PDCP to do EHOs requested. As for nursery staff, the healthcare unit has a chief nurse working from 08:00 to 16:00 and 5 nurses working 12-hour shifts. Other health services are provided at other public health institutions.
30. During the visit NPMT observed a disturbing practice which involved taking blood samples, placed in test tubes and then sent to the laboratory of the Family Medicine Center by the nurse or correctional officer. Concerning to this practice, NPMT during the visit recommended immediately the PDCP to stop such practice which is not in accordance with medical rules and violates the confidentiality of medical services.
31. **As per the infrastructure where medical services are provided, despite the recommendation provided by NPMT through earlier Report, the situation remains the same.** There is in use a room which is used for all primary care requirements by the prison doctor, nurses, psychologist when there are cases to treat, and is constant space where healthcare personnel resides.
32. Also, lack of special space for the psychologist, which provides psychological services for cases with various problems such as: suicide attempt, self-injury, emotional problems, addicted to smoking, alcohol, drugs, makes more difficult the work of the psychologist as well as does not provide confidentiality of medical services to prisoners in need of psychological services. Close to the healthcare unit there is still a space which serves as a storage room for currently available medications as well as expired medication packages. NPMT has not received any complaints related to the right to medical services.

Importance of medical examinations of newly-arrived prisoners

33. NPMT repeatedly points out the importance of medical screening of the newly-arrived prisoners, in institutions which constitute access points to the prison system. Such screening is crucial, especially to prevent suicides and spread of transmissible diseases (such as tuberculosis, hepatitis B/C, HIV).
34. According to CPT, prison healthcare services can also make a significant contribution to the prevention of ill-treatment during the period immediately prior to imprisonment, namely when persons are in the custody of law enforcement agencies, through the

¹⁵ Law on Execution of Penal Sanctions, Article 43, par. 2.

systematic and timely recording of injuries and, when appropriate, the provision of information to the relevant authorities.¹⁶

35. Law No. 04/L-149 on Execution of Penal Sanctions¹⁷ and Standard Operating Procedure¹⁸ of the PHD determine the liability that the newly –arrived convicted person is subject to medical examination within 24 hours, from the moment he/she has been admitted.
36. Such obligations are determined also by international acts for protection of rights of convicted persons such as: Mandela Rules¹⁹, European Prison Rules²⁰ and United Nations Rules for the Protection of Juveniles Deprived of Liberty²¹
37. Based on the prisoners' allegations and relevant documents, the newly –arrived convicted person is subject to medical examinations within 24 hours in accordance with the LEPS and the PHD Standard Operating Procedure.

Confidentiality of medical services

38. As per the confidentiality of medical services, the NPMT, based on interviews conducted with confined persons, as well as health personnel, finds that these services are provided under conditions that respect the confidentiality, actually are provided without the presence of correctional officers, except in cases where the presence of them is required by the doctor and convicts and detainees medical files are accessible solely for healthcare personnel.
39. However, as noted in paragraph 30 of this Report, the practice of sending blood samples to the laboratory for examination by correctional officers and provision of psychologist services without having appropriate space for performing such activity, does not comply with the confidentiality of medical services.
40. Confidentiality of healthcare services is foreseen with Standard Operating Procedure,²² adopted by the Ministry of Health, the Law on Execution of Penal Sanctions²³, CPT Standards,²⁴ as well as with International acts, such as: Mandela Rules²⁵ and United Nations Rules for the Protection of Juveniles Deprived of Liberty.²⁶

¹⁶ European Committee for the Prevention of Torture, 26 General Report, paragraph 72, at:

<https://rm.coe.int/168070d0c8/>

¹⁷ Law on Execution of Penal Sanctions, Article 31

¹⁸ Standard Operating Procedure of the Prison Health Department, point 1. See at: <https://msh.rks-gov.net/wp-content/uploads/2013/11/1.-Praktikat-Standarde-te-Veprimit-n%C3%AB-DShB.pdf/>

¹⁹ Mandela Rules, Rule 34. See at: https://www.unodc.org/documents/justice-and-prison-reform/GA-RESOLUTION/E_ebook.pdf/

²⁰ Council of Europe, Recommendation Rec(2006)2 of the Committee of Ministers to member states on the European Prison Rules, point 42.1, see at:

²¹ United Nations Rules for the Protection of Juveniles Deprived of Liberty, point 27, at:

https://www.ohchr.org/Documents/ProfessionalInterest/res45_113.pdf/

²² Standard Operating Procedure, point 11. See at : <https://msh.rks-gov.net/wp-content/uploads/2013/11/1.-Praktikat-Standarde-te-Veprimit-n%C3%AB-DShB.pdf/>

²³ Law on Execution of Penal Sanctions, Article 49.

²⁴ CPT Standards, published at 2018, paragraphs 50 and 51. For more info see at:

<https://rm.coe.int/16806ce943/>

Disciplinary measures

41. According to the applicable legislation, prisoners may be subjected to the following disciplinary sanctions: reprimand, deprivation of an assigned privilege, an order to make restitution, and solitary confinement.²⁷ While remand prisoners may be subjected to the following sanctions: prohibition or restriction on visits or correspondence, except contacts with defense counsel, the Ombudsperson and diplomatic missions. During the visit, the NPMT was informed by the Management that no disciplinary measure of seclusion was applied in the PDCP. NPMT did not receive complaints from prisoners regarding disciplinary measures imposed by the PDCP Directorate.

Contacts with the outside world

42. NPMT is of the opinion that contacts with outside world, with the main emphases visits done by family members or any other close persons are of crucial importance in context of social rehabilitation of the convicted person.

43. The applicable legislation,²⁸ in the case of convicts, stipulates that a convicted person shall have unlimited right of correspondence (subject to specific exceptions), to receive a visit at least once each month for a minimum of one (1) hour, and at least one visit by his or her child and spouse, one in three months in a minimum duration of three hours. According to PDCP Directorate the convicted persons are entitled to have up to four visits per month. Visits on the case of remand detainees are authorized by the competent court.

44. As per telephone calls, Article 60 of the Law on Execution of Penal Sanctions stipulates that the convicted person has the right to make telephone calls. In case of detainees on remand these calls are authorized by the competent court. Based on the information provided by the PDCP directorate and the allegations of detainees on remand, they are allowed to have two calls per week, subject to the permission by the competent court. Whereas, in the case of convicts there are no limitations.

45. The NPMT visited also the facility of family visits, which provides satisfactory conditions for receiving family visits, and provides the prisoner with the opportunity to have a direct contact (no obstacles between them) with the family member or the person that is visiting him/her.

Procedure for filing complaints

46. CPT standards emphasize the importance of an effective complaint filing system and consider it as a fundamental safeguard against ill-treatment in prisons and detention centers.²⁹

²⁵ Mandela Rules, Rule 26, point 2, at: https://www.unodc.org/documents/justice-and-prison-reform/GA-RESOLUTION/E_ebook.pdf/

²⁶ United Nations Rules for the Protection of Juveniles Deprived of Liberty, point A, Rule 19, at: https://www.ohchr.org/Documents/ProfessionalInterest/res45_113.pdf/

²⁷ Paragraphs from 101 up to 113 of the Law No. 04/L-149 on Execution of Penal Sanctions.

²⁸ Law No. 04/L-149 on Execution of Penal Sanctions, Articles 62-65.

²⁹ European Committee for the Prevention of Torture, 27 General Report, paragraph 68. For more info visit: <https://rm.coe.int/16807bc668>.

47. Article 91 of the Law on Execution of Penal Sanctions provides for a detailed procedure by which detainees on remand and convicts may address complaints or requests to the Director of a specific Kosovo Correctional Service establishment. The procedure includes deadlines for responses by the Director, and the possibility to refer a complaint to a higher authority, that in the current case is the General Directory of the Correctional Service and the Minister of Justice.³⁰
48. NPMT observed that complaint boxes are available for the accommodated persons in the PDCP placed by Kosovo Correctional Service and the complaint boxes placed by Ombudsperson Institution as well as those by PHD. Complaint boxes placed by Ombudsperson Institution may be opened only by the personnel of this institution, which provides confidentiality for complainants in filing complaints.
49. Additionally, those accommodated in the PDCP can also file a complaint with the Ombudsperson through a free-of-charge telephone line (telephone line information is located in the box and complaints), regular post, which according to the Law on Execution of Penal Sanctions is not subject to control, if addressed to the Kosovo Ombudsperson, as well as through their family members.
50. The NPMT noted that the Directorate of the PDCP provides adequate opportunity to file complaints and requests, reviews them and provides with response the convicts and remind detainees at the center in accordance with the LEPS. The PDCP also records all complaints and requests of prisoners in their administrative files. The NPMT did not receive complaints from prisoners regarding the right to file a complaint.

Visits of the President of the Basic Court in Prizren to the PDCP

51. In NPMT's view, judges have a key role in preventing torture and physical ill-treatment by showing their interest on how arrested persons are treated (who are brought before a pre-trial judge), by visiting detention centers as well as disclosing their concern about their treatment, by ensuring that their basic rights are being respected.
52. Article 203 of the Criminal Procedure Code points out the role and responsibilities of the President of the Basic Court as per treatment of detainees.
53. In this direction, Article 203 paragraph 1 of Criminal Procedure Code explicitly stipulates: *"The competent President of the Basic Court has the ultimate responsibility to supervise the treatment of detainees on remand"*. While Article 203 paragraph 2 reads: *"The competent president of the Basic Court and the judge who ordered detention on remand may, at any time, visit detainees on remand, talk to them and accept complaints"*.
54. Further, Article 62 paragraph 5 of the LEPS explicitly defines: *"The president of the competent basic court where the correctional facility is located or his or her delegate may visit and speak to convicted persons at any time at his or her request"*.

³⁰ Article 91, paragraph 4 of the Law No. 04/L-149 on Execution of Penal Sanctions, stipulates: The director of the correctional facility will respond in the appeal filed in a time period of fifteen (15) days, whereas the Head Office of the Correctional Service in a time period of thirty (30) days. In a written appeal a response in the written form will be issued..

55. During the visit to the PDCP, the NPMT was informed by the Management and the prisoners that the President of the Basic Court in Prizren visited the prisoners several times and was interested in their treatment in the PDCP. The NPMT welcomes this attitude and encourages all presidents of competent courts to comply with provisions of Criminal Procedure Code and the LEPS and visit prisoners and require their appropriate treatment.

Staff of the PDCP and Security-interrelated issues

56. According to the directorate, the PDCP faces understaffing as per correctional officers as some correctional officers are attending trainings at Academy for Public Safety. Related to the NPMT recommendation of improving working conditions of the correctional officers, the situation remains the same. As in other Correctional Centers, the NPMT noted that the so called *pepper spray* is still a part of standard equipment of correctional officers in PDCP. In addition to this, NPMT was notified that the time limit of this *pepper spray* has expired. In general, the premises of the PDCP are equipped with security cameras and most of them are functional, and in the view of the NPMT and the CPT, cameras are additional safeguards against physical abuse and possible false allegations against correctional officers.

Based on findings and outcomes achieved during the visit, in compliance with Article 135 paragraph 3 of the Constitution of the Republic of Kosovo, and Article 16 paragraph 4 of Law No. 05 / L019 on Ombudsperson, the Ombudsperson recommends to the:

Ministry of Justice:

- **To supply the detainees with hygienic items in conformity with LEPS.**
- **To enable proper functioning of showers and eliminate defects, as needed.**
- **To increase activities outside cells for the remand detainees in conformity with Criminal Procedure Code and LEPS insofar as much as such thing is possible in the PDCP.**
- **To supply the PDCP with new and qualitative mattresses.**
- **To end with the practice of sending blood samples in labs outside PDCP from correctional officers.**
- **NPMT reiterates the recommendation of enabling appropriate work conditions for the healthcare and correctional staff.**

In compliance with Article 132, paragraph 3, of the Constitution of Republic of Kosovo (*“Every organ, institution or other authority exercising legitimate power of the Republic of Kosovo is bound to respond to the requests of the Ombudsperson and shall submit all requested documentation and information in conformity with the law”*) and Article 28 of the Law No.05/L-019 on Ombudsperson, (*“Authorities to which the Ombudsperson has addressed recommendation, request or proposal for undertaking concrete actions, including disciplinary measures, must respond within thirty (30) days. The answer should contain written reasoning regarding actions undertaken about the issue in question”*), You are kindly asked to inform us on steps to be undertaken regarding this issue.

Warmly submitted,

Hilmi Jashari

Ombudsperson