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THE OMBUDSPERSON

ANNUAL REPORT OF THE NATIONAL MECHANISM FOR THE PREVENTION OF TORTURE

No. 9

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Introduction

Law No. 05/L-019 on the Ombudsperson, Article 17, provides that the Ombudsperson acts as the National Mechanism for the Prevention of Torture and other Cruel, Inhuman or Degrading Treatment or Punishment (NPM), in accordance with the Optional Protocol (OPCAT) to the Convention against Torture and Other Cruel, Inhuman or Degrading Treatment or Punishment (this Protocol entered into force on June 22, 2006). The Optional Protocol stipulates that each State Party shall establish a national mechanism for the prevention of torture and other cruel, inhuman or degrading treatment or punishment.

Considering that Kosovo is not a member of the Council of Europe, the NPM operates on the basis of a decision of the Ombudsperson issued in 2016. The Law defines the duties of the Mechanism, such as: regularly and without prior notice visiting all places where persons deprived of their liberty are held, including police detention, pre-trial detention, placement in health institutions, customs detention, immigration detention, and any other place where violations of human rights and freedoms are suspected.

The NPM Activity Report for 2025 is based on data collected during 73 unannounced visits to police stations, correctional and pre-trial detention centers, border police stations, psychiatric institutions, asylum and detention centers for foreigners, and social care homes.

The Report provides an overview of activities aimed at preventing torture and other cruel, inhuman or degrading treatment or punishment. During this year, 6 reports were published and 51 recommendations were issued for the protection of persons deprived of liberty or persons with restricted freedom of movement. As in previous years, no acts constituting torture were identified. However, 29 cases were initiated for investigation based on complaints, and 13 *ex-officio* cases were opened.

In 2025, we visited 15 police stations and 27 correctional and pre-trial detention centers, where we observed that certain facilities for persons deprived of liberty did not fully comply with national and international standards, as camera surveillance was either not installed or had limited visibility in some areas. The installation of camera surveillance in all areas of police stations and correctional centers would represent an additional protective measure against potential abuse, as well as additional protection for police and correctional officers in cases of unfounded allegations of physical or psychological abuse or inhuman treatment. Furthermore, the emergency call system (bell) was not installed in the detention facilities of police stations, which constitutes a serious shortcoming in terms of safety and rapid response in cases of need.

During visits to police stations where renovations had been completed or were in their final phase, noticeable improvements were observed in the conditions of detention, including natural lighting, adequate ventilation, provision of beds, new mattresses and blankets, as well as the functionalization of camera systems, while respecting the privacy of detained persons.

However, infrastructural conditions in a considerable number of institutions remain unimproved, mainly due to old facilities, the lack of renovations, or renovation works that are still ongoing and have not yet been completed.

During this year, a total of 113 complaints were received, of which 26 complaints were assessed as admissible for investigation; none of these admissible complaints related to allegations of ill-treatment.

Meanwhile, *ex-officio*, the Ombudsperson opened 4 cases related to allegations of ill-treatment by police officers against citizens.

The situation in the prison system has shown noticeable progress, both in terms of infrastructure and in improving the quality of work. The Kosovo Correctional Service (KCS) employs 1,386 uniformed staff and 283 civil, professional, and support staff, who are trained and committed to fulfilling the mission of the KCS, across 11 Correctional and Pre-Trial Detention Centers. The findings from monitoring activities were immediately communicated to the responsible authorities, which responded by undertaking the necessary actions, while a report with recommendations was published for the Mitrovica Detention Center.¹

Within the KCS, programs are offered for the rehabilitation and reintegration of persons deprived of liberty, which has contributed to reducing recidivism, creating conditions for compulsory primary and vocational education for prisoners, as well as providing adequate programs for various professional skills development. An important role is played by the Economic Unit, which conducts its economic activities in four correctional centers: Dubrava, Smrekonica, Lipjan, and the High Security Prison. Allowing prisoners to work outside the correctional institution is a necessary activity toward successful resocialization and preparation for their return to society as responsible and useful individuals.

During this year, the Ombudsperson received 119 complaints from convicted persons and detainees, of which 17 were admissible for investigation and 102 were declared inadmissible.

During the reporting period, 20 mental health and social care institutions were visited. Bed capacity at the Institute of Forensic Psychiatry of Kosovo (IFPK) continues to remain a problem, considering the large number of persons in need of hospitalization there. The issue of the legal status of the IFPK remains unresolved, despite the Ombudsperson having reiterated the same recommendation over the years. In Ward B of the IFPK, there is no specific protocol documenting the use of restraint measures, as required under Article 27 of the Law on Mental Health, CPT standards, and the IFPK Standard Operating Procedures. Health staff initially received only basic training on restraint/controls for managing difficult cases, and no further such trainings have ever been conducted for staff. Security cameras are not functional. There is a lack of didactic materials such as paper, drawing colors, and various tools for the development of psycho-social activities. The application of therapeutic weekends (which has been lacking for years) has not been included in the IFPK Standard Operating Procedures. In most cases, patients are not given the opportunity to provide written consent or to exercise their right to refuse treatment, a situation that remains unchanged. Improved cooperation between the courts and the IFPK has begun, and forensic patients are participating in hearings when the court deems it necessary.

¹ <https://oik-rks.org/wp-content/uploads/2025/08/REPORT-Detention-Center-in-Mitrovica.pdf>

A further issue is the frequent turnover of security staff from private companies, who lack adequate training to manage this category of persons.

In the visited social care institutions (community-based homes in Ferizaj, Kamenica, and Prizren), it was identified that none of these homes have Individual Care Plans for residents, as required under Article 25 of Administrative Instruction (MoJ) No. 03/2025 on Residential Housing.

At the Community-Based House (CBH) in Ferizaj, accommodation conditions are generally not good. In the kitchen, the windows were damaged and could not be closed, while the food storage area had dampness and mold, which do not meet the minimum living standards for this category of residents. In Prizren, no renovations have been carried out and interventions are needed in several parts of the facility (doors and sanitary installations), whereas conditions in Kamenica are satisfactory.

The CBH in Kamenica maintains separate registers, such as incident registers, registers of concerns, therapy registers, activity registers, and medical visit registers, whereas the CBHs in Ferizaj and Prizren do not have such registers. For this reason, the Ombudsperson encourages the management of the other CBHs to follow the example of the CBH in Kamenica and to standardize procedures across all Houses.

In institutions where asylum seekers and irregular migrants are accommodated, the following facilities were visited: the Temporary Reception Center for Migrants (TRCM); the Asylum Center (AC); and the Detention Center for Foreigners (DCF). In addition, forced return from Switzerland was monitored at Prishtina International Airport “Adem Jashari”.

Based on the findings of the visit to the TRCM, there is insufficient staff to meet the needs of the accommodated migrants. The Center does not have an Operational Guide defined in accordance with the Decision of the Minister of the Ministry of Internal Affairs, No. 0490/2022, dated June 24, 2022. At present, the TRCM consists only of the Head of the Center, who performs all services necessary for the functioning of the Center, while the engagement of at least one nurse is required to provide medical services to the accommodated migrants.

During the visit to the Asylum Center, it was observed that accommodation conditions are generally of a very good standard in terms of living space, lighting, cleanliness, and heating; however, three rooms were out of service due to dampness and water leakage from the roof, as we were informed at the beginning of the meeting by the Director.

Although the Asylum Center provides acceptable conditions for families and children, concerns were raised that the environment is not very suitable for families, as they are accommodated on the second floor of the Center, while single men are accommodated on the first floor. This arrangement limits the freedom of movement of children and mothers, who spend most of their time in their rooms, even though they have not reported any concerns regarding other residents. Therefore, taking into account the best interests of the child and their need for freedom, safety, and healthy development, the Center requires a separate and suitable environment for families and children, in accordance with international standards for the protection and care of children in asylum situations.

Following the visits conducted to these centers, the findings were published in reports with recommendations for TRCM² and AC.³ Meanwhile, at DFC⁴ a joint activity was carried out in cooperation with UNHCR and CRPK.

During this year, we also remained actively engaged in international cooperation with missions operating in Kosovo, by participating in numerous activities organized within the framework of the South-East Europe Network of National Preventive Mechanisms, the Council of Europe, the OSCE, EULEX, and UNMIK, as well as with domestic institutions, such as: the Police Inspectorate, the Ministry of Internal Affairs, the Ministry of Justice, the Ministry of Health, the Judicial Council, the Prosecutorial Council, the Correctional Service, the Prison Health Directorate, the Probation Service, the Panel ON Conditional Release, etc.

The NPM was granted unrestricted access to all institutions visited, as well as to information and records maintained in written or electronic form, in accordance with its legal mandate.

² <https://oik-rks.org/2025/04/17/avokati-i-popullit- raport-i-mekanizmit-kombetar-per-parandalimin-e-tortures-per-viziten-ne-qendren-e-perkohshme-te-pritjes-per-migrante/>

³ <https://oik-rks.org/en/2025/10/28/ombudsperson-report-of-the-national-mechanism-for-the-prevention-of-torture-on-the-visit-to-the-asylum-center-in-magure-lipjan/>

⁴ <https://oik-rks.org/en/2025/03/25/visit-to-the-detention-center-for-foreigners/>

I. KOSOVO POLICE

In accordance with Article 135, paragraph 3, of the Constitution of the Republic of Kosovo and Article 17 of Law No. 05/L-019 on the Ombudsperson, the Ombudsperson's National Mechanism for the Prevention of Torture (NPM) conducted unannounced monitoring visits to detention centers, police stations, border crossing points, and police stations responsible for monitoring the green border line, with the aim of assessing the treatment of persons and the respect for human rights.

Rights of Persons Detained by the Kosovo Police

Respect for the fundamental rights of arrested and detained persons is guaranteed by the Constitution of the Republic of Kosovo, Law No. 04/L-076 on Police, the Criminal Procedure Code, Law No. 04/L-072 on State Border Control and Surveillance, as well as by international standards for the protection of the fundamental rights of persons deprived of their liberty.

The European Committee for the Prevention of Torture (CPT), in its 2nd General Report published in 1992, emphasized the importance of three fundamental rights of persons arrested by the police, namely: the right to inform a third person of their choice of the arrest (a family member, friend, or consulate); the right to have access to a lawyer; and the right to be examined by a doctor of their choice (in addition to any medical examination carried out by a doctor called by the police authorities).⁵

According to the CPT, these rights constitute fundamental safeguards against physical ill-treatment and must be applied from the very outset of deprivation of liberty, regardless of how this moment is defined within the legal system of a given country.



⁵ See: <https://rm.coe.int/16806cea2f/>

Visits of the National Mechanism for the Prevention of Torture to Police Stations

The NPM conducted a total of fifteen (15) visits to detention facilities and police stations.

No.	Institution / Location	Type of Visit	Date
1	Prishtina Regional Detention Center	General visit	31.01.2025
2	Mitrovica North Police Station	<i>Ad hoc</i> visit	13.03.2025
3	Zvečan Police Station	<i>Ad hoc</i> visit	13.03.2025
4	Leposavić Police Station	<i>Ad hoc</i> visit	13.03.2025
5	“South” Police Station in Prishtina	General visit	14.03.2025
6	“North” Police Station in Prishtina	General visit	03.04.2025
7	Gjakova Police Station	General visit	14.04.2025
8	Peja Detention Center	Follow-up visit	19.05.2025
9	Malisheva Police Station	General visit	26.05.2025
10	Rahovec Police Station	General visit	26.05.2025
11	Prizren Detention Center	Follow-up visit	28.05.2025
12	Prishtina Regional Detention Center	<i>Ad hoc</i> visit	08.07.2025
13	Suhareka Police Station	<i>Ad hoc</i> visit	11.07.2025
14	Gjilan Police Station	<i>Ad hoc</i> visit	17.10.2025
15	Kamenica Police Station	<i>Ad hoc</i> visit	17.10.2025

Treatment

The NPM conducted interviews with several persons held in detention in some of the above-mentioned police stations, during which no complaints were received regarding their treatment or the violation of their rights. On the contrary, some detainees stated that they had been treated in a professional and proper manner by police officers in detention facilities.

During 2025, a total of 108 complaints were received, of which 26 were assessed as admissible for investigation. None of these admissible complaints related to allegations of ill-treatment; the complaints mainly concerned non-employment following recruitment procedures, lack of promotion, failure to receive responses from the relevant authorities, or other issues that do not fall within the mandate of the NPM.

Ex-officio, the Ombudsperson opened 5 cases related to allegations of ill-treatment by police officers against citizens.

The cases addressed are as follows:

Case No. 26/2025, *ex-officio*, concerning allegations of unprofessional conduct and abuse of official authority by members of the Kosovo Police against Mr. V. Đ., based on information published on the Kossev portal. According to the reporting of the aforementioned portal, during a routine vehicle check in the village of Sočanica, Municipality of Leposavić, members of the Kosovo Police Special Units removed V. Đ. from the vehicle and beat him without justified reason, in the presence of a passenger.

Regarding this case, the Ombudsperson contacted the Kosovo Police Inspectorate (KPI) to request information and was informed that investigations were ongoing and that the Ombudsperson would be notified of the final outcome of the investigation. For this reason, the Ombudsperson did not proceed further with the case.

Case No. 841/2025, *ex-officio*, based on information published on the portal “Bota Sot”, which stated: “*Police officer arrested in Prizren for exceeding authority and violence against a citizen.*”

The Ombudsperson communicated with the KPI and the Kosovo Police, who established that there had been an excess of authority by police officers, and the case was forwarded for further investigation to the Basic Prosecution Office in Prizren.

Case No. 842/2025, *ex-officio*, based on information published by Klan Kosova TV, entitled: “*The moment when police officers mistreat the suspect during arrest in Klina.*”

In this case as well, the Ombudsperson communicated with the KPI and the Kosovo Police, who established that there had been an excess of authority by police officers, and the case was forwarded for further investigation to the Basic Prosecution Office in Peja, which has filed an indictment against the police officers involved in this case.

Case No. 850/2025, *ex-officio*, concerns a case opened on the basis of two pieces of information published in the media, namely by Klan Kosova TV “*Death of a young man from Lipjan - what is known so far*” and the portal Kallxo.com “*Death of a 27-year-old in Lipjan: these are the police officers suspended.*”

The Ombudsperson communicated with the KPI, which informed that the police officers had been suspended from duty, the case is still under investigation, and the competent authorities are awaiting the report of the Institute of Forensic Medicine.

Case No. 840/2025, *ex-officio*, a case opened based on news published in the media, specifically by the *Sinjali* portal entitled: “*This is the person suspected of having strangled himself in the detention cell in Suhareka.*”

Following the actions undertaken, the KPI informed that the duty police officers had committed serious disciplinary violations, for which measures were taken by the Kosovo Police.

The NPM visited the detention center in Suhareka, during which it obtained relevant information and continues to process the case.

Physical Conditions in the Visited Police Stations

Based on the Standard Operating Procedures (SOPs), detention facilities must comply with the recommendations of the European Committee for the Prevention of Torture (CPT), in accordance with the Convention against Torture and Other Cruel, Inhuman or Degrading Treatment or Punishment.

During the unannounced visit to the **Prishtina Regional Detention Center**, the Mechanism found that no improvements had been made to infrastructural and working conditions, as the construction of the new center is still ongoing, depending on weather conditions and the dynamics of the construction company’s works. Currently, only two cells are operational; in cases of overcrowding, detained persons are transferred to other detention centers (in Drenas, Gračanica, Podujeva, and Lipjan).

The team found that detained persons are informed of their rights; however, shortages of hygiene materials were identified, as well as problems with the supply of uniforms and boots

for staff. An exception is the new generation of staff, which has been regularly supplied with clothing.

At the invitation of the Commander, the team conducted visits to the Police **Stations in Mitrovica North, Zvečan, and Leposavić**. The purpose of these visits was to become closely acquainted with the planning and developments of the ongoing renovation works, as well as to carry out a general assessment of the existing conditions prior to the completion of the works. The meeting held at the Mitrovica North Police Station was also attended by representatives of the Ministry of Internal Affairs, the OSCE, and the Police, during which other issues related to the work of the institutions were discussed.

At the Police Stations in Zvečan and Leposavić, renovations were in their final phase. The detention center in Zvečan had three rooms (two rooms with two beds each and one room with one bed), while in Leposavić there were four rooms (two rooms with two beds each and two rooms with one bed). The above-mentioned centers had sufficient natural lighting and ventilation, were equipped with new mattresses and blankets, the camera system was functional, and respect for the privacy of detained persons was ensured. Meanwhile, at the Mitrovica North Police Station, the detention center was not active at the time of the visit; however, according to information provided by the Regional Deputy Director, the center has since been activated and will be visited by the NPM during 2026.

The **“South” Police Station in Prishtina** is among the stations with the highest number of admissions in the region. Arrested persons remain there for a period of up to six hours, as the station does not have a detention center. The station had undergone some renovations, although these were not sufficient. The heating issue had been resolved, and security cameras were installed in the interview room, used in special cases upon the prosecutor’s order, as well as in the room dedicated to domestic violence cases. The supply of general materials was satisfactory; however, significant shortages of printers and vehicles were identified, which hinder the work process. Electronic bracelets for the victim and the perpetrator were installed for the first time, but the devices had technical problems (noise during operation).

The **“North” Police Station in Prishtina** currently operates in a municipal building in the Arbëria neighborhood, where it has been temporarily relocated. It does not have a detention center; arrested persons are held for up to six hours and interviewed in police staff offices. The station is well supplied with work materials; however, problems with printers are affecting its efficiency. In addition, a need for more transport vehicles was identified due to the large territorial coverage.

The **Police Station in Gjakova** has a detention center with six detention rooms; at the time of the visit, only three rooms were functional and equipped with active cameras. The center had ventilation, but it requires renovation (as recommended by the Ombudsperson). The station has a child-friendly room. As in other centers, persistent difficulties with photocopying and printing equipment were identified. During the visit, the team interviewed two detained persons, who stated that they were treated well from the moment of arrest and had no complaints.

At the **Police Station in Malisheva**, the situation remains unchanged, as no action has been taken to make the Detention Center operational. However, the Malisheva Police Station has a child-friendly room, financed by the municipality, which provides appropriate conditions for interviewing and accommodating children.

The **Police Station in Rahovec** has a detention center with three detention rooms (each with two beds), equipped with surveillance cameras. The child-friendly room is well arranged and suitable for interviewing and accommodating children. According to the information received, this station will undergo a complete renovation, including the installation of an elevator, emergency stairs, and parking facilities. This station also faces problems with photocopying equipment.

The **Police Station in Prizren** has a detention center with five detention rooms, with ventilation, functional cameras, and new mattresses. However, several challenges were identified, such as the lack of toilets inside detention rooms and problems with photocopying equipment. During the visit, two detained persons were interviewed, who had no complaints regarding their treatment.

The **Police Station in Kamenica** has a detention center, but it is out of operation due to technical reasons, specifically the lack of computer equipment, even though the center meets all operational requirements and staff are trained to work there. The station has a child-friendly room for domestic violence cases.

The **Police Station in Gjilan** has a detention center; however, on the day of the visit, access was not possible due to construction works near the center. According to the information obtained, accommodation conditions continue to be poor, with dampness, mold, and unpleasant odors due to sewage issues, as well as ongoing problems with photocopying and printing equipment.

It should be noted that in all the above-mentioned stations visited by the NPM team, it was observed that an emergency call system (bell) has never been installed in detention rooms. Regarding brochures illustrating human rights, in some of the above-mentioned detention centers, detainees' rights are displayed on the walls, while in others they are not. In this regard, police officers stated that they continuously place brochures on the rights of detained persons, but these are removed or torn by the detainees themselves.

Furthermore, during the visits conducted this year to the above-mentioned stations, the NPM was informed that police officers face the greatest difficulties with persons who use narcotic substances and persons with mental health problems. These categories significantly complicate their work, as they are difficult to manage and must be continuously monitored for 48 hours due to the risk of self-harm or suicide attempts. These persons pose a risk both to themselves and to police staff, as the staff are not trained to deal with these categories of detainees.

In addition, in all the above-mentioned stations, the NPM received complaints from police officers regarding working conditions, such as: recognized service years (benefits), chronic illnesses of officers, meals, outdated inventory, and the lack of hygiene materials. A common concern in all stations is the lack of photocopying machines or their frequent malfunction, as well as printer-related issues, which in almost every station hinder the work process. A

particular problem is also the lack of vehicles; even the vehicles currently in use are very old and heavily worn.

Health Care

Regarding medical services as a fundamental right, persons arrested by the police are provided with these services by public institutions, such as the Family Medicine Center and the University Clinical Center, depending on their treatment needs. Concerning this right, the NPM did not receive any complaints from the interviewed persons. Furthermore, the reviewed documentation shows that the police have recorded in the personal files of detainees the notification of their right to access medical services.

Moreover, the NPM observed a very positive practice in the majority of police stations, where both juvenile and adult arrestees are sent for medical check-ups at the nearest family medicine center before being taken into detention.

Right to Make a Phone Call After Arrest

Regarding the right to notify a third party after arrest (family member, friend, or consulate), no complaints were received regarding violations of this right. This right should be realized immediately upon detention, not after several hours or days.

Right to a Lawyer

Access to a lawyer as a fundamental right must be ensured immediately after arrest, before any questioning by the police. The NPM did not receive complaints regarding this right.

Food

Arrestees taken into detention are provided with three meals within 24 hours. However, in most of the above-mentioned police stations, police officers reported that arrestees had complained about the low quality and insufficient quantity of food.

Filing Complaints by Arrestees

Arrestees have the right to submit complaints regarding their treatment by the Kosovo Police at the police station where they are held, to the Kosovo Police Inspectorate, as well as to external monitoring bodies such as the NPM and non-governmental organizations, which are allowed to visit places of deprivation of liberty. To facilitate access to NPM services and enable arrestees to submit complaints confidentially, complaint boxes have been installed at police stations with holding centers. These boxes are opened by designated staff of the Ombudsperson.

Cooperation

As part of cooperation with the Kosovo Police (KP) and the Kosovo Police Inspectorate (IPK), an important element in respecting human rights, the NPM has maintained continuous communication, requesting information and receiving responses regarding complaints submitted by citizens.

In support of the OSCE Mission in Kosovo, the NPM, together with the IPK, held 8 awareness-raising roundtables for the KP, presenting their mandates and emphasizing the importance of dignified and humane treatment of citizens.

Cooperation continued with UNHCR and the Civil Rights Program in Kosovo (CRPK), with whom joint monitoring was conducted at 8 border points. Following these activities, the Ombudsperson's NPM published a report with recommendations, and as a result, a discussion roundtable with the Border Police was organized, where it was reported that a number of recommendations had been implemented based on the Ombudsperson's report.

Findings of the Ombudsperson on Police Stations

From the visits carried out during 2025 to police stations and detention centers, the Ombudsperson noted that the infrastructural conditions in a considerable number of institutions remain unimproved, mainly due to old facilities, lack of renovations, or ongoing works that have not yet been completed. In some police stations, detention centers are partially or entirely non-functional, which has necessitated frequent transfers of detainees to other detention centers, increasing the workload for police staff at some stations and causing operational and logistical difficulties.

In the centers and stations where renovations have been completed or are in the final stages, significant improvements in detainees' living conditions have been observed, including natural and artificial lighting, adequate ventilation, provision of new mattresses and blankets, as well as the functioning of camera systems, ensuring respect for detainees' privacy. However, none of the visited detention centers had an installed emergency call system (bell), which constitutes a serious shortcoming in terms of safety and rapid response in cases of need.

From the review of files and interviews conducted with detainees, it was noted that they are informed about their legal rights and have access to medical services, including emergency care and transport to healthcare institutions in urgent cases. No complaints of physical abuse were reported by the interviewed persons, while the practice of sending minors and adults for medical checks before placement in detention was assessed as positive.

The Ombudsperson noted that the lack of hygiene materials remains a persistent problem in some police stations and detention centers, while the supply of uniforms and personal equipment for police officers remains insufficient. Significant issues were also observed with photocopying and printing equipment, which are often non-functional or missing, directly affecting the efficiency of administrative and operational work.

In most of the visited police stations, a lack of transport vehicles and the poor technical condition of existing vehicles were observed, which hinders the performance of police duties, particularly in stations covering large territorial areas. Working conditions for police staff were found to be difficult due to insufficient space, overcrowded offices with a large number of officers, and a lack of basic work equipment, while police officers also raised concerns regarding their rights related to compensation for weekend and night work, and the absence of a 13th-month salary.

During the visits, it was observed that internal trainings are conducted regularly and represent a positive practice; however, police staff remain insufficiently trained to handle persons with mental health issues and substance users, who often pose a risk of self-harm and threaten the safety of the staff.

Food for detainees is provided in accordance with legal obligations, but ongoing concerns have been reported regarding the quality and quantity of the food supplied through contracting companies.

Regarding the submission of complaints, the Ombudsperson noted that in police stations with detention centers, complaint boxes provided by the Ombudsperson have been installed, ensuring detainees can submit complaints confidentially. However, during the reporting period, no complaints were recorded in the Ombudsperson's complaint boxes.⁶

⁶ <https://oik-rks.org/en/2025/10/28/ombudsperson-report-of-the-national-mechanism-for-the-prevention-of-torture-on-visits-to-police-stations/> The Detention Centers in Gjilan and Kamenica are not included in this report.

II. Correctional and Pre-Trial Detention Centers

Acting in accordance with the powers granted to us by the Law on the Ombudsperson, to operate as the National Mechanism for the Prevention of Torture and Other Cruel, Inhuman, or Degrading Treatment or Punishment, a total of 27 visits were conducted to correctional centers and pre-trial detention centers.

No.	Institution / Location	Type of visit	Date
1	Correctional Center in Dubrava	Follow-up visit	23.01.2025
2	Women's Correctional Center in Lipjan	<i>Ad hoc</i> visit	27.01.2025
3	Juvenile Correctional Center in Lipjan	<i>Ad hoc</i> visit	27.01.2025
4	Educational Juvenile Correctional Center in Lipjan	<i>Ad hoc</i> visit	27.01.2025
5	Pre-Trial Detention Center in Prishtina	<i>Ad hoc</i> visit	29.01.2025
6	Correctional Center in Dubrava	Follow-up visit	20.02.2025
7	Pre-Trial Detention Center in Prishtina	<i>Ad hoc</i> visit	27.02.2025
8	Pre-Trial Detention Center in Mitrovica	General visit	10.04.2025
9	Correctional Center in Dubrava	General visit	24.04.2025
10	Pre-Trial Detention Center in Peja	<i>Ad hoc</i> visit	19.05.2025
11	Pre-Trial Detention Center in Prizren	General visit	28.05.2025
12	High Security Prison	<i>Ad hoc</i> visit	19.06.2025
13	Juvenile Correctional Center and Educational Juvenile Correctional Center in Lipjan	<i>Ad hoc</i> visit	16.07.2025
14	Pre-Trial Detention Center in Gjilan	<i>Ad hoc</i> visit	21.07.2025
15	Pre-Trial Detention Center in Prishtina	<i>Ad hoc</i> visit	22.07.2025
16	Correctional Center in Dubrava	<i>Ad hoc</i> visit	23.07.2025
17	Pre-Trial Detention Center in Peja	<i>Ad hoc</i> visit	02.08.2025
18	High Security Prison	<i>Ad hoc</i> visit	05.08.2025
19	Women's Correctional Center in Lipjan	<i>Ad hoc</i> visit	07.08.2025
20	Pre-Trial Detention Center in Prishtina	<i>Ad hoc</i> visit	15.08.2025
21	High Security Prison	<i>Ad hoc</i> visit	10.09.2025
22	Pre-Trial Detention Center in Prishtina	General visit	14.10.2025
23	Women's Correctional Center in Lipjan	<i>Ad hoc</i> visit	14.10.2025
24	Pre-Trial Detention Center in Gjilan	<i>Ad hoc</i> visit	17.10.2025
25	Pre-Trial Detention Center in Gjilan	<i>Ad hoc</i> visit	21.10.2025
26	Correctional Center in Dubrava	<i>Ad hoc</i> visit	30.10.2025
27	High Security Prison	<i>Ad hoc</i> visit	14.11.2025

The purpose of the visits was to follow up on the recommendations provided in reports published in previous years, to interview sentenced persons and pre-trial detainees, as well as to review the files concerning injuries reported through the Prison Health Department (PHD), to assess living conditions, to open complaint boxes, and to examine other actions that could result in violations of Article 3 of the ECHR. This year, a report with recommendations was published for the Pre-Trial Detention Center in Mitrovica, which included nine recommendations.⁷

⁷ <https://oik-rks.org/en/2025/08/07/ombudspersons-report-of-the-national-mechanism-for-the-prevention-of-torture-on-the-visit-to-the-detention-center-in-mitrovica/>

During this year, a total of 119 complaints were received, of which 17 were deemed admissible for investigation, and 102 were declared inadmissible. The complaints were submitted through various channels, including by telephone, interviews, email, postal mail, complaint boxes, as well as by family members and lawyers. In some cases, staff from the centers themselves forwarded the requests of sentenced persons or pre-trial detainees for meetings with NPM officials.

Institution	Number of Complaints	Admissible for investigation (Case opened)	Inadmissible for investigation
CC Dubrava	25	2	23
DC Gjilan	24	1	23
DC Prishtinë	23	1	22
HSP	14	3	11
KCS	10	3	7
DC Mitrovica	6	1	5
DC Peja	6	2	4
QP Prizren	4	1	3
JCC Lipjan	4	2	2
WCC Lipjan	3	1	2
ECC Lipjan	1	1	0
Total	119	17	102

The complaints received in the Correctional and Detention Centers mainly concerned:

Illegal pre-trial detention, refusal of requests for weekend leave, transfers from one center to another due to family reasons, use of force, inadequate medical treatment, unsuitable accommodation conditions, monitoring of hearings, the quality and quantity of food, engagement in work both inside and outside the institutions, requests for issuance of identity cards, bank cards, social assistance, parole, more frequent access to open air, and similar issues.

A total of 420 phone calls were received through the toll-free numbers, the Ombudsperson's office numbers, or mobile numbers. We conducted 472 individual and group interviews.

In all cases, the parties were advised on the actions they should take, and the competent authorities were informed, taking measures in accordance with their responsibilities and the validity of the complaints.

During monitoring, we ensure to evaluate every aspect of life in prison, including: admission, healthcare, classification, overcrowding, hygiene, food, daily routine or regime, behavior within the center, contact with the outside world, visits, telephone calls, disciplinary measures/solitary confinement, complaint mechanisms within the centers, canteens, education, activities, training, work, communication with other inmates and staff, incidents, injuries, self-harm, deaths, accommodation conditions, bedding, blankets, lighting, ventilation, heating, toilets/showers, laundry, storage, kitchen, workshops, etc. Each center has an internal house order that regulates all aspects of life, constructed based on national legislation and international standards.

The requests/complaints received are addressed to the Director of the visited center, the General Directorate, and the Director of the Prison Health Department immediately after the visit. Where we assess that there has been a violation of the rights of persons deprived of liberty, the cases are further processed for investigation.

Within the Kosovo Correctional Service, 11 correctional centers are operational, with a total capacity of 2,632 beds. At the time of reporting, 1,193 convicted persons and 545 pre-trial detainees were accommodated, which indicates that there is no overcrowding within the KCS.

Treatment

The treatment of prisoners is a legal and moral obligation and is directly linked to respect for human rights, rehabilitation, resocialization, and reintegration into society. During visits to correctional institutions, the NPM generally observed good communication between prisoners and correctional officers; however, allegations regarding the use of force by correctional officers were received, and these cases were opened for investigation (two allegations of ill-treatment in the HSP⁸, one in Dubrava DC⁹, one in Prishtina DC¹⁰, one in Peja DC¹¹, one in Lipjan JCC¹² and one in Lipjan ECC¹³).

Living Conditions

Over the years, the NPM has found that the Detention Centers in Peja, Prizren, and Mitrovica, as well as the Correctional Centre for Women in Lipjan, do not meet accommodation standards as required by domestic legislation and international standards. Although procedures for the reconstruction of these centers have begun, funds have been allocated and projects finalized, construction has not yet started. In the other centers, renovations are ongoing, and living conditions may be assessed as satisfactory.

Regime and Activities

With regard to the regime and activities, it is assessed that there has been a significant increase in the number of daily programs and activities, and that the number of convicted persons permitted to work outside the institution has also begun to increase.

Healthcare System

The prison healthcare system has functioned under the Ministry of Health since 2014, as a service organized within the Prison Health Department (PHD), based on the Law on the Execution of Criminal Sanctions, the European Prison Rules, and the recommendations of the World Health Organization.

The NPM maintains very good cooperation with the PHD, which continuously informs us about cases of injuries (whether resulting from altercations between prisoners, actions by correctional officers, or new admissions involving injuries sustained during arrest by the Police).

⁸ 535/2025 and 827/2025

⁹ 421/2025

¹⁰ 1437/2025

¹¹ 663/2025

¹² 673/2025

¹³ 1726/2025

The PHD has drafted Standard Operating Procedures (SOPs), harmonized with the Council of Europe Recommendations on health care services in prisons, which have now become a model for other countries. In all health units, services have been provided in accordance with the SOPs, 24/7, by health care staff and engaged consultants.

Mental health continues to represent the greatest challenge in places of deprivation of liberty, despite the engagement of adequate staff, including clinical psychologists, psychiatrists, and other medical personnel, due to the increasing number of such cases.

According to information provided by the PHD, out of 214 cases identified as being at risk of suicide at the time of admission, 15 attempted suicide and one case resulted in suicide. During this period, Pavilion D at the Dubrava Correctional Center functioned effectively, accommodating persons with special needs, which positively impacted the management of difficult cases. Approximately 133 prisoners were hospitalized in this pavilion, and 104 were released after receiving treatment. At the time of reporting, 53 persons remain under treatment.

Furthermore, according to notifications from the PHD, a total of 7,793 psychiatric consultations and 7,621 psychological consultations were conducted in all Prison Health Units (PHUs). The supply of medicines was sufficient, and no substantiated complaints were received in this regard. Sanitary and hygienic conditions were satisfactory, and no epidemics were reported.

During this year, the number of complaints related to health care treatment was lower, and in such cases, requests/complaints were referred to the competent authorities, which responded promptly. In addition, this year training of all health care staff and correctional staff on the Istanbul Protocol commenced, which has significantly improved the overall quality of services.

Staff retention posed challenges to the performance of duties, due to staff turnover resulting from the lack of additional incentives for work in prisons, non-payment of risk allowances, and the absence of other supplements related to the specific nature of the work.

For their strong performance in the resocialization of prisoners, which contributed to a reduction in recidivism to 12% through health-related programs, the PHD and the Kosovo Correctional Service were awarded the “*Correctional Healthcare Winner*” prize.

Cooperation with Domestic Institutions

Cooperation with the Ministry of Justice (Correctional and Probation Services) and the Ministry of Health (PHD) continued through the establishment of contact points to ensure effective communication. Presentations were delivered to new generations of correctional officers, not only regarding the mandate, but also emphasizing the importance of proper treatment and respect for the rights of prisoners, highlighting that the role of a correctional officer is not limited to opening and closing doors, but entails a much broader responsibility in ensuring humane treatment and respect for human dignity.

Continuous contact was maintained with the Panel on Conditional Release (PCR), through meetings and discussions regarding requests/complaints addressed to the PCR, although the number of complaints against the PCR has significantly decreased. According to the information provided, during the reporting year the PCR received 843 requests (16 carried over from 2024); 689 were reviewed, while 154 cases remained pending. Of these, 369 requests

were approved, 270 were rejected, proceedings were discontinued in 54 cases, and 12 requests were dismissed.

The NPM received one complaint from a group of prisoners serving long-term sentences, who claimed that they had met the conditions to apply for conditional release, as they had been engaged in work, demonstrated good behavior, had no disciplinary measures, participated in all programs offered by the institution, spent weekends with their families, and worked outside the institution; however, their requests were rejected. In relation to these concerns, the NPM met with the PCR and formally addressed the complaint.

Good cooperation also continued with the Probation Service, which informed us that during the reporting year it received 1,307 requests involving alternative measures and sentences, as well as juveniles released under post-release supervision programs. Of these, 458 were adults and 849 were juveniles.



III. Asylum Seekers and Irregular Migrants

During this year as well, the Ombudsperson, through the National Preventive Mechanism for the Prevention of Torture (NPM), monitored places where asylum seekers and irregular migrants are held and accommodated. The visits aimed to assess the extent to which the fundamental rights of migrants are respected by the authorities of the Republic of Kosovo, in accordance with the applicable legislation of the Republic of Kosovo and international human rights standards, as incorporated into the Constitution of the Republic of Kosovo.

Rights of Asylum Seekers and Irregular Migrants

The rights of foreigners in Kosovo are guaranteed by the Constitution of the Republic of Kosovo, the applicable laws, and the international conventions incorporated under Article 22 of the Constitution of the Republic of Kosovo.¹⁴

The laws and regulations governing the rights of foreigners in Kosovo include the following: Law No. 06/L-026 on Asylum;¹⁵ Law No. 04/L-219 on Foreigners;¹⁶ Regulation No. 03/2018 on the Functioning of the Asylum Center; Regulation No. 04/2018 on the Operation of the Detention Center for Foreigners; as well as the Directorate for Migration within the Kosovo Police.

Pursuant to the above-mentioned laws and regulations, as well as the standards of the European Committee for the Prevention of Torture, foreigners are guaranteed protection against ill-treatment and are entitled to basic living conditions, health care, basic social assistance, free legal aid, the right to education for child asylum seekers, the right to freedom of thought and religious belief, the right to employment, and the right to vocational training.

NPM Visits

No.	Institution/ Location	Type of visit	Date
1	Temporary Reception Centre for Migrants in Vranidoll, Prishtina	General visit	18.02.2025
2	Detention Centre for Foreigners in Vranidoll, Prishtina	General visit	25.03.2025
3	Monitoring of Forced Returns at Prishtina International Airport “Adem Jashari”	<i>Ad-hoc</i> visit	08.04.2025
4	Asylum Centre in Magure, Lipjan	General visit	04.09.2025
5	Monitoring of Forced Returns at Prishtina International Airport “Adem Jashari”	<i>Ad-hoc</i> visit	04.09.2025
6	Monitoring of Forced Returns at Prishtina International Airport “Adem Jashari”	<i>Ad-hoc</i> visit	09.10.2025

¹⁴ <https://gzk.rks-gov.net/ActDocumentDetail.aspx?ActID=3702>

¹⁵ <https://gzk.rks-gov.net/ActDetail.aspx?ActID=16389>

¹⁶ <https://gzk.rks-gov.net/ActDetail.aspx?ActID=8876>

Temporary Reception Centre for Migrants (TRCM)

This Centre was established by the Decision of the Minister of the Ministry of Internal Affairs (MIA), No. 0490/2022, dated June 24, 2022. Its operation is regulated by *Regulation (OPM) No. 03/2023 on Amending and Supplementing Regulation (OPM) No. 01/2021 on the Internal Organization and Systematization of Jobs of the Ministry of Internal Affairs*.¹⁷

During the year, the Centre was visited twice together with the United Nations High Commissioner for Refugees (UNHCR) and the Civil Rights Program in Kosovo (CPRK), with whom the Ombudsperson has cooperation agreements.

TRCM Admission Procedures

Paragraph 6 of the Ministerial Decision¹⁸ of the Ministry of Internal Affairs (MIA), No. 0490/2022, dated 24 June 2022, emphasizes that the admission, registration, profiling, and referral of migrants to the Temporary Reception Centre for Migrants is carried out by the Directorate for Migration and Foreigners (DMH) within the Kosovo Police. After admission and registration by DMH and issuance of a confirmation, the accommodation of migrants is handled by the Centre's officials.

Rights of Migrants at TRCM

Migrants accommodated at TRCM have the right to medical care, free legal assistance, psycho-social support as needed, access to an interpreter in their native language or a language they understand, the right to perform religious rites, participate in sports activities, access the internet 24/7, and the right to submit complaints to the Centre's management regarding accommodation conditions and treatment.

It was observed that each migrant signs a declaration acknowledging their rights and responsibilities. The declaration is available in three languages: Arabic, English, and Albanian.

Treatment

During the visit, the team interviewed the present migrants, who stated that they were treated well and had no complaints.

According to the annual report, from January 1 to December 31, 802 migrants were accommodated, including 20 children aged 0-18. Most migrants were from Morocco, Syria, Egypt, Algeria, Palestine, Afghanistan, and Iraq. The average length of stay at the Centre is 7 days, with a maximum stay of up to 15 days.

Accommodation Conditions at TRCM

During the visit, the team observed that the Centre had a capacity of 55 people. Accommodation conditions were assessed as satisfactory. The Centre is divided into two blocks: Block A serves single men, while Block B accommodates families and vulnerable groups. There are also two day-use rooms equipped with TV via cable, and both the internal and external areas of the Centre are covered by Wi-Fi.

¹⁷ <https://gzk.rks-gov.net/ActDetail.aspx?ActID=71783>

¹⁸ Decision No. 0490/2022 dated June 24, 2022

Food

Food is provided to migrants by an economic operator contracted by the Ministry of Internal Affairs (MIA). No complaints regarding food were received from the accommodated migrants.

Health Care

The NPM observed that medical services for foreigners in this center are provided by the nearest Family Medicine Centre and by the University Clinical Centre of Kosovo. In addition, the Jesuit Refugee Service (JRS) provides pharmaceutical medicines free of charge to migrants, while psychological services are provided by the non-governmental organization Kosova Rehabilitation Centre for Torture Victims (KRCT).

With regard to medical services, the Head of the Temporary Reception Centre for Migrants (TRCM) stated that there is a need for at least one nurse to administer therapy and provide first aid to migrants. Currently, these services are provided by the Head of the Centre, which in principle constitutes a violation and has been addressed by the Ombudsperson in the report with recommendations.

Children

During 2025, one child aged 0-13 was accommodated in the Centre, while 20 children/minors belonged to the 13-14 age group. According to the Head of the TRCM, unaccompanied minors are interviewed in the presence of a social worker from the Centre for Social Work of the Municipality of North Mitrovica. Subsequently, the unaccompanied child is placed in the TRCM together with family members or close persons with whom they migrated.

The Head of the Centre stated that, regarding vulnerable categories - such as unaccompanied minors and potential victims of human trafficking - there are no specific trainings or guidelines in place concerning reception conditions and needs assessment for these categories.

Contact with the Outside World

Migrants have the right to spend time outdoors and to leave the Centre to go into the city from 07:00 to 22:00. During their stay in the Centre, they may engage in sports, cultural, or religious activities, among others.

When migrants leave the Centre premises, their exits and returns are recorded in entry-exit registers, and upon return they are searched by police officers.

Migrants are also visited by the Office of the United Nations High Commissioner for Refugees (UNHCR), the International Organization for Migration (IOM), as well as various non-governmental organizations such as CRP/K and KRCT.

Complaint Submission Procedure

Migrants have the right to submit complaints to the Head of the Centre regarding admission conditions and their treatment in the Centre. In addition, a complaints box placed by the Centre is available, where migrants may deposit their complaints. They may also express complaints directly to representatives of the NPM, UNHCR, and other non-governmental organizations.

During the visit, brochures were distributed in Arabic, Serbian, and English, providing detailed explanations of the mandate of the NPM and the Ombudsperson, as well as information on how to contact the institution.

TRCM Staff

During the visit, the NPM observed that the personnel of the Temporary Reception Centre for Migrants (TRCM) currently consists only of the Head of the Centre, who performs all the necessary services for the smooth operation of the Centre. However, according to paragraph 4 of Article 23A of the Regulation on the Functioning of the Centre (OPM) No. 03/2023, on Amending and Supplementing Regulation (OPM) No. 01/2021 on the Internal Organization and Systematization of Jobs in the Ministry of Internal Affairs¹⁹, the number of staff employed at the TRCM should be three (3). The Head stated that he has submitted repeated requests for staffing in accordance with the regulation, but this has not yet been implemented by the MIA.

Based on the findings from the visit to the TRCM, the NPM published a report with recommendations on April 16, 2025 and noted the following:

- The Ombudsperson finds that the TRCM does not have sufficient staff to meet the needs of the migrants accommodated in the Centre;
- The Ombudsperson finds that the Centre does not possess a Manual for the Functioning of the Temporary Reception Centre for Migrants in accordance with the Ministerial Decision of the Ministry of Internal Affairs, No. 0490/2022, dated June 24, 2022;
- The Ombudsperson finds that the TRCM requires the engagement of at least one nurse to provide medical services to the migrants accommodated in the Centre;
- Furthermore, the Ombudsperson finds that there is a need for staff training in the field of migration to ensure that migrants are treated according to international standard practices.

Asylum Centre

The Asylum Centre is managed by the Ministry of Internal Affairs under Regulation (MIA) No. 03/2018 on the Functioning of the Asylum Centre (hereinafter: the Regulation). According to Article 4 of the Regulation, the Asylum Centre is defined as: *“The Center shall be organized and function as a central institution under MIA/DCAM, with headquarters in Magure, Lipjan. The Center shall be administered by the head of the Center.”*

“Any place used for collective admission and accommodation of applicants for international protection.” According to Article 4 of this Regulation, the Centre is organized and functions as a central institution within the MIA and the Department for Citizenship, Asylum, and Migration (hereinafter: DCAM), headquartered in Magura, Lipjan.

Article 26 of Law No. 06/L-026 on Asylum defines the rights of applicants residing in Kosovo, which include: the right to basic living conditions, health care, basic social assistance, free legal aid, the right to education for child applicants, freedom of thought and religious belief, the right to employment, and the right to vocational training.

¹⁹ <https://gzk.rks-gov.net/ActDetail.aspx?ActID=71783>

Regarding the above rights, the NPM did not receive any complaints from asylum seekers during the visit, and the NPM team did not observe any violations of these rights guaranteed by the Law on Asylum.

Treatment

During the visit, no complaints of mistreatment were received, and the NPM team did not observe any instances of abuse by the Centre staff.

Accommodation Conditions

During the visit to the Asylum Centre, it was observed that the accommodation conditions are generally of a high standard in terms of living space, lighting, cleanliness, and heating. However, three rooms were out of use due to dampness and water leakage from the roof, which had been reported to the team at the start of the meeting by the Director.

Health Care

During the visit to the Asylum Centre, it was observed that medical services for migrants are provided by the nearest Family Medicine Centre and the University Clinical Centre of Kosovo. In addition, a doctor from the Jesuit Refugee Service (JRS) is engaged to supply the Centre with medicines and other materials. The NPM team did not receive any complaints from asylum seekers regarding medical services, while psychological services are provided by the Kosova Rehabilitation Centre for Torture Victims (KRCT).

Children

During the visit, two families with children were accommodated at the Centre. There were no unaccompanied children, nor any identified victims of violence or torture.

The Centre has a children's play area, and children who meet the criteria continue primary education at the nearby elementary school.

The team interviewed one family, who reported no complaints regarding treatment or living conditions at the Centre. However, they expressed concern that the environment is not very suitable for families, as they are accommodated on the second floor, while single men are housed on the first floor. This arrangement limits the freedom of movement for children and mothers, who spend most of their time in their room, although they reported no issues with other residents.



Disciplinary Measures and Incidents

If any of the applicants accommodated at the Centre exhibit violent or aggressive behavior that threatens order and security, they may be placed in the Centre's separate rooms, and the incident is immediately reported to the competent authorities (Police). According to the Director, this measure has not been applied to date. Security at the Asylum Centre is provided by a contracted company responsible for physical security of the premises.

Asylum Centre Staff

The Director noted that staffing remains a challenge at the Centre, as only four positions are currently filled. According to the Regulation (OPM) No. 03/2023 on Amending and Supplementing Regulation (OPM) No. 01/2021 on the Internal Organization and Systematization of Jobs in the Ministry of Internal Affairs²⁰, the Centre should employ nine (9) staff members. The Director stated that repeated requests have been made to fill the positions according to the Regulation, but this has not yet been implemented by MIA.

Following the visit to the Asylum Centre, the NPM and the Ombudsperson published a report with recommendations on October 27, 2025²¹ and concluded as follows:

- Although the Magure Asylum Centre offers good accommodation conditions in terms of space, lighting, cleanliness, and heating, three rooms are currently out of service due to dampness and water leakage from the roof. Immediate intervention is required, including roof repairs to stop the leakage and re-plastering the rooms to restore functionality.
- Despite acceptable conditions for families and children, the placement of families on the second floor, near the first floor where single men are accommodated, creates a situation where families feel restricted in their freedom and privacy, forcing them to spend most of their time in their rooms.
- Therefore, the Ombudsperson notes that, respecting the best interests of children and their need for freedom, safety, and healthy development, the Centre requires a separate and appropriate environment for families and children, in line with international standards for child protection and care in asylum situations.
- Furthermore, the Ombudsperson observed that the Centre does not have sufficient staff to meet the needs of the accommodated applicants. Staffing should therefore be completed in accordance with Regulation (OPM) No. 03/2023 on Amending and Supplementing Regulation (OPM) No. 01/2021 on the Internal Organization and Systematization of Jobs in the Ministry of Internal Affairs.²²

Detention Centre for Foreigners (DCF)

On March 25, 2025, the Ombudsperson visited the Detention Centre for Foreigners in Vranidoll, together with the UNHCR Head and staff, and the Director of the NGO Civil Rights Program in Kosovo (CRPK).

The purpose of the visit was to become familiar with the functioning of the Detention Centre for Foreigners and the treatment of foreigners accommodated there by the Centre's authorities,

²⁰ <https://gzk.rks-gov.net/ActDetail.aspx?ActID=71783>

²¹ <https://oik-rks.org/en/2025/10/28/ombudsperson-report-of-the-national-mechanism-for-the-prevention-of-torture-on-the-visit-to-the-asylum-center-in-magure-lipjan/>

²² <https://gzk.rks-gov.net/ActDetail.aspx?ActID=71783>

in compliance with the applicable legislation of the Republic of Kosovo and international human rights standards incorporated into the Constitution of the Republic of Kosovo.

The team was welcomed by the Head of the Detention Centre for Foreigners (DCF), who briefed the participants on the Centre's operations and the challenges it is facing, noting that the Centre functions in accordance with Regulation²³ (MIA) No. 04/2018 on the Operation of the Detention Centre for Foreigners. The Regulation outlines procedures for admission, registration, accommodation, and the movement of detained foreigners both within and outside the Centre, as well as rules regarding sanitary and hygiene conditions, food, medical, legal, and psychological assistance, maintenance of order and discipline, and other important aspects of the Centre's operation. A continuing challenge remains the absence of a doctor, nurse, psychologist, and administrative staff. Despite this, irregular migrants are examined by a doctor within 24 hours of admission by the emergency medical team from the Family Medicine Centre in Prishtina.

After the briefing, participants toured the DCF facility (the male block and the female and family block) and interviewed those present. During the visit, no complaints of mistreatment were reported. Overall, the conditions provided by the Centre are satisfactory.

According to information provided by the Head of the Centre, in 2025, 39 foreigners were accommodated, of whom 38 were male and only one female. The majority of the foreigners were from Bangladesh, Algeria, Egypt, Morocco, Nepal, and other countries. The average length of stay at the Centre was 98 days.

However, the situation regarding the Ombudsperson's recommendation for the engagement of medical and administrative staff remains unchanged.



²³ <https://gzk.rks-gov.net/ActDetail.aspx?ActID=18342>

Monitoring of Forced Return Operations

Based on the Memorandum of Understanding between the Swiss National Commission for the Prevention of Torture and the Office of the Ombudsperson, signed on April 24, 2019, for the joint monitoring of forced return operations between Switzerland and Kosovo, three forced return operations of citizens of the Republic of Kosovo by Swiss authorities were monitored this year at “Adem Jashari” International Airport in Prishtina.



During the monitoring of the operations, the NPM team interviewed the individuals subjected to forced return. No complaints were received regarding their treatment; the returnees stated that they had been treated properly and humanely by both Swiss officials and the Kosovo Police. The returnees were informed about the mandate of the NPM and the Ombudsperson through leaflets distributed during the monitoring. The team also observed the procedures of the Migration Office, the guidance and information provided to the returnees regarding repatriation, as well as the provision of medical services.

Subsequently, after each forced return monitored from Switzerland, the NPM prepared a briefing report for the Swiss side, informing them of the full course of the monitored operation.



IV. Mental Health and Social Care Institutions

The Professional Mental Health Service in the Republic of Kosovo has been established and organized based on the recommendations of the World Health Organization (WHO), following best practices from European countries.

Mental health and mental disorders represent one of the major public health challenges; therefore, investments in mental health are essential. The Ombudsperson notes that there have been developments in the mental health field, primarily in the drafting of documents, expansion of spaces in the Addiction Ward within the Psychiatry Clinic, reorganization of existing capacities based on current needs, planning for the complete renovation of the Emergency and Intensive Psychiatric Care Ward (EIPC), provision of services with beds in the Child and Adolescent Psychiatry Ward, and the increase of capacities at the Institute of Forensic Psychiatry. Positive developments have also been observed in the Prison Health System, such as the adaptation of Ward D at Dubrava DC for the treatment of persons with special needs.

Through the Council of Europe project, PHD, IFPK, and SISH have benefited by developing Standard Operating Procedures (SOPs) for IFPK and SISH and revising the SOPs of PHD. SISH, through the project, trained all staff in Occupational Therapy, and they are currently working on Individual Treatment Plans and a database for residents' files.

However, a continuing challenge for mental health in Kosovo is the non-implementation of the Law on Mental Health due to the lack of sub-legal acts issued by the Ministry, as required by the law, which the Ombudsperson has repeatedly highlighted as a problem. According to the latest update from the chair of the Ministry's working group, the amending/supplementing of the Law on Mental Health remains in draft form.

During 2025, the NPM team conducted *Ad-hoc* visits to the Emergency and Intensive Psychiatric Care Ward (EIPC), the Child and Adolescent Psychiatry Department within the Psychiatry Clinic, general visits to the Institute of Forensic Psychiatry (IFP), psychiatric departments in regional hospitals in Prizren, Gjakova, Peja, and Gjilan, dedicated rooms for prisoners in Prizren and Peja General Hospitals, Mental Health Centers in Prishtina, Podujeva, Ferizaj, Gjilan, Prizren, Gjakova Community Integration House (CIH) in Ferizaj, Gjilan, Prizren, Gjakova, and Community-Based Integration Houses (CBHs) in Kamenica, Ferizaj, and Prizren.

Cooperation

During visits to mental health institutions, the NPM team was provided with full cooperation, unobstructed access to all areas, access to medical files, and the ability to interview patients without the presence of health personnel.

Rights of Persons with Mental Disorders

Persons with mental disorders enjoy rights and freedoms guaranteed by the Constitution of the Republic of Kosovo, the Law 05/L-025 on Mental Health²⁴ (hereinafter: LMH), the Criminal

²⁴ Official Gazette of the Republic of Kosovo / No. 33/23, 2015, Prishtina
<https://gzk.rks-gov.net/ActDetail.aspx?ActID=11229>

Code, the Criminal Procedure Code (CPC), the Law on the Execution of Criminal Sanctions (LECS), as well as international instruments.

During visits to mental health institutions, in most of the institutions we observed that in the corridors, *the Patients' Rights Charter and the Patients' Responsibilities Charter*²⁵, were displayed in three languages (Albanian, Serbian, and English).

Article 15 of the Law on Mental Health emphasizes that secondary and tertiary mental health services are managed based on the Statute of the Hospital and University Clinical Service of Kosovo (HUCSK).²⁶

Regarding Statute (GRK) No. 01/2023, we received complaints from psychiatrists of the Regional Hospitals in the municipalities of Gjilan, Prizren, Gjakova, and Peja, as well as from the Health Trade Union Federation of Kosovo, submitted against the Government of the Republic of Kosovo concerning the approval of Statute (GRK) No. 01/2023 for HUCSK, which had removed psychiatric services from the regional hospitals.

The Ombudsperson analyzed the above-mentioned Statute and, on July 3, 2024, filed a request with the Constitutional Court to assess the constitutionality of Article 11 of Statute (GRK) No. 01/2023 for HUCSK. The Ombudsperson asked the Court to review whether paragraph 1 of Article 11 of the Statute was in accordance with Article 7, Article 24, paragraph 1 of Article 51, and Article 55 of the Constitution of the Republic of Kosovo.

Following the request submitted by the Ombudsperson, the Constitutional Court issued a Judgment²⁷, which determined that paragraph 1 of Article 11 of the contested act is inconsistent with paragraph 1 of Article 51 (Health and Social Protection) in relation to paragraph 1 of Article 7 (Values) and paragraph 4 of Article 92 (General Principles) of the Constitution of the Republic of Kosovo. According to the Judgment, the Statute of HUCSK must be amended/adjusted, meaning the Psychiatric Departments in general hospitals are to be reinstated, as also prescribed by the Law on Mental Health.

No.	Institution / Location	Type of visit	Date
1.	Mental Health Center (MHC) Gjilan	General visit	January 24, 2025
2	Community Integration House (CIH) Gjilan	Ad-hoc visit	January 24, 2025
3.	Mental Health Center (MHC) Prizren	General visit	January 27, 2025
4.	Community Integration House (CIH) Prizren	General visit	January 27, 2025
5.	Community-Based House (CBH) Prizren	Follow-up visit	January 28, 2025
6.	Mental Health Center (MHC) Podujeva	General visit	March 20, 2025

²⁵ <https://aqhproject.org/wp-content/uploads/2020/08/Karta-e-te-Drejtave-te-Pacienteve-ne-Kosove.pdf> Ministry of Health

²⁶ See the Statute (GRK) No. 01/2023 of the Hospital and University Clinical Service of Kosovo <https://gzk.rks-gov.net/ActDetail.aspx?ActID=85126>

²⁷ KO 141/24

7.	Psychiatric Clinic – Emergency and Intensive Psychiatric Care Ward of the Psychiatric Clinic (EIPC)	<i>Ad-hoc</i> visit	April 1, 2025
8.	Psychiatric Ward at the Regional Hospital “Isa Grezda” in Gjakova	General visit	April 14, 2025
9.	Mental Health Center (MHC) Gjakova	General visit	April 14, 2025
10.	Community Integration House (CIH) Gjakova	General visit	April 14, 2025
11.	Community-Based House (CBH) in Ferizaj – Social House	General visit	April 28, 2025
12.	Mental Health Center (MHC) Ferizaj	General visit	April 28, 2025
13.	Community Integration House (CIH) Ferizaj	General visit	April 28, 2025
14.	Psychiatric Ward at the General Hospital in Peja and the rooms designated for pre-trial detainees in the Surgery Department	General visit	May 19, 2025
15.	Psychiatric Ward at the General Hospital in Prizren and the room designated for pre-trial detainees in the Surgery Department	General visit	May 28, 2025
16.	Psychiatric Ward at the General Hospital in Gjilan	General visit	July 7, 2025
17.	Child and Adolescent Psychiatry	<i>Ad-hoc</i> visit	October 7, 2025
18.	Community-Based House (CBH) in Kamenica – Social House	<i>Ad-hoc</i> visit	October 17, 2025
19.	Institute of Forensic Psychiatry (IFP)	General visit	October 31, 2025

During this year, the NPM conducted three *ad-hoc* visits: one visit to the EIPC ward and two visits to the Child and Adolescent Psychiatry Clinic, both units operating within the Psychiatric Clinic.²⁸

The Emergency and Intensive Psychiatric Care Ward (EIPC) is a closed unit where involuntary treatment is carried out. It treats cases of various psychotic disorders, bipolar disorders, and personality disorders that cannot be managed in other open wards. This unit is the only one of its kind in the entire territory of Kosovo, as psychiatric departments within regional general hospitals do not have functional special rooms for the treatment of emergency cases.

²⁸ The Psychiatric Clinic is an organizational unit of the the Hospital and University Clinical Service of Kosovo (HUCSK). Pursuant to Law No. 05/L-025 on Mental Health, the Psychiatric Clinic provides tertiary-level services for the entire country (as the only such clinic in Kosovo). Due to the absence of a regional general hospital, it is also required to provide secondary-level services for the Prishtina region. All wards (with the exception of the EIPC) are open wards and provide treatment with the consent of patients and, in specific cases, without their consent, based on a decision of the competent court.

Among the issues that continued to raise concern during this year is the admission of persons for involuntary treatment in the EIPC without a court decision. During the visits conducted, it was observed that the EIPC lacks records proving that persons subjected to involuntary treatment are provided with a written explanation of the reasons for such treatment, as required by Article 21, paragraph 1.4 of Law No. 05/L-025 on Mental Health. This provision explicitly stipulates that a patient treated without his or her consent must, among other things, be provided with a written explanation of the reasons for involuntary treatment within 48 hours.

It was also observed that in the EIPC and in psychiatric departments (within regional general hospitals nationwide), in most cases, hospitalized persons with mental health conditions are not given the opportunity to provide written consent or to exercise their right to refuse treatment. The same situation was identified in the reports of the European Committee for the Prevention of Torture following its visits to Kosovo in 2015²⁹ and 2020³⁰. These reports emphasize that *“the admission of a person to a psychiatric institution on an involuntary basis, whether in the context of civil or criminal judicial proceedings, should not exclude the obtaining of informed consent for treatment. Any derogation from this principle should be based on law, be limited to clearly defined exceptional circumstances, and be accompanied by appropriate safeguards.”*

The Psychiatric Clinic continues to operate in the absence of Standard Operating Procedures and without the development of Occupational Therapy.

In relation to involuntary treatment, the Ombudsperson received a complaint³¹ from L.G., alleging that she was held in the EIPC for psychiatric treatment against her will. The complainant was advised on the actions to be undertaken, as the complaint does not fall within the mandate of the Ombudsperson Institution.

The **Child and Adolescent Psychiatry Unit** is the only tertiary-level ward within the Psychiatric Clinic. It has seven beds for the hospitalization of children and provides daily outpatient services for persons under the age of 18. This unit employs eight child psychiatrists, three clinical psychologists, three speech therapists, seven nurses, one pedagogue, and one social worker.

During the visits, the Ombudsperson assessed that the lack of mental health centers for children across the regions of Kosovo, the insufficient number of healthcare staff in Child and Adolescent Psychiatry in relation to demand, staff overload, the lack of support in terms of working tools and specialized training for healthcare staff, as well as the physical conditions for hospital services, hinder the provision of quality services for children and adolescents. Due to this situation, on October 10 - World Mental Health Day - the Ombudsperson addressed the public through the media and called on the relevant authorities to take measures to address these issues, which would contribute to improving the conditions of the Child and Adolescent Psychiatry Clinic.³²

²⁹ European Committee for the Prevention of Torture, report on the visit to Kosovo in 2015, published in 2016, paragraph 101. For more: <https://rm.coe.int/16806a1efc> (4.7.2018)

³⁰ See the CPT report, paragraph 145, on the most recent visit to Kosovo, published on September 23, 2021: <https://www.coe.int/en/web/cpt/-/the-cpt-publishes-report-on-kosovo>

³¹ R 1464/2025

³² <https://oik-rks.org/en/2025/10/10/the-ombudsperson-visited-the-child-and-adolescent-psychiatric-clinic/>

On May 6, 2025, the Ombudsperson published a Report with Recommendations on the *State's Responsibility with Regard to Children's Mental Health*.³³

Psychiatric Departments within the General Hospitals in Prizren, Peja, Gjakova, and Gjilan

The purpose of the monitoring visits to these departments was to collect information, assess conditions, patient treatment, the supply of medicines, and other challenges faced by staff.

Visit to the Psychiatric Department in Prizren

The Psychiatric Department in Prizren is divided into two wards: one for female patients with a capacity of 10 beds and one for male patients with a capacity of 10 beds. The department also includes one separate room used for the methadone program, a television room used for activities, and two psychiatric emergency rooms that are currently non-functional. At the time of the visit, the team was informed that 12 patients were hospitalized.

Treatment - With regard to hospitalized cases, according to the director, patients complete a consent form; however, this is a general form used by all departments of the General Hospital in Prizren. NPM notes that, in general, psychiatric departments do not have a specific consent form for the treatment and hospitalization of psychiatric patients. The team also observed that the Patient Rights Charter was not displayed anywhere in the department.

The psychiatric ward provides Methadone Maintenance Therapy (MMT), and during the visit the team was informed that approximately 15 cases were enrolled in this program.

According to statements by the director and staff, there were no problems related to the supply of medicines, nor concerns regarding the quality or quantity of food.

Accommodation Conditions - Accommodation conditions were observed to be poor, as no renovations have been carried out for years. Bathrooms used by patients were not functional, the daily common room contained only one television and no other equipment, and the rooms designated for psychiatric emergencies were not functional because they did not meet the requirements for patient isolation. The patient interview room had no windows, no artificial lighting, and was unsuitable for the treatment of acute psychiatric cases. Overall, the department was in a dilapidated condition.

The patient complaints box, managed by the General Hospital, was out of order.

Staff - Healthcare staff consist of 10 nurses, 1 head nurse, and 5 psychiatrists; however, there is no clinical psychologist. Social services should be provided by a social worker from the Mental Health Centre (hereinafter: MHC), but currently there is no social worker employed at the MHC in Prizren either.

Healthcare staff participate in regular training as part of continuing professional education; however, according to their statements, they do not receive adequate training tailored to the specific nature of work in the psychiatric ward or to the management of psychiatric cases in general.

³³ See the full report: <https://oik-rks.org/en/2025/05/06/report-of-the-ombudsperson-ex-officio-no-662-2024-state-responsibility-in-relation-to-childrens-mental-health/>

In the Surgical Ward of Prizren Hospital, one room with two beds was available, functioning within the Health Unit of the Prizren Detention Center and dedicated exclusively to persons deprived of liberty. We visited this room and found that it met the required conditions for accommodating this category.

Visit to the Department of Psychiatry in Peja

The Psychiatric Department in Peja had seven active rooms with two beds each, one room out of function (as it had been set on fire by a patient two years ago), one separate room used for the methadone program, a day room serving for activities, and one isolation room for a single person. The ward has an outdoor area used as a walking space for hospitalized patients, which required maintenance and adaptation to better suit psychiatric patients. During the visit, we spoke with seven hospitalized patients, none of whom raised any concerns.



Treatment - With regard to hospitalized cases, we observed that there were no written consent forms for treatment and hospitalization. It was also noted that the Patients' Rights Charter was not displayed anywhere.

According to information provided by the healthcare staff, there are patients who remain in treatment pursuant to a court order, in some cases for up to three months. NPM reviewed the patients' files and observed that the department keeps only patients' medical histories.

According to the Head of the Department, they face shortages of medicines, with approximately 70% of medicines missing from the essential medicines list. Patients are provided with three meals per day, and no complaints were received regarding the quality or quantity of food.

Conditions - The team was informed that several months earlier renovation works had been carried out, including repainting of the premises and repairs to the walls. We observed that there was no hot water for patients' personal hygiene, a problem which, according to staff, has

persisted for several months. The isolation room, used for aggressive and difficult-to-manage cases, including detainees with mental health problems (for up to 48 hours), resembled a prison cell and did not meet the conditions required for the treatment of severe mental health cases during crises, as it poses a risk of self-harm.

Healthcare staff consisted of 9 nurses, 3 psychiatrists and 1 cleaner. The social worker from the Peja Mental Health Center covers the needs of the Psychiatric Department as well, while there was no clinical psychologist. According to the information obtained, healthcare staff have not received adequate training for the specific nature of work in the department, such as the management of severe and aggressive mental health cases.

In the Surgical Ward of Peja Hospital, two rooms with two beds each were available, functioning within the Health Unit of the Peja Detention Center and dedicated exclusively to persons deprived of liberty. The team visited these rooms and reviewed the logbooks of correctional officers, where two psychiatric cases were recorded, each having stayed for more than three months. Regarding these cases, we were informed that they had never been taken out for walks, a situation that is unacceptable and contrary to human rights standards.

During the visit, only one detainee was present, who had been hospitalized due to ear problems. No complaints were received from him.

Visit to the Department of Psychiatry in Gjakova

Treatment - In this psychiatric department as well, there were no written consent forms for treatment and hospitalization, while cases of dependence on drugs, alcohol and other substances complete a consent form.

A challenge highlighted by healthcare staff was the long-term stay (up to one year) of certain cases due to the lack of family care, meaning that patients have nowhere to return after discharge.

According to the Head of the Department, they face shortages of medicines, with approximately 70% of medicines missing from the essential medicines list, forcing patients to purchase medicines themselves. Patients are provided with three meals per day, and no complaints were received regarding the quality or quantity of food.

Conditions - According to staff, renovations were carried out several years ago by the World Bank, including replacement of doors, windows and the roof. Three intensive psychiatric care rooms were non-functional due to the lack of adequate infrastructure. According to the Head of the Department, there are frequent cases brought in by the police for 48-hour treatment and monitored continuously. The capacity of the psychiatric department was 26 beds.

Healthcare staff consisted of 13 nurses and 5 psychiatrists. There was no clinical psychologist, while the social worker from the Gjakova Mental Health Center also covers the needs of the Psychiatric Department.

Visit to the Department of Psychiatry in Gjilan

Treatment - The capacity of the psychiatric department was 15 beds, with 9 hospitalized patients present. During interviews with some of them, no complaints were received regarding treatment or food. Hospitalized cases did not have written consent forms for treatment and hospitalization. According to the Director, from January until the day of the NPM visit,

approximately 30 cases were treated for 48 hours by court order and were under police supervision. Since June 2012, a methadone program has also been implemented in psychiatry. The Patients' Rights Charter and a complaints box, managed by the General Hospital, were in place.

Treatment is provided through medication and individual sessions with a psychologist. Due to the limited space of the department, no activities can be organized for hospitalized patients. There were no reported problems regarding the supply of medicines.

Conditions - The Psychiatry Department was opened in 2008 and was initially planned to have two floors; however, due to several renovations at the Gjilan Hospital, the Neurology Department was placed in the areas originally designated for activities for psychiatric cases. According to the head of the Psychiatry Department, starting from September the psychiatric spaces are expected to be further reduced due to additional renovations at the General Hospital of Gjilan, which may also jeopardize confidentiality during the treatment of psychiatric cases.

Healthcare staff consisted of 3 psychiatrists, 1 clinical psychologist, and 8 nurses. On the floor where the Neurology Department is located, there are 4 neurologists; during the night, neurologists and psychiatrists are on duty on a rotational basis for both departments.

General findings in Psychiatric Departments within General Hospitals in Prizren, Peja, Gjakova, and Gjilan

- In general, treatment consists mainly of pharmacotherapy; there is no multidisciplinary approach. Most institutions do not consistently provide all necessary treatment services in line with international standards required for contemporary inpatient psychiatric care.
- In the Psychiatric Departments in Prizren, Peja, and Gjakova, no clinical psychologist is employed, except in the Psychiatry Department in Gjilan.
- Due to the lack of activity rooms and other limitations, occupational therapies and other therapeutic services cannot be provided.
- Psychiatric departments do not have sufficient space to provide useful therapeutic services that would enable patients' reintegration into normal life in society. Most patients are readmitted after discharge from hospital, and the rate of resocialization is very low.
- Regarding consent for treatment, the Ombudsperson finds that, in general, Psychiatric Departments in the four regions do not have a specific consent form for treatment and hospitalization of psychiatric patients.
- In the psychiatric departments in Prizren, Gjakova, and Peja, the Patient Rights Charter and the Patient Responsibilities Charter are not displayed, except in Gjilan.
- According to statements by mid-level staff, they do not receive adequate training for managing difficult-to-handle cases.
- The complaint box in Prizren is non-functional.
- In the Psychiatry Department in Peja, the Ombudsperson finds that the isolation room resembles a prison cell and does not meet the conditions for treating cases with severe mental disorders during crises, as it poses a risk of self-harm.
- In the Surgery Departments of the hospitals in Peja and Prizren, the rooms functioning within the Prison Health Units are not suitable for long-term stays for psychiatric cases, as patients cannot go outside for walks and the rooms resemble prison cells.

- In the Psychiatry Departments in Prizren and Gjakova, psychiatric intensive care rooms are non-functional due to the lack of adequate infrastructure.
- The infrastructure of psychiatric wards in hospitals is outdated and does not meet international standards.
- Facilities do not always provide single or double rooms; instead, rooms with three beds and sometimes even four beds are common.
- Psychiatric departments currently lack adequate conditions for personal hygiene of hospitalized patients.
- Psychiatric services are not provided in the regional hospitals of Mitrovica and Ferizaj; acute mental health cases from these areas are referred to the tertiary level in Prishtina.

Mental Health Centers and Community Integration Houses

During 2025, the Ombudsperson's team visited 5 Mental Health Centers (MHCs) in Podujeva, Gjakova, Prizren, Ferizaj, and Gjiilan, and 4 Community Integration Houses (CIHs) in Gjakova, Prizren, Ferizaj, and Gjiilan.

The visited MHCs (except for MHC Podujeva) provide day services, medication treatment, and psychosocial activities. Work is organized in two ways: internally, where psychosocial activities are carried out within the center and free medication therapy is provided; and externally, by the mobile team of the center, which covers areas in the city where the MHC is located. These mobile visits aim to provide psychosocial support, ensure regular medication therapy, and offer support to the patient's family. The staff at MHCs includes a psychiatrist, a psychologist, and several nurses.

During the visits, besides evaluating treatment and conditions, the team also focused on the implementation of the Compulsory Psychiatric Treatment in Freedom measure, which courts mostly assign to the MHCs. It was observed that in MHC Gjakova, Podujeva, and Ferizaj, all cases receiving this measure are documented in a separate protocol. In MHC Prishtinë, Prizren, and Gjiilan, this practice is not consistently followed.

Regarding supplies, no complaints were received from staff or patients at the MHCs visited about medication or food for day care services.

At MHC Ferizaj, a challenge identified was that the old vehicle of the center hampers field services since it covers municipalities such as Kaçanik, Hani i Elezit, Shtërpca, and Shtime, while cases from Vitia (outside the Ferizaj region) also receive services from this center.

Within MHC in Prishtina, the MHC in Podujeva is also managed. The Ombudsperson has prepared a report with recommendations for this center.³⁴ The purpose of the visit to MHC in Podujeva was to evaluate and analyze the provision of community-based mental health services and the respect of patients' rights.

According to the registration protocol at MHC in Podujeva, around 500 files were recorded, 390 of which are active cases requiring mental health services. About 55 cases involve a court

³⁴ See the report on MHC in Podujeva, published on August 5, 2025:
<https://oik-rks.org/en/2025/08/05/ombudspersons-report-of-the-national-mechanism-for-the-prevention-of-torture-on-the-visit-to-the-mental-health-center-in-podujeva/>

decision for Compulsory Psychiatric Treatment in Freedom. The Ombudsperson, through the report with recommendations, found:

MHC in Podujeva does not have minimal conditions for providing services to people with mental health problems; the facilities are unsuitable for both staff and service users seeking counseling or medication.

Due to unsuitable conditions, day treatment and psychosocial therapy cannot be properly implemented, and confidentiality of services is at risk. The staff has tried to at least organize fieldwork to ensure regular psychiatric treatment and provide medication to patients.

No action has been taken by HUCSK or the Municipality of Podujeva to relocate MHC in Podujeva to a suitable facility, and MHC in Prishtina, which also manages Podujeva, has not acted on this matter.

MHC in Podujeva is adequately supplied with medicines and hygiene materials.

Community Integration Homes (hereinafter: CIHs) provide 24-hour healthcare for the rehabilitation and social reintegration of clients with chronic psychotic disorders in remission.³⁵ CIHs do not admit people with intellectual disabilities, any form of dementia, substance dependence disorders, or social cases. Placement of residents in these homes is based on criteria outlined in Administrative Instruction no. 07/2009 (in Health) for Professional Services of Mental Health in the Republic of Kosovo, which was repealed by GRK Decision No. 02/50, dated 23.12.2021.

At **CIHs in Gjakova, Prizren, Ferizaj, and Gjilan**, all resident files showed chronic psychiatric diagnoses, and the team noted that none of the homes were overcrowded.

Treatment - During the visits, a close approach by staff toward residents was observed, creating a generally positive atmosphere. Residents appeared well-dressed and hygienic. No signs of bodily harm were observed. Residents were interviewed, and no complaints of mistreatment were reported.

Activities such as table tennis, listening to music, and household tasks (cleaning, cooking, maintaining the yard) were carried out according to residents' abilities.

CPT standards emphasize that psychiatric treatment should be individualized, which requires preparing a treatment plan for each patient. This plan should include a wide range of rehabilitative and therapeutic activities, including occupational therapy, group therapy, individual psychotherapy, art, theater, music, and sports.³⁶ During the visits, the team noted that the CIHs visited did not have Individual Treatment Plans, aside from the activities mentioned above.

Accommodation conditions - Generally good in the visited homes, except for CIH Gjilan, where bathrooms were heavily damaged and unclean, while rooms were adequate with proper lighting.

³⁵ Remission is a medical term used to describe a period during which the symptoms of a disease decrease or disappear completely. In the context of mental health conditions, being in remission means a significant improvement or a noticeable absence of symptoms.

³⁶ The Standards of the European Committee for the Prevention of Torture, Excerpts from the 8th General Report [CPT/Inf (98) 12].

Regarding supply of medicines, food, and clothing, no problems were reported, and no complaints were received regarding treatment or meals.

During the visits, the team observed that all visited CIHs maintained only a single daily logbook recording all resident activities (e.g., staff changes, patient conditions, incidents, resident concerns). There were no separate protocols to document incidents or injuries. Based on the logbooks, no incidents had been recorded.

Clients placed in the CIHs generally undergo laboratory tests once a year; however, it should be noted that clients who have other medical conditions in addition to mental disorders receive laboratory tests as often as necessary.

Institute of Forensic Psychiatry

The monitoring team conducted a general visit to the Institute of Forensic Psychiatry (IFP) with the aim of assessing the respect for the fundamental rights of individuals who have committed a criminal offense while being mentally incapacitated or having significantly reduced mental capacity, and who are subject to a competent court order for compulsory psychiatric treatment; of individuals who are subject to a court order for psychiatric evaluation with detention in a health institution; and of prisoners who have developed a mental disorder during imprisonment and who have been placed in one of the IFP wards. These rights are guaranteed by the Constitution of the Republic of Kosovo, applicable laws in the Republic of Kosovo, as well as international standards for the protection of the rights of persons deprived of liberty.



Findings of the Ombudsperson for IFPK

- The Ombudsperson notes that the issue of the legal statute of the IFPK has still not been resolved, despite the Ombudsperson raising this issue over the years and repeatedly issuing the same recommendation.
- In Ward B of the IFPK, there is no specific protocol in place to record only the use of restraints, as required by Article 27, paragraphs 2 and 3 of the Law on Mental Health, CPT standards, and the IFPK's Standard Operating Procedures (SOPs).
- Health and security staff initially received only basic training on handling and controlling difficult cases, and no such training has been provided since.
- Security cameras are not functional.
- Security staff are frequently rotated by private companies, which poses difficulties because they remain in the wards and often assist health staff in managing cases.
- There is a lack of didactic materials, such as paper, coloring materials, and other tools for conducting psycho-social activities.
- Regarding living conditions, the Ombudsperson notes that construction work has begun to increase the capacity of the IFPK.
- The application of therapeutic weekends (which has been absent for years) is not included in the IFPK Standard Operating Procedures.
- Regarding judicial review of decisions, positive changes have been observed: there is better cooperation between the courts and the IFPK, and forensic patients participate in hearings when the court deems it necessary.
- Concerning the right to treatment, it has been consistently observed by both the Ombudsperson and the CPT that in most cases, patients are not given the opportunity to provide written consent or to refuse treatment, and this situation remains unchanged.
- In Forensic Psychiatry, complaint boxes exist for patients and are properly labeled; however, patients were not informed in writing about the complaint procedure.
- The Ombudsperson has placed complaint boxes, but these are currently non-functional due to damage/corrosion. New boxes will be installed once the IFPK renovations are completed.

Based on the findings from the visits and the observations made, the Ombudsperson will publish a Report with recommendations for the IFPK during the first quarter of 2026.

SOCIAL CARE INSTITUTIONS

Community-Based Houses (CBHs)

CBHs operate based on Law No. 08/L-255 on Social and Family Services, which in Article 20 defines services and forms of protection, highlighting community houses and residential care.

Community houses are regulated by Article 11 of *Administrative Instruction (MoJ) No. 03/2025 on Residential Housing*.³⁷ Article 19(2) of the AI specifies that “*In the Community-Based House for adults and elderly individuals with intellectual disabilities, the maximum number of residents is twelve (12)*”. Regarding admission procedures for residential care,

³⁷ Administrative Instruction MoJ-No. 03/2025 on Residential Housing, signed by the Minister of the Ministry of Justice on 13.02.2025 with Decision No. 51/2025, dated 13.02.2025. See the AI published in the Official Gazette of the Republic of Kosovo: <https://gzk.rks-gov.net/ActDetail.aspx?ActID=101206>

Article 20(5) stipulates that “ *The Social Work Center makes a decision regarding the beneficiary's housing in the community-based home after obtaining approval from the Residential Housing Panel at the central level and the local level, respectively.*” For placement in all forms of residential care, the Social Work Center in the territory where the person resides or has their place of stay makes the decision.

The municipalities that have Community-Based Houses (CBH) are: Kamenica, Deçan, Ferizaj, Vushtrri, Lipjan, Graçanica, Shtime, and Prizren, which currently have a capacity of 10 residents, except for the CBH in Shtime, which has a capacity of 12 beds.

During 2025, the Community-Based Houses in Kamenica, Ferizaj, and Prizren were visited, and it was found that there was no overcrowding in these homes.

Treatment of residents in CBH in Ferizaj, Prizren, and Kamenica – The NPM interviewed residents without the presence of the home staff and did not receive any complaints regarding their treatment. Regarding incidents, no incidents were observed in the daily staff report books during the visits. According to staff information, there were occasional arguments among residents, but such cases were managed properly.

Conditions in the visited CBHs – In CBH Ferizaj, the conditions are not good; the kitchen was in poor condition, and the cabinets were damaged. In the storage room where food is kept, water was dripping from the ceiling, and there was moisture and mold, posing a risk of ceiling collapse. The windows in the rooms do not close properly, there are no blinds, and residents have access to only one bathroom, which is not very suitable and lacks supports for people with mobility difficulties or elderly residents. During the night, one nurse is on duty, while there is no physical security. Staff stay in the same room as the residents and do not have a separate space.

In CBH in Prizren, it was observed and confirmed by the staff that no renovations have been made for several years; the sanitary facilities were damaged, doors do not close properly, and some are broken.

In CBH in Kamenica, conditions are generally very good; each resident has a bed, a personal cabinet, and sufficient clothing. Regarding material conditions and infrastructure, renovations started this year, including bathrooms, laundry rooms, toilets, and the exterior environment.

In CBH in Kamenica, the monitoring team analyzed residents’ files and some registers/logbooks, which included records of medical visits, activity logs, therapy sessions, guardianship, concerns, or incidents. The team did not observe any incidents in the incident register. According to health files, all residents had intellectual disabilities – developmental delays – and lacked legal capacity. Each year, their residence contract in these homes is renewed. Some residents also have family visits.

The NPM noted that other CBHs do not maintain separate registers as in Kamenica and therefore encourages the directors of other CBHs to follow the example of CBH in Kamenica. Overall, all these homes should be unified and operate in accordance with Administrative Instruction MoJ-No.03/2025 on Residential Housing, which in Article 25 also foresees the preparation of an Individual Care Plan.

Use of restraints in the visited CBHs – Community-Based Houses do not have isolation rooms, and no forms of physical restraints are used.

Healthcare services in the visited CBHs – Healthcare is provided through the family medicine centers of the respective municipalities, while psychiatric services are provided at the Mental Health Centers.

Regarding supplies of clothing, food, medicines, and heating, the team did not notice any shortages in the visited homes.

General findings for the visited CBHs

During visits to these homes, the NPM team found:

- The visited homes do not have an Individual Care Plan for residents, as foreseen in Article 25 of Administrative Instruction MoJ-No.03/2025 on Residential Housing.
- In CBH Ferizaj, conditions are generally not good: the kitchen and windows are damaged, and the food storage had moisture and mold.
- The NPM noted that other CBHs do not maintain separate registers such as incident/concern logs, therapy logs, activity logs, and medical visit logs as in CBH Kamenica. For this reason, the monitoring team encourages the directors of other CBHs to follow the example of CBH Kamenica.
- The NPM noted that the CBHs have separate budget codes in their municipalities. Due to large debts of the respective municipalities, bailiffs have seized these funds, which has created problems in planning for this category of residents.

V. Activities and meetings of the NPM with competent institutions during 2025

During this year, the NPM carried out activities and held regular meetings with relevant domestic and international institutions, with the aim of strengthening inter-institutional cooperation and fulfilling strategic objectives. These activities served to exchange experiences, address issues of importance, and increase efficiency in the effective implementation of recommendations.

Within the framework of cooperation with relevant institutions, on January 15, 2025, the Director and a member of the NPM held a meeting with the Director of the Border Department to discuss the OI's report with recommendations regarding border crossing points.

On January 30, 2025, the Ombudsperson and the Director of the NPM held a meeting with the expert of the Greek Ombudsman, Mr. Yiannis Boutselis - Senior Investigator, who requested the monitoring of foreign nationals from Kosovo in his country.

On January 30, 2025, the Director and a member of the NPM participated in a training organized by the Council of Europe on the topic "Improving the treatment of persons deprived of liberty", including a discussion on the SOPs of the IFPK.

On February 7, 2025, the Director and a member of the NPM held a meeting with representatives of the OSCE, with the aim of discussing joint activities planned to be held during this year, such as trainings.

On February 13, 2025, a member of the NPM participated in a meeting organized by the Department for the Reintegration of Repatriated Persons and the Integration of Foreigners.

On February 24, 2025, the Director of the NPM held a meeting at the KCS, attended by Minister Albulena Haxhiu, Directors of Correctional and Detention Centers, as well as representatives of EULEX.



From February 25- 27, 2025, members of the NPM participated in a training organized by the Civil Rights Program Kosovo (CRP/K), together with partner organizations involved in the

informal network the Balkan Refugee and Migration Council (BRMC) and the Danish Refugee Council (DRC) in the Western Balkans, within the framework of the project “*Inclusion of Foreigners in the Western Balkans - Access to Social and Economic Rights*”, called “FOSTER,” supported by the European Union. The training focused on access to basic economic and social rights for vulnerable categories of foreigners.

On February 27, 2025, the Director and a member of the NPM held a meeting with the Acting Director of the UCKK and a member of the Complaints Commission.

On March 3, 2025, the Director of the NPM held a meeting with a representative of the EULEX Mission Correctional Unit, with the aim of discussing work and harmonizing activities with EULEX.

On March 14, 2025, the Director and members of the NPM held a meeting with representatives of the Kosovo Correctional Service (KCS), regarding the roundtable to be organized on April 8, and the conference on June 26, as well as several individual cases.

From March 19-21, 2025, the Director and a member of the NPM participated in a workshop organized by the Council of Europe on the topic “*Improving the treatment of persons deprived of liberty*”, including a discussion on the review of protocols of the Prison Health Department (PHD), standard operating procedures, and guidelines for the treatment of persons with mental disorders.

On March 26, 2025, the Director and a member of the NPM held a meeting with judges from the Conditional Release Panel.

From April 1-3, 2025, the Director of the NPM participated in a workshop organized by the General Directorate of the Kosovo Correctional Service with the support of the OSCE, on the topic: “*Drafting the manual (brochure) on the rights and obligations of prisoners.*”

On April 1, 2025, the Deputy Ombudsperson held a meeting with representatives of the PIK (Police Inspectorate of Kosovo) regarding cooperation between the NPM - OI and the PIK.

On April 7, 2025, the Director of the NPM participated in a workshop organized by the EULEX Correctional Unit on the topic: “*Strengthening cooperation in the justice chain to increase the imposition of alternative sentences and diversion measures, and to enhance the capacities of Kosovo institutions to address the rehabilitation and reintegration of offenders.*”



On April 8, 2025, organized by the Ombudsperson Institution (OI), a roundtable was held on the topic *“Discussion on the implementation of CPT Recommendations”*, with the participation of the Office for Good Governance, Kosovo Police, Police Inspectorate of Kosovo, Kosovo Correctional Service, Prison Health Department, Prosecutorial Council, Institute of Forensic Medicine, Detention Centre for Foreigners, Special Institute of Shtime, civil society, and representatives of the Council of Europe, EULEX, and UNMIK.

On April 17-18, 2025, the Director and a member of the NPM participated in a workshop organized by EULEX on the topic: *“Strengthening cooperation in the justice chain to increase the imposition of alternative sentences and diversion measures, and to enhance the capacities of Kosovo institutions to address the rehabilitation and reintegration of perpetrators of criminal offences.”*

On April 18, 2025, the Director of the NPM participated in a meeting organized by the Kosovo Correctional Service (KCS) regarding proposals submitted for improving the canteen services in Detention and Correctional Centers, as part of the working group for drafting the Manual on the Rights and Obligations of Prisoners.

On April 29, 2025, the Director of the NPM participated in a workshop organized by the EULEX Correctional Unit on the topic: *“Strengthening cooperation in the justice chain to increase the imposition of alternative sentences and diversion measures, and to enhance the capacities of Kosovo institutions to address the rehabilitation and reintegration of perpetrators of criminal offences.”*

On April 30, 2025, members of the NPM participated in a workshop organized by the Civil Rights Program Kosovo (CRP/K) on the topic: *“Early identification of potential victims and victims of trafficking among mixed migration flows (migrants, asylum seekers, and persons with international protection) in Kosovo.”*

On May 6, 2025, a member of the NPM participated in the fourth meeting of the Steering Committee of the project *“Improving the treatment of persons deprived of liberty.”*

On May 6, 2025, organized by the Ombudsperson Institution (OI) and the Juvenile Correctional Centre in Lipjan (JCCL), an inter-institutional activity was carried out, during which the Ombudsperson met with juveniles from the Juvenile Correctional-Educational Centre in Lipjan as part of the center’s activities. The Ombudsperson engaged in discussion with the juveniles regarding their work and activities and informed them about his mandate and competences.

On May 8, 2025, the Director of the NPM participated in a roundtable organized by the Civil Rights Program Kosovo (CRP/K) on the topic: *“Initial treatment of asylum seekers and irregular migrants and inter-institutional cooperation.”*

On May 8, 2025, the Director and a member of the NPM held a meeting with the Head of the Human Rights Office at UNMIK and the Representative of the High Commissioner for Human Rights. The purpose of the meeting was the exchange of information and discussion on the current human rights situation, with a particular focus on the prevention of torture.

On May 15, 2025, the Deputy Ombudsperson held a meeting with newly appointed judges completing their training at the Justice Academy, during which the role of the NPM within the Ombudsperson Institution was presented.

On May 16, 2025, the Director of the NPM participated in a workshop organized by the EULEX Correctional Unit on the topic: *“Strengthening cooperation in the justice chain to increase the imposition of alternative sentences and diversion measures, and to enhance the capacities of Kosovo institutions to address the rehabilitation and reintegration of perpetrators of criminal offences.”* On this occasion, the “Manual of the Kosovo Probation Service” was presented, along with a summary of findings and final recommendations.

On June 5, 2025, the Deputy Ombudsperson and a member of the NPM participated in an artistic and rehabilitative activity organized by the Women’s Correctional Centre in Lipjan, in cooperation with the organization Monumenta.



On June 26, 2025, an international conference was held, organized by the Ombudsperson Institution and the National Preventive Mechanism for the Prevention of Torture (NPM), on the topic: *“Mental Health in Institutions of Deprivation of Liberty: The Role of NPMs in the Protection of Rights and the Ensuring of Effective Oversight.”*



On June 27, 2025, Pavilion D at the Dubrava Correctional Center was visited together with the delegation of the June 26, 2025 Conference.



On July 3, 2025, members of the NPM participated in the roundtable organized by the OSCE, on the topic: *“Presentation of the Institution of the Ombudsperson in Kosovo – The Mandate of the National Preventive Mechanism against Torture.”*



On July 7, 2025, the Deputy Ombudsperson and a member of the NPM participated in the roundtable organized by the OSCE, on the topic: *“Presentation of the Institution of the Ombudsperson in Kosovo – The Mandate of the National Preventive Mechanism against Torture.”*

On July 15, 2025, the Deputy Ombudsperson held a meeting with the Director of DCAM regarding the Detention Centre for Foreigners in Vranidoll.

On July 17, 2025, a member of the NPM participated in the roundtable organized by the Ombudsperson, on the topic: *“Challenges in the implementation of the Law on Protection from Discrimination by institutional mechanisms for protection from discrimination in ministries and municipalities.”*

On July 18, 2025, the Ombudsperson’s adviser, the Director, and a member of the NPM held a meeting with judges from the Conditional Release Panel.

On July 29, 2025, the Ombudsperson, the Deputy Ombudsperson, the Director, and a member of the NPM participated in the roundtable organized by the Civil Rights Program Kosovo (CRP/K), on the topic: *“Findings and recommendations from the joint monitoring activities of CRP/K, UNHCR, and the NPM during the period 2024–2025.”*



On 30 July 2025, the Director of the NPM participated in a training with the Kosovo Police, organized by Universum College, where she delivered a lecture on the topic: *“The National Preventive Mechanism against Torture and the Kosovo Police.”*

On July 31, 2025, the Director of the NPM participated in a meeting organized by the Kosovo Correctional Service, on the topic: *“Security in correctional institutions, implementation of rehabilitation programs, and work carried out to improve infrastructure with the engagement of convicted persons.”*

From August 18 to 20, 2025, the Director of the NPM participated in a training organized and supported by the Council of Europe, Project: *“Improving the treatment of persons deprived of liberty”*, focusing on the documentation of torture and inhuman or degrading treatment or punishment in prisons and other closed institutions, in accordance with the Istanbul Protocol.

On August 19, 2025, the Director of the NPM participated in a workshop organized by the OSCE, on the topic: *“Presentation of the Institution of the Ombudsperson in Kosovo – The Mandate of the National Preventive Mechanism against Torture.”*



In the continuation of regular meetings that the NPM holds with EULEX, on September 10, 2025, the Director and a member of the NPM held a meeting with the representative of the EULEX Correctional Unit, with the aim of discussing work and harmonizing activities with EULEX.

On September 11, 2025, the members of the NPM participated in a roundtable organized by the OSCE, on the topic: *“Presentation of the Institution of the Ombudsperson in Kosovo – The Mandate of the National Preventive Mechanism against Torture.”*



On September 16, 2025, the Ombudsperson's adviser and the Director of the NPM held a meeting with a UNMIK representative, with the aim of discussing the activities of the NPM.

On September 18, 2025, the Director and a member of the NPM held a meeting with representatives from the Ministry of Internal Affairs at the Migration Directorate within the Kosovo Police.

On September 19, 2025, the Director and a member of the NPM participated in a workshop organized by the OSCE, on the topic: *“Presentation of the Institution of the Ombudsperson in Kosovo – The Mandate of the National Preventive Mechanism against Torture.”*

From September 24–26, 2025, the Deputy Ombudsperson, the Director, and members of the NPM, along with advisers from the departments of the Ombudsperson Institution, participated in a training organized by the OSCE on the topic: *“Interviewing persons with mental health issues.”*

On September 25, 2025, the Director of the NPM participated in a workshop organized and supported by the Council of Europe, under the project: *“Improving the Treatment of Persons Deprived of Liberty”*, on the topic: *“Third cascade training on the Documentation of Torture and Inhuman or Degrading Treatment or Punishment in Prisons and Other Closed Institutions, in accordance with the Istanbul Protocol.”*



On September 29, 2025, the Director and the member of the NPM participated in a workshop organized by OSCE, on the topic: “*Presentation of the Office of the Ombudsperson in Kosovo – Mandate of the National Preventive Mechanism against Torture.*”

On September 30, 2025, the NPM member participated in a meeting organized by the Ministry of Internal Affairs with central-level institutions responsible for the reintegration and integration process.

On September 30, 2025, the Deputy Ombudsperson and the NPM Director held a meeting with representatives from the Police Oversight Assessment Mission (TAIEX).



On October 1, 2025, the Director of the NPM participated in a meeting organized by the Ombudsperson Institution (OI), entitled: “*25 Years of the Ombudsperson Institution: A Shared Journey*”, attended by five international organizations and the majority of foreign embassies in Kosovo.

On October 1, 2025, the Director of the NPM held a meeting with NPM members regarding the implementation of the Action Plan.

On October 2, 2025, NPM members held a meeting with the Director of the Psychiatric Clinic, where discussions focused on the organization of activities marking October 10, World Mental Health Day.

On October 3, 2025, the Director and members of the NPM participated in a workshop organized by the OSCE, entitled: “*Presentation of the Ombudsperson Institution in Kosovo – Mandate of the National Preventive Mechanism against Torture.*”

On October 6, 2025, the Director and members of the NPM held a meeting with representatives of the Institute of Forensic Psychiatry, regarding cooperation and planning of future visits.

On October 7, 2025, the Director and a member of the NPM held a meeting with the Acting Director of the Child and Adolescent Psychiatry Clinic, with the aim of cooperation and coordination of activities for October 10, World Mental Health Day.

On October 9, 2025, the Director and a member of the NPM held a meeting with the Director of the Psychiatric Clinic regarding the marking of October 10 - World Mental Health Day, as well as the Action Plan for 2026.

On October 10, 2025, the Ombudsperson, the Deputy Ombudsperson, the Director and a member of the NPM participated in an activity organized by the Ombudsperson Institution and the Psychiatric Clinic on the occasion of marking October 10 – World Mental Health Day.



On October 13, 2025, the Deputy Ombudsperson held a meeting with the OSCE Director, who was informed about the cooperation between the Ombudsperson Institution (OI) and the OSCE, specifically regarding the trainings organized jointly with the Police Inspectorate of Kosovo (PIK).

On October 27, 2025, the Director of the NPM gave an interview for *Info in Lajmi* regarding issues related to migration.

From October 28-30, 2025, the Director of the NPM participated in a workshop organized by the Council of Europe together with the Kosovo Police, focusing on the prevention of suicide in detention and pre-trial detention centers.

On November 12, 2025, a member of the NPM participated in a roundtable discussion organized by Humanus Vita, entitled: “*Beyond the Uniform, Dignity for Migrant Women.*”



From November 11-14, 2025, the Ombudsperson, the Director of the NPM, and the Director of the Legal Affairs Office carried out an official visit to the Kosovo Specialist Chambers (KSC) in The Hague, where they monitored court hearings held on November 12 and 13, 2025. During this visit, the Ombudsperson met with the Ambassador of the Republic of Kosovo in The Hague and other representatives of the embassy, as well as with representatives of the Registry of the KSC, within which the Office of Victims' Participation operates.

On November 18, 2025, the Director and members of the NPM held a meeting with a representative of the EULEX Mission's Correctional Unit, with the aim of discussing their work and harmonizing activities with EULEX.

On November 19, 2025, the Deputy Ombudsperson participated in the publication of the Monitoring Report on the Justice System, concerning monitored cases of persons deprived of liberty.

On November 20, 2025, the Deputy Ombudsperson and a member of the NPM participated in the conference organized by KRCT, entitled *"Supporting Socio-Economic Reintegration and Ensuring Equal Participation Rights for Repatriated and Refugee Women and Girls in Kosovo."*

On November 20, 2025, two members of the NPM participated in a cultural and artistic activity organized by the Correctional Center for Women in Lipjan.

On November 21, 2025, the Director of the NPM participated in an event organized by the Kosovo Correctional Service on the occasion of the ceremonial marking of the 26th anniversary of the establishment of the Kosovo Correctional Service.



From November 24-25, 2025, members of the NPM participated in training organized by the Council of Europe, on the topic: *“Standard Operating Procedures (SOPs) of the Prison Health Department (PHD) for the Police and other relevant actors.”*

On November 27, 2025, the Director of the NPM participated in an activity organized by the OSCE Mission in Kosovo, within the framework of the Global 16 Days of Activism against Gender-Based Violence Campaign, on the theme: *“Women in Uniform - Strengthening Protection and Security for All.”*

On November 27, 2025, a member of the NPM participated in a workshop organized by Save the Children, aimed at capacity building in the field of children’s rights.

On December 6, 2025, the Deputy Ombudsperson participated in an activity organized by KRCT, as part of the Global 16 Days of Activism against Gender-Based Violence Campaign, on the theme: *“Walking Together, Supporting Together, Trauma Has No Deadline.”*

On December 17, 2025, the Director and members of the NPM held a meeting with the representative of the NGO ACDC, Dušan Radojković, regarding the engagement of a medical professional within the NPM.

On December 18, 2025, the Director of the NPM held a meeting with Katrine Antonsen, a PhD candidate at the Department of Criminology and Sociology of Law, University of Oslo, Norway, and Project Leader for the research program *“Promoting Justice in Times of Turmoil: Scandinavian Penal Exports and the Promotion of Rule of Law (JustExports)”*, funded by the Norwegian Research Council.

On December 30, 2025, the Ombudsperson, the Deputy Ombudsperson, the Director of the DLAI, and the Director of the Legal Affairs Office held a Zoom meeting to discuss the findings from the visit to the Kosovo Specialist Chambers in The Hague and agreed on drafting letters to the Specialist Chambers, the European Committee for the Prevention of Torture (CPT), and the International Committee of the Red Cross (ICRC).

International Cooperation of the NPM during 2025

During 2025, the NPM, through a series of meetings and official visits, succeeded in strengthening international cooperation, aimed at exchanging experiences and best professional practices.

Within the framework of these collaborations, on January 14, 2025, the Deputy Ombudsperson held an online meeting with ENNHRI (European Network of National Human Rights Institutions). The discussion focused on monitoring by the NPM in asylum and migration centers, as well as on developing monitoring capacities.

On February 5 and 6, 2025, the Deputy Ombudsperson and the Director of the NPM participated in the Forum organized by the joint EU/CoE project *“Support to the Council of Europe for the EU Network of Prison Monitoring Institutions.”*



On April 9-10, 2025, the Deputy Ombudsperson and the NPM member participated in a workshop organized by the European Forum of National Preventive Mechanisms, with the theme: *“Monitoring NPMs in the Context of Migration.”*



On June 5-6, 2025, the NPM members participated in a workshop organized by the European Forum of National Preventive Mechanisms, with the theme: “*Monitoring Detention Centers at Police Stations.*”



From October 20-23, 2025, the NPM member participated in a workshop organized by IOM, on the topic: “*Alternatives to Detention of Immigrants.*”

From November 4-6, 2025, the NPM director and member participated in a workshop organized by the Network of NPMs of Southeast Europe (NETWORK NPM), on the topic: “*Involuntary Hospitalization in Pre-Trial and Civil Procedures.*”



On November 13, 2025, the Deputy Ombudsperson and the NPM member participated in an online meeting organized by ENNHRI (European Network of National Human Rights Institutions). The topic of discussion was to present updates from members regarding their recent work in the field of asylum and migration, as well as developments concerning the implementation of the EU Pact on Migration and Asylum.

On November 24-25, 2025, the Deputy Ombudsperson participated in a conference organized by Frontex, on the topic: *“Independent Monitoring under the New Migration Pact - Inventory and Preliminary Planning.”*



Visits Conducted During 2025

No.	Inspected Institution	Type of visit	Date
1	Correctional Center in Dubrava	Follow-up visit	23.01.2025
2	Community Integration House in Gjilan	General visit	24.01.2025
3	Mental Health Center in Gjilan	<i>Ad-hoc</i> visit	24.01.2025
4	Women's Correctional Center in Lipjan	<i>Ad-hoc</i> visit	27.01.2025
5	Juvenile Correctional Center in Lipjan	<i>Ad-hoc</i> visit	27.01.2025
6	Juvenile Educational Correctional Center in Lipjan	<i>Ad-hoc</i> visit	27.01.2025
7	Mental Health Center in Prizren	General visit	27.01.2025
8	Community Integration House in Prizren	General visit	27.01.2025
9	Community-Based House in Prizren	Follow-up visit	28.01.2025
10	Detention Center in Prishtina	<i>Ad-hoc</i> visit	29.01.2025
11	Regional Detention Center in Prishtina	General visit	31.01.2025
12	Temporary Reception Center in Vranidoll	General joint visit with CRP/K	18.02.2025
13	Correctional Center in Dubrava	Follow-up visit	20.02.2025
14	Detention Center in Prishtina	<i>Ad-hoc</i> visit	27.02.2025
15	Police Station Mitrovica - North	<i>Ad-hoc</i> visit	13.03.2025
16	Police Station Zvečan	<i>Ad-hoc</i> visit	13.03.2025
17	Police Station Leposavić	<i>Ad-hoc</i> visit	13.03.2025
18	Police Station "South" in Prishtina	General visit	14.03.2025
19	Mental Health Center Podujeva	General visit	20.03.2025
20	Detention Center for Foreigners in Vranidoll	General joint visit with UNHCR and CRP/K	25.03.2025
21	Temporary Reception Center in Vranidoll	General joint visit with UNHCR and CRP/K	25.03.2025
22	Psychiatric Clinic	<i>Ad-hoc</i> visit	01.04.2025

23	Center for Social Work in Podujeva	<i>Ad-hoc</i> visit	02.04.2025
24	Police Station “North” in Prishtina	General visit	03.04.2025
25	International Airport “Adem Jashari” - Prishtina	Forced return monitoring visit	08.04.2025
26	Detention Center in Mitrovica	General visit	10.04.2025
27	Police Station in Gjakova	General visit	14.04.2025
28	Mental Health Center in Gjakova	General visit	14.04.2025
29	Integration House in Gjakova	General visit	14.04.2025
30	Psychiatric Ward - Isa Grezda Hospital in Gjakova	General visit	14.04.2025
31	Correctional Center in Dubrava	General visit	23.04.2025
32	Mental Health Center in Ferizaj	General visit	28.04.2025
33	Community Integration House in Ferizaj	General visit	28.04.2025
34	Community-Based House in Ferizaj	General visit	28.04.2025
35	Detention Center in Peja	<i>Ad-hoc</i> visit	19.05.2025
36	Detention Center in Peja	Follow-up visit	19.05.2025
37	Psychiatric Hospital in Peja	General visit	19.05.2025
38	Prison Wards in the Surgery Department at Peja Regional Hospital	General visit	19.05.2025
39	Psychiatric Clinic	<i>Ad-hoc</i> visit	23.05.2025
40	Police Station in Malisheva	General visit	26.05.2025
41	Police Station in Rahovec	General visit	26.05.2025
42	Detention Center in Prizren	Follow-up visit	28.05.2025
43	Detention Center in Prizren	General visit	28.05.2025
44	Psychiatric Clinic in Prizren	General visit	28.05.2025
45	Prison Wards in Surgery and Internal Medicine Departments at Prizren Regional Hospital	General visit	28.05.2025
46	High Security Prison	<i>Ad-hoc</i> visit	19.06.2025
47	Detention Center for Foreigners in Vranidoll	<i>Ad-hoc</i> visit	01.07.2025

48	General Hospital - Psychiatry Ward in Gjilan	General visit	07.07.2025
49	Regional Detention Center in Prishtina	<i>Ad-hoc</i> visit	08.07.2025
50	Police Station in Suhareka	<i>Ad-hoc</i> visit	11.07.2025
51	Juvenile Correctional Center and Juvenile Educational Correctional Center in Lipjan	<i>Ad-hoc</i> visit	16.07.2025
52	Detention Center in Gjilan	<i>Ad-hoc</i> visit	21.07.2025
53	Detention Center in Prishtina	<i>Ad-hoc</i> visit	22.07.2025
54	Correctional Center in Dubrava	<i>Ad-hoc</i> visit	23.07.2025
55	Detention Center in Peja	<i>Ad-hoc</i> visit	02.08.2025
56	High Security Prison	<i>Ad-hoc</i> visit	05.08.2025
57	Women's Correctional Center in Lipjan	<i>Ad-hoc</i> visit	07.08.2025
58	Detention Center in Prishtina	<i>Ad-hoc</i> visit	15.08.2025
59	Asylum Seekers Center in Magure	General visit	04.09.2025
60	International Airport "Adem Jashari" - Prishtina	Forced return monitoring visit	04.09.2025
61	High Security Prison	<i>Ad-hoc</i> visit	10.09.2025
62	International Airport "Adem Jashari" - Prishtina	Forced return monitoring visit	09.10.2025
63	Detention Center in Prishtina	General visit	14.10.2025
64	Women's Correctional Center in Lipjan	<i>Ad-hoc</i> visit	14.10.2025
65	Detention Center in Gjilan	<i>Ad-hoc</i> visit	17.10.2025
66	Police Station in Gjilan	<i>Ad-hoc</i> visit	17.10.2025
67	Police Station in Kamenica	<i>Ad-hoc</i> visit	17.10.2025
68	Community-Based House in Kamenica	<i>Ad-hoc</i> visit	17.10.2025
69	Detention Center in Gjilan	<i>Ad-hoc</i> visit	21.10.2025
70	Correctional Center in Dubrava	<i>Ad-hoc</i> visit	30.10.2025
71	IFPK - Prishtina	General visit	31.10.2025
72	High Security Prison	<i>Ad-hoc</i> visit	14.11.2025

Reports with Recommendations of the National Mechanism for the Prevention of Torture during 2025

No.	Name of the report and report date	Recommendations
1	OMBUDSPERSON REPORT OF NATIONAL MECHANISM FOR THE PREVENTION OF TORTURE	1. Investments to create adequate working conditions for personnel and improve infrastructure at BSPS - Jarine. 2. Investments to create adequate working conditions for personnel and improve infrastructure at the <i>Dheu i Bardhë</i> Border Crossing. 3. Investments to create adequate working conditions for personnel and improve infrastructure at the Merdare Border Crossing.

	on the visits to border crossing points and police stations for monitoring purposes, as follows: • “Kulla” Border Crossing Point • Police Station for Border Surveillance in Radac • Border Crossing Point in Merdare • Police Station for Border Surveillance in Jarinje • Police Station for Green Line Surveillance in Klllokot • Stanqiq – Bellanoc Border Crossing Point • Border Crossing Point in Vërmica • <i>Dheu i Bardhë</i> Border Crossing Point 05/03/2025	4. Ensure a stable and regular supply of toners and materials necessary for the operation of photocopying and printing equipment, and provide continuous technical support for the repair of printers and photocopiers at all visited border crossings and police stations. Also, evaluate the performance of the company engaged in photocopier maintenance. 5. Engage police officers at Merdare Border Crossing. 6. Increase the number of police staff at all border crossings. 7. Immediate supply of new uniforms for police officers at all border crossings and police stations. 8. Reopen the detention rooms at the Police Station for Green Line Supervision in Klllokot. 9. Ensure new and functional vehicles at the Police Station for Green Line Supervision in Klllokot. 10. Provide stable and regular transport for police officers at Vërmica Border Crossing. 11. Provide stable and regular transport for police officers at <i>Dheu i Bardhë</i> Border Crossing. 12. Ensure security cameras are functional in the detention rooms at Vërmica Border Crossing. 13. Detention areas at border crossings should be equipped with relevant information in multiple languages (brochures and posters) to inform detained persons about their rights, legal status, and the right to contact human rights protection mechanisms. 14. Kulla Border Crossing should have a complete and standardized system for registering detained persons’ data. 15. Find a solution for a stable food supply at all border crossings.
2	OMBUDSPERSON REPORT OF NATIONAL MECHANISM FOR THE PREVENTION OF TORTURE on the visit to the Temporary Reception Centre for Migrants 16/04/2025	1. Employ staff at the Temporary Reception Center for Migrants, in accordance with the Internal Regulation on the Organization and Systematization of Jobs of the Ministry of Internal Affairs. 2. Approve the Guidelines for the operation of the internal rules of the Temporary Reception Center for Migrants, in accordance with Decision No. 0490/2022 of the Minister of Internal Affairs, dated June 24, 2022. 3. Engage a nurse to meet the medical needs of migrants at the Temporary Reception Center for Migrants. 4. Organize the necessary training in the field of migration, as the Temporary Reception Center for

		Migrants serves as the first line for accommodating migrants.
3	OMBUDSPERSON REPORT OF NATIONAL MECHANISM FOR THE PREVENTION OF TORTURE on the visit to the Mental Health Center in Podujeva 05/08/2025	1. Monitor the implementation of mental health policies and ensure that the services provided fully respect the dignity and rights of persons with mental health issues. 2. Relocate the Podujeva Mental Health Center to a suitable facility, in accordance with a written agreement between HUCSK and the Municipality of Podujeva. Enable day-care access for persons with mental health issues from the Municipality of Podujeva and create adequate conditions to provide services confidentially.
4	OMBUDSPERSON REPORT OF NATIONAL MECHANISM FOR THE PREVENTION OF TORTURE on the visit to the Detention Center in Mitrovica 06/08/2025	1. Improve the living conditions for prisoners accommodated in this facility, in terms of space and accommodation conditions (provision of lockers), in accordance with the Law on Execution of Penal Sanctions (LEPS) and the CPT standards. 2. Create adequate working conditions for the correctional staff in the DCM. 3. Ensure prisoners receive sufficient and quality food, including special dietary meals as recommended by a doctor. 4. Provide adequate space for medical services from psychiatrists, dentists, and psychologists, as the same space is currently used by all. 5. Increase out-of-cell activities for the rehabilitation and social reintegration of prisoners, in accordance with LEPS and the Criminal Procedure Code, as far as feasible. 6. The Ombudsperson reiterates the recommendation that the duration of phone calls should comply with the applicable legislation. 7. Make efforts to functionalize Skype to enable foreign nationals serving sentences to communicate with their families when phone calls or visits are not possible. 8. Provide Albanian prisoners in the DCM with medical and psychological services in a language they understand. 9. Ensure the confidentiality of medical services for prisoners accommodated in this facility, guaranteeing that services provided by doctors, psychologists, and dentists are conducted in private spaces without the presence of correctional officers.
5	OMBUDSPERSON	1. Ensure regular and sufficient supply of uniforms for all police officers.

**REPORT
OF NATIONAL
MECHANISM FOR
THE PREVENTION OF
TORTURE**

on the visits to the
following police stations:

- Regional Detention Centre in Prishtina
- Police Station in Mitrovica – North
- Police Station in Zvečan
- Police Station in Leposavić
- “South” Police Station in Prishtina
- “North” Police Station in Prishtina
- Police Station in Gjakova
- Police Station in Malisheva
- Police Station in Rahovec
- Police Station in Prizren

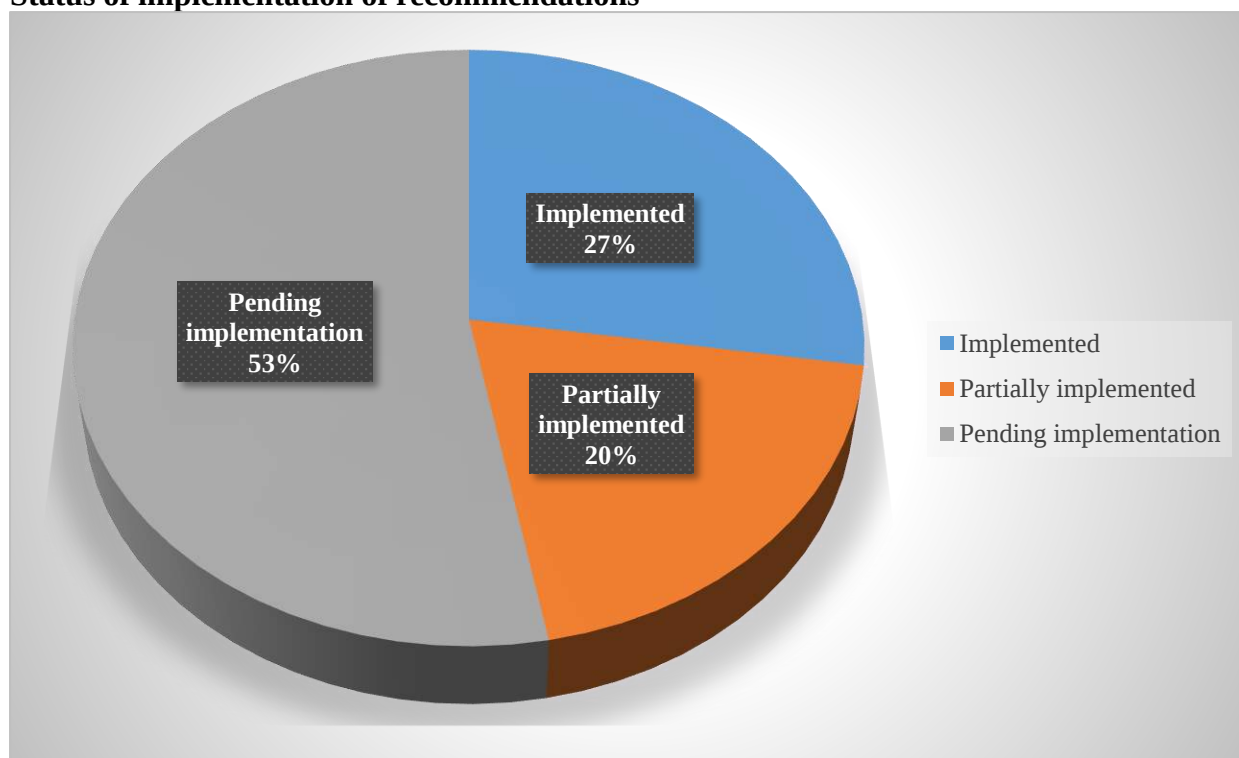
27/10/2025

2. Guarantee regular and adequate supply of hygiene materials and improve hygiene conditions.
3. Equip with functional photocopying and printing devices, provide sufficient toner and related materials, and ensure regular technical maintenance of these devices.
4. Conduct adequate training for police staff on handling detainees with mental health conditions.
5. Display information cards on the walls of all cells/rooms in detention centers to inform detainees of their rights.
6. Supply basic IT equipment (PCs) at the “South” Police Station - Prishtina.
7. Create dedicated short-term holding areas for detainees to avoid their staying in workspaces at the “South” Police Station - Prishtina.
8. Create dedicated short-term holding areas for detainees to avoid their staying in workspaces at the “North” Police Station - Prishtina.
9. Increase the number of transport vehicles to meet the operational needs of the “North” Police Station - Prishtina.
10. Functionalize all detention rooms and ensure working cameras in all areas of the Detention Center at the Gjakova Police Station.
11. Undertake renovations in the existing building to improve working conditions at the Gjakova Police Station.
12. Ensure regular maintenance of vehicles at the Gjakova Police Station to avoid malfunctions.
13. The Ombudsperson reiterates the recommendation to resolve issues and make the Detention Center at the Malisheva Police Station fully functional.
14. Increase the number of transport vehicles to meet the operational needs of the Rahovec Police Station.
15. Increase the number of police staff at the Prizren Police Station to adequately cover work shifts.
16. At the Prizren Police Station, ensure the construction of bathrooms inside detention rooms, in accordance with standards for the treatment of persons deprived of liberty.
17. Increase the number of clinical psychologists, ensuring psychological services are available in every region of

		Kosovo, and provide conditions for the proper performance of professional duties.
6	OMBUDSPERSON REPORT OF NATIONAL MECHANISM FOR THE PREVENTION OF TORTURE on the visit to the Asylum Centre in Magure, Lipjan 27/10/2025	1. Take the necessary actions to remove damages and renovate rooms that are currently out of use. 2. Take measures to place families in a separate and suitable space that ensures privacy, security, and a favorable environment for the development of children and the family. Employ staff at the Asylum Center, in accordance with the requirements of the Internal Regulation on the Organization and Systematization of Jobs in the Ministry of Internal Affairs.

From the 6 published reports, 51 recommendations have been addressed, of which 14 have been implemented, 10 partially implemented, and 27 are pending implementation.

Status of implementation of recommendations



Out of the 51 recommendations addressed during 2025, we have received responses to all of them.