

# CATALOGUE OF ADVICE AND ASSISTANCE FOR DOMESTIC VIOLENCE VICTIMS



Organization for Security and  
Co-operation in Europe  
**OSCE Mission in Kosovo**

# CATALOGUE OF ADVICE AND ASSISTANCE FOR DOMESTIC VIOLENCE VICTIMS



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## INTRODUCTION

This Catalogue aims to provide clear and understandable information on the various remedies and resources available to domestic violence victims in Kosovo. It answers questions that victims or potential victims of domestic violence may have, such as what a protection order is or who can request it. A list of available resources (the help line, shelters and other relevant stakeholders) for victims of domestic violence is also included. The information provided is mainly based on Kosovo's legal and policy framework on domestic violence and on OSCE field research carried out Kosovo-wide.

This Catalogue is distributed to institutions dealing with victims and potential victims of domestic violence (civil society organizations, Kosovo police, courts, victim's advocacy offices, shelters and municipal bodies such as municipal human rights units, municipal officers for gender equality and centres for social welfare) to be used as an instrument to help them provide clear responses to domestic violence-related questions.

The Catalogue demonstrates OSCE's strong commitment to combating domestic violence and protecting victims. Through the Catalogue, the OSCE expects that victims and potential victims will increase their understanding of domestic violence-related issues. The mapping and contact details of main stakeholders at the municipal level will also facilitate networking among them. The OSCE is convinced that victims and potential victims will greatly benefit from stronger partnership, involvement and coordination among all stakeholders.

## WHAT IS DOMESTIC VIOLENCE?

There is no universal definition of domestic violence. In Kosovo, it is defined as any intentional act or omission that results in abuse, when committed by a person who is or has been in a domestic relationship with the victim, such as:

- **Physical abuse:** use of any kind of physical force; any act that may cause or threaten to cause physical pain; physical assault regardless of the consequences; forcibly entering and removing the victim from a common residence or the victim's residence; causing victims to fear for their physical well-being; kidnapping.
- **Psychological abuse:** use of psychological pressure; any act that may cause or threaten to cause psychological suffering; provoking a feeling of fear, personal danger or threat of dignity; insult, offence, calling by offensive names and other forms of violent intimidation; repetitive behaviour with the aim of degrading the victim; unlawfully limiting the freedom of movement of the victim; causing victims to fear for their emotional well-being.
- **Sexual abuse:** non-consensual sexual acts and sexual ill-treatment.
- **Economic abuse:** property damage or destruction or threatening to do this; causing victims to fear for their economic well-being.

Domestic violence is above all a human rights concern. It has deep roots in unequal relations of power. Authorities have the obligation to prevent domestic violence, protect victims and prosecute the perpetrators.

## WHO IS A VICTIM OF DOMESTIC VIOLENCE? WHO IS A PERPETRATOR OF DOMESTIC VIOLENCE?

A **victim of domestic violence** is a person who suffers from an act of domestic violence. In spite of the fact that women are more often the victims of domestic violence, men, children, the elderly and persons with disabilities may also be domestic violence victims. Domestic violence can affect anyone regardless of sex, age, religion, gender identity, sexual orientation, ethnic group, political affiliation or other status.

A **perpetrator of domestic violence** is a person who commits an act of domestic violence. Not only men are

perpetrators; women may also be considered perpetrators if they commit an act of domestic violence.

Victims and perpetrators of domestic violence are connected through domestic relationships. A **domestic relationship** exists when the victim and the perpetrator:

- Are or were engaged, married, in an extra-marital union or cohabiting in a common household;
- Are parents of a common child;
- Use a common house and are connected by blood, marriage, adoption or guardianship (including parents, grandparents, children, grandchildren, nephews, siblings, aunts, uncles or cousins);
- Are procedural parties in a dispute involving a family relationship.

## WHAT IS THE PURPOSE OF THE LAW ON PROTECTION AGAINST DOMESTIC VIOLENCE AND THE KOSOVO PROGRAM AGAINST DOMESTIC VIOLENCE?

The *Law on Protection against Domestic Violence* provides a set of legal measures aiming to protect domestic violence victims. The law defines concepts such as domestic violence and domestic relationships and explains which kind of protection measures and orders exist as well as the procedures to follow in order to obtain them.

The *Kosovo Program against Domestic Violence and Action Plan 2011-2014* addresses important issues such as the lack of co-operation among institutions dealing with domestic violence, the low level of capacity for addressing domestic violence issues among the main stakeholders, gaps in the referral system and the lack of infrastructure to support victims. Kosovo institutions, civil society representatives and international organizations actively contributed to its design for almost one year. The Program pursues three objectives:

- To establish efficient and comprehensive mechanisms for the prevention of domestic violence;
- To have efficient protection mechanisms for victims;
- To ensure efficient services for the rehabilitation and integration of victims and perpetrators of domestic violence.

The Program includes numerous activities that should be implemented from 2011 to 2014 in order to meet the objectives. The establishment of a monitoring and co-ordination mechanism is also foreseen.

## WHO IS A “PROTECTED PARTY”?

A **protected party** is a person who suffers from domestic violence and his or her dependants and for whose benefit a protection order is sought. A protection order, an emergency protection order or a temporary emergency protection order issued by a court or the police will provide protection to the protected party.

## WHAT ARE PROTECTION MEASURES AND WHAT PROTECTION MEASURES EXIST?

**Protection measures** are measures issued by a court or the police to protect a person who is exposed to violence by changing the circumstances which may allow the perpetrator to commit more acts of violence. Protection measures can limit perpetrators from visiting their places of residence and can prohibit perpetrators from seeing their children, in addition to other measures. These measures are issued for the duration of a protection order. Once protection measures end, they will no longer affect the property rights or the custody rights of the perpetrator.

A municipal court can issue protection orders or emergency protection orders containing one or more protection measures. Kosovo police can issue temporary emergency protection orders containing only some of the protection measures. This is discussed in more detail below.

Kosovo police are responsible for ensuring that the perpetrator obeys the protection measures.

The protection measures that can be issued are:

### - **Protection measure of psycho-social treatment for perpetrators**

The aim of this measure is to prevent violent behaviour by perpetrators by requiring them to undergo psycho-social treatment to address the causes underlying their violent acts. This measure can be issued in combination with any other preventative measure. Psycho-social treatment will be in force as long as needed, but no more than six months. The Ministry of Labour and Social Welfare together with the Ministry of Health and other relevant institutions are



responsible for preparing further legal measures on the implementation of this measure.

**- Protection measure of prohibition of approaching the victim**

This measure will be issued to protect not only victims, but also their dependants and other persons if necessary. The measure will be issued against a person who has committed domestic violence if there is a risk of further violence. The measure must specify the location, region and distance within which the perpetrator cannot approach the victim.

**- Protection measure of prohibition of harassment of the victim**

This measure will be imposed on a perpetrator when there is a risk of further domestic violence. Child custody will be entrusted temporarily to the victim and parental rights will be removed from the perpetrator temporarily.

**- Protection measure of removal from apartment, house or other home**

This measure will be imposed on a person who has committed violence against a victim sharing the same apartment, house or home when there is a risk of further domestic violence. The perpetrator will be obliged to immediately leave the apartment, house or other living premises in the presence of a police officer.

**- Protection measure of accompanying the victim**

This measure will be imposed with the purpose of protecting the victim by accompanying him or her during the collection of personal items. A police officer is responsible for accompanying the victim in such cases.

**- Protection measure for medical treatment for alcohol and psychotropic dependency**

This measure of mandatory medical treatment for alcohol and psychotropic dependency will be imposed on a person who has committed domestic violence under the influence when there is risk of further domestic violence. The Ministry of Health is responsible for preparing further legal measures on the implementation of this measure.

**- Protection measure of confiscation of item**

The measure of confiscation of an item that was used to commit or could be used to commit an act of violence is imposed to protect a domestic violence victim or other persons. This measure must be implemented in accordance with the Kosovo criminal code.

## **- Property protection measures**

In addition to the above-mentioned measures, the court may:

- Order the perpetrator to: allow the protected party to use shared living premises or a part of the premises; pay rent for a temporary home for the victim or pay alimony to the protected party and any children (if the perpetrator is obliged to support the children); allow the protected party to return to the household;
- Prohibit the perpetrator or the protected party from selling any assets within a determined period of time;
- Offer the possibility to protected parties to exclusively keep and use their own personal assets;
- Impose any other measures necessary to protect the safety, health or welfare of the protected party or any person who is in a domestic relationship with the victim.

The perpetrator has the right to collect personal belongings in the presence of police officers.

## **WHAT ARE THE PROCEDURES FOR OBTAINING A PROTECTION ORDER?**

### **What is a protection order?**

A protection order is an order issued by a municipal court which provides protection measures for a victim of domestic violence against a perpetrator. The municipal court will review a petition for a protection order and will decide within 15 days after receiving the petition.

### **Who can request a protection order?**

A petition for a protection order can be submitted by:

- A victim of domestic violence;
- An authorized representative of the victim;
- A victim's advocate (upon consent of the protected party);

- A representative of the centre for social welfare of the municipality where the victim permanently or temporarily resides, when the victim is a minor;
- A non-governmental organization (NGO) that is familiar with the situation of the victim.

### **What should be the form and content of a petition for a protection order?**

A petition for a protection order can be submitted in writing or verbally. The petition should include:

- The name of the court;
- The name, address and occupation of the perpetrator;
- The name and address of the protected party and of the person who has submitted the petition, and their relationship to the perpetrator; if revealing the address would put in danger the protected party or the petitioner, an alternative address will be provided or the records containing the address will be kept secret;
- A detailed description of the events in regard to the domestic violence acts. If possible, evidence should be attached;
- The reasons for needing a protection order;
- The proposed protection measures.

### **Who will review and decide on a petition for a protection order?**

The municipal court will review a petition for a protection order and will decide within 15 days after receiving the petition. The decision to grant or reject a petition for a protection order must be fully reasoned. A decision granting a protection order must link the facts of the case to the particular protection measures ordered.

Before deciding, the court will hold a hearing with the following persons:

- The victim, an authorized representative or the victim's advocate;
- The perpetrator or an authorized representative;
- The petitioner;
- Any witness deemed necessary by the court;
- A representative from the centre for social welfare of the municipality where the minor or person who lacks capacity to act resides permanently or temporarily, in cases where:
  - The petitioner is under the age of 18 or lacks the capacity to act on his or her own;
  - The alleged acts of domestic violence impact a person under the age of 18 or who lacks the capacity to act on

his or her own.

The court will hold the hearing in the absence of the perpetrator if the perpetrator was properly informed and the petition is supported by sufficient evidence.

If neither the victims nor their authorized representatives appear at the hearing after being properly informed and they did not inform the court of the reasons for their absence, the court will consider the petition withdrawn. This withdrawal does not prevent the submission of another petition in the future.

### **Who will issue a protection order?**

The municipal court will issue a protection order if it suspects that the perpetrator will unavoidably present a risk to the health, safety or well-being of the victim and/or a person who has a domestic relationship with the victim and who is to be protected by the order.

### **What will be the content and duration of a protection order?**

The protection order should include:

- The protection measures ordered by the court;
- A notification that non-enforcement of the protection order constitutes a criminal offence;
- A notification of the right to appeal and of the fact that the perpetrator may be assisted by an authorized representative.

The duration of a protection order is up to 12 months, but can be extended for no more than 24 months in total.

### **When will the protection order be effective?**

The protection order is effective immediately and must be executed without delay. The order will be sent immediately to the perpetrator, Kosovo police, centres for social welfare as well as other parties to the procedure.

When the order expires, all imposed limitations will stop being effective.

### **Can a protection order be appealed?**

A protection order can be appealed within eight days from the date of issuance. The filing of an appeal does not prohibit

the police from enforcing a protection order.

### **Can a protection order be modified or terminated?**

The protected party or the perpetrator may submit a petition for the modification or termination of a protection order when the circumstances have changed. This submission will not prohibit police from enforcing a protection order. The court then will decide if the protection order:

- Remains in force;
- Is modified;
- Is terminated, if the court assesses that the reasons for issuing the protection order no longer exist.

### **Can a protection order be extended?**

The protected parties or their authorized representatives may submit a petition for the extension of the protection order within 15 days before the expiration of the order. The court may decide to:

- Terminate the protection order on its date of expiration;
- Order the extension of the protection order.

If no petition for extension is submitted, the protection order will terminate immediately on the day it expires.

## **WHAT ARE THE PROCEDURES FOR OBTAINING AN EMERGENCY PROTECTION ORDER?**

### **What is an emergency protection order?**

An emergency protection order is an order issued temporarily by a municipal court which aims to protect a victim from his or her perpetrator. The municipal court will review a petition for an emergency protection order and will decide on it within 24 hours after the submission of the petition.

### **Who can request an emergency protection order?**

A petition for a protection order can be submitted by:

- A victim;
- An authorized representative of the victim;
- A victim's advocate (upon consent of the victim);
- A person with whom the victim has a domestic relationship;
- A representative of the center for social welfare of the municipality where the protected party permanently or temporarily resides, when the victim is a minor;
- A person with direct knowledge of an act or acts of domestic violence against the victim;
- An NGO that is familiar with the situation of the victim.

### **What should be the form and content of a petition for an emergency protection order?**

A petition for an emergency protection order can be submitted in writing or verbally to the municipal court. The petition should include:

- The name of the court;
- The name, address and occupation of the perpetrator;
- The name and address of the victim and of the person who has submitted the petition and their relationship with the perpetrator; if revealing the address puts in danger the protected party or the petitioner, an alternative address will be provided or the records containing the address will be kept secret;
- A detailed description of the events regarding the domestic violence acts; if possible, evidence should be attached;
- The reasons for needing a protection order;
- The proposed protection measures.

### **Who will review and decide on a petition for an emergency protection order?**

The municipal court will review a petition for an emergency protection order and will decide on it within 24 hours after the submission of the petition. The decision to grant or reject a petition for an emergency protection order must be fully reasoned. A decision granting an emergency protection order must link the facts of the case to the particular protection measures ordered.

Before deciding, the court will hold a hearing with the following persons:

- The protected party, an authorized representative or the victim's advocate;

- The perpetrator or an authorized representative;
- The petitioner;
- Any witness who knows about the domestic violence case.

The court may hold a hearing and issue an emergency protection order in the absence of the perpetrator, if needed.

### **Who will issue an emergency protection order?**

The municipal court will issue an emergency protection order if it suspects that the perpetrator will unavoidably present a risk to the health, safety or well-being of the protected party and the person who is in a domestic relationship with the victim and who is to be protected by the order.

### **When will the emergency protection order be effective?**

The emergency protection order is effective immediately and must be executed without delay. The order will be sent immediately to the perpetrator, Kosovo police, social welfare centers as well as other parties to the procedure.

When the order expires, all imposed limitations will stop being effective.

### **What will be the content and duration of an emergency protection order?**

The protection order will include:

- The protection measures ordered by the court;
- A notification that non-enforcement of the protection order constitutes a criminal offence;
- A notification of the right to appeal and of the fact that the perpetrator may be assisted by an authorized representative;
- The date of the hearing for the confirmation of the emergency protection order, which will be within eight days of the issuance of the emergency protection order.

The emergency protection order will expire at the end of the hearing for the confirmation of the emergency protection order. At this hearing, the Court will order the termination of the emergency protection order or will issue a protection order.

### **Can an emergency protection order be appealed?**

An emergency protection order can be appealed within three days from the date of issuance. The filing of an appeal does not prohibit police from enforcing an emergency protection order.

### **Can an emergency protection order be modified or terminated?**

Upon review of an appeal filed by the perpetrator or an authorized person, the court may decide to confirm, modify or terminate the emergency protection order.

### **Can an emergency protection order be extended?**

The protected party, authorized representative or victim's advocate may submit a petition for extension of the emergency protection order within two days before it expires. The court then will decide whether to:

- Order the extension of the emergency protection order, if the threats based on which the emergency protection order was issued continue to exist;
- Terminate the emergency protection order on its date of expiration.

If no petition for extension is submitted, the order will terminate immediately on the date of expiration.



## WHAT ARE THE PROCEDURES FOR OBTAINING A TEMPORARY EMERGENCY PROTECTION ORDER?

### **What is a temporary emergency protection order?**

A temporary emergency protection order is an order issued by the Kosovo police outside of municipal court working hours which provide protection measures for the victim against the perpetrator.

### **Who can submit a petition for a temporary emergency protection order?**

A petition for a temporary emergency protection order can be submitted by:

- The victim;
- An authorized representative or a victim's advocate;
- A person with whom the victim has a domestic relationship;
- A representative from the centre for social welfare of the municipality where the victim permanently or temporarily resides;
- A person with direct knowledge of an act or more acts of domestic violence against the victim;
- An NGO that is familiar with the situation of a victim of domestic violence.

### **Who will issue a temporary emergency protection order and on which grounds?**

The head of the regional Kosovo police unit against domestic violence will issue a temporary emergency protection order if there are reasons to believe that:

- The perpetrator has committed or threatened to commit an act of domestic violence;
- The perpetrator poses an immediate or imminent threat to the safety, health or well-being of the protected party or a person who has a domestic relationship with the protected party;
- The issuance of a temporary emergency protection order is necessary to protect the safety, health or well-being of the protected party or a person who has a domestic relationship with the protected party.

### **When will the temporary emergency protection order be effective?**

The temporary emergency protection order will be effective immediately after its issuance by the Kosovo police. The

order will be sent immediately to the perpetrator and will be enforceable against the perpetrator after it has been delivered personally to him or her.

A copy will be delivered to the protected party and other persons named in the order, the petitioner, the local police station and the centre for social welfare in the municipalities where the protected party and other persons named in the order reside on a permanent or temporary basis, the competent municipal court, and the victim's advocate.

### **Which protection measures can the Kosovo police include in a temporary emergency protection order?**

The Kosovo police can include one or more of the following protection measures in a temporary emergency protection order:

- A prohibition on approaching the victim;
- A prohibition on harassing the victim;
- Removal from apartment, house or other home;
- Confiscation of property.

For a further description of these measures, please see the section above entitled "What are protection measures and what protection measures exist?"

### **What will be the content and duration of a temporary emergency protection order?**

A temporary emergency protection order will state:

- The protection measure ordered by the Kosovo police;
- The duration of the temporary emergency protection order, which expires at the end of the next day that the court is open;
- A warning that a violation of the temporary emergency protection order is a criminal offence;
- A notification that the perpetrator may be assisted by legal counsel;
- An explanation that after the expiry of the temporary emergency protection order, the protected party may file a petition for an emergency protection order or a protection order, subject to appeal;
- A temporary emergency protection order will expire at the end of the next day that the court is open.

## WHAT HAPPENS IF THE PERPETRATOR VIOLATES A PROTECTION ORDER, EMERGENCY PROTECTION ORDER OR TEMPORARY EMERGENCY PROTECTION ORDER?

A violation of a protection order, emergency protection order or a temporary protection order *is a criminal offence*. The person who violates any of these orders will be sentenced to a fine of between €200 and €2,000 or imprisonment for up to six months.

A violation of a protection order, emergency protection order or a temporary protection order will be immediately prosecuted.

The continuous violation in whole or part of any of these orders will be considered aggravating circumstances for the perpetrator.

## HOW WILL A CRIMINAL OFFENCE RELATED TO DOMESTIC VIOLENCE BE INVESTIGATED AND PROSECUTED?

If there are reasons to suspect that a crime related to domestic violence was committed, police will arrest the alleged perpetrator in accordance with the law. Even if the suspected perpetrator has not been arrested or the whereabouts of the perpetrator are unknown, the police will regularly provide the victim or the victim's legal representative with an update on the status of the investigation, including any information on the whereabouts of the suspected perpetrator or on the perpetrator's release from custody.

The issuance of a protection order, emergency protection order or temporary protection order will not prevent the victim from filing a criminal complaint regarding actions or inactions constituting criminal offences.

## WHICH COURT WILL PROTECT A VICTIM OF DOMESTIC VIOLENCE?

The court that is competent to protect domestic violence victims is the municipal court that has jurisdiction over the municipality where the applicant is temporarily or permanently residing. That municipal court will be responsible to issue protection measures when needed.

At the request of that municipal court, any other municipal court with jurisdiction over the municipality where the protected party has changed place of residence (or if the transfer serves the best interests of the protected party), can also review or issue protection measures.

In cases where a prior request was submitted to a competent court according to Kosovo's family law, this same court will also be responsible to review and issue protection measures when needed.

## WHAT ARE THE RESPONSIBILITIES OF THE KOSOVO POLICE TOWARDS DOMESTIC VIOLENCE VICTIMS?

Kosovo police are responsible for responding to any report of acts or threats to commit acts of domestic violence or to any violation of a protection order, an emergency protection order or a temporary protection order, regardless of who reports it. The police will complete an incident report whether or not a crime was committed or an arrest was made, and will provide a copy of the report to the victim or legal representative.

Apart from issuing temporary emergency protection orders, Kosovo police are responsible for using reasonable means to protect domestic violence victims and prevent further violence, such as:

- Establishing a special phone line for reporting domestic violence cases;
- Providing the victim or the victim's legal representative with the official contact of the investigating police officer in

cases where the victim needs further assistance; In case there is no investigating police officer, any other officer will assist the victim;

- Informing the victim, legal representative or victim's advocate about the rights of the victim pursuant the law on domestic violence, including the right to request a temporary emergency protection order;
- Informing the victim about legal, psychological and other assistance available from government institutions as well as from the authorized network of NGOs;
- Informing relevant service providers regarding the incident of domestic violence and facilitating contact with the victim, upon the victim's request;
- Providing transport for the victim and, when necessary, the victim's dependants to:
  - An appropriate medical facility for treatment or medical examination;
  - A shelter or other suitable safe haven, upon the request of the victim;
- Providing protection to the person who reports the incident, if needed, in accordance with relevant legal obligations regarding the protection of witnesses;
- Removing the perpetrator from the temporary or permanent residence of the victim or a portion thereof (in regard to the protection measure of removal from apartment, house or other living premises).

In addition, police must immediately report the incident to the centre for social welfare of the municipality where the person permanently or temporarily resides in the cases where:

- The victim is a person under the age of 18 or a person who does not have the capacity to act on his or her own;
- The acts of domestic violence are so serious that they impact the safety or security of a person under the age of 18 or that of a person who does not have the full capacity to act and who is living in the same residence as the perpetrator.

## WHAT IS A SHELTER AND WHAT SERVICES DO SHELTERS OFFER TO VICTIMS?

A shelter is a safe place where domestic violence victims and their children can temporarily stay and which provides protection and other services. Currently there are shelters in Gjakova/Đakovica, Gjilan/Gnjilane, Mitrovicë/Mitrovica, Pejë/Peć, Prishtinë/Priština and Prizren that host victims from communities all over Kosovo.

Victims can stay in the shelter for six months. This can be extended upon agreement with the Ministry of Labour and Social Welfare.

Shelters usually provide victims with accommodation, food, clothing, counseling (psychosocial and legal advice), medical support, vocational trainings (language, computer, internet, reading and writing, sewing, cooking, hairdressing, tailoring), health education, job-seeking services, and activities for children (music, drawing, dancing) among other services. The shelters are patrolled by the police and have various other security arrangements.

Some shelters also contribute to preventing domestic violence by organizing awareness-raising activities and outreach visits to rural areas. Some shelters are also involved in monitoring and advocating for a legal and policy framework in Kosovo that is properly funded and that protects domestic violence victims. Some others conduct regular visits to the victims, once they return to their families or become independent.

Shelters are run by NGOs in agreement with the Ministry of Labour and Social Welfare. On rare occasions, municipalities cover some of the costs.

## WHAT OTHER STAKEHOLDERS SUPPORT DOMESTIC VIOLENCE VICTIMS?

### **Victim's advocacy officers (VAO)**

A victim's advocate is a person authorized to advocate for domestic violence victims' interests and to provide support and assistance to the victims. For further information on the role of the VAOs, please refer to the above description of the various kinds of protection orders.

### **District Legal Aid Bureaus**

District Legal Aid Bureaus provide free legal aid to qualifying victims. They facilitate victims' access to justice, for example, by providing information and advice to victims concerning their legal rights, by representing victims before courts or administrative bodies and by assisting with legal drafting and procedures.

### **Centres for social welfare (CSW)**

CSWs play a key role in supporting domestic violence victims to deal with courts and police, especially when victims are minors or otherwise lack the capacity to act on their own. In addition, CSWs evaluate the situation of domestic violence victims and help to find the best solution for the victim. CSWs may also carry out home visits and liaise with hospitals and safe houses. CSWs may provide psycho-social and legal counseling to victims. CSWs may also include a victim in the social assistance scheme (if the victim qualifies for it). For further information on the role of CSWs, please refer above to the description of the various kinds of protection orders.

### **Ombudsperson Institution (OI)**

The OI is an independent institution mandated to address alleged human rights violations by public institutions in Kosovo. The OI conducts investigations, issues reports and provides legal services and public advocacy. The OI provides services free of charge and accepts complaints from anyone in Kosovo. The OI can play a key role in supporting domestic violence victims through addressing shortcomings in regard to the implementation of the law on protection against domestic violence that affect the rights of domestic violence victims.

### **Agency for Gender Equality (AGE)**

The AGE was established within the prime minister's office as a separate body that should promote, develop, advise on and monitor the implementation of gender equality-related laws and policies in Kosovo. Among other activities implemented in the field of domestic violence, the AGE together with line ministries and civil society representatives was one of the main driving forces in the establishment of the Kosovo Program against Domestic Violence and Action Plan 2011-2014.

### **Committee on Human Rights, Gender Equality, Missing Persons and Petitions (Committee)**

The Committee is one of the permanent committees of the Assembly of Kosovo. As well as having a role in the formulation of draft laws related to its mandate, the Committee is also responsible for monitoring the implementation of those laws. The Committee contributes to the fight against domestic violence through monitoring the implementation of the law on protection against domestic violence and the gender equality law.

### **Municipal human rights units (MHRUs) and municipal officers for gender equality (MOGEs)**

MHRUs are mechanisms responsible for the promotion and protection of human rights at the municipal level and in accordance with laws, policies and international standards. MOGEs have the main duty to lead municipal programs related to gender equality in order to ensure the implementation of the gender equality law and other related human rights standards. Both MHRUs and MOGEs can contribute to preventing domestic violence through awareness-raising activities and through networking with key stakeholders in order to better protect victims of domestic violence.

### **Non governmental organizations (NGOs), municipal working groups (MWGs) and task forces**

NGOs, MWGs and task forces play an important role in supporting domestic violence victims. MWGs and task forces are usually composed of stakeholders at the municipal level representing both public institutions and civil society. Refer to the tables below for a description of the activities undertaken by NGOs, MWGs and task forces in the field of domestic violence. This list is based on OSCE field research and is not exhaustive. In addition, NGOs that are familiar with a victim's case can request a protection order, an emergency protection order and a temporary emergency protection order.

### **Hospitals and schools**

Hospitals and schools are important domestic violence stakeholders. They are places where victims of domestic violence can be identified and from where the victims can be referred to other agencies, such as police, courts or shelters. They should be included in all forums dealing with domestic violence issues.



## WHAT IS THE NUMBER OF THE DOMESTIC VIOLENCE HELP LINE AND WHAT CAN IT DO FOR VICTIMS?

**The *free* help line number is 0800 11112.**

The domestic violence and anti-trafficking help line in Kosovo makes it possible for victims of domestic violence or trafficking in human beings to be identified and referred to the proper institutions. It operates under the victim's assistance and advocacy division of the Kosovo public prosecutor's office. The help line provides:

- Assistance to victims of domestic violence or trafficking by supplying them with the necessary information and contact numbers;
- Information on domestic violence and trafficking in human beings to different audiences (victims and potential victims, media, institutions, international organizations, NGOs, general public);
- An opportunity for the general public and victims to report crimes related to domestic violence and trafficking in human beings.

# LIST OF RESOURCES

## LEGEND OF COLORS AND ACRONYMS

PUBLIC INSTITUTIONS	
	Regional Kosovo police unit against domestic violence
CSW	Centre for social welfare
MHRU	Municipal human rights unit
MOGE	Municipal officer for gender equality
VAO	Victim advocacy officer

  

SHELTER	
OI	Ombudsperson Institution

  

NGO / MWG / TASK FORCE	
NGO	Non-governmental organisation
MWG	Municipal working group
	Task force

Municipality of Dečan/Dečane .....	24
Municipality of Dragash/Dragaš .....	25
Municipality of Ferizaj/Uroševac .....	26
Municipality of Fushë Kosovë/Kosovo Polje .....	27
Municipality of Gjakovë/ Đakovica .....	28
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## MUNICIPALITY OF DEÇAN/DEČANE

PUBLIC INSTITUTIONS	ADDRESS	EMAIL	TELEPHONE
Regional Kosovo police unit against domestic violence	Regional Kosovo Police Directorate in Pejë/Peć. Str. Mbretëresha Teutë	not available	92 (landline) 192 (mobile)
Centre for social welfare	St. UÇK	not available	0390361014
MOGE and MHRU	Pallati i Kultures, 2nd floor	not available	0390361100
Victim advocacy officer	Municipal Court Building Str. Sali Qeku	vaau_advocates@yahoo.com	044425469

SHELTER	EMAIL	TELEPHONE
Covered mainly by the Gjakovë/Đakovica shelter	linjajuaj@hotmail.com	0390330098

OI	ADDRESS	TELEPHONE
Covered by the Pejë/Peć Field Office	Municipal Building Str. Queen Teuta, No. 59	039432931

NGOs	ADDRESS	EMAIL	TELEPHONE	OBJECTIVES	BENEFICIARIES	ACTIVITIES
Women's Association "Jeta"	Cultural Palace, Jusuf Gervalla Str. Skenderbeg	ojqjeta@hotmail.com ojqjeta@yahoo.com	039061375	To raise awareness of the rights of women and to strengthen their role in society	Women, the elderly and potential victims of domestic violence	- Awareness-raising on women's rights - Health and education - Hairdressing, sewing and knitting courses
Nderi/Čast	Centre for Social Work Str. UÇK	not available	049452691	To raise awareness of the rights of women and to strengthen their role in society	Women	- Awareness raising on women's rights
Association of Independent Intellectuals (SHIP/UNI)	Cultural Palace, Jusuf Gervalla Str. Skenderbeg	not available	044182689	To promote democracy and tolerance	All communities	- Promoting human rights, women's participation and inclusion

## MUNICIPALITY OF DRAGASH/DRAGAŠ

PUBLIC INSTITUTIONS	ADDRESS	EMAIL	TELEPHONE
Regional Kosovo police unit against domestic violence	Regional Kosovo Police Directorate Prizren Village: Lubizhdë/Lubižda	dhunafamiljare_pz@hotmail.com	192 Ext 6028
Centre for social welfare	Str. Radesha	qpssharr@gmail.com	029281227
MOGE and MHRU	Municipal Building Str. Sheshi i Dëshmorëve,	not available	029281543
Victim advocacy officer	Covered by the office in Prizren: (inside the District Public Prosecution Building, entrance II) Str. William Walker	Vaau_advocates@yahoo.com	029241898 044310468

SHELTER	EMAIL	TELEPHONE
Covered mainly by the Prizren shelter	qsgf_pz@hotmail.com	029225518

OI	ADDRESS	TELEPHONE
Covered by the Prizren Field Office	Str. Remzi Ademi	029222138

NGOs	ADDRESS	EMAIL	TELEPHONE	OBJECTIVES	BENEFICIARIES	ACTIVITIES
Women's initiative/ Inicijativa e grave/ Inicijativa žena	Sheshi i dëshmorëve,n.n.	not available	not available	To support women in Dragash/Dragaš municipality	Women	- Promoting gender equality, empowerment of women, health education of women - Awareness-raising on domestic violence

## MUNICIPALITY OF FERIZAJ/UROŠEVAC

PUBLIC INSTITUTIONS	ADDRESS	EMAIL	TELEPHONE
Regional Kosovo police unit against domestic violence	Regional Kosovo Police Directorate Ferizaj/Uroševac Str. Driton Islami	dhunafamiljare@hotmail.com	03850801194
Centre for social welfare	Str. Vëllezërit Gervalla	qpsferizaj@gmail.com	0290327525
MOGE and MHRU	Municipal Building, Str. Dëshmoret e Kombit	not available	0290320591
Victim Advocacy Officer	Str. Sejdi Sejdiu (near mosque and church)	Vaau_advocates@yahoo.com	0290325602 044352937

SHELTER	EMAIL	TELEPHONE
Covered mainly by the Gjilan/Gnjilane shelter	Liriagjilan10@hotmail.com	044125729 24 hrs helpline: 0280325700

OI	ADDRESS	TELEPHONE
Covered by the Gjilan/Gnjilane Field Office	Municipal Building II Str. Adem Jashari	0280320843

MWG	ADDRESS	EMAIL	TELEPHONE	OBJECTIVES	BENEFICIARIES	ACTIVITIES
Committee for gender equality	Municipal Building, Str. Dëshmoret e Kombit	not available	0290320591	- To provide a forum for discussion for relevant municipal stakeholders on gender-based violence	Women, young girls and children	- Awareness-raising activities - Sharing of information

TASK FORCE	ADDRESS	EMAIL	TELEPHONE	OBJECTIVES	BENEFICIARIES	ACTIVITIES
Child protection task force	(CSW) Str. Vëllezërit Gervalla	qpsferizaj@gmail.com	0290327525	- To develop a safety network for protecting children	Children	- Monthly inter-institutional meetings to follow up cases

NGOs	ADDRESS	EMAIL	TELEPHONE	OBJECTIVES	BENEFICIARIES	ACTIVITIES
AJO	Jeronim De Rada school (in the yard of the school) No street name or number	not available	not available	- To promote women and children's well-being - To combat gender based violence in particular related to victims of trafficking	Women, children and youth	- Women's emancipation, health and social care - Education - Awareness-raising - Organization of cultural and educational activities

## MUNICIPALITY OF FUSHË KOSOVË/KOSOVO POLJE

PUBLIC INSTITUTIONS	ADDRESS	EMAIL	TELEPHONE
Regional Kosovo police unit against domestic violence	Regional Kosovo Police Directorate Prishtinë/Priština Police Station 2 Str. Mahalla e Muhaxherëve	not available	92 (landline) 192 (mobile)
Centre for social welfare	Str. Nena Tereze	not available	038536462
MOGE and MHRU	Str. Nena Tereze	not available	038537537
Victim advocacy officer	Covered by Prishtinë/Priština VAO: District Court building, 4th floor. Str. Ilir Konushevci	vaau_advocates@yahoo.com	038246059 044278738

SHELTER	EMAIL	TELEPHONE
Covered mainly by the Prishtinë/Priština shelter	cpwcprihtina@yahoo.com	044508081 038545476

OI	ADDRESS	TELEPHONE
Covered by the Prishtinë/Priština Office	Str. Enver Maloku, No. 28	038501401 038545303

TASK FORCE	ADDRESS	EMAIL	TELEPHONE	OBJECTIVES	BENEFICIARIES	ACTIVITIES
Child protection task force in Fushë Kosovë/Kosovo Polje	(CSW) Str. Nena Tereze	not available	(CSW) 038536462	- To develop a safety network for protecting children	- Child victims of neglect or abuse - Exploited or trafficked children - Delinquents - Juveniles in conflict with law	- Monthly inter-institutional meetings to follow up cases - Identifying children who are begging and who are exploited through child labour - Advocacy with local authorities to present task force's work and lobby for its institutionalization - Establishing proper referral mechanisms in order to improve case-management efficiency

## MUNICIPALITY OF GJAKOVË/ ĐAKOVICA

PUBLIC INSTITUTIONS	ADDRESS	EMAIL	TELEPHONE
Regional Kosovo police unit against domestic violence	Regional Kosovo Police Directorate in Pejë/Peć Str. Mbretëresha Teutë	not available	92 (landline) 192 (mobile)
Centre for social welfare	Str. Hysni Zajmi	not available	0390323510
MOGE and MHRU	Municipal building Str. Nena Tereze, No.469	not available	0390321100
Victim Advocacy Officer	Public Prosecutor office Gjakova/Đakovica	vaau_advocates@yahoo.com	044418658

SHELTER	EMAIL	TELEPHONE
Gjakovë/Đakovica	linjajuaj@hotmail.com	0390330098

OI	ADDRESS	TELEPHONE
Covered by the Pejë/Peć Field Office	Municipal Building Str. Queen Teuta, No. 59	039432931

NGOs	ADDRESS	EMAIL	TELEPHONE	OBJECTIVES	BENEFICIARIES	ACTIVITIES
Bethany Christian Service	Community Centre Brekoc/ Brekovac village, Gjakovë/Đakovica municipality	not available	not available	- To support all communities especially in the social and educational fields	Youth from all communities and especially from the Kosovo Roma, Ashkali and Egyptian communities	- Education and social care
Prosperiteti	Str. Ali Pashë Tepelena	shoqata-prosperiteti@hotmail.com	not available	- To support Kosovo Roma, Ashkali and Egyptian community	Kosovo Roma, Ashkali and Egyptian communities	- Education and culture - Gender equality - Humanitarian assistance - Reintegration of repatriated persons
Medica Kosova	Str. Luigj Gurakuqi, No. 39	medicam_kosova@yahoo.com	0390321139 044247187	- To provide psychosocial, legal and medical support to women and girls	Women and girls from all communities	- Counselling - Education
Association for education and	Str. Nena Tereze, No. 181	shepfgjakova@yahoo.com	044152051	Psycho social and legal advise	Women of all communities	- Counselling - Legal support



support for families <sup>1</sup>						
MWG	ADDRESS	EMAIL	TELEPHONE	OBJECTIVES	BENEFICIARIES	ACTIVITIES
Child protection task force in Gjakovë/Đakovica	Str. Musa Zajmi, No 171	not available	0390326544	- To develop a safety network for protecting children	<ul style="list-style-type: none"> <li>- Children victims of neglect or abuse</li> <li>- Exploited or trafficked children</li> <li>- Delinquents</li> <li>- Juveniles in conflict with the law</li> </ul>	<ul style="list-style-type: none"> <li>- Monthly inter-institutional meetings to follow up cases</li> <li>- Identifying children who are begging and who are exploited through child labour</li> <li>- Advocacy with local authorities to present the task force's work and lobby for its institutionalization</li> </ul>

## MUNICIPALITY OF GJILAN/GNJILANE

PUBLIC INSTITUTIONS	ADDRESS	EMAIL	TELEPHONE
Regional Kosovo police unit against domestic violence	Regional Kosovo Police Directorate Gjilan/Gnjilane Str. Mulla Idrizi	dhunafamilijare@hotmail.com	03850801194
Centre for social welfare	Str. Fehmi Lladrovci	qpsgjilan@gmail.com	0280320140 hotline: 045218015
MOGE and MHRU	Municipal assembly building, Str. Bulevardi I Pavarsisë	not available	0280326428, ext 112
Victim Advocacy Officer	Str. 28 Nëntori	vaau_advocates@yahoo.com	0280320462 044310467

SHELTER	EMAIL	TELEPHONE
Gjilan/Gnjilane	liriagjilan10@hotmail.com	044125729 24 hrs helpline: 0280325700

OI	ADDRESS	TELEPHONE
Gjilan/Gnjilane Field Office	Municipal Building II Str. Adem Jashari	0280320843

<sup>1</sup> Shoqata për edukim dhe përkrahje të familjes.

NGO	ADDRESS	EMAIL	TELEPHONE	OBJECTIVES	BENEFICIARIES	ACTIVITIES
Action for Non Violence and Peace Building <sup>2</sup>	Str. Ferizaj	Anp_kos@yahoo.com	0280329926 044230849	- To create an interethnic society in Kosovo and promote a culture of non-violence	Children, youth, women, the elderly and CSO activists	- Advocacy campaign for conflict prevention - Raising awareness against discrimination

MWG	ADDRESS	EMAIL	TELEPHONE	OBJECTIVES	BENEFICIARIES	ACTIVITIES
Committee for gender equality	Executive Municipal Building Str. 28 Nëntori	not available	0280326428, ext 112 044873203	- To co-ordinate the response against domestic violence at the municipal level (focusing on women)	Women affected by domestic violence	- Awareness-raising activities - Organization of debates - Distribution of informative materials on women's rights
Municipal Action Group on Children	Chaired by Save the Children (Prishtinë/Priština)	not available	not available	- To promote child protection issues	Children with a particular focus on trafficked children	- Child protection-related activities

## MUNICIPALITY OF GLLOGOVC/GLOGOVAC

PUBLIC INSTITUTIONS	ADDRESS	EMAIL	TELEPHONE
Regional Kosovo police unit against domestic violence	Regional Kosovo Police Directorate Prishtinë/Priština Police Station 2 Str. Mahalla e Muhaxherëve	not available	92 (landline) 192 (mobile)
Centre for social welfare	Str. Sheshi Fehmi Lladrofi	qpsdrenas@gmail.com	038584356
MOGE and MHRU	Str. Skenderbeu	not available	038584353
Victim advocacy officer	Covered by Prishtinë/Priština VAO: District Court	vaau_advocates@yahoo.com	038246059 044278738 (24 hrs)

SHELTER	EMAIL	TELEPHONE
Covered mainly by the Prishtinë/Priština shelter	cpwpcprishtina@yahoo.com	044508081 038545476

OI	ADDRESS	TELEPHONE
Covered by: Prishtinë/Priština Office and	Str. Enver Maloku, No. 28 Regional Tax Administration Building, Agim Hajrizi Square	038501401 038545303

<sup>2</sup> Aksioni kundër dhunës dhe ndërtimi i paqes/ Akcija za nenasilje I izgradnju mira

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Mitrovicë/Mitrovi ca Field Office		028530138
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NGO	ADDRESS	EMAIL	TELEPHONE	OBJECTIVES	BENEFICIARIES	ACTIVITIES
Centre for protection of women and children <sup>3</sup>	Str. Skenderbeu	cpwcdrenas@yahoo.com	not available	- To provide support to victims of domestic violence	Women and children	- Psychological support - Vocational training

## MUNICIPALITY OF GRAČANICA/GRAČANICË

PUBLIC INSTITUTIONS	ADDRESS	EMAIL	TELEPHONE
Regional Kosovo police unit against domestic violence	Regional Kosovo Police Directorate Prishtinë/Priština Police Station 2 Str. Mahalla e Muhaxherëve	not available	92 (landline) 192 (mobile)
Centre for social welfare	Laplje Selo/Llapje Sellë, (close to Hospital)	not available	049776700
MOGE and MHRU	Municipal Building, (main road to Gjilan/Gnjilane)	not available	049773289
Victim advocacy officer	District Court building, 4th floor Str. Ilir Konushevci	vaau_advocates@yahoo.com	038246059 044278738

SHELTER	EMAIL	TELEPHONE
Covered mainly by the Prishtinë/Priština shelter	cpwcprishtina@yahoo.com	044508081 038545476

OI	ADDRESS	TELEPHONE
Gračanica/Gračanice Field Office	Main road, opposite the Monastery	03865118

NGO	ADDRESS	EMAIL	TELEPHONE	OBJECTIVES	BENEFICIARIES	ACTIVITIES
Hand to Hand <sup>4</sup>	Ugljare/Uglar (next to "Jastreb" restaurant)	udruzenjezenarukaruci@gmail.com	044 839 986	- To promote gender equality - To build the capacity of women	Women and girls, particularly from rural areas	- Awareness-raising on gender equality - Courses for women (such as training on

<sup>3</sup> Qendra për mbrojtjen e grave dhe fëmijëve.

<sup>4</sup> Dora Dores / Ruka Ruci.

						agriculture issues) - Psychological support - Legal advice and counselling
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## MUNICIPALITY OF HANI I ELEZIT/ĐENERAL JANKOVIĆ

PUBLIC INSTITUTIONS	ADDRESS	EMAIL	TELEPHONE
Regional Kosovo police unit against domestic violence	Regional Kosovo Police Directorate Gjilan/Gnjilane Str. Mulla Idrizi	dhunafamilijare@hotmail.com	03850801194
Centre for social welfare	Str. Nuri Bushi	not available	0290385100 (municipality)
MOGE and MHRU	Str. Nuri Bushi	not available	0290385100 (MOGE: ext 208), (MHRU: ext 213)
Victim advocacy officer	Covered by Gjilan/Gnjilane, Kamenicë/Kamenica and Viti/Vitina VAOs	vaau_advocates@yahoo.com	044310467

SHELTER	EMAIL	TELEPHONE
Covered mainly by the Gjilan/Gnjilane shelter	Liriagjilan10@hotmail.com	044125729 24 hrs helpline: 0280325700

OI	ADDRESS	TELEPHONE
Covered by the Gjilan/Gnjilane Field Office	Municipal Building II Str. Adem Jashari	0280320843

## MUNICIPALITY OF ISTOG/ISTOK

PUBLIC INSTITUTIONS	ADDRESS	EMAIL	TELEPHONE
Regional Kosovo police unit against domestic violence	Regional Kosovo Police Directorate Pejë/Peć Str. Mbretëresha Teutë	not available	92 (landline) 192 (mobile)
Centre for Social Welfare	Str. 2 Korriku	qpsburim@gmail.com	039451140

SHELTER	EMAIL	TELEPHONE
Covered mainly by the Pejë/Peć shelter	pejawwc@yahoo.com	039421398 044278809

MOGE and MHRU	Str. 2 Korriku	not available	039451202 ext 106
Victim Advocacy Officer	Municipal Court, Str. 2 Korriku	vaau_advocates@yahoo.com	044352934

OI	ADDRESS	TELEPHONE
Covered by the Pejë/Peć Field Office	Municipal Building Str. Queen Teuta, No. 59	039432931

NGOs	ADDRESS	EMAIL	TELEPHONE	OBJECTIVES	BENEFICIARIES	ACTIVITIES
ABA-k Education, Co-existence, Crafts/Kosovo <sup>5</sup>	Str. Lidhja e Prizrenit	shoqata-aba@hotmail.com	039450179	- To support and assist vulnerable and marginalized groups	All vulnerable and marginalized groups with a special focus on women and children	- Counselling - Referral of cases to relevant institutions - Vocational training
Vision 02 <sup>6</sup>	Pallati i Kultures Str. Skënderbeu Street	Vision02ojq@hotmail.com vision02ojq@yahoo.com	not available	- To foster gender equality and interethnic dialogue - To contribute to the return and reintegration process and local economic development	Youth and woman of all communities	- Awareness-raising and capacity-building activities - Psychological support - Counselling - Assist beneficiaries to establish small businesses

## MUNICIPALITY OF JUNIK

PUBLIC INSTITUTIONS	ADDRESS	EMAIL	TELEPHONE
Regional Kosovo police unit against domestic violence	Regional Kosovo Police Directorate Pejë/Peć Str. Mbretëresha Teutë	not available	92 (landline) 192 (mobile)
Centre for social welfare	Centre (no street name or number)	qpsjunik@gmail.com	0390370547 hotline: 044255748

SHELTER	EMAIL	TELEPHONE
Covered mainly by the Gjakovë/Đakovica shelter	linjajuaj@hotmail.com	0390330098

<sup>5</sup> ABA-k Arsimim, Bashkëjetesë, Artizanate/Kosovë / ABA-k Obrazovanje, Koegzistencia, Zanatstvo/Kosovo.

<sup>6</sup> Vizioni 02/ Vizioni 02.

MOGE	Municipal Building Centre (no street name or number)	<a href="http://kk.rks-gov.net/junik/Temat/Kontakti.aspx">http://kk.rks-gov.net/junik/Temat/Kontakti.aspx</a>	0390370587 0390370987
Victim advocacy officer	Covered by Dečan/Dečane VAO: Municipal Court Building Str. Sali Qeku	vaau_advocates@yahoo.com	044425469

OI	ADDRESS	TELEPHONE
Covered by the Pejë/Peć Field Office	Municipal Building Str. Queen Teuta, No. 59	039432931

NGO	ADDRESS	EMAIL	TELEPHONE	OBJECTIVES	BENEFICIARIES	ACTIVITIES
Qershiza	Str. Agim Ramadani	ojqqershiza@hotmail.com	0390370291	- To support women's integration in society	Women	- Vocational training - Promoting human rights and gender equality

## MUNICIPALITY OF KAÇANIK/KAČANIK

PUBLIC INSTITUTIONS	ADDRESS	EMAIL	TELEPHONE
Regional Kosovo police unit against domestic violence	Regional Kosovo Police Directorate Ferizaj/Uroševac Str. Driton Islami	dhunafamiljare@hotmail.com	03850801194
Centre for social welfare	Str. Emin Duraku-nn-	qpskacanic@gmail.com	0290380761
MOGE and MHRU	Str. Emin Duraku	not available	0290380005 0290380047 044225315
Victim advocacy officer	Covered by Gjilan/Gnjilane, Kamenicë/Kamenica and Viti/Vitina VAOS	vaau_advocates@yahoo.com	044310467

SHELTER	EMAIL	TELEPHONE
Covered mainly by the Gjilan/Gnjilane shelter	liriagjilan10@hotmail.com	044125729 24 hrs helpline: 0280325700

OI	ADDRESS	TELEPHONE
Covered by the Gjilan/Gnjilane Field Office	Municipal Building II Str. Adem Jashari	0280320843

## MUNICIPALITY OF KAMENIČĚ/KAMENICA

PUBLIC INSTITUTIONS	ADDRESS	EMAIL	TELEPHONE
Regional Kosovo police unit against domestic violence	Regional Kosovo Police Directorate Gjilan/Gnjilane Str. Mulla Idrizi	dhunafamilijare@hotmail.com	03850801194
Centre for social welfare	Str. Skenderbeu	qpsdardan@gmail.com	0280371099 hotline: 044551039
MOGE	Str. Adem Jashari	moge_kamenica@hotmail.com	0280372479
MHRU	Str. Adem Jashari	njkdnj_kamenice@hotmail.com	0280372479
Victim advocacy officer	Municipal Court Str. Adem Jashari	Vaau_advocates@yahoo.com	028070461 044425473

SHELTER	EMAIL	TELEPHONE
Covered mainly by the Gjilan/Gnjilane shelter	liriagjilan10@hotmail.com	044125729 24 hrs helpline: 0280325700

OI	ADDRESS	TELEPHONE
Covered by the Gjilan/Gnjilane Field Office	Municipal Building II Str. Adem Jashari	0280320843

## MUNICIPALITY OF KLINĚ/KLINA

PUBLIC INSTITUTIONS	ADDRESS	EMAIL	TELEPHONE
Regional Kosovo police unit against domestic violence	Regional Kosovo Police Directorate Pejë/Peć Str. Mbretëresha Teutë	not available	92 (landline) 192 (mobile)
Centre for social welfare	Near the Gjimnazë	qpskline@gmail.com	039471476 044278790
MOGE /MHRU	Municipal Building Str. Abedin Rexha	info@komuna-kline.org	039470163
Victim advocacy officer	Municipal Court building	vaau_advocates@yahoo.com	044352934

SHELTER	EMAIL	TELEPHONE
Covered mainly by the Pejë/Peć shelter	pejawwc@yahoo.com	039421398 044278809

OI	ADDRESS	TELEPHONE
Covered by the Pejë/Peć Field Office	Municipal Building Str. Queen Teuta, No. 59	039432931

NGOs	ADDRESS	EMAIL	TELEPHONE	OBJECTIVES	BENEFICIARIES	ACTIVITIES
Women Association "Elena Gjika"	Str. Abedin Rexha no. 6	Shpg_elenagjika@yahoo.com	039470774	- To protect women's rights and promote women's empowerment	Women	- Counselling - Educational programs - Promotion of women's rights
Women Association "ZANA"	Str. Abedin Rexha	<a href="mailto:info@ngo-zana.org">info@ngo-zana.org</a>	039470249	- To promote the economic empowerment of women	Women	- Awareness-raising and capacity-building activities - Counselling

## MUNICIPALITY OF KLOKOT-VRBOVAC/KLLOKOT-VËRBOC

PUBLIC INSTITUTIONS	ADDRESS	EMAIL	TELEPHONE
Regional Kosovo police unit against domestic violence	Regional Kosovo Police Directorate Gjilan/Gnjilane Str. Mulla Idrizi	<a href="mailto:dhunafamilijare@hotmail.com">dhunafamilijare@hotmail.com</a>	03850801194
Centre for social welfare	Covered by Centre for Social Welfare Viti/Vitina Str. Presheva	<a href="mailto:qpsviti@gmail.com">qpsviti@gmail.com</a>	0280381660 hotline: 044283725
MOGE	Municipal building (no street name or number)	not available	0280385470 (Mayor's office)
MHRU	Municipal building (no street name or number)	not available	0280385633
Victim advocacy officer	Covered by Gjilan/Gnjilane, Kamenicë/Kamenica and Viti/Vitina VAOs	<a href="mailto:vaau_advocates@yahoo.com">vaau_advocates@yahoo.com</a>	044310467

SHELTER	EMAIL	TELEPHONE
Covered mainly by the Gjilan/Gnjilane shelter	<a href="mailto:liriagjilan10@hotmail.com">liriagjilan10@hotmail.com</a>	044125729 24 hrs helpline: 0280325700

OI	ADDRESS	TELEPHONE
Covered by the Gjilan/Gnjilane Field Office	Municipal Building II Str. Adem Jashari	0280320843



## MUNICIPALITY OF LEPOSAVIĆ/LEPOSAVIQ

PUBLIC INSTITUTIONS	ADDRESS	EMAIL	TELEPHONE
Regional Kosovo police unit against domestic violence	Regional Kosovo Police Directorate Mitrovicë/Mitrovica Str. Sheshi Agim Hajrizi	not available	92 (landline) 192 (mobile)
Centre for social welfare	Str. Dositej Obradovic	not available	02882977
Victim advocacy officer	Covered by Mitrovicë/Mitrovica VAO: South police station building	vaau_advocates@yahoo.com	028534489 044310466

SHELTER	EMAIL	TELEPHONE
Covered mainly by the Mitrovicë/Mitrovica shelter	cpwcmitrovica@yahoo.com	028534351 044158686

OI	ADDRESS	TELEPHONE
Covered by the Mitrovicë/Mitrovica Sub-Office	Trepca Annex Str. Filipa Visnjica, No. 4	0649560050 045455319

## MUNICIPALITY OF LIPJAN/LIPLAN

PUBLIC INSTITUTIONS	ADDRESS	EMAIL	TELEPHONE
Regional Kosovo police unit against domestic violence	Regional Kosovo Police Directorate Prishtinë/Priština Police Station 2 Str. Mahalla e Muhaxherëve	not available	92 (landline) 192 (mobile)
Centre for social welfare	Str. 1 Maji	qpslipjan@gmail.com	hotline: 038581454
MOGE and MHRU	Str. Shqipëria	not available	038581505
Victim advocacy officer	District Court building, 4th floor Str. Ilir Konushevcj, Prishtinë/Priština	vaau_advocates@yahoo.com	038246059, 044278738 (24 hrs)

SHELTER	EMAIL	TELEPHONE
Covered mainly by the Prishtinë/Priština shelter	cpwcprihtina@yahoo.com	044508081 038545476

OI	ADDRESS	TELEPHONE
Covered by the Prishtinë/Priština	Str. Enver Maloku, No. 28	038501401 038545303

## MUNICIPALITY OF MALISHEVË/MALIŠEVO

PUBLIC INSTITUTIONS	ADDRESS	EMAIL	TELEPHONE
Regional Kosovo police unit against domestic violence	Regional Kosovo Police Directorate Prizren Village: Lubizhdë/Lubižda	dhunafamiljare_pz@hotmail.com	192 (Ext 6028)
Centre for social welfare	Str. Sheshi i Deshmoreve (next to city park)	qpsmalisheve@gmail.com	029269004
MOGE and MHRU	Str. Gjergj Kastrioti-Skënderbeu	not available	029269003
Victim advocacy officer	Covered by Malishevë/Mališevo Municipal Court (covered temporarily by Prizren VAO)	Vaau_advocates@yahoo.com	029241898 044310468

SHELTER	EMAIL	TELEPHONE
Covered mainly by: Gjakova/Đakovica and Prizren shelters	linjajuaj@hotmail.com qsgf_pz@hotmail.com	0390330098 029225518

OI	ADDRESS	TELEPHONE
Covered by the Prizren Field Office	Str. Remzi Ademi	029222138

## MUNICIPALITY OF MAMUŠA/MAMUSHË/MAMUŠA

PUBLIC INSTITUTIONS	ADDRESS	EMAIL	TELEPHONE
Regional Kosovo police unit against domestic violence	Regional Kosovo Police Directorate Prizren Village: Lubizhdë/Lubižda	dhunafamiljare_pz@hotmail.com	192 (Ext 6028)
Centre for social welfare	Rr. William Walker Nr. 10 Prizren	qpsprizren@gmail.com	029223451
MOGE and MHRU	Municipal Building Mamuša/Mamushë/ Mamuša	not available	029273260
Victim advocacy	Covered by Prizren	vaau_advocates@yahoo.com	029241898

SHELTER	EMAIL	TELEPHONE
Covered mainly by the Prizren shelter	qsgf_pz@hotmail.com	029225518

OI	ADDRESS	TELEPHONE
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officer	VAO: Str. William Walker (inside the District Public Prosecution Building, entrance II)		044310468		Covered by the Prizren Field Office	Str. Remzi Ademi	029222138
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## MUNICIPALITY OF MITROVICË/MITROVICA

PUBLIC INSTITUTIONS	ADDRESS	EMAIL	TELEPHONE
Regional Kosovo police unit against domestic violence	Regional Kosovo Police Directorate Mitrovicë/Mitrovica Str. Sheshi Agim Hajrizi	not available	92 (landline) 192 (mobile)
Centre for social welfare	Vëllezërit Dragaj Str. Oslobođenja	qpsmitrovica@gmail.com not available	028533007 028497483
MOGE and MHRU	Municipal Building Str. Bedri Gina	not available	02832104 (MOGE: ext. 229)
Victim Advocacy Officer	South police station building	vaau_advocates@yahoo.com	028534489 044310466

SHELTER	EMAIL	TELEPHONE
Mitrovicë/Mitrovica	cpwcmitrovica@yahoo.com	028534351 044158686

OI	ADDRESS	TELEPHONE
Mitrovicë/Mitrovica Field Office	Regional Tax Administration Building, Agim Hajrizi Square	028530138
and Mitrovicë/Mitrovica Sub-Office	Trepca Annex Str. Filipa Visnjica, No. 4	0649560050 045455319

NGOs	ADDRESS	EMAIL	TELEPHONE	OBJECTIVES	BENEFICIARIES	ACTIVITIES
Mundesia NGO	Vllezrit Dragaj Str. 4	Mundesia_ngo@yahoo.com	028530360	- To support, advise and build the capacity of women	Women, including women from rural areas	- Socio-economic development program - Awareness-raising activities - Trainings on women's rights issues, including domestic violence - Establishment of

Women's Rights <sup>7</sup>	Str. Filip Visnjic, No. 11	not available	not available	- To protect women's rights and strengthen the rule of law	Women with a special focus on the most marginalized	women's groups - Awareness-raising - Capacity-building
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MWG	Address	Email	Telephone	Objectives	Beneficiaries	Activities
Mitrovicë/Mitrovica Child Protection task force	CSW, Vëllezërit Dragaj, Mitrovicë/Mitrovica	not available	028533007	- To develop a safety network for protecting children in Kosovo	- Child victims of neglect or abuse - Exploited or trafficked children - Delinquents - Juveniles in conflict with the law	- Strengthening the Child Protection Units within the CSW - Developing mechanisms for prevention, detection and referral of cases - Giving necessary support to school teachers/psychologists - Empowerment of vulnerable communities to protect children

## MUNICIPALITY OF NOVO BRDO/NOVOBËRDË

PUBLIC INSTITUTIONS	ADDRESS	EMAIL	TELEPHONE
Regional Kosovo police unit against domestic violence	Regional Kosovo Police Directorate Gjilan/Gnjilane Str. Mulla Idrizi	dhunafamilijare@hotmail.com	03850801194
Centre for social welfare	Village Bostane/Bostan	qpsartane@gmail.com	hotline: 038576213
MOGE and MHRU	Municipal Building Village Bostane/Bostan	not available	038576012

SHELTER	EMAIL	TELEPHONE
Covered mainly by the Gjilan/Gnjilane shelter	liriagjilan10@hotmail.com	044125729 24 hrs helpline: 0280325700

<sup>7</sup> Žensko Pravo / Të Drejtat e Grave.

Victim advocacy officer	Covered by Gjilan/Gnjilane, Kamenicë/Kamenica and Viti/Vitina VAOs	vaau_advocates@yahoo.com	044310467
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OI	ADDRESS	TELEPHONE
Covered by the Gjilan/Gnjilane Field Office	Municipal Building II Str. Adem Jashari	0280320843

MWG	ADDRESS	EMAIL	TELEPHONE	OBJECTIVES	BENEFICIARIES	ACTIVITIES
Municipal working group on supporting the victims of gender-based violence	Village Bostane/Bostan Municipal Building (MOGE office)	not available	038576012	- To increase co-operation among the institutions that protect and support domestic violence victims	Victims of domestic violence, mainly women and children	- Follow up of domestic violence cases and support to victims

## MUNICIPALITY OF OBILIQ/OBILIĆ

PUBLIC INSTITUTIONS	ADDRESS	EMAIL	TELEPHONE
Regional Kosovo police unit against domestic violence	Regional Kosovo Police Directorate Prishtinë/Priština Police Station 2 Str. Mahalla e Muhaxherëve		92 (landline) 192 (mobile)
Centre for social welfare	Municipal Hall Building (no street name or number)	not available	038561322 044250565
MOGE and MHRU	Municipal Hall Building (no street name or number)	not available	038561322 044843344
Victim advocacy officer	Covered by Prishtinë/Priština VAO: District Court building, 4th floor. Str. Ilir Konushevci	vaau_advocates@yahoo.com	038246059 044278738 (24hrs)

SHELTER	EMAIL	TELEPHONE
Covered mainly by the Prishtinë/Priština shelter	cpwcprihtina@yahoo.com	038545476 044508081

OI	ADDRESS	TELEPHONE
Covered by the Prishtinë/Priština Office	Str. Enver Maloku, No. 28	038501401 038545303

## MUNICIPALITY OF PARTEŠ/PARTESH

PUBLIC INSTITUTIONS	ADDRESS	EMAIL	TELEPHONE
Regional Kosovo police unit against domestic violence	Regional Kosovo Police Directorate Gjilan/Gnjilane Str. Mulla Idrizi	dhunafamilijare@hotmail.com	03850801194
Centre for social welfare	Covered by CSW Gjilan/Gnjilane Str. Fehmi Lladrovci	qpsgjilan@gmail.com	0280320140 hotline: 045218015
MOGE and MHRU	Municipal building Village Pasjane/Pasjan	not available	not available
Victim advocacy officer	Covered by Gjilan/Gnjilane, Kamenicë/Kamenica and Viti/Vitina VAOs	vaau_advocates@yahoo.com	044310467

SHELTER	EMAIL	TELEPHONE
Covered mainly by the Gjilan/Gnjilane shelter	liriagjilan10@hotmail.com	044125729 24 hrs helpline: 0280325700

OI	ADDRESS	TELEPHONE
Covered by the Gjilan/Gnjilane Field Office	Municipal Building II Str. Adem Jashari	0280320843

## MUNICIPALITY OF PEJË/PEĆ

PUBLIC INSTITUTIONS	ADDRESS	EMAIL	TELEPHONE
Regional Kosovo police unit against domestic violence	Regional Kosovo Police Directorate Pejë/Peć Str. Mbretëresha Teutë	not available	92 (landline) 192 (mobile)
Centre for social welfare	Str. Marije Shulaku, No. 5	qpspeje@gmail.com	039433743 049786522
MOGE and MHRU	Str. Mbretresha Teuta, No. 59	zip-peje@hotmail.com (municipal information office)	039434604
Victim advocacy officer	Str. Lekë Dukagjini, No. 44	Vaau_advocates@yahoo.com	044348164

SHELTER	EMAIL	TELEPHONE
Pejë/Peć shelter	pejawwc@yahoo.com	039421398 044278809

OI	ADDRESS	TELEPHONE
Pejë/Peć Field Office	Municipal Building Str. Queen Teuta, No. 59	039432931

NGOs	ADDRESS	EMAIL	TELEPHONE	OBJECTIVES	BENEFICIARIES	ACTIVITIES
Association for the emancipation of women (ALMA) <sup>8</sup>	Str. Shpetim Bojku, No. 1	ojqalma@gmail.com	039421484	- To promote the emancipation of women in society	Women, youth and children	- Organization of vocational trainings (tailoring, hairdressing, computer and foreign languages) - Teach literacy - Psychological support
Kosovo Agency for Advocacy and Development (KAAD)	Str. Rruga Haxhi Zeka, No. 2	qpspeje@gmail.com	039433743 049786522	- To promote tolerance - To build capacities at the municipal level - To monitor the return process	Women and men from all communities	-Counselling, support and referral of victims - Support to returnees and camp management - Capacity-building on human rights and democracy principles

TASK FORCE	ADDRESS	EMAIL	TELEPHONE	OBJECTIVES	BENEFICIARIES	ACTIVITIES
Child protection task force in Pejë/Peć	Marie Shllaku no. 5	Qpspeje@gmail.com (focal point CSW)	039433743 049786522	- To develop a safety network for protecting children	- Child victims of neglect or abuse - Exploited or trafficked children - Delinquents - Juveniles in conflict with the law	- Monthly inter-institutional meetings to follow up on cases - Identifying children who are begging and who are exploited through child labour - Advocacy with local government to present the task force's work and lobby for its institutionalization

<sup>8</sup> Shoqata për emancipimin e femrës / Udruženje za emancipaciju žena.

## MUNICIPALITY OF PODUJEVË/PODUJEVO

PUBLIC INSTITUTIONS	ADDRESS	EMAIL	TELEPHONE
Regional Kosovo police unit against domestic violence	Regional Kosovo Police Directorate Prishtinë/Priština Police Station 2 Str. Mahalla e Muhaxherëve	not available	92 (landline) 192 (mobile)
Centre for social welfare	Str. Hyzri Talla	qpsbesjane@gmail.com	038571838 hotline: 044283723
MOGE and MHRU	Str. Zahir Pajaziti	not available	038571962
Victim advocacy officer	District Court building, 4th floor Str. Ilir Konushevci, Prishtinë/Priština	vaau_advocates@yahoo.com	038246059 044278738 (24 hrs)

SHELTER	EMAIL	TELEPHONE
Covered mainly by the Prishtinë/Priština shelter	cpwcprishtina@yahoo.com	038545476 044508081

OI	ADDRESS	TELEPHONE
Covered by the Prishtinë/Priština Office	Str. Enver Maloku, No. 28	038501401 038545303

## MUNICIPALITY OF PRISHTINË/PRIŠTINA

PUBLIC INSTITUTIONS	ADDRESS	EMAIL	TELEPHONE
Regional Kosovo police unit against domestic violence	Regional Kosovo Police Directorate Prishtinë/Priština Police Station 2 Str. Mahalla e Muhaxherëve	not available	92 (landline) 192 (mobile)
Centre for social welfare	Str. UCK	not available	038244841 hotline: 044278792
MOGE and MHRU	Str. UCK, No. 2	not available	038230900
Victim advocacy officer	District Court Str. Ilir Konushevci	vaau_advocates@yahoo.com	038246059 044278738

SHELTER	EMAIL	TELEPHONE
Prishtinë/Priština shelter	cpwcprishtina@yahoo.com	038545476 044508081

OI	ADDRESS	TELEPHONE
Prishtinë/Priština Office	Str. Enver Maloku, No. 28	038501401 038545303



NGOs	ADDRESS	EMAIL	TELEPHONE	OBJECTIVES	BENEFICIARIES	ACTIVITIES
Coalition of shelters of Kosovo <sup>9</sup>	Lagjia ULPIANA, Str. Imzot Nike Prela, No. 45	cpwcrishtina@yahoo.com	038545476 044508081	<ul style="list-style-type: none"> <li>- To prevent domestic and sexual violence</li> <li>- To support, help and empower victims of domestic and sexual violence</li> <li>- To monitor and advocate for laws and policies, including adequate funding, for preventing violence and protecting victims</li> </ul>	Women and children	<ul style="list-style-type: none"> <li>- Monitoring, research, advocacy, awareness-raising, public denunciation and capacity-building</li> <li>- Sharing information and referring cases</li> <li>- Technical support for managing, funding and standardizing services</li> <li>- Networking with other organisations</li> </ul>
Kosova Women's Network	Str. Hajdar Dushi, C-2 II/8	info@womensnetwork.org	038245850	<ul style="list-style-type: none"> <li>- To support, protect and promote the rights and the interests of women and girls throughout Kosovo, regardless of their political beliefs, religion, age, level of education, sexual orientation and ability</li> </ul>	Women and girls	<ul style="list-style-type: none"> <li>- Research, advocacy and support</li> <li>- Exchange of experience and information</li> <li>- Networking</li> <li>- Information and awareness campaigns</li> </ul>
Gender Training and Research Center	Str. Luan Haradinaj, No. 9/4	qtsgj@yahoo.com gtrc@gtr-center.org	038223982	<ul style="list-style-type: none"> <li>- To monitor implementation of the Gender Equality Law</li> <li>- To raise awareness on abusive information and communication technologies, gender-based violence and gender equality</li> <li>- To support NGOs working on gender issues</li> </ul>	Women, students, youth, experts on GBV and ICT, human rights activists	<ul style="list-style-type: none"> <li>- Awareness-raising and capacity-building activities</li> <li>- Roundtables with decision makers and politicians</li> <li>- Distributing awareness-raising materials</li> </ul>
Kosovo Center for Gender Studies <sup>10</sup>	Str. Mother Teresa, No.18/1	<a href="mailto:info@kgscenter.net">info@kgscenter.net</a>	038735991	<ul style="list-style-type: none"> <li>- To ensure the inclusion of gender sensitive policies in</li> </ul>	Women and men in Kosovo	<ul style="list-style-type: none"> <li>- Awareness-raising and capacity-building</li> </ul>

<sup>9</sup> Koalicioni i strehimoreve të Kosovës.

<sup>10</sup> Qendra Kosovare për Studime Gjinore.

				<p>all sectors of life</p> <ul style="list-style-type: none"> <li>- To increase awareness, knowledge, and understanding of gender issues (including gender-based violence issues)</li> <li>- To further develop gender studies in Kosovo</li> </ul>		<ul style="list-style-type: none"> <li>- Research</li> <li>- Lobbying and advocacy</li> <li>- Policy analysis</li> <li>- Consulting</li> </ul>
Lawyers Association Norma	Str. Afrim Vitia, 3/1	shnorma@hotmail.com	044126428 049126428	<ul style="list-style-type: none"> <li>- To promote human rights and gender equality</li> <li>- To provide legal aid to people in need</li> <li>- To advocate for a legal framework in compliance with human rights and gender equality standards</li> </ul>	All persons but with a main focus on women	<ul style="list-style-type: none"> <li>- Legal support</li> <li>- Research</li> <li>- Awareness-raising and capacity-building</li> <li>- Lobbying and advocacy</li> </ul>

TASK FORCES	ADDRESS	EMAIL	TELEPHONE	OBJECTIVES	BENEFICIARIES	ACTIVITIES
<p>1. Child protection task force in Prishtinë/Priština, Central Centre for Social Welfare Child protection</p> <p>2. Task force in Prishtinë/Priština, Sunny Hill Centre for Social Welfare</p>	(Central CSW) Str. UCK, 10000	Not available	(Central CSW) 038244841 hotline: 044278792	- To develop a safety network for protecting children	<ul style="list-style-type: none"> <li>- Child victims of neglect or abuse</li> <li>- Exploited or trafficked children</li> <li>- Delinquents</li> <li>- Juveniles in conflict with the law</li> </ul>	<ul style="list-style-type: none"> <li>- Monthly inter-institutional meetings to follow up on cases</li> <li>- Identifying children who are begging and who are exploited through child labour</li> <li>- Advocacy with local government to present their work and lobby for its institutionalization</li> <li>- Establishing proper referral mechanisms in order to improve case management efficiency</li> </ul>

## MUNICIPALITY OF PRIZREN

PUBLIC INSTITUTIONS	ADDRESS	EMAIL	TELEPHONE
Regional Kosovo police unit against domestic violence	Regional Kosovo Police Directorate Prizren Village: Lubizhdë/Lubižda	dhunafamiljare_pz@hotmail.com	192 (Ext 6028)
Centre for social welfare	Str. William Walker, No. 10	qpsprizren@gmail.com	029223451
MOGE and MHRU	Str. Remzi Ademi	not available	029241391
Victim advocacy officer	(inside the District Public Prosecution Building, entrance II) Str. William Walker	Vaau_advocates@yahoo.com	029241898 044310468

SHELTER	EMAIL	TELEPHONE
Prizren shelter	qsgf_pz@hotmail.com	029225518

OI	ADDRESS	TELEPHONE
Prizren Field Office	Str. Remzi Ademi	029222138

NGOs	ADDRESS	EMAIL	TELEPHONE	OBJECTIVES	BENEFICIARIES	ACTIVITIES
One to One Kosova	Str. Fehim Ibrahim, No. 19	onetoonekosova@hotmail.com	029230556	- To offer counselling services for families	Children (including children with special needs) and victims of domestic violence	- Counselling - Advocacy and lobbying - Capacity-building - Rehabilitation
Dora-Dores	Str. Mbreti Zog, No. 59	dora_dores@yahoo.com	hotline: 044844221	- To support women in all aspects - To strengthen the role of women in the society	Women	- Counselling and psychosocial support - Capacity-building - Promoting women self employment - Supporting draft-strategies on gender equality for Prizren and Dragash/Dragaš
Teuta	Sheshi Shadrvan	not available	not available	- To promote the emancipation of women and to advance their position in society	Girls and women	- Capacity-building - Advocacy

For Healthy Mind <sup>11</sup>	Str. Rifat Ukimeri, No. 113, H4/4, Ortakol 2	Info@pmsh-ks.org training@pmsh-ks.org	not available	- To improve psycho-social and economic conditions - To improve mental health of beneficiaries - To support career development and health education	Children, youth, women and institutions	- Psycho-social assistance and treatment - Support to integration of target groups - Counselling - Informal education and capacity-building
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MWG	ADDRESS	EMAIL	TELEPHONE	OBJECTIVES	BENEFICIARIES	ACTIVITIES
Committee for gender equality	not available	not available	not available	not available	not available	not available

## MUNICIPALITY OF RANILUG/RANILLUG

PUBLIC INSTITUTIONS	ADDRESS	EMAIL	TELEPHONE
Regional Kosovo police unit against domestic violence	Regional Kosovo Police Directorate Gjilan/Gnjilane Str. Mulla Idrizi	dhunafamilijare@hotmail.com	03850801194
Centre for social welfare	Village Ranilug/Ranillug (no street name or number)	not available	hotline: 028075195
MOGE and MHRU	Municipal building Village Veliko Ropotovo/Ropotovë e madhe	not available	0280375427
Victim advocacy officer	Covered by Gjilan/Gnjilane, Kamenicë/Kamenica and Viti/Vitina VAOs	vaau_advocates@yahoo.com	044310467

SHELTER	EMAIL	TELEPHONE
Covered mainly by the Gjilan/Gnjilane shelter	liriagjilan10@hotmail.com	044125729 24 hrs helpline: 0280325700

OI	ADDRESS	TELEPHONE
Covered by the Gjilan/Gnjilane Field Office	Municipal Building II Str. Adem Jashari	0280320843

<sup>11</sup> Per Mendje te Shendoshe.

MWG	ADDRESS	EMAIL	TELEPHONE	OBJECTIVES	BENEFICIARIES	ACTIVITIES
Committee of gender equality and youth	Municipal building Village Veliko Ropotovo/Ropotovë e madhe	not available	0280375427	- To raise awareness and build capacity on domestic violence and child abuse in rural areas - To eliminate stereotypes of women in rural areas - To raise awareness of youth on substance abuse	Women in rural areas and vulnerable children	- Awareness-raising - Capacity-building

## MUNICIPALITY OF RAHOVEC/ORAHOVAC

PUBLIC INSTITUTIONS	ADDRESS	EMAIL	TELEPHONE
Regional Kosovo police unit against domestic violence	Regional Kosovo Police Directorate Prizren Village: Lubizhdë/Lubižda	dhunafamiljare_pz@hotmail.com	192 Ext 6028
Centre for social welfare	Str. Xhelal Hajda Toni	qpsrahovec@gmail.com	029276663 044200658
MOGE and MHRU	Municipal building Str. Xhelal Hajda Toni	not available	029276039
Victim advocacy officer	Covered by Malishevë/Mališevo Municipal Court (covered temporarily by Prizren VAO)	Vaau_advocates@yahoo.com	029241898 044310468

SHELTER	EMAIL	TELEPHONE
Covered mainly by: Gjakova/Đakovica and Prizren shelters	linjajuaj@hotmail.com qsgf_pz@hotmail.com	0390330098 029225518

OI	ADDRESS	TELEPHONE
Covered by the Prizren Field Office	Str. Remzi Ademi	029222138

NGOs	ADDRESS	EMAIL	TELEPHONE	OBJECTIVES	BENEFICIARIES	ACTIVITIES
Hareja	Str. Bujar Thaçi	shpg_hareja@hotmail.com	not available	- To promote the empowerment of women, children and persons with disabilities	Women, children, persons with disabilities	- Counselling - Awareness-raising and capacity-building activities - Vocational trainings - Education/health care
Jefimija	Velika Hoča/Hoqa e Madhë (no street name or number)	not available	not available	- To support economic independence of women	Women	In the past: -Capacity-building of women (professional courses -knitting, sewing, hairdressing, English language)

## MUNICIPALITY OF ŠTRPCE/SHTËRPÇË

PUBLIC INSTITUTIONS	ADDRESS	EMAIL	TELEPHONE
Regional Kosovo police unit against domestic violence	Regional Kosovo Police Directorate Ferizaj/Uroševac Str. Driton Islami	dhunafamiljare@hotmail.com	03850801194
Centre for social welfare	Main street (no street name or number)	not available	029370005 (Mayor's secretary)
MOGE and MHRU	Municipal building Main street (no street name or number)	not available	029370005
Victim advocacy officer	Covered by Ferizaj/Uroševac Office: Str. Sejdi Sejdiu (near mosque and church)	Vaau_advocates@yahoo.com	0290325602

SHELTER	EMAIL	TELEPHONE
Covered mainly by the Gjilan/Gnjilane shelter	liriagjilan10@hotmail.com	044125729 24 hrs helpline: 0280325700

OI	ADDRESS	TELEPHONE
Covered by the Gjilan/Gnjilane Field Office	Municipal Building II Str. Adem Jashari	0280320843

## MUNICIPALITY OF SHTIME/ŠTIMLJE

PUBLIC INSTITUTIONS	ADDRESS	EMAIL	TELEPHONE
Regional Kosovo police unit against domestic violence	Regional Kosovo Police Directorate Ferizaj/Uroševac Str. Driton Islami	dhunafamiljare@hotmail.com	03850801194
Centre for social welfare	Str. Anton Cetta	qps@gmail.com	0219389031
MOGE and MHRU	Str. Tirana	info@shtime-komuna.org	0290389016
Victim advocacy officer	Covered by Ferizaj/Uroševac Office: Str. Sejdi Sejdiu (near mosque and church)	Vaau_advocates@yahoo.com	0290325602

SHELTER	EMAIL	TELEPHONE
Covered mainly by the Gjilan/Gnjilane shelter	liriagjilan10@hotmail.com	044125729 24 hrs helpline: 0280325700

OI	ADDRESS	TELEPHONE
Covered by the Gjilan/Gnjilane Field Office	Municipal Building II Str. Adem Jashari	0280320843

## MUNICIPALITY OF SKENDERAJ/SRBICA

PUBLIC INSTITUTIONS	ADDRESS	EMAIL	TELEPHONE
Regional Kosovo police unit against domestic violence	Regional Kosovo Police Directorate Mitrovicë/Mitrovica Str. Sheshi Agim Hajrizi	not available	92 (landline) 192 (mobile)
Centre for social welfare	Str. Osman Geci	qpsskenderaj@gmail.com	028582247 hotline: 044278807
MOGE and MHRU	Str.18 Qershori	not available	028582522 (MOGE) 028582027 (MHRU)
Victim Advocacy Officer	Covered by Mitrovicë/Mitrovica office: South police station building	vaau_advocates@yahoo.com	028534489 044310466

SHELTER	EMAIL	TELEPHONE
Covered mainly by the Mitrovicë/Mitrovica shelter	cpwcmitrovica@yahoo.com	028534351, 0441273818

OI	ADDRESS	TELEPHONE
Covered by the Mitrovicë/Mitrovica Field Office	Regional Tax Administration Building, Agim Hajrizi Square	028530138

NGO	ADDRESS	EMAIL	TELEPHONE	OBJECTIVES	BENEFICIARIES	ACTIVITIES
Womens' Center Prehja <sup>12</sup>	Str. 28 Nëntori	qgprehja@hotmail.com	not available	- To support women in all aspects - To raise women's awareness on their role in society	Women and children	- Capacity-building and awareness-raising - Advocacy - Education

## MUNICIPALITY OF SUHAREKË/SUVA REKA

PUBLIC INSTITUTIONS	Address	Email	Telephone
Regional Kosovo police unit against domestic violence	Regional Kosovo Police Directorate Prizren Village: Lubizhdë/Lubižda	dhunafamiljare_pz@hotmail.com	192 Ext 6028
Centre for social welfare	Str. Brigada 123	qkstherranda@gmail.com	029271165
MOGE and MHRU	Municipal building, Str. Brigada 123	not available	029272662
Victim advocacy officer	Suharekë/Suva Reka Municipal Court (covered temporarily by Prizren VAO)	vaau_advocates@yahoo.com	029241898 044310468

SHELTER	Email	Telephone
Covered mainly by: Gjakova/Đakovica and Prizren shelters	linjajuaj@hotmail.com	0390330098
	qsgf_pz@hotmail.com	029225518

OI	ADDRESS	TELEPHONE
Covered by the Prizren Field Office	Str. Remzi Ademi	029222138

## MUNICIPALITY OF VITI/VITINA

PUBLIC INSTITUTIONS	ADDRESS	EMAIL	TELEPHONE
Regional Kosovo police unit against domestic violence	Regional Kosovo Police Directorate Gjilan/Gnjilane Str. Mulla Idrizi	dhunafamiljare@hotmail.com	03850801194

SHELTER	EMAIL	TELEPHONE
Covered mainly by the Gjilan/Gnjilane shelter	liriagjilan10@hotmail.com	0280325700 24 hrs helpline: 0280325900

<sup>12</sup> Qendra e Gruas Prehja.



Centre for social welfare	Str. Presheva	qpsviti@gmail.com	0280381660 hotline: 044283725
MOGE and MHRU	Municipal building Str. 28 Nëntori	not available	0280381612
Victim advocacy officer	Municipal Court Str. Adem Jashari	vaau_advocates@yahoo.com	044310467

OI	ADDRESS	TELEPHONE
Covered by the Gjilan/Gnjilane Field Office	Municipal Building II Str. Adem Jashari	0280320843

NGO	ADDRESS	EMAIL	TELEPHONE	OBJECTIVES	BENEFICIARIES	ACTIVITIES
Women's Association Legjenda	Str. Hoxhe Junizi	ojqlegjenda@yahoo.com	0280382024	- To advance the position of women in society	- Women - Men and youth occasionally	- Vocational trainings - Awareness-raising - Health advice

## MUNICIPALITY OF VUSHTRRI/VUÇITRN

PUBLIC INSTITUTIONS	ADDRESS	EMAIL	TELEPHONE
Regional Kosovo police unit against domestic violence	Regional Kosovo Police Directorate Mitrovicë/Mitrovica Str. Sheshi Agim Hajrizi	not available	92 (landline) 192 (mobile)
Centre for social welfare	Dëshmorët e kombit (Te parku )	qpsvushtrri@gmail.com	028572006 hotline: 045213628
MOGE and MHRU	Municipal building Str. Adem Jashari	sekretaria_kkvush@yahoo.com	028571524
Victim advocacy officer	Covered by Mitrovicë/Mitrovica office: South police station building	vaau_advocates@yahoo.com	028534489 044310466

SHELTER	EMAIL	TELEPHONE
Covered mainly by the Mitrovicë/Mitrovica shelter	cpwcmetrovica@yahoo.com	028534351 0441273818

OI	ADDRESS	TELEPHONE
Covered by the Mitrovicë/Mitrovica Field Office	Regional Tax Administration Building, Agim Hajrizi Square	028530138

## MUNICIPALITY OF ZUBIN POTOK/ZUBIN POTOK

PUBLIC INSTITUTIONS	ADDRESS	EMAIL	TELEPHONE
Regional Kosovo	Regional Kosovo	not available	92 (landline)

SHELTER	EMAIL	TELEPHONE
Covered mainly	cpwcmetrovica@yahoo.com	028534351

police unit against domestic violence	Police Directorate Mitrovicë/Mitrovica Str. Sheshi Agim Hajrizi		192 (mobile)
Centre for social Welfare	Kolašinskih Kneževa	not available	028460064
Victim advocacy officer	Covered by Mitrovicë/Mitrovica office: South police station building	vaau_advocates@yahoo.com	028534489 044310466

by the Mitrovicë/Mitrovica shelter		0441273818
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OI	ADDRESS	TELEPHONE
Covered by the Mitrovicë/Mitrovica Sub-Office	Trepca Annex Str. Filipa Visnjica, No. 4	0649560050 045455319

## MUNICIPALITY OF ZVEČAN/ZVEÇAN

PUBLIC INSTITUTIONS	Address	Email	Telephone
Regional Kosovo police unit against domestic violence	Regional Kosovo Police Directorate Mitrovicë/Mitrovica Str. Sheshi Agim Hajrizi	not available	92 (landline) 192 (mobile)
Centre for social welfare	Covered by CSW Mitrovicë/Mitrovica: Str. Oslobođenja	not available	028497483
MOGE	Str. Kralja Milutina, No. 5	not available	028664728
Victim advocacy officer	Covered by Mitrovicë/Mitrovica office: South police station building	vaau_advocates@yahoo.com	028534489 044310466

SHELTER	EMAIL	TELEPHONE
Covered mainly by the Mitrovicë/Mitrovica shelter	cpwcmitrovica@yahoo.com	028534351 0441273818

OI	ADDRESS	TELEPHONE
Covered by the Mitrovicë/Mitrovica Sub-Office	Trepca Annex Str. Filipa Visnjica, No. 4	0649560050 045455319

NGO	ADDRESS	EMAIL	TELEPHONE	OBJECTIVES	BENEFICIARIES	ACTIVITIES
Santa Marija	Str. Kralja Petra I, No. 57 Zvečan/Zveçan	not available	not available	- To protect women and children from mistreatment	Women and children with a special focus on the most marginalized	- Awareness-raising - Capacity-building

